



San Francisco Bay Area Housing Manual



ISCALAINST M11101.1B

INTEGRATED SUPPORT COMMAND ALAMEDA INSTRUCTION M11101.1B

Subj: SAN FRANCISCO BAY AREA HOUSING MANUAL

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.13 (series)
(b) San Francisco Bay Area Assignment Priority, ISCALAINST 11101.2 (series)

1. PURPOSE. This manual sets forth specific regulations and procedures for all residents of Integrated Support Command Alameda Family Quarters and Unaccompanied Personnel Housing (UPH) located in the Alameda, Novato, and Yerba Buena Island housing complexes.
2. ACTION. All military personnel (USCG and DOD) who reside in ISC Alameda's family quarters or UPH shall adhere to the contents of this instruction. A copy of this manual will be distributed to each resident of Alameda, Novato, and YBI family and UPH quarters. They shall read and acknowledge understanding the contents of this directive by endorsing their copy. The policies in Chapter 6 to this directive specifically apply to residents of the UPH located in Alameda and Novato housing complexes.
3. DIRECTIVE AFFECTED. ISCALAINST M11101.1A is cancelled.
4. DISCUSSION. ISC Alameda provides family and unaccompanied quarters to qualified enlisted and officer personnel assigned to units in the Bay area. These policies and procedures are intended to promote a safe, secure, and habitable residence for all Bay Area personnel in accordance with reference (a).

JAMES M. HASS IV

Distribution:

- A. ISCA (ph) 25 copies, CO, XO, (p), (e), (ch), MLCP (ph), All Bay Area Units, Maintenance Contractors
- B. All Alameda/Novato/YBI Residents (w/o Appendixes)

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Chapter 1 – Assignment and General Information

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Chapter 1 – Assignment and General Information

A. Welcome Congratulations on your assignment to your new home in Military Family Housing (MFH). 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. The purpose of this chapter is to provide you with additional information upon your assignment to Coast Guard owned housing in the San Francisco Bay Area.

| B. Hours of Operations | Who | Hours of Operation |
|---|-----------------------------|--|
| | Alameda Housing Office | <ul style="list-style-type: none"> • 0700-1700 Monday through Thursday • 0700-1500 Friday • Closed weekends/holidays |
| | Alameda Self Help Locker | <ul style="list-style-type: none"> • 0700-1700 Monday through Friday • 0900-1200 Saturday & Sunday |
| | Novato Housing Office (YBI) | <ul style="list-style-type: none"> • 0730-1630 Monday through Thursday • 0730-1400 Friday • Closed weekends/holidays |
| | Novato Self Help Locker | <ul style="list-style-type: none"> • 0730-1630 Monday through Thursday • 0730-1400 Friday • 0730-1200 Saturday, Closed Sunday |
| | Alameda BEQ | <ul style="list-style-type: none"> • 0700-1530 • After 1530 during weekends/holidays call ISCA OOD |
| <i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i> | | |

C. Phone Listing A complete phone listing for the Alameda and Novato Housing Offices is located in enclosure (1).

- D. Basic Allowance for Housing (BAH)**
1. **BAH Entitlement.** Your entitlement to BAH will stop upon assignment to Coast Guard owned housing (date you accept the keys). Your BAH will start the date you pass and complete your final check-out inspection. In both instances it is the military member's responsibility to insure that the BAH stop and start documents have been processed. ***No military member in Family or UPH is entitled to receive any BAH, full or partial.***
 2. **Verify Your LES.** Pay close attention to your LES. Notify your payroll office immediately if you continue to draw BAH for more than one pay period after assignment to government quarters.
 3. **DoD Residents:** DoD residents are responsible for reporting the date of check in/out to their respective personnel/ pay office/ command and any promotions/demotions to the Housing Office. ***Failure to notify*** your pay office to stop your BAH could result in punishment under the UCMJ.

Chapter 1 – Assignment and General Information

E. Assignment to Housing Family size, grade/rate, and date of arrival from previous duty station generally determine the assignment to family housing. Assignment precedence, procedures, and policies are set forth in ISCALAINST 11101.2 (series), *San Francisco Bay Area Housing*, reference b.

F. 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 local housing office retains a complete report of the current conditions of your housing unit or assigned UPH room. It is recommended that you keep a copy for your personal files.
2. Additional Discrepancies. **Within the first two weeks of assignment**, it is recommended that you provide the local housing office with a list of any additional discrepancies that were not noted during the initial inspection. It is also recommended that you keep a copy for your personnel files. After 30 days no changes will be made to the initial check-in inspection report and you may be held liable for damages upon termination of quarters.

G. Moving into Quarters

1. Household Goods (HHGs). The ISC Alameda Personnel Property Shipping Office (PPSO) will provide information and make arrangements to have your household goods moved to your new quarters.
2. Moving Company Responsibilities. The moving company handling your personal property is required to reassemble any items they took apart for moving and unpack any items they packed according to your instructions.
3. Packing Material. It is your responsibility to ensure that all packing material is properly disposed of. It is recommended that you 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 your local housing office if you have any questions regarding disposal of any additional packing material left behind by the movers.
4. Storage. Arrangements for storage of excess personal property at government expense may be made by contacting PPSO. Any cost involved in obtaining access to your stored property after being placed in storage will be at your own expense.
5. Damages or Loss to Personal Property.
 - a. **Mover's Damage**: If damage to your quarters occurs during the movement of household goods, it is your responsibility to immediately notify the Local Housing Office and the servicing Personal Property Shipping Office. Failure to report damage may result in you being held responsible.

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continued

- b. **Claims by Sponsors for Loss or Damage:** While assigned to government quarters, you may file claims for loss or damage to your personal property located at such quarters, provided such damage or loss is not caused by your own negligence or property. Refer to Chapter 6, Coast Guard Claims and Litigation Manual, COMDTINST 5890.
 - 6. **Contact Numbers.** Contact numbers for the PPSO are located in enclosure (1).
-

**H. Renters/
Liability
Insurance**

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

Waterbed insurance is required. See Section 4.I

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. A resident may be held financially responsible for any damage to the unit determined to be caused by the resident, their dependents or guest; such as a fire started from a pot left on a stove, a candle, or even children playing with a match or lighter.

- 2. **Play Structures, Trampolines, etc...** Residents choosing to set up personal play structures or equipment, such as swing sets or trampolines are required to have proof of liability insurance.
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I. WebSite

ISC Alameda maintains a Web page that contains information on application & termination procedures, local housing information, phone numbers; local schools, etc. It can be reached at:

<http://www.uscg.mil/mlcpac/iscalameda/divisions/housing/default.html>

**J. Housing
Advisory
Board**

If desired by residents, a Housing Advisory Board may be established for discussion of housing and housing related concerns. Meetings, open to all housing residents, are at the call of the chairman. Call your Local Housing Office for additional information. UPH residents are welcomed and encouraged to participate.

**K. Town Hall
Meetings**

The ISC Commanding Officer and key staff will hold semi-annual Novato and Alameda Town Hall meetings, open to all residents. UPH residents are encouraged to attend.

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L. Lockout If you are locked out of your quarters during normal working hours (Monday through Friday) contact the Local Housing Office. You must contact a locksmith (at your own expense) if you're locked out on a weekend, holiday, and/or after hours. Refer to **Chapter 6 for UPH** resident lockout procedures.

M. Environmental Health Hazards 1. History: To comply with the spirit of Housing Urban Development (HUD) and 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.

Based on the date of construction and Environmental Risk Assessments (ERA) conducted in April 1996 all units in Spanish Housing, YBI, and North Village sites contain some type of environmental health hazard.

2. Notification/Disclosure Letters: As part of the check-in procedures, each resident will be issued disclosure letters indicating that their assigned quarters have been assessed for environmental health risks. Whether or not the quarters currently contain environmental health risks; the location and type of environmental health risks; and issued the appropriate EPA pamphlets. 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 will be issued as enclosures to the disclosure letter. The precautionary measures outlined in these EPA pamphlets should be followed:

- a. Protect Your Family from Lead in Your Home, EPA-747-k-94-001.
- b. Lead in Your Home, EPA-747-b-98-002.
- c. Asbestos in the Home, EPA-560-opb-86-002.
- d. Reducing Radon Risk, EPA-5201/1-89-027

4. Electronic Version. The pamphlets described above are available at your Local Housing Office or electronic versions can be downloaded from the internet at hyperlink at:

<http://www.epa.gov/opptintr/lead/index.html>,
<http://www.epa.gov/opptintr/genpub.htm#r>
<http://www.epa.gov/iaq/radon/pubs/rducrrks.html>

5. ERA Reports: All ERA reports and records are accessible and maintained in the Alameda and Novato Local Housing offices.

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continued*

6. Exposure: If lead-based paint or asbestos containing material is present in your quarters and it becomes damaged and/or exposed, you should immediately contact your Local Housing Office. The Housing Office will contact the Safety and Environmental Health Officer at ISC Alameda to evaluate the severity of the risk to residents and make recommendations for corrective action.
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Chapter 2 –Occupancy, Termination, and Inspection of Family Quarters

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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 owned family housing. ***Additional regulations and procedures specific to UPH residents are further discussed in chapter 6.***

- B. Occupancy**
1. Minimum Time Requirement. By accepting assignment to government quarters, you are expected to remain in military family housing for a minimum of twelve months. Refer to the procedures for terminating quarters if you desire to vacate your housing after 12 months.
 2. Changes In Family Composition: Sponsors are required to notify the Local Housing Office of any change in the number of family members. If your qualification for government quarters increases (for instance, you acquire an additional family member qualifying you for larger government quarters), the LHO will attempt to meet your additional requirements. However, this move will be for your convenience and is at your own expense.
 3. Reporting Changes In Status: You are responsible and required to notify your Local Housing Office of any changes in your status, which might affect your continued eligibility to government quarters. Examples include:
 - Separation from active duty.
 - Changes in rank or grade.
 - Receipt of PCS orders (includes TEMDU).
 - Family separation, divorce/separation, etc. Funding local moves stemming from divorce will be handled in accordance with reference (a).
 - Extended leave from the quarters (*see 3 below*).
 4. Temporary Absences: You must notify the Local Housing Officer if you and or your family members will leave your quarters vacant for more than 7 days. Sponsors shall notify the Local Housing Office of absences exceeding 7 days by submitting a Housing Information/Notification form, ISCALAHSG-011. Depending on the circumstances, periods of absence that exceed 60 days may lead to termination of quarters. You are responsible for maintaining the quarters during your absence. This includes making sure all utilities are adjusted to the low settings or turned off, and the grounds are cared for. Grounds care is mandatory; the name and phone number of the caretaker must be provided to the Local Housing Officer using the Housing Information/Notification form, ISCALAHSG-11.
 5. Relocation: Voluntary relocation to other government quarters (i.e. move to a different size unit due to a change in family size) will be at member's expense and will only occur when excess housing is available, and approved by the LHO. See ISCALAINST 11101.2 (series) for more details. Any relocation must be completed within 7 days of assignment to the new quarters.

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*Section 2-B
continued.*

6. Live-in Dependent Care: A live-in dependent care provider is permitted in government quarters providing you meet the criteria set forth under current regulations. Please refer to Section 6-E of the Coast Guard Housing Manual, COMDTINST M11101.13C. Submit all requests to the Local Housing Office. A larger unit to accommodate a live-in aide may not be available.
7. Foster Care. Having foster children in family housing is permitted as long as the living conditions, which result, are reasonable. The presence of foster children will not increase your bedroom entitlement. Notify your Local Housing Officer in writing if you intend to become a foster parent.

**C. Loss of
Eligibility for
Government
Quarters**

1. Permanent Change of Station (PCS) Orders. If your new command is outside the San Francisco Bay Area you must vacate quarters on or before the date you depart your current command. Contact your Local Housing Officer if you have received PCS orders to determine if you are eligible to remain in your current quarters.
2. Homeport Changes: You may retain your quarters up to 15 days after the ship arrives at its new homeport or 15 days after the effective date of homeport change, whichever is later.
3. Discharge or Retirement. Eligibility for housing expires on the date of discharge or retirement, and you must vacate on or before that date. Minor delays in vacating quarters may be granted by the Commanding Officer of ISC Alameda if extenuating circumstances, see section 2.E.
4. Family member no longer resides with sponsor: The sponsor 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 sponsor no longer resides in the quarters for any reason. If vacation of quarters is required, upon notification from the Housing Office, you will have a total of 30 days to vacate quarters.
5. Unauthorized Absence. Dependents may remain in owned or leased housing up to 60 days from the date the sponsor is placed in a UA status.
6. Misconduct. Failure to follow regulations by **you, your spouse, family member(s) and or guest(s) can result in the loss of your 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, involvement with gangs as a gang member, or in “gang related” activities; or 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.

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Section 2.C
continued

7. Eviction. Eviction may be recommended when conditions for termination of occupancy exist and you do not vacate government quarters. If eviction becomes necessary, justification for this action will be recommended by the Local Housing Officer, and approved by the Area Housing Authority, ISC Alameda Commanding Officer, via the Area Housing Officer.

D. Procedures for Vacating Quarters

The below steps shall be followed when a resident is preparing to terminate his/her government owned quarters:

Refer to Chapter 6 for UPH Procedures.

| Step | What Happens | |
|---|---|--|
| 1 | Sponsor receives PCS, separation, or authorized relocation orders. | |
| 2 | Sponsor notifies Local Housing Office 45 days in advance of termination/departure by submitting completed Notice Of Intent To Vacate Government Owned Or Leased Quarters Form, ISCAHSG-003. | |
| 3 | LHO schedules pre-termination inspection time/date with sponsor. | |
| 4 | Sponsor thoroughly cleans quarters IAW this manual and the Coast Guard Housing Preliminary Inspection Checklist, ISCALAHSG-010. | |
| 5 | LHO and sponsor perform final inspection using Quarters Inspection Checklist, ISCALAHSG-004. | |
| | If | Then |
| | Passes Inspection | LHO notifies servicing PERSRU via e-mail to start sponsor's BAH, and a Notification of Assignment To And Termination Of Coast Guard Housing (CG 5267A) is signed and forwarded. DOD residents must bring their CG-5267 A to their Unit Admin Office to start their BAH. |
| | Fails Inspection | A |
| B | | Sponsor does not correct discrepancy. LHO submits a Pay Adjustment Authorization Form (DD 139) to charge the sponsor for cleaning/damage and notifies servicing PERSRU via e-mail to start sponsors BAH. |
| DOD Residents: DoD residents must bring their CG-5267A to their Unit Administrative Office to start BAH. | | |

Chapter 2 –Occupancy, Termination, and Inspection of Family Quarters

E. Extension in Quarters Extensions in quarters may be made under certain conditions in accordance with reference (b). Contact your Local Housing Office for details and procedures. Residents authorized to remain in quarters after their separation or retirement date are required to pay rent at an amount equivalent to the BAH normally forfeited for their pay grade upon separation.

F. Inspection of Quarters

1. Right of Inspection. It may be necessary to enter assigned quarters when no one is home. The Local Housing Officer may direct members of the housing staff to enter a home without the sponsors consent under the following conditions:

Refer to Chapter 6 for UPH inspection requirements

- a. Suspect quarters are abandoned.
- b. Suspect quarters are damaged.
- c. Suspect unsanitary conditions, which threatens health of occupants.
- d. Emergency situations that may cause damage to the quarters or disruption to neighbors.
- e. Unable to contact the occupant for emergency repairs or preventative maintenance.
- f. Avoid delays of contracts.
- g. Failure to appear at scheduled inspections, after two attempts.

2. What's Inspected. Any and all rooms, garage, storage areas, and grounds. In addition, to ensure your safety, fire extinguishers, CO & smoke detectors, safety & environmental health hazards are checked.

3. Sponsor Presence. If the sponsor is not available (i.e. underway) a resident, normally the spouse (or a family member over the age of 18) may act as the sponsor's representative during annual and pre-inspections. However, a resident may not act as a sponsor for any other inspections unless they possess a valid Power of Attorney.

4. Notification of Intent to Vacate. Notification of 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 Government Owned or Leased Quarters form, ISCAHSG-003. Only the sponsor may submit the intent to vacate unless a designee (usually the spouse) has a valid power of attorney. Notify the Local Housing Office immediately if official orders for a military directed move are received too late to allow 45 days notice. Your HHG pack out date should be set prior to the 45-day mark to allow for pick-up of you HHGs and cleaning of your quarters.

5. Types of Inspections.

- a. **Check-in Inspection.** Upon acceptance of quarters, the LHO or a LHR will conduct the inspection with the sponsor. Residents should notify the Local Housing Office immediately, or within 14 days after initial

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*Section 2-F-5.a
continued*

occupancy if they discover additional discrepancies that were not noted during the initial inspection. After 30 days no changes will be made to the initial check-in inspection report.

- b. **Annual Inspections.** Annual inspections are required in accordance reference (a). The LHO will set up a scheduled appointment with all residents. Residents who fail to show for scheduled inspections will be afforded the opportunity to reschedule an inspection. The Local Housing Officer and a Local Housing Representative will complete an inspection without the sponsor for residents who fail to show for the rescheduled inspection.

The sponsor should have a copy of the Check-in Inspection form (CG-4898 or ISCALAHS-004) that was completed upon assignment to quarters. Generally, this form indicates what items you will NOT be responsible for correcting prior to termination of quarters.

- c. **Pre-Inspection (Final Check-Out).** Generally a preliminary --"pre" termination (or pre-final) inspection will be conducted by a Local Housing Representative and the sponsor (or designated representative) 30 days prior to the date of termination. 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 Housing Representative will issue you a Preliminary Inspection Check-List, ISCALAHS-010. This checklist indicates specifically what items will be inspected during the final inspection.
- d. **Final Check-Out.** The final inspection is conducted on your date of termination. There shall be no household goods or personal items in the quarters during this inspection. The sponsor or legal representative must be present during the final inspection. To pass the final inspection, there must be no discrepancies other than those listed on your original ISCALAHS-004. When quarters are found acceptable, you will be cleared of government quarters and the Housing Office will notify your servicing PERSRU via e-mail, or by completing and signing a CG 5267A, to start your BAH. Should you fail the final inspection, you'll be expected to rectify the discrepancy on the spot or reimburse the government for damages or cleaning prior to clearing quarters.
- e. **Just Cause.** The LHO may inspect assigned quarters for due cause only 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 (LHR) at the discretion of the LHO, the resident's Commanding Officer or the Commanding Officer of ISC Alameda. The LHO, LHR, CGIS, sponsor's XO or command representative (*if desired by the LHO*) may conduct the inspection. Sponsor may or may not be present

Continued on the next page.

Chapter 2 –Occupancy, Termination, and Inspection of Family Quarters

*Section 2.F.5
continued*

f. **Grounds.** Local Housing Representatives will frequently inspect exterior grounds of the housing area. If a discrepancy is noted, a violation notice will be issued, ISCALAHS-005. This notice will indicate what discrepancy(ies) exists, and what type of corrective action a sponsor must take. The resident’s copy must be returned to the housing office by the date directed indicating the corrective action taken.

G. Paying to Clean Quarters

Should you desire to have your quarters cleaned by a professional contractor, the Housing Office may maintain a list of personnel available for this work, which will be done entirely at your expense. The contract is between you and the contractor, not the Coast Guard. The responsibility for meeting termination standards and requirements is yours, not the contractors.

H. Correcting a Discrepancy

Residents are responsible for correcting discrepancies noted on all inspection forms. 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/disciplinary action, involuntary deduction from pay for damages, and/or eviction.

I. Damage to Coast Guard Quarters

1. Damage or Loss: You are responsible for damage to government quarters or loss of government property arising from intentional or unintentional acts of negligence caused by you, your family member(s), visitor(s)/guest(s), or pet(s). You will be held financially responsible for the cost of repair/replacement/restoration in kind for damages. For determining liability, extent of damage, and settlement procedures, contact your Local Housing Office.
2. Pet Damage: Members will be held financially responsible for extermination of fleas if quarters are not adequately exterminated upon vacating quarters.
3. 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 sponsor or by family members, guests, or pets.
4. Denial of Future Quarters Assignment: Where restitution for damage to quarters remains unsettled upon transfer of a member, the Housing Office shall notify the new command of all damage claims outstanding against the member. Military members may be denied government quarters (leased or owned) until outstanding claims have been resolved.

Chapter 2 – Occupancy, Termination and Inspection of Family Quarters

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Chapter 3 – Safety and Security

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Chapter 3 – Safety and Security

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Chapter 3 – Safety and Security

A. Safety Fires, injuries, and natural disaster are unexpected and can happen at any time. Your safety is of the utmost importance to your local housing staff. It is recommended that all residents and family members be involved in the planning for the necessary actions taken for emergencies. The first step is to become familiar with the contents of this chapter. Remember that the safety and security of human life should always be the most important priority in any emergency.

B. Reporting Emergencies Residents are encouraged to **call 911** for fire, medical and other emergencies. Refer to the *Emergency Information* list below for emergency numbers appropriate to your housing site. Post emergency numbers, especially those different from 911, by or on each telephone in your home. If you have children, practice dialing the numbers on a play phone or by holding down the receiver button while dialing on a real phone. Teach the children that 911 is for emergencies only. **BE PREPARED!**

C. Emergency Information

| TYPE OF EMERGENCY | Location | | |
|-------------------|--|--|---|
| | Alameda | Novato | YBI |
| Fire | Alameda Fire Dept. 1300 Park Street Alameda, CA 510.522.4109 EMERGENCY: 911 | Novato Fire/Medical Dept. 415.892.1513 EMERGENCY: 911 | San Francisco Fire Dept. 415.558.3248 or 415.467.6662 EMERGENCY: 911 |
| Hospital | Alameda Hospital 2070 Clinton Ave. Alameda, CA 510.522.3700 EMERGENCY: 911 | Novato Community Hospital 415.897.3111 EMERGENCY: 911 | Laguna Honda Hospital 375 Laguna Honda Blvd., SF 415.664.1580 EMERGENCY: 911 |
| Police | Alameda Police Dept 1555 Oak Street Alameda, CA 510.748.4508 EMERGENCY: 911 | Novato Police Dept. 415.897.4361 EMERGENCY: 911 | San Francisco Police Dept/TI 415.984.0642 or 415.553.1373 EMERGENCY: 911 |

Chapter 3 – Safety and Security

D. Fire

1. Call 911. Fire protection is provided by your local fire department. In the event of a fire **call 911**. For general fire department information call your local fire department as listed in the phone book.
 2. Fire Extinguishers. All government quarters are equipped with **fire extinguishers**. Residents should familiarize themselves with the operating instructions, and periodically check the fire extinguisher(s) to insure they are properly charged. If no fire extinguisher is provided, residents should immediately notify their local housing office.
 3. Smoke Detectors. All housing units are equipped with one or more **smoke detectors** to protect occupants from the threat of a fire. Take this alarm seriously whenever it goes off – get out of the house and call the fire department. Make sure you perform routine maintenance on the smoke detector (i.e. check it very time you set your clock for daylight savings time, 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 gas, oil or have a fire place shall be equipped with CO detectors on all living levels, centrally located outside each separate sleeping area.
-

E. Fire Evacuation Planning

1. Spreading the Word. Have a method of spreading the word to all members of your home and even your neighbors if you're in a multi dwelling unit. **UPH** residents should not assume that a **roommate** is gone simply because a door is shut, **knock on all the doors**.
 2. Escape Plan. Plan ahead! Each family member or UPH resident must know where to go and how to behave in case of fire. Draw a floor plan of your home indicating each member's escape routes. This should include two escape routes from each bedroom (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). Always keep these routes free from obstruction.
 3. Predetermined Meeting Place. Practice escaping to the outdoors and meeting at a point away from the house.
 4. Exit Drill In The Home. A pre-planning and practicing drill commonly referred to by the Fire Department as "Operation EDITH", a nationally recognized fire safety program. Contact your local fire department for brochures and further information.
-

Chapter 3 – Safety and Security

F. Fire Prevention

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 4 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, especially children, who might be in the way.

On a monthly basis, remove and clean the fan and screen filter of your 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 by small children or caught by clothing and pulled off the stove.

Electric cooking appliances (toasters, electric skillets, crock pots, waffle irons, etc.) should never be left on when you leave 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 your stove is not working properly or appears to be overheating or arcing, place a call to your local housing office immediately.

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 government-owned housing**. Wall outlets that are broken (including the cover), arcing, or not holding plugs securely should be reported to your local housing maintenance office.

The use of oil or gas space heaters is strictly forbidden in Government-Owned Housing, including the garage area.

Candles should be used carefully and never left unattended. Fires occur when candles are thoughtlessly placed in areas such as the bathroom too close to towels or left lit in other rooms and the occupant of that room falls asleep.

Matches, lighters, and other flame producing devices should be stored in areas which are not assessable to children. Children or teens playing with flame producing devices or smoking cigarettes are the second major cause of fires and fire related injuries in Family Housing.

Continued on the next page.

Chapter 3 – Safety and Security

Section 3-F continued.

Using barbecues too close to the exterior walls of Marina Village units is a leading cause of damage to those quarters. The resident pays for this damage.

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 your local housing office to clean exterior dryer vents above ground level and interior vents which may be too long for access.
4. Proper Storage. Don't store newspaper, cartons, old furniture, or oil soaked rags in enclosed areas like the basement, garage, or closets. Keep all items at least three (3) feet away from the boiler or hot water heater. Dispose in a solid plastic or metal trash container, not plastic or paper bags, or cardboard boxes. 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 at least five (5') feet from any structure and three (3') feet from the decks. Do not leave fires unattended and have an extinguishing agent nearby (water or a fire extinguisher).
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 any potential ignition source.
7. Fuel Powered Machinery. Lawn mowers, motorcycles, trail bikes, jet skis, mopeds, and other fuel-powered machinery are to be stored in a well-ventilated area away from combustible materials.
8. Garages/Carports. Garage areas can become a severe fire hazard if not watched closely.
 - Storage of flammable liquid, such as gasoline is restricted to 5 gallons.
 - Welding is prohibited.
 - Automotive repairs and bodywork (sanding and painting) are prohibited in Family and UPH 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.
 - No not store items near or block water heaters.

Chapter 3 – Safety and Security

G. Fireplace Safety. Law prohibits burning of any material other than seasoned firewood or commercially purchased fire logs in fireplaces. 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.

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. Military members are financially and legally responsible for damages to material and equipment caused by their children at construction sites.

Look for and carefully read housing newsletters and special notices. In many cases these are distributed to warn of possible hazards in your area due to construction projects or maintenance work.

I. Traffic Safety

1. Speeding/Stop Signs. Residents must observe the posted speed limits and stop at all stop signs when driving in housing areas. Children may dart unexpectedly into the street. Be especially cautious in areas where deaf family members reside. There will be signs posted. Failure to adhere to posted speed limits and stop signs may result in loss of housing privileges.
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, and this should be impressed upon the children. Stay with children when they cross the street until they are old enough to “Stop, Look, and Listen” for traffic.

J. Earthquakes and Natural Disasters

1. Supplies. The Coast Guard Housing Offices located in Alameda and Novato 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. Enclosure (2) provides guidance on the preparation to take before, during and after an earthquake.
3. Additional Information. Detailed instructions on what to do if an earthquake occurs can be found in the front of your 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).

Chapter 3 – Safety and Security

K. Quarters Security

The respective 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 your unit will be vacant for more than three (3) days, residents should follow the below procedures before leaving:

1. Cancel all daily deliveries (newspaper, mail, etc.) or arrange pickup.
2. Notify the Housing Office if you're going to be absent for more than seven (7) days. We also recommend that you notify a neighbor.
3. Arrange to have your lawn cut.
4. Leave shades in normal position; not completely closed.
5. Leave a small light on using an automatic timer.

L. 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 Housing Office.
- ☞ Cooperating in investigations.
- ☞ Knowing where your children are and what they are doing.
- ☞ Educating your children on the need for law and order and the serious consequences of involvement in vandalism type behavior.

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 will be evicted from housing. At a minimum, parents of children and UPH residents whose guests are found committing an offense will be issued a warning concerning their responsibilities. Incidents can result in financial restitution, and may lead to eviction from Coast Guard quarters. Major offenses may be cause for termination of quarters after one occurrence.

M. Theft, Break-ins, Burglary

While most residents of Family Housing are conscious of the possibility of theft, a few feel they are 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 your protection, be sure your home is locked and all personal items such as bicycles and toys are secured within your quarters. All personal property should always be adequately insured for protection against possible loss. Report any theft, break-ins, and burglary to the police immediately. Any sponsor or family member found to have committed theft or burglary will be evicted. *Please provide a copy of the police report to your local housing office.*

Chapter 3 – Safety and Security

N. Firearms, Weapons, & Explosives

1. Firearms Registration and Possession (CA State Law). Personal firearms (rifles, pistols, shotguns, including BB guns, air pistols and air rifles) are authorized in government owned housing providing the owner complies with all applicable Federal, State and local laws, ordinances and regulations. Personal firearms may not be fired or discharged in housing or housing areas. All firearms in your possession must be registered at the Housing Office using ISCAHSG-011.
2. Other Weapons. The below list of weapons are potentially dangerous and their use in any government housing area is prohibited. Any subsequent damage or injury by such weapons is an occupant's responsibility. If such weapons are maintained in housing they must be registered at the Housing Officer using ISCAHAG-011.
 - Bows and Arrows.
 - Spear Gun.
 - Swords, long knives, machetes, etc (except officers' ceremonial swords)
 - Marital arts weapons.
3. Black Powder. Black powder is prohibited in government owned housing. However, up to 20 pounds of smokeless powder/pyrodex may be permitted in government housing if stored in accordance with NFPA requirements.
4. Misuse of Weapons. Misuse, discharging, brandishing, etc. of any firearm (i.e. air rifles, BB guns, handguns, rifles, shotguns, or other similar weapons) within a family housing area will result in immediate termination of quarters, UCMJ prosecution and possible arrest by civilian authorities.

Note: *Personal firearms and weapons are not allowed on Coast Guard Island. If you need to bring a weapon on board Coast Guard Island it must be checked in with Security immediately when entering the main gate and will be stored in the Armory.*





O. Fireworks

The possession of explosives and fireworks (for sale, storage or use) is prohibited in government owned housing areas. Fireworks do not include paper caps or highway flares.

Chapter 3 – Safety and Security

**P. Joggers,
Walkers,
Bicyclists,
Skate
Boarders,
Roller
Bladers**

Use of **motorized skateboards** in the Coast Guard Housing area is **not authorized**.

1. Helmets. All residents (this includes children in bike seats) must wear an approved bicycle helmet (or suitable equivalent) while operating a bicycle or skating (including skate boards/in-line skates) in the Coast Guard Housing area. Furthermore, all residents shall observe the following rules:
 -  Do not interfere with the normal traffic flow.
 -  During evening/night/periods of low visibility, wear reflective tape on your clothing.
 -  Joggers and walkers should use running paths and sidewalks.
 -  Do not slide (grind) on handrails (or any government property) using in-line skates and/or skateboards.
2. Motorized Skate Boards. California Vehicle code 21968 prohibits the use of a motorized skateboard on any sidewalks, roadways, or any other part of a highway or on any bikeway, bicycle path or trail, equestrian trail, or hiking or recreational trail.

**Q. 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 Worklife Staff in your area. Please provide a copy of the police report to your local housing office.***

Chapter 4 – Neighborhood Regulations

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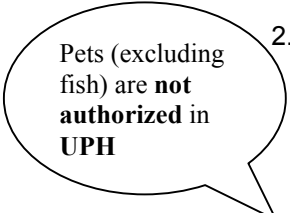
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Chapter 4 – Neighborhood Regulations

A. Purpose This chapter provides basic information on housing policies, regulations, and procedure within the housing community. The Coast Guard Housing Manual, reference (a) contains additional guidance on family housing.

B. Pets

1. Definition: Only domesticated animals such dogs, cats, hamsters, fish and the like are allowed in family housing. Barnyard or exotic species are strictly prohibited.



Pets (excluding fish) are **not** authorized in UPH

2. Discussion: The keeping of pets is a conditional privilege extended to families who exhibit responsible behavior and control of their pets. Residents are finically 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.

3. Pet Agreement: Residents who have or acquire a pet(s) must submit/have a signed Pet Agreement (ISCALAHS-009) on file with the Housing Office.

4. 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.

5. Control of Pets:

- a. **Abandonment**. Abandonment of pets is prohibited and may result in eviction.

- b. **Dogs**. All dogs must wear an identification tag and be registered with the appropriate housing office. Dogs shall be kept inside the pet owner's residence, or when outside the residence, inside a housing office approved fenced area, a housing office approved dog run, or on a lease with the pet owner. Dogs shall not be tied to any stationary object outside the residence at any time.

- c. **Cats**. Cats may roam freely if they are not a health risk (i.e. feces) and/or nuisance to other residents. All cats must wear an identification tag. Cats without tags may be impounded by local animal control officers. If the Housing Office receives three complaints about a cat, the cat must be confined to the resident's quarters or pet privileges will be revoked.

6. Clean Up: Areas where pets are kept (both indoors and outdoors) shall be maintained in a sanitary condition at all times. Pet owners must be prepared to clean up after their pets when taking them for a walk. Failure to do so may result in revocation of the owner's privilege to keep pets.

Continued on the next page.

Chapter 4 – Neighborhood Regulations

*Section 2-B
continued*

7. Removal by Authorities: Any pet(s) picked up two times 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 fee, and any fee for emergency treatment.
 8. Registration/Inoculations: Residents shall supply a copy of pet registrations to the Housing Office within ten (10) days of the arrival of the pet. 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 authorities.
 9. Complaints: No pet shall be a public hazard or nuisance. If you feel your rights are being infringed 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.
 10. Bites and Aggressive Acts: Any animal that menaces or bites a person or another animal shall be permanently removed from the housing area within five (5) days of the incident. Failure to remove an aggressive pet may result in the loss of the privilege to live in government quarters. Personnel who have been bitten by an animal should report for medical treatment and file a notice of the biting with local animal control authorities and the Housing Office.
 11. 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.
 12. Breeding: Breeding/raising animals of any species in Coast Guard Housing is prohibited. Accidental litters must be removed from the housing area by age 10 weeks.
 13. Spaying/neutering: It is recommended that all pets be spayed/neutered unless intended for breeding after termination of quarters. Contact the local animal control authorities for low-cost clinics.
 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 Animals: Dead animals will be disposed of in accordance with local animal control regulations (call local animal control authorities for guidance).
 16. Violations: Violations of these regulations will result in the loss of the privilege to maintain pets. In addition, violations may also result in the loss of the privilege to live in government quarters.
-

Chapter 4 – Neighborhood Regulations

- C. Businesses & Yard Sales**
1. Home Businesses. The Housing Office must approve all home-based businesses. Normal home enterprises 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. *You are responsible for any costs, alterations, damages or repairs necessary to government property caused by or for this business.*
 2. 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.
-

- 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
-

Continued on the next page.

Chapter 4 – Neighborhood Regulations

*Section 4-D
continued.*

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; and
- 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 you **are** providing more than **10 hours a week child-care**, then the Coast Guard must certify you. Please contact the ISC Alameda Work Life Office, 510 437-5378 to request a 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 parents and/or guardian's responsibility. Parents must assess the maturity and judgement 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.

**F. Occupant
Relations**

1. Definition: A complaint is an allegation made by a resident or an official citing a violation of regulations, or discontent against another resident or official. A complaint is normally defined as infractions of the UCMJ, or violations of Coast Guard Housing regulations, a person's civil rights, and/or city, state, and federal ordinances, laws, and regulations.

Continued on the next page.

Chapter 4 – Neighborhood Regulations

Section 4.F
continued.

2. Multiple or Recurring Complaints of the same nature can lead to the eviction of a sponsor. Normally, sponsors will be given a warning prior to eviction, *however, if the situation warrants, the AHA may evict any resident without prior complaints.*

3. Who Can Make A Complaint:
 - Sponsor
 - Spouse of sponsor
 - Coast Guard active duty member, civilians, and contracted employees
 - Authorized visitor/guest
 - George P. Miller School and Alameda Head Start Staff member
(Alameda Housing only)
 - Persons as determined by the LHO.

4. How To Make A Complaint: Prior to submitting a complaint to the local housing office, residents are strongly encouraged to resolve problems and differences without formal involvement. If informal resolution can not be reached, the following steps may be taken:

| Step | Action | | | | | | | | |
|--------------------------|---|----|------------|--------------------------|--|-------------------------|---|------------------------|---|
| 1 | <p>Complainant completes sections I and II of the Housing Complaint Form (ISCAHSG-002) (<i>Block I.4. is optional</i>).</p> <p><i>Note: Resident personal information will only be released to authorized Coast Guard and/or law enforcement officials.</i></p> | | | | | | | | |
| 2 | <p>Complainant delivers the Resident Complaint Form to the Local Housing Officer or housing official, i.e. HMA, Housing Rep.</p> | | | | | | | | |
| 3 | <p>LHO investigates and determines severity of the complaint. If valid complaint, LHO takes the following action:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">If</th> <th style="background-color: black; color: white;">LHO shall:</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Initial Complaint</td> <td> <p>Issue verbal warning. Then:</p> <ul style="list-style-type: none"> • Completes Section III of ISCAHSG-002. • File ISCAHSG-002 in resident's file. </td> </tr> <tr> <td style="text-align: center;">Second Complaint</td> <td> <p>Issue written notification letter (Warning Letter) to sponsor via sponsor's Commanding Officer. Then:</p> <ul style="list-style-type: none"> • Send copy of warning letter to ISCA XO. • Complete Section III of ISCAHSG-002. • File ISCAHSG-002 and copy of letter in resident's file. </td> </tr> <tr> <td style="text-align: center;">Third Complaint</td> <td> <p>After review by LHO, ISCA XO/CO issue written eviction letter to sponsor via sponsor's Commanding Officer. Then:</p> <ul style="list-style-type: none"> • Send copy of eviction letter to ISCA XO. • Complete Section III of ISCAHSG-002. • File ISCAHSG-002 and copy of letter in resident's file. </td> </tr> </tbody> </table> | If | LHO shall: | Initial Complaint | <p>Issue verbal warning. Then:</p> <ul style="list-style-type: none"> • Completes Section III of ISCAHSG-002. • File ISCAHSG-002 in resident's file. | Second Complaint | <p>Issue written notification letter (Warning Letter) to sponsor via sponsor's Commanding Officer. Then:</p> <ul style="list-style-type: none"> • Send copy of warning letter to ISCA XO. • Complete Section III of ISCAHSG-002. • File ISCAHSG-002 and copy of letter in resident's file. | Third Complaint | <p>After review by LHO, ISCA XO/CO issue written eviction letter to sponsor via sponsor's Commanding Officer. Then:</p> <ul style="list-style-type: none"> • Send copy of eviction letter to ISCA XO. • Complete Section III of ISCAHSG-002. • File ISCAHSG-002 and copy of letter in resident's file. |
| If | LHO shall: | | | | | | | | |
| Initial Complaint | <p>Issue verbal warning. Then:</p> <ul style="list-style-type: none"> • Completes Section III of ISCAHSG-002. • File ISCAHSG-002 in resident's file. | | | | | | | | |
| Second Complaint | <p>Issue written notification letter (Warning Letter) to sponsor via sponsor's Commanding Officer. Then:</p> <ul style="list-style-type: none"> • Send copy of warning letter to ISCA XO. • Complete Section III of ISCAHSG-002. • File ISCAHSG-002 and copy of letter in resident's file. | | | | | | | | |
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Chapter 4 – Neighborhood Regulations

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 remove the vehicle. If the vehicle is not removed within the time directed by the Housing Office, it will be towed at owner expense.
 2. **Speed Limits:** Posted speed limits **shall be** observed. Repeated violations of speeding by residents, guests or family members can lead to loss of driving privileges within Coast Guard Housing or eviction. Speed bumps 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 bumps.
 3. **Road Use:** Only licensed motorized vehicles may be used by residents in the housing area. The use of go-carts, motorized scooters, motorized skateboards, off road motorcycles, ATVs, etc. is strictly prohibited.
 4. **Parking:** Residents of the housing area may utilize designated parking spots, limited to two vehicles in their immediate residence.
 - a. **Assigned Parking.** Please do not allow guest 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 the area by storing items other than vehicles in parking areas.
 - b. **Open Spaces.** Open Spaces will be utilized on a "first-come-first-serve 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. There is no parking available for resident owned or operated commercial vehicles in the housing areas.
 - d. **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 in excess of 24 hours. In Alameda North Village visitor parking is confined to street parking on Mosley and Singleton Ave, visitor parking is not allowed in front of residents in Alameda North Village.
 - e. **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.
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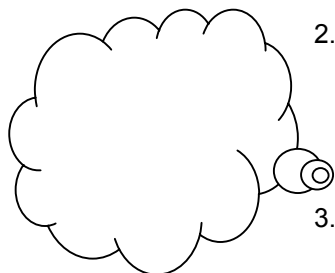
Chapter 4 – Neighborhood Regulations

Section 4-G Continued

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.
 - a. **Guests.** Guests may park such vehicles in the housing area for up to 72 hours. The Housing Office may authorize extensions.
 - b. **Rules.** Both guests and residents 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.
 6. Storage of Small Recreational Items: Un-trailerred small boats such as canoes, prams, 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 your assigned backyard or garage only.
 - ⚠️ Must be stored at least two feet above the ground (if outside).
 7. Recreational Vehicle Storage Lot: Secured, low cost storage space is available at Novato and on Coast Guard Island through the ISC Alameda MWR. The Coast Guard is not liable for damage to anything stored in this area. Contact the Local Housing Office for information.
 8. Vehicle Maintenance:
 - a. **Minor Maintenance.** Minor maintenance of personal motor vehicles is authorized in the housing area and **limited to** oil changes, tire changes, headlights, and battery changes. Waste oil must be disposed of in accordance with local environmental regulations. Contact your local Housing Office for local regulations.
 - b. **Major Maintenance.** Major maintenance such as transmission repairs/removal, engine tune-ups/overhauls/removal and bodywork (sanding and painting) are not permitted in the housing areas. Vehicles shall not be in an inoperable status in excess of 72 hours. All inoperable vehicles must be removed from the housing area.
 9. 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 your vehicle washing.
-

Chapter 4 – Neighborhood Regulations

H. Courtesy Rules



1. Golden Rule. Use the Golden Rule, “Do unto others as you would have them do unto you,” with all residents in your housing community. Try to keep noise to a minimum, keep your yard clean, pay attention to your children, and if you have a party, don’t let it get too loud or run too late.
2. Quiet Hours: Out of respect for your neighbors, TV and stereo (this includes car stereos) volume should be kept to a minimum as not to be overheard by your neighbors. 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.
3. Playgrounds. Playground quiet hours are between 2000 through 0800. Basketball courts, and other outdoor common areas will not be used during quiet hours.
4. 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.
5. Bands: Bands (musical groups) are not authorized in the housing area.
6. Parties: Parties in a resident’s home are permitted if they meet the guidelines listed below. Violation of guidelines can be grounds for loss of your housing privilege.
 - Quiet Hours must be observed.
 - The rights of other residents shall not be violated.
 - No one under the age 21 may consume alcohol.

I. Waterbeds

Waterbeds are authorized in government quarters. However, sponsors will be held responsible for any damage caused by the waterbed. Prior to installation you must obtain approval of the Housing Office and it is required that you obtain waterbed insurance. Submit a Housing Information and Notification form ISCAHSG-011.

J. Christmas – Holiday Lighting and Decorations.

Holiday lighting is authorized from Thanksgiving Day until the second weekend in January. Lighting should not be left on when no one is home or overnight. 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 or brick facades.

Chapter 4 – Neighborhood Regulations

K. Pools, Spas and Hot Tubs

Kiddy Pools, Spas and Hot Tubs are not authorized in UPH

1. Pools. **“Kiddy” pools** are authorized in the housing areas providing the water level does not exceed **12 inches in depth**. Swimming pools are not authorized. The following rules apply:
 - Pools must be supervised by an adult at all times when in use.
 - Pools may not be left in front yards or common areas when not in use and must be drained when not in use.
 - Residents are fully responsible for any incidents involving pools, including replacing dead grass.

2. Spas and Hot Tubs. **Spas and hot tubs** are authorized in government owned housing under the following conditions:
 - Receive permission from Local Housing Office using a Self-Help form, ISCAHSG-001. Approval will be granted only when space, practicality and safety are not an issue.
 - Use only 110vac
 - Installed/removed at the sponsor’s expense (premises will be returned to prior condition, including the replacement of grass/sod as required).
 - Have a lockable cover if outside. Be covered and locked when not in use if outside.
 - Sponsors are fully responsible for any incidents and/or damage.
 - Are fully insulated.
 - Quiet Hours must be observed.
 - The rights of other residents shall not be violated.

L. Personally Owned Play Equipment

1. Play Equipment. All Family housing areas have age appropriate play areas for resident use. Therefore, the use of personally owned play equipment is discouraged. Resident owned play sets must be commercially purchased. The equipment shall not be anchored in cement. Home built play sets (swing sets, jungle gyms, play houses, etc.), tree houses, and tree swings are not permitted.

2. Approval. The Local Housing Officer must authorize permission for the use of personal play equipment. Request permission using a Self-Help Form ISCAHSG-001. Approval will be granted only when space and safety are not an issue. Proof of liability insurance is required.

3. Insurance. Residents choosing to set up personal play structures or equipment, such as swing sets or trampolines are required to have proof of liability insurance.

4. Portable Play Equipment. Portable equipment such as basketball hoops and tetherball poles are permitted so long as they are stored within the resident’s yard and not in common areas such as streets and cul-de-sacs.

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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, sponsor/resident responsibilities and procedures.

This chapter has been formatted to address each housing area by subject matter when necessary since Alameda, Novato, and YBI housing areas each have unique physical and/or structural requirements. Most policies and procedures can be addressed generally. However, if a particular housing area has a specific requirement, for example a self-help project, it will be addressed in that subject matter area.

B. Changes to Quarters or Grounds Residents are not permitted to make any physical or structural changes to government quarters, or major changes to the grounds (e.g. add/remove trees, handrails, walkways, etc...) without prior approval of their Local Housing Office. Alteration, construction, or tampering with electrical, plumbing, heating or other utility equipment or system is strictly prohibited.

C. Maintenance Personnel and Access 1. Access to Government Quarters: Periodically, maintenance personnel may need to enter government owned housing to perform contracted 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 sponsor/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 escorted by a housing representative.

Residents who change **entry locks**, which prohibit access, will be assessed any locksmith or entry and/or damage charges and issued a Warning Letter.

2. Pest Control Access: Routine **exterior** pest control will be performed without prior notice.

3. Access: The resident or his/her representative shall be present during the time of access. The housing office can not and will not provide a representative to be present during any maintenance work. 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.

4. Missed Appointments: Work requests will be automatically cancelled if a sponsor misses two scheduled service call appointments. Furthermore, the sponsor's Commanding Officer will be notified by letter of the sponsor's failure to be present during a scheduled maintenance appointment. Residents may be held liable for any cost incurred from a contractor for missed appointments.

See Section 5.D.9 on rescheduling appointments

Continued on the next page.

Chapter 5 – Household Responsibilities

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continued*

5. Identification of Contract Maintenance Representatives: All contracted maintenance workers are required to possess a valid identification tag indicating their association with the housing maintenance contractor. Contracted maintenance personnel are issued an identification tag by the Housing Maintenance Contractor to assist residents with the identification of contracted maintenance workers. If you are in doubt of the validity of contracted personnel or vehicles, deny entry and contact the housing office prior to allowing access to your quarters.

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 you come 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 your help.

In order to provide you 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 you leave, ordinary wear and tear expected. You are responsible for the quarters and equipment assigned to you. ***Treat your military housing as if you owned it.***
2. Minor Repairs. While in quarters you are responsible for minor maintenance and repairs. You are encouraged to make minor household repairs which do not require a skilled repair person, such as replacing faucet washers, clearing minor plumbing stoppages, replacing door stops and tightening loose screws. The Maintenance Responsibility Handout you received upon assignment outlines specific sponsor and government responsibilities.
3. Damages. Sponsors are responsible for the acts of all family members, guests, and pets. It is the sponsor's responsibility to make certain any loss or damage caused by abuse or negligence 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 you are mowing the lawn or you damage a door while trying to open and close it, again you are responsible. This would be the case if you lived in a civilian rental property. Renter's insurance will sometimes pay a portion of the repairs.

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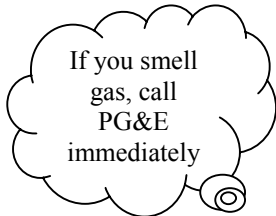
4. Maintenance Contracts. To maintain the quarters and grounds at the Alameda, Novato, and YBI housing sites the Coast Guard has acquired the services of a maintenance contractor. The maintenance contractor is responsible for performing specific periodic maintenance, upkeep, and troubleshooting of Coast Guard housing, equipment, and associated grounds as outlined in the service contract. The maintenance contractors report to the Contracting Officer Technical Representative (COTR) at Alameda and Novato/YBI respectively.

5. When to Call for Assistance: If repairs required are beyond your expertise, you need to call the housing maintenance contractor for your site. 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). Before calling for assistance please review the Self-Help and Resident Responsibilities sections of this chapter.

Emergency maintenance service is available 24 hours a day. However, in some instances you may need to leave a voice mail or call a pager. *Please be patient, someone will call you as soon as possible.*

6. Placing a Request for Maintenance Assistance: The maintenance contractor is responsible for receiving and scheduling requests for repair to government quarters and grounds. When you call the service desk, please be prepared to give your name, address, nature of problem, and a phone number that you can be reached at.

7. Maintenance Request Priorities: Use the following grid to determine the priority of service calls:



| Emergency | | Urgent | Routine |
|---|-----------------|--|---|
| <ul style="list-style-type: none"> • Loss of heat, water, electricity, hot water. • Gas interruptions (smelling gas). • Faulty wiring/fuse. • 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. | | <ul style="list-style-type: none"> • Clogged drains or toilets (<i>Emergency if only one toilet exists</i>). • Failures of government furnished stove and/or refrigerator. • Damage or flaking lead based paint in housing built prior to 1981. | <ul style="list-style-type: none"> • Failure of government furnished dishwasher. • Window screens. • Minor plumbing problems (i.e. dripping faucet). |
| Emergency Phone Numbers | | | |
| Alameda | PG&E (Gas Leak) | 800-743-5000, or call 911 | |
| | HMA | Pager: 510-251-5605 Cell Phone: 510-774-0612 | |
| Novato | PG&E (Gas Leak) | 800-743-5000, or call 911 | |
| | ACEPEX | 415-883-3496 | |
| YBI | PG&E (Gas Leak) | 800-743-5000, or call 911 | |
| | ACEPEX | 415-883-3496 | |

Chapter 5 – Household Responsibilities

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*Section 5-D
continued*

8. Maintenance Request Status: Each service request is assigned a work order number. You may check on the status of your request by calling the Maintenance Contractor during normal working hours.
9. Rescheduling Appointments: Residents may reschedule appointments by contacting the maintenance contractor within 24 hours of notification of services to be performed. Depending on the type of maintenance to be performed appointments may only be rescheduled one time.

E. Alterations

1. Self Help Projects: Residents must receive written approval from the Local Housing Officer **prior to starting** any “Self-Help” or “do-it-yourself” improvements to quarters, grounds, or landscape, using Self Help Form, ISCAHSG-001. The self-help projects listed below are typical projects which may be accomplished (or contracted) by a resident:
 - Fences/Dog Runs (Novato only)
 - Gardens (not allowed in Marina Village, limited in North Village)
 - Interior Painting
 - Wall to Wall Carpeting
 - Telephone Installation
 - Storage Sheds
 - Antenna and Satellite Dish Installation
 - Cable TV Installation
 - Heater Radiator Covers (Novato)
 - Hot Tubs
 - Patios, Handrails, Walkways (Novato)
2. Conformance to Standards: Only the Local Housing Officer can approve Self-help projects. This is to ensure that each proposal is compatible with existing material/construction; that utility systems will not be affected; 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 you submit a self-help request, you shall agree to the following:
 - a. The self-help project will conform to this publication and standard construction principles.
 - b. You are committed to the financial investment.
 - c. You have the available time to accomplish all work.
 - d. You have the ability to do the work.
 - e. The workmanship will reflect high degree of professionalism.
 - f. The Local Housing Officer will inspect finished project. If work does not conform, changes will be made, at sponsor's expense, to comply.
 - g. At termination, the quarters will be returned to original configuration unless previously authorized by the Local Housing Officer in writing. Failure to do so may result in financial restitution.
3. Who May Submit a Request: Residents may submit and complete a self-help project, with the understanding that they are fully responsible for the project, must comply with the provisions of this section, and will be financially liable for restitution if necessary.

Chapter 5 – Household Responsibilities

Section 5-E
continued.

4. Process: The following steps shall be followed prior to getting started on any Self-Help project:

| Step | Action |
|------|---|
| 1 | Resident requests a Self-Help Work Order Request (ISCAHSG-001) from their local housing office and meets with a local housing representative for specific requirements. <i>Each housing site is unique and has specific requirements, dimensions, locations, etc, for all Self-Help projects. The Local Housing Office will provide specific guidance and requirements to each resident prior to submission of any request.</i> Local Housing Representative provides local guidance for housing site on desired self-help project. |
| 2 | Local Housing Officer approves/disapproves request. If disapproved, the LHO must will provide a reason. |
| 3 | Resident completes self-help project. |
| 4 | Housing Representative inspects the project. |
| 5 | Resident . Upon departure, resident returns government property to original condition (unless they have prior approval on the ISCAHSG-001 to leave project in place, e.g. telephone lines). |

F. Self Help Locker

Refer to enclosure (1) for hours of operations

1. Self Help. A Self-Help Locker is located at Alameda and Novato housing sites. These lockers contain equipment and supplies geared to assist residents in performing routine maintenance responsibilities. Examples of materials/equipment that are available at the self-help lockers are: lawnmowers, edgers, paint, and special types of light bulbs. These items are available on a first-come, first serve basis.
2. What's Available. A lists of equipment/materials available in the Self-Help Lockers may be obtained at your Local Housing Office and will be provided upon check-in.
3. Responsibility. Residents are fully responsible for any item/equipment they (or their family members) check-out. The resident will be required to make financial restitution for equipment/items that are stolen, broken, and/or misused.

Chapter 5 – Household Responsibilities

G. Utilities & Energy Management

1. General: The utilities you use 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 **YOUR** 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. Furthermore, the sponsor may be required to reimburse the government for excess utility costs. Residents who abuse utilities may be evicted from government quarters after one warning.
3. Practical Energy Saving Tips: Energy conservation is not reduced comfort, it is taking steps to ensure that energy is not wasted or abused. Practical energy saving tips are provided below.

H. Practical Energy Saving Tips

1. Heating.
 - Maintain inside temperatures in the 65-70 degree range.
 - You and your family should wear warm clothes indoors during the winter.
 - Turn down your thermostat(s) at night before going to bed or when the house is unoccupied to at least 65 degrees. When you leave for an extended vacation you can turn your thermostats down to 60 degrees, but don't turn your heat off because this may cause your pipes to freeze and burst.
 - Humidifiers used during the winter enable you to lower the temperature and remain just as comfortable. They put moisture in the air and improve the comfort level.
 - Turn off circuit breakers that control your electric baseboard heaters after the winter. This will ensure that someone will not accidentally turn heaters on during the warmer months.
 - Don't keep bathroom or stove ventilation fans running when not needed. These fans vent out heated air and draw cold outdoor air into your home.
 - Pull down your shades, close your blinds, and draw your drapes at night. Open them during daylight hours.
 - If the temperature goes below 32 degrees, open the doors under your kitchen sink to keep the water in the pipes from freezing. If it goes well below 32 degrees, you should also let the faucet drip.

Continued on the next page.

Chapter 5 – Household Responsibilities

Section 5-H continued

2. 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.
 - Turn off lights when you leave a room.
 - Refrigerator coils 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 your regular light bulbs with fluorescent light bulbs. Fluorescent lights use less energy and you don’t have to change them 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.

 3. Gas.
 - Report all gas leaks immediately.
 - Gas furnaces and ranges should burn with a blue flame. The presence of yellow flame could indicate an improperly functioning system, incomplete combustion and consequently a release of Carbon Monoxide, an odorless, colorless, deadly gas. If your stove or furnace has a “pilot” light, and it goes out, call Housing Maintenance or the gas company to re-ignite. Do not attempt to re-light it yourself.
 - Do not use your range or oven to heat your quarters.

 4. Appliances.
 - Appliances not working properly can contribute greatly to high-energy bills. Dryers, hot water heaters, furnaces, etc. that seem to not be functioning properly should be serviced. If your furnace or range needs repair or adjustment contact your Maintenance Department or the Local Housing Office.
 - Hang clothes on a line to dry.
 - Wash cloths in cold water whenever possible.
 - Don’t overload the dryer. You must have 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. The flap should shut closed when the dryer is not running.
-

Continued on the next page.

Chapter 5 – Household Responsibilities

*Section 5-H
continued*

- 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.
- Avoid using the dishwasher unless you have a full load.
- Check the gaskets around the door of the refrigerator and make sure there is a tight fit when the door is shut.
- Stove exhaust hoods, heating units, furnaces and intake vents contain filters that should be inspected. Replace filters on appliances according to the schedule or sooner if needed. Some filters can be vacuumed instead of being replaced.
- Your freezer works more efficiently when it's full. You can put bags of ice in your freezer to keep it fuller.

5. Water.

- A slow leaking faucet can waste between 50-75 gallons of water per month. Faucets should be closed tightly to prevent dripping. It is your 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.
 - Over watering your lawn is wasteful. 10 to 15 minutes in any one spot is sufficient. To reduce evaporation, the most effective time for watering is before 8:00 AM, or after 6:00 PM. Care should be exercised to ensure that sprinklers water the lawn, not the sidewalk or street.
 - If car washing is permitted, use a pail when washing cars. Do not turn on your hose and leave it running. Use a shut off for the end of the hose to assure conservation of water.
 - A poorly seated flapper valve or improperly adjusted tank float generally causes continuously running commodes. Report running commodes to the Housing Maintenance Department immediately.
 - Immediately report any water leaks that you can't repair. Exterior leaks may occur around meters, sprinkler heads, water cutoff boxes and exterior water faucets.
 - When you turn on your shower check the lower faucet to ensure no hot water is going directly down the drain. If this is the case, have the leaky part tightened or replaced.
 - Flow-restricted showerheads can reduce the amount of water you use by half. All showers should have these installed. Replacement of a flow-restricted head with a non-restricted head is not allowed. Please leave them installed.
-

Chapter 6 – Unaccompanied Personnel Housing (UPH)

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Chapter 6 –Unaccompanied Personnel Housing (UPH)

A. Purpose The purpose of this chapter is to provide additional regulations and procedures for unaccompanied personnel assigned to Unaccompanied Personnel Housing (UPH) under the control of ISC Alameda.

In addition to the information provided in Chapter 6, all UPH residents are required to be familiar with the regulations provided in Chapters 1 through 5 of this instruction.

B. UPH Quarters Family quarters in Alameda and Novato housing areas have been converted and designated as UPH for single permanent party personnel. These units are located throughout the family housing areas. In Novato, the UPH consists of two-bedroom apartments, which have an attached garage. In Alameda, the UPH consist of three and four-bedroom town homes with on street parking. Each unit has individual locks on the bedroom doors. All units have living and dining areas, kitchens (with dishwashers, refrigerator, stove, some microwave ovens), bathrooms, laundry area, (washers and dryers are not provided) and storage spaces.

C. Eviction Any violation of this instruction may result in the loss of privileges to reside in UPH. In the event of an eviction, ashore personnel will be assigned a room in the barracks on CG Island and personnel assigned to a ship will be required to live onboard. **BAH will not be authorized to live in the private community.**

D. Change in Status

1. Notification. Personnel residing in the UPH shall notify the local housing office immediately upon any change in status. Examples include, but are not limited to advancements, name change, or performing TAD in excess of 30 days.
2. Acquiring a dependent: UPH residents who get married or acquire a dependent are not authorized to remain in UPH. UPH residents who acquire a dependent will be allowed to remain in the UPH for 15 working days from acquiring the dependent (spouse or dependent can not reside in UPH with member).

E. Parking

1. Parking: Park in designated paved parking areas only. Do not park closer than ten feet from any fire hydrant or crosswalk. Vehicles shall not be parked on grass areas, dirt areas, sidewalks or pedestrian walks. Vehicles shall not block driveways, fire hydrants, crosswalks, or obstruct traffic. Parking in the Alameda and Novato Housing areas is limited to one space per resident. Residents departing on deployments shall not leave their vehicle in the Alameda Coast Guard Housing area. Extra or long term parking is available at Coast Guard Island.

Continued on the next page.

Chapter 6 –Unaccompanied Personnel Housing (UPH)

*Section 6-E
continued*

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 in excess of 24 hours.

2. No Parking. UPH residents need to be considerate of the family residents and not park in their designated parking spaces. If the parking space is not directly in front of your assigned UPH unit **DO NOT PARK THERE!** Repeated parking violations may result in eviction.
3. Deployment. UPH residents who are assigned to seagoing units shall ensure privately owned vehicles are removed from the Alameda Housing area and parked in the 'long term parking lot' on Coast Guard Island prior to deployment.

**F. Telephones
& Cable TV**

1. Phones. Personal telephones may be installed in UPH rooms with the permission of the Housing Office. Initial installation of telephones must be requested by submitting a Self-Help Work Order Request, ISCAHSG-001 to the COTR via the LHO. Anyone desiring personal telephone service must make their own arrangements to have phone service installed/activated. Residents who have personal telephones are solely responsible for any charges incurred in the installation, maintenance, and use of their telephone. Residents may mutually agree to have only one phone installed in a UPH for shared usage/cost.
 2. Cable. Cable TV may be installed in UPH rooms with the permission of the LHO. Initial installation of Cable TV must be requested by submitting a Self-Help Work Order Request, ISCAHSG-001 to the Housing Office. Anyone desiring cable television service should contact the local cable TV provider to arrange for service installation/activation. Residents who subscribe to cable TV service are solely responsible for any charges incurred in the installation, activation, and operation of their cable TV service.
-

Chapter 6 –Unaccompanied Personnel Housing (UPH)

G. Keys and Locks

1. Room/Unit Keys. Upon check-in, the LHR/LHO 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. LHO, LHR, CHR, or HMA). Any member violating this policy is subject to eviction and financial liability for changing of the locks.
 2. Mail Keys. U.S. Postal Service is provided to UPH units/residents. 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 LHR, LHO or HMA. Unauthorized entry into another resident's room is considered breaking and entering. Violators may be subjected to criminal charges, UCMJ and immediate eviction.
 4. Lock-Outs. If a UPH resident **locks themselves out** of their room or housing unit, UPH residents should:
 - If Alameda UPH: Contact the Local Housing Office to receive an additional key or to gain access. If locked out after 1600, contact the HMA.
 - If Novato: contact the Local Housing Office to receive an additional key or to gain access. If locked out after 1600, contact the Maintenance Contractor.
 5. Lockout Log. A 'lockout log' is maintained by the Alameda and Novato LHO recording the date of the lockout. After two lockouts a written warning will be issued to the resident. Following the third lockout the resident will be held financially liable and a Administrative Remarks, CG-3307 entry will be initiated.
 6. Lost Keys. Any loss of a room or UPH key will result in the LHO 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 **charge of \$50.00** will be required on each instance or prior to check-out to replace lock cores and keys.
-

Chapter 6 –Unaccompanied Personnel Housing (UPH)

H. Furnishings, Decorations, and Storage

Due to budgetary constraints and personal preference, government provided furnishings may not be available in some UPH units and/or individual rooms. Furniture provided by the Coast Guard in UPH rooms and common areas are U.S. Government property, and **paid for with your tax dollars**. All residents are responsible for the care and proper use of these furnishings. You are expected to treat these furnishings as if they were your own!

- 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.
- Damaged furniture shall be reported immediately to the local housing office.
- Each UPH resident will be held **liable and accountable** for any damages done to 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 will be subject to disciplinary action and possible eviction from UPH.
- Residents may use **personal furniture** 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. The government is not responsible for any damage to personal furniture.

I. Appliances & Electronic Equipment

1. Personal Responsibility. All personal electrical appliances that will be used in the UPH must be in proper working order (e.g. toasters, stereos, irons, etc.). Unsafe/hazardous appliances will be immediately removed and may be confiscated by the local housing representative. It is the responsibility of the owner of a personal appliance to keep them clean and in good working order.
 - a. **Microwaves**. Some UPH units come equipped with microwave ovens. In units that are not equipped with a microwave oven, one personal microwave oven of 650 watts or less may be installed in the kitchen. Microwave ovens (personal or Coast Guard provided) must be kept clean at all times, and will be subject to removal if they are not.
 - b. **Electronic Equipment**. Stereos, TV sets, and radios are authorized for use in UPH rooms. Volume of such equipment must be kept to a minimum. (*See Noise Levels, Section S*). Some UPH units are equipped with a Coast Guard provided television in the living room. Residents are responsible for the proper operation and cleanliness of Coast Guard provided televisions.

Continued on the next page.

Chapter 6 –Unaccompanied Personnel Housing (UPH)

*Section 6-1
continued*

- c. **Antennas.** The use of energy emitting devices such as transmitters and two way radios within the UPH is prohibited. The rigging of any wiring for use as an **antenna** outside or inside a room is prohibited. Commercial antennas may be purchased and installed for inside use only with approval from the LHO.
- d. **Heat Emitting Devices.** The use of heat emitting items such as soldering equipment, acetylene torches, etc. is strictly prohibited. This restriction is not intended to limit use of 'low' heat personal items such as electric blankets, irons, and heating pads, provided they are used sensibly and are in good working order.
- e. **Space Heaters.** The use of space heaters is prohibited in UPH

**J. Laundry
Areas**

- 1. Laundry. Laundry areas are located in each UPH. All UPH residents are responsible for the cleanliness of the laundry area. Normally, the government will not provide washers and dryers.
- 2. Government Provided Washer and Dryers. If a government washer and/or dryer are provided they are for the use of UPH residents only. Equipment malfunctions shall be reported to the LHO immediately. Residents may install personal washers and dryers with the approval of the LHO. The housing maintenance contractor will not be responsible for repairing personally owned washer and dryers.

*If your laundry room is equipped with a gas dryer, anyone who **smells natural gas** shall immediately notify PG&E then LHR, LHO, HMA, or call 911.*

**K. Cleanliness
And Grounds
Upkeep**

- 1. General: UPH units are expected to be kept clean, comfortable, appropriately furnished, and to meet or exceed safety standards. Sanitary standards are essential and shall be strictly maintained at all times.
- 2. Cleaning gear. Cleaning supplies are available at Alameda UPH (only). The following cleaning gear listed on the next page is for the use by all residents and can be replenished by contacting the local housing office.

Continued on the next page.

Chapter 6 –Unaccompanied Personnel Housing (UPH)

*Section 6-K
continued*

- Vacuum cleaner
- Mop and Bucket
- Toilet Brush
- Window cleaner
- Broom
- Sponges, scouring pads
- Hose
- Cleaning detergents

3. Individual rooms. Individual rooms shall be cleaned on a weekley basis. The cleanliness of bathrooms in master bedrooms is the responsibility of the resident assigned to that room.
4. Common Areas. In addition to individual rooms, the UPH unit residents will share daily-cleaning responsibilities of common areas. Common areas include the kitchen, bathroom, living/dining room, stairwell, halls, and closets. Common areas shall be thoroughly cleaned weekly.
5. Grounds Upkeep:
 - a. **Alameda Housing Area:** The upkeep and cleanliness of the grounds surrounding a UPH unit is the responsibility of the UPH residents, i.e. picking up litter, taking out the trash on trash day, mowing the grass, etc. Residents are responsible for maintaining the lawn immediately in front of the unit and in the fenced-in back yard area. Grass length will be allowed to three inches (i.e. mowing and trimming the lawn at least bi-weekly at a minimum, more if required to maintain height). The maintenance contractor will maintain all shrubs and common area lawns. Lawn mowers are available from the Self-Help Locker.
 - b. **Novato Housing Area:** The upkeep and cleanliness of the grounds surrounding a UPH unit is the responsibility of the UPH residents, i.e. picking up litter, taking out the trash on trash day, etc. The maintenance contractor is responsible for maintaining the lawn and shrubs.

L. Maintenance

Refer to
Chapter 5 for
Maintenance
Responsibility

1. Report Damages. It cannot be assumed that all discrepancies will be noted during inspections or reported by a roommate. Articles (i.e. walls, dishwashers, leaks, flooring, government furnishings, etc.) in need of repair should be brought to the attention of the LHO, LHR, CHR, or Housing Maintenance Department as soon as possible, otherwise the item may remain broken. Residents are tasked with the responsibility for **notifying** the LHR, LHO and or Housing Maintenance Department of room and building discrepancies. Without timely notice, occupants may be held financially responsible for damaged articles.
2. Pest Control. Occasionally, action will be taken to **control insect pests** in the UPH. This action will generally be limited to the spraying of insecticide. All UPH residents will be notified a minimum of one working day prior to the date of spraying. Rooms shall be left locked. A member of the housing staff will accompany the sprayers during the treatment of the UPH rooms. The housing staff will unlock the rooms, supervise the sprayers, and lock the rooms upon completion of the pest control.

Chapter 6 –Unaccompanied Personnel Housing (UPH)

- M. Inspections**
1. General Information. To ensure that safety and sanitary standards are being met, inspections will be conducted by housing representatives at the frequencies set forth below. At the discretion of the LHO or a resident's Commanding Officer, **unannounced** Safety/Just Cause inspections may be conducted at any time. Furthermore, the Commanding Officer of ISC Alameda has the right to conduct administrative inspections of all UPH spaces at any time to insure the safety, health, and well-being of all residents:

| When | Who Does I | What's Inspected | Form Used |
|---|---|---|---------------------------|
| Monthly | LHO, LHR or CHR, and resident's command representative when necessary. | All rooms, common areas, and grounds. | ISCAHSG-006 |
| Unannounced | LHO, LHR or CHR, and/or resident's command representative when necessary. | All rooms, common areas, and grounds. | ISCAHSG-006 |
| Check-In/Out | LHO, LHR or CHR, resident | Resident's room, common areas, and grounds. | ISCAHSG-006 & ISCAHSG-008 |
| *Note: UPH residents are not required to be present for monthly or unannounced inspections. | | | |

2. Discrepancies. All discrepancies will be noted on the UPH Inspection Form, ISCAHSG-006. A copy of this inspection form will be left behind on the kitchen counter. Residents are responsible for correcting discrepancies within one working day. 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/disciplinary action and/or eviction.
3. Gear Adrift. Gear adrift is defined, as any personal item not properly stowed within personal or communal spaces. Personal belongings which cannot be stowed away in personal or communal closet (large stereos, trunks , etc) are allowed in UPH rooms provided their stowage does not create an overly cluttered room or safety hazard. The LHO or CHR determines when personal belongings in a room are excessive and notifies the resident to remove or re-stow their belongings. Any gear adrift will be confiscated and placed in the ISC Alameda "Lucky Bag", if the current owner can not be found promptly.

Chapter 6 –Unaccompanied Personnel Housing (UPH)

N. Pets **Fish** are the **only** pets **authorized** in the UPH. Fish can be in fishbowls and aquariums no larger than 25 gallons. However, those residents assigned to floating units shall arrange care for these fish.

- O. Fire Safety**
1. Flammable Liquids. No **combustible or flammable liquids** such as gasoline, kerosene, welding equipment, paint, thinner, etc. may be stored in a UPH. Small, individual size containers of lighter fluid are permitted.
 2. Smoking. **Smoking IS NOT authorized** in the UPH
 3. Candles. The burning of **candles, incense and sparklers**, and burning substances of any kind is **prohibited**.
-

P. Tobacco Use Prohibited in UPH ALCOAST 099/02 implemented changes to the Coast Guard tobacco policy. Effective 04 March 2002 the use of all tobacco products, **smoking and smokeless**, are prohibited in Coast Guard owned bachelor living quarters.

Q. Firearms/ Weapons Firearms and weapons are allowed in the UPH. All UPH residents possessing firearms and/or weapons shall complete and submit a Housing Information/Notification Form, ISCALAHSG-011 prior to introducing them to the UPH. Furthermore, residents must adhere to all applicable state and local laws. **Refer to section 5-I** for regulations concerning firearms in military housing.

- R. Personal Security and Safety**
1. Your Responsibility. Each UPH resident is responsible for the security of his/her own belongings. All rooms must be properly locked when residents are absent. ISC Alameda assumes no responsibility for lost or stolen items or money.
 2. Theft. If a 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 police.
 3. Call 911. If a resident feels threatened, or has been assaulted, he or she should immediately call 911 and report the incident to the Local Housing Officer and provide a copy of the police report after receiving.
 4. Prohibited Areas (Alameda Only). **“DO NOT CLIMB OVER THE FENCE.”** The other side of the perimeter fencing surrounding the Alameda housing complex is private property. Members found trespassing in these areas are subject to arrest by local authorities, UCMJ and immediate eviction.
-

Chapter 6 –Unaccompanied Personnel Housing (UPH)

S. Alcoholic Beverages

1. Alcoholic Beverages. Alcoholic beverages are authorized in UPH. Residents shall exercise moderation and common sense when consuming, serving, and storing alcoholic beverages.
 2. Consumption. Consumption of alcoholic beverages within the UPH 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 approval of the Commanding Officer, ISC Alameda via the LHO. ***All alcohol consumption is confined to the interior of the housing unit or within the fenced backyard.***
 3. Legal Drinking Age. Possession and consumption of alcoholic beverages is permitted in the UPH 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 UPH unit, will be subject to disciplinary action as provided for in the Uniform Code of Military Justice (UCMJ). UPH residents will be evicted from UPH. Any violation of this directive will result in eviction for all residents involved.
 4. Providing Alcohol to Minors. Great care must be exercised when serving alcoholic beverages to any guests since UPH is located in the Alameda and Novato family housing areas. Therefore, any resident found providing alcohol to an underage person(s) in or near UPH will be prosecuted in accordance with the UCMJ or applicable state/city laws, and evicted from UPH.
-

T. Noise Levels

*Refer to
Chapter 3 for
Quiet Hours*

1. Excessive noise. Loud music, televisions, etc., will not be tolerated in the UPH. Music and televisions shall be played at a reasonable level. Common sense and respect for fellow UPH residents and neighboring families shall prevail when determining “reasonable levels” of noise. Noise shall be kept to an absolute minimum.
 2. Complaints. Complaints of excessive noise will be addressed by the LHO or CHR and can lead to eviction.
-

U. Etiquette

1. Clothing. Proper **attire** shall be worn in the UPH common areas at all times. Proper attire consists of the uniform of the day, civilian attire in good taste/repair and proper for use in public. At the very least, it shall include a T-shirt, shorts, and shoes/sandals.

Night Clothes. *Pajamas, nightgowns, boxers, and negligees shall not be worn outside the rooms. However, full length bathrobes may be worn when a resident is in transit to a bathroom.*

Continued on the next page

Chapter 6 –Unaccompanied Personnel Housing (UPH)

*Section 6-U
continued.*

2. Common courtesy. Common courtesy dictates that personnel assigned to the same UPH 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 Article 8-H-2 of the Coast Guard Personnel Manual, COMDTINST M1000.6 (series).

**V. Guests /
Visitors**

1. Definition. For the purpose of this article, a guest or visitor is defined as *anyone* who is not currently assigned to the UPH, and the sponsor is the UPH resident responsible for the guest(s). Personal relationships shall be in strict compliance with Article 8-H-2 of the Coast Guard Personnel Manual, COMDTINST M1000.6 (series).
2. Sponsored Guest. The UPH is reserved for residents and sponsored guests only. Anyone expecting guests will meet them at the front door of the UPH and **must be present when guests are in the UPH at all times.** Guests must abide by all UPH rules and regulations, and sponsors are responsible for the actions of their guests.
3. Number of Guests. Two guests per sponsor are permitted in the UPH for a period not to exceed three days and three nights. When guests remain overnight they should sleep in the sponsor's room. However, they may sleep in a common area if mutually agreed upon by all residents. All requests for guests overnight must be approved by the LHR/HMA prior to the guest(s) arrival utilizing a Guest Authorization Request, ISCAHSG-014. Requests for visits longer than three days/nights must be submitted in writing, via the sponsor's chain of command, to the LHO for approval. No guest will be permitted to stay beyond 7 days. *All* roommates of the resident sponsoring a guest(s) in excess of three days must agree, in writing, to the request.
4. Roommate's Rooms. Guests are not permitted in other resident rooms without the permission of that resident.
5. Resolving 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.
6. Removal of Guest. The LHO, HMA, LHR or competent authority may terminate the right of any guests in situations when a mutual agreement/resolution cannot be reached or at any time deemed necessary.
7. Loss of Privileges. Finally, any resident(s) found abusing or violating the UPH 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.

W. Shipboard Due to the unique operations and extensive deployment of Coast Guard cutters,

Chapter 6 –Unaccompanied Personnel Housing (UPH)

personnel/ Deployment resident's who are assigned to seagoing units shall ensure the following items/ action are taken prior to deployment:

- Lights and power are secured.
- 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.
- Privately owned vehicles are removed from Alameda Housing area, i.e. parked in the long term parking lot on Coast Guard Island.
- Personal phone/cable TV bills are paid.

X. Terminating UPH Quarters 1. Termination Process. The below steps shall be followed when a UPH resident is preparing to terminate his/her government owned quarters:

| Step | What Happens/Who Does It | | | | |
|---------------|---|---------------|--|--------------|--|
| 1 | Member receives PCS orders, being separated, receives authorized relocation. | | | | |
| 2 | Member notifies Local Housing Office 45 days in advance of termination/departure by submitting a Notice Of Intent To Vacate Government Owned Or Leased Quarters Form ISCAHSG-003. | | | | |
| 3 | LHR or LHO schedules Preliminary Final Inspection time/date with member, until a Firm date can be coordinated with the Personal Property Shipping Officer (PPSO). | | | | |
| 4 | LHR or LHO and Member perform Pre-final inspection. LHO issues the member a Coast Guard Housing Preliminary Inspection Check-Off Sheet/Form ISCALAHSG-010 and a final inspection time/date, which is now considered a Firm date. | | | | |
| 5 | Member thoroughly cleans quarters IAW this manual and ISCALAHSG-010. | | | | |
| 6 | LHR or LHO and Member perform final inspection using UPH Inspection Checklist Form ISCALAHSG-006. | | | | |
| | If Then | | | | |
| | <table border="1" style="width: 100%;"> <tr> <td style="width: 30%; text-align: center;">Member passes</td> <td>LHO/LHR notifies servicing PERSRU to start/change member's BAH.</td> </tr> <tr> <td style="text-align: center;">Member fails</td> <td> <ul style="list-style-type: none"> • Member rectifies discrepancy on the spot. LHO notifies servicing PERSRU to start member's BAH. • If member cannot/will not rectify discrepancy LHR/LHO completes necessary paperwork to charge the member for cleaning/damage. Then, LHO/LHR notifies servicing PERSRU to start member's BAH, and at the same time process the Pay Adjustment Authorization Form DD 139 for payment of damages. </td> </tr> </table> | Member passes | LHO/LHR notifies servicing PERSRU to start/change member's BAH. | Member fails | <ul style="list-style-type: none"> • Member rectifies discrepancy on the spot. LHO notifies servicing PERSRU to start member's BAH. • If member cannot/will not rectify discrepancy LHR/LHO completes necessary paperwork to charge the member for cleaning/damage. Then, LHO/LHR notifies servicing PERSRU to start member's BAH, and at the same time process the Pay Adjustment Authorization Form DD 139 for payment of damages. |
| Member passes | LHO/LHR notifies servicing PERSRU to start/change member's BAH. | | | | |
| Member fails | <ul style="list-style-type: none"> • Member rectifies discrepancy on the spot. LHO notifies servicing PERSRU to start member's BAH. • If member cannot/will not rectify discrepancy LHR/LHO completes necessary paperwork to charge the member for cleaning/damage. Then, LHO/LHR notifies servicing PERSRU to start member's BAH, and at the same time process the Pay Adjustment Authorization Form DD 139 for payment of damages. | | | | |

Continued on the next page.

Chapter 6 –Unaccompanied Personnel Housing (UPH)**Section 6-X
continued**

2. Notification. Notification of intent to vacate quarters shall be made at least forty-five **(45)** days prior to the estimated date of termination (departure). Notification shall be done by submitting a properly completed Notice of Intent to Vacate Government Owned or Leased Quarters form, ISCAHSG-003 (See Appendix I). If official orders for a military directed move are received too late to allow 45 days notice, you must notify the Housing Office within two days of receipt of orders.

3. Pre-Inspection. Generally a preliminary -- "pre" termination (or pre-final) inspection will be conducted by a Housing Representative and the member 30 days prior to the date of termination or within 2 days of receiving orders. The purpose of the inspection is to determine the overall condition of the quarters (**including exterior yard areas**), and notify the member of what is expected to be done/cleaned before they depart. During this inspection, the Housing Representative will issue the member a Preliminary Inspection Check-Off Sheet, ISCALAHS-010. This checklist indicates specifically what items will be inspected during the final inspection.
 - The member should have a copy of the BEQ/UPH Check-in Inspection form (iSCAHS-008) that was done upon assignment to quarters. This form indicates what items the member will NOT be responsible for correcting prior to termination of quarters. To accommodate the pre-inspection all rugs shall be rolled back so that the condition of your floors can readily be seen.

4. Final Inspection. The final inspection is conducted on the date of termination. There shall be no household goods or personal items in the member's room during this inspection. The member must be present during the final inspection. To pass the final Inspection, there must be no discrepancies other than those listed on the original ISCAHS-08. When quarters are found acceptable, the member will be cleared of government quarters and the Housing Office will notify the servicing PERSRU to start/change BAH. Should the member fail the final inspection, the member will be expected to rectify the discrepancy on the spot or reimburse the government for damages or cleaning. Members have the option to reschedule their final inspection (as long as the member is not departing of separating that day).

General Requirements when checking out of the UPH:

- Remove all personal belongings from the UPH room and storage areas.
- Clean UPH room and ensure it is free of dust/debris and ready for immediate occupancy. (For those members with a bathroom in their room, bathrooms must be thoroughly cleaned per ISCAHS-010.
- Have UPH room **carpet steam cleaned (professionally if necessary)** 2 to 3 days prior to Final Inspection.
- Have telephone and cable TV services terminated (if applicable).
- Submit a change of address card to the U.S. Post Office.
- Return keys to the inspector.

Contact Numbers, Driving Directions – Quick Reference

Housing Office

| Position | Phone Number | Ext. |
|---|--------------|---------|
| Alameda Local Housing Officer | 510.769.0831 | 101 |
| Alameda Local Housing Manager | 510.769.0831 | 102 |
| Alameda Housing Representative | 510.769.0831 | 103-106 |
| Alameda COTR | 510.769.0831 | 112 |
| Alameda UPHM | 510.437.3535 | |
| Alameda Maintenance Contractor | 510.769.9191 | |
| Novato/YBI Local Housing Officer | 415-382-1072 | |
| Novato/YBI Local Housing Representative | 415-382-9381 | |
| Novato/YBI COTR | 415.382.8584 | |
| Novato/YBI Maintenance Contractor | 415.883.3496 | |
| Yerba Buena Island Maintenance | 415.883.3496 | |

| After Hours | | |
|-----------------------------------|----------|---|
| Type of Problem | Location | Who to call |
| Maintenance Emergencies | Alameda | 510.769.9191 HMA Pager: 510 251 5605 (numeric) Cellphone 510 774-0612 |
| | Novato | 415.883.3496 |
| | YBI | 415.883.3496 |
| Emergencies (Fire/Police/Medical) | Alameda | 911 |
| | Novato | 911 |
| | YBI | 911 |

Hours of Operations

| Who | Hours of Operation |
|---|--|
| Alameda Housing Office | <ul style="list-style-type: none"> • 0700-1700 Monday through Thursday • 0700-1500 Friday • Closed weekends/holidays |
| Alameda Self Help Locker | <ul style="list-style-type: none"> • 0700-1700 Monday through Friday • 0900-1200 Saturday & Sunday |
| Novato Housing Office (YBI) | <ul style="list-style-type: none"> • 0730-1630 Monday through Thursday • 0730-1400 Friday • Closed weekends/holidays |
| Novato Self Help Locker | <ul style="list-style-type: none"> • 0730-1630 Monday through Thursday • 0730-1400 Friday • 0730-1200 Saturday, Closed Sunday |
| Alameda BEQ | <ul style="list-style-type: none"> • 0700-1530 • After 1530 during weekends/holidays call ISCA OOD |
| <i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i> | |

Housing Web Site

<http://www.uscg.mil/mlcpac/iscalameda/divisions/housing/default.html>

Contact Numbers, Driving Directions – Quick Reference

| ISC Alameda Phone Listing | All phone numbers begin with (510) 437-XXXX, unless otherwise stated below | |
|--------------------------------------|--|----------------|
| | Office | Number |
| | Administration | x3190 |
| | Barber Shop | x3160 |
| | Barracks | x3535 |
| | Child Development Center | x2743 |
| | Clinic Front Desk | x3581 or x3582 |
| | Columbia College | x3780 |
| | Command Center | x3701 |
| | Command Secretary (CO/XO) | x5371 |
| | Comptroller Division | x3175 |
| | Customer Service Desk(ID Cards) | x2904 |
| | CG Exchange - Alameda | x3165 |
| | CG Exchange - Novato | (415) 883-3006 |
| | Dental Clinic | x3615 |
| | Facilities & Industrial Engineering Division | x3270 |
| | Educational Services Officer | x5814 |
| | Force Optimization & Training Division | x5352 |
| | Galley | x3303 |
| | Gas Station | x3165 |
| | Health & Safety Division | x3581 |
| | Health Care Information Line | (800) 611-2883 |
| | Health Care Benefits Advisor | X3629 |
| | Main Gate | x3064 |
| | Morale, Well-Being & Recreation (MWR) | x3580 |
| | Motor Pool | x3270 |
| | Officer of the Day (OOD) | x3151 |
| | Patients Affairs Office | x3629 |
| | Personal Property Shipping Office | x3683 |
| | Personnel Services Division | x3792 |
| | Personnel Reporting Unit (PERSRU) | x3720 |
| Pharmacy Office | x3602 | |
| Port Services | x3269 | |

Contact Numbers, Driving Directions – Quick Reference**Key Information**

| Category | Organization | Location | Telephone | Hours <i>(if applicable)</i> | |
|------------------------------|---|-----------------|----------------------------------|--|----------------------|
| DEERS | DEERS for California | | (800) 334-4162 | | |
| Dental | United Concordia Dental | | (800) 866-8499 | | |
| Commissaries | Hamilton Maxi Mart Monday-Friday Saturdays <i>Closed Holidays & Sundays</i> | Novato | (415) 883-3006 | 0900 1000 | 2000 1700 |
| | Travis Monday Tues.-Friday Weekends | Travis AFB | (707) 437-4004 | 1000 900 900 | 2000 2000 1800 |
| Exchanges | CG Exchange Monday-Saturday <i>Closed: Sundays, Holidays</i> | Alameda | 510437-3766 | 900 | 1700 |
| | CG Exchange Monday-Friday Saturday <i>Closed: Sundays, Holidays</i> | Petaluma | 707765-7258 | 1000 1000 | 1800 1600 |
| | Hamilton Maxi Mart Monday-Friday Saturdays <i>Closed Holidays & Sundays</i> | Novato | (415) 883-3006 | 900 1000 | 2000 1700 |
| | Presidio Exchange Tuesday-Saturday Sunday <i>Closed Mondays</i> | San Francisco | (415) 922-4591 | 1000 1100 | 1800 1700 |
| | Travis Exchange Monday-Saturday Sunday Holidays | Travis AFB | (707) 437-4633 | 900 900 1000 | 2100 1900 1800 |
| Legal | CG Legal | CG Island | (510) 437-5891 | | |
| Medical & TRICARE | CG Clinic Administration Appointments Prescription Refills | Alameda | 437-3596 437-3581 437-3690 | | |
| | CG Clinic Administration Appointments OB/GYN | Petaluma | 765-7203 765-7200 792-7229 | | |

Continued on the next page.

Contact Numbers, Driving Directions – Quick Reference

Key Information *(continued)*

| Category | Organization | Location | Telephone | Hours <i>(if applicable)</i> | |
|--|---|---------------------|--|--|--|
| Medical & TRICARE <i>(continued)</i> | David Grant Medical Center | Travis AFB | | | |
| | EMERGENCY Information Information Central Appointments Pharmacy: Automated Refill Line | | (707) 423-3826 (800) 254-3462 (707) 423-7300 (800) 264-3462 (707) 423-7600 | | |
| | TRICARE Service Center | Travis | (707) 423-3488 | | |
| | Novato Community Hospital | Novato | (415) 897-3111 | | |
| | TRICARE (FHFS) Claims (PGBA) Customer Service Health Care Info. Line (HCIL) Mail Order Pharmacy (NMOP) TRICARE for Life | www.fhfs.com | (800) 242-6788 (800) 930-2929 (800) 242-6788 (800) 611-2883 (800) 903-4680 (888) 363-5433 | | |
| Poison Control | | | (800) 523-2222 | | |
| Social Security | Medicare Eligibility | | (800) 772-1213 | | |
| Tickets | MWR Tickets | Alameda Petaluma | (510) 437-3573 (707) 765-7340 | | |
| Work Life | CG Work Life | Alameda | (510) 437-5926 | | |

Contact Numbers, Driving Directions – Quick Reference**Web Site Information**

| Site | Description | Address |
|--|---|---|
| CGES: CG Exchange | Shop CGES online! Free shipping | http://www.cg-exchange.com/ |
| CG Legal Assistance | CG's Legal Website for info. On such topics as: Credit & Debtor Relations, Consumer & Contract issues, Estate Planning, Family, Real Estate, Taxes. | http://www.uscg.mil/legal/la/index.htm |
| CG News & Information | News on the latest CG events; includes the on-line edition of the <u>CG Magazine</u> . Also has links to sites for: CG history, Units, Job information & Children. | http://www.uscg.mil/news/cgnews.shtm |
| CG Spouses' Web Forum | Internet Discussion Forums | http://www.cgspouses.net/community/forums/ |
| CG Spouses' Web Site | Welcome to the Best Spot on the Net for information on surviving and thriving in our lives, married to a US Coast Guard member! | http://www.cgspouses.net/ |
| ISC Alameda Housing Website | An abundance of info. for present, arriving & departing residents. Includes sample Work Request & other forms, as well as sample floor plans. | http://www.uscg.mil/mlcpac/iscalameda/divisions/housing/default.html |
| Marin County Website | Marin County houses Hamilton's geography. Their newly re-designed website offers 5 main pages: Employment opportunities, Services & information, Board of Supervisors, Organization (& how to reach a Manager), & County News. | http://www.co.marin.ca.us |
| Master Chief Petty Officer of the CG | The site by the principal advisor to the Commandant of the Coast Guard on quality of life, career development, work environment and personnel matters affecting enlisted personnel. A vehicle for disseminating information as well as receiving input and feedback from the field. | http://www.uscg.mil/hq/mcpocg/default.htm |
| National Military Family Association | NMFA is dedicated to identifying & resolving issues of concern to military families. "The Voice for Military Families." The National Military Family Association was organized in 1969 by a group of wives and widows seeking financial security for survivors of uniformed service personnel & retirees. From their efforts, the Survivor Benefit Plan came into being. In the ensuing years, NMFA has been in the vanguard of advocacy for improvements in the quality of military family life. | http://nmfa.org/ |
| TRICARE Contractor: Foundation Website | This Prime Contractor is responsible for oversight of all our healthcare authorizations, appointments, claims & much more. Click on the Beneficiary section. | www.fhfs.com |
| Work-Life, CG | See NEW "Dealing With Crisis" section. "Work-Life" is a philosophy that emphasizes the need to strike a reasonable balance between the needs of the Coast Guard and the needs of our employees and their dependents. The goal is to create an environment in which the Coast Guard will achieve organizational excellence - providing valued services to our customers and excellent working conditions for our employees. | http://www.uscg.mil/hq/g-w/g-wk/g-wkw/worklife/index.htm |

Contact Numbers, Driving Directions – Quick Reference

**Driving
Directions****Arriving at Alameda Housing****COMING NORTH on I-880** (from Oakland Airport/CG Island/points south)

- Take Broadway/Downtown Exit (stay in right lane).
- Right on Broadway (at light).
- Right on 7th St. (first light).
- Right on Webster (2nd block) into Webster Tube (tunnel).
- Merge onto Webster Street Tube.
- Right at first light (Atlantic Ave.).
- Right Main Street (4th light) (.8 miles).
- Right on Singleton Ave. (.5 miles) (2nd light).
- Left at stop sign onto Mosley Ave. (CG Housing Office on your left).

COMING EAST from OAKLAND BAY BRIDGE (I-80)

- From I-80.
- Take 880 South.
- Exit at Alameda/Broadway Exit.
- Right at bottom of exit (5th Street) (stay in right lane).
- Follow 5th approx. 1 mile (move to left lane) to Webster Tube (tunnel).
- After coming out of Tube - Right at first light (Atlantic Ave.).
- Right Main Street (4th light) (.8 miles).
- Right on Singleton Ave. (.5 miles) (2nd light).
- Left at stop sign onto Mosley Ave. (CG Housing Office on your left).

COMING WEST from CONCORD/BERKELEY (I-880/I-980/24)

- Exit 11th & 12th Street.
 - Left (5th light) 5th Street (stay in left lane).
 - Left (4th light) into Webster Tube (tunnel).
 - After coming out of Tube - Right at first light (Atlantic Ave.).
 - Right Main Street (4th light) (.8 mi).
 - Right on Singleton Ave. (.5 miles) (2nd light).
 - Left at stop sign onto Mosley Ave. (CG Housing Office on your left).
-

Contact Numbers, Driving Directions – Quick Reference

Driving
Directions
continued

To and from CG Island to Alameda Housing

From Alameda Housing to CG Island

- Turn left when you exit housing onto Main Street from Singleton Ave
- Turn left on Atlantic Ave (second light)
- Turn Left on Webster street/CA-260
- Webster street/CA-260 becomes Posey Tube/CA-260 N
- Posey Tube becomes Harrison Street
- Turn at first traffic light after coming out of tube (7th Street)
- Turn right onto Jackson Street (second light), get into either left two lanes.
- After going under freeway turn Left onto 5th at traffic light.
- Take I-880 S ramp towards San Jose
- Merge onto I-880 S
- Take exit 23rd Avenue/Alameda
- Turn right onto Dennison Street.
- Stay on Dennison street.
- At four way stop, proceed straight across bridge to Coast Guard Island.

From CG Island to Alameda Housing

- Proceed straight out the gate on Dennison.
 - At stop sign proceed straight.
 - Turn right onto Kennedy Street
 - Turn Left onto e 7th street
 - Turn Left onto 23rd Avenue
 - Turn slight left to take the I-880 N ramp towards Downtown Oakland
 - Merge onto I-880
 - Take Broadway exit towards Downtown
 - Take right at bottom of the ramp onto Broadway.
 - Turn right at first traffic light (7th St)
 - Turn right again at next street light (Webster St).
 - Go into Webster Tube/VA-260 S becomes CA-260 S
 - Get in right lane inside tube.
 - Turn right on Atlantic Avenue after exiting tube (first traffic light).
 - Turn right onto Main Street (4th light) (.8 mi).
 - Right on Singleton Ave. (.5 miles) (2nd light).
 - Left at stop sign onto Mosley Ave. (CG Housing Office on your left).
-
-

Contact Numbers, Driving Directions – Quick Reference

*Directions
continued*

Arriving at Novato Housing

Coming from the North on US-101

- Take the Novato Alameda Del Prado exit
- Keep left at the fork on the ramp
- Turn left onto Alameda Del Prado
- Turn left onto Nave Drive
- Turn Right onto Main Gate Road, straight to Novato Housing

Coming from the South on US-101

- Take the Novato Nave Drive Exit towards Hamilton Field
- Keep right at the fork in the ramp
- Turn Right on Main gate road, straight to Novato Housing

To and from CG Island to Alameda Housing

From Novato Housing to CG Island

- Turn Left from Main Gate Road.
- Turn right onto Alameda Del Prado
- Take the US-101 S ramp towards San Francisco
- Merge onto US-101
- Take the I-580 E exit towards Richmond/Oakland
- Merge onto I-580 E
- Cross Richmond/San Rafael Bridge (toll free)
- Take I-880 S towards Alameda/San Jose
- Merge onto I-880 S
- Take the exit 23rd Avenue/Alameda
- Turn right onto Dennison Street.
- Stay on Dennison street.
- At four way stop proceed straight across bridge to Coast Guard Island

From CG Island to Novato Housing

- Proceed straight out the gate on Dennison.
 - At stop sign proceed straight.
 - Turn right onto Kennedy Street
 - Turn Left onto E 7th street
 - Turn Left onto 23rd Avenue
 - Turn slight left to take the I-880 N ramp towards Downtown Oakland
 - Merge onto I-880 N
 - Take I-880 E
 - Take -580 W towards Point Richmond/San Rafael (**bridge toll - \$2.00**)
 - Merge onto I-580 W
 - Merge onto US-101 N, stay to the left
 - Take the Nave Drive exit towards Hamilton Filed
 - Merge right onto Nave Drive
 - Turn right onto Main Gate Road
-

Earthquake Preparedness

| | |
|-----------------------------|---|
| Before an Earthquake | <p>Earthquakes can strike quickly and without warning. You may be forced to evacuate your neighborhood or you may be confined to your home. What would you 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. Therefore, the best way to make your family and your home safer is to <u>be prepared before disaster strikes.</u></p> |
| Identify Hazards | <p>Identify potential hazards in your home ahead of time. Advance planning can reduce the danger of serious injury or loss of life from an earthquake.</p> <ul style="list-style-type: none"> • 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. <i>Contact your local housing office for any problems.</i> • Secure a water heater by strapping it to the wall studs and bolting it to the floor. <i>Contact your local housing office if your water heater is not secured.</i> • Repair any deep cracks in ceilings or foundations. <i>Contact your local housing office if you note any problems.</i> • Store weed killers, pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves. |
| Supplies | <p>When preparing for an earthquake, plan on having enough supplies to get you and your family through at least the first 72 hours. After a major earthquake, there is a good chance that traditional emergency response teams will be too busy to take care of you and your family. You need to prepare your home and neighborhood.</p> <p><u>Essentials</u></p> <ul style="list-style-type: none"> • Water (2 gallons per person per day) • Water purification kit • First aid kit, freshly stocked & First Aid Book • Flashlight and extra batteries • Portable battery-operated radio and extra batteries • Non-perishable food • Manual can opener • Blankets or sleeping bags • Essential medications • Extra pair of eyeglasses • Extra pair of house and car keys • Fire extinguisher (A-B-C type) • For pets, food, water and restraint (leash or carrier) • Cash and change • Baby supplies: formula, bottle, pacifier, soap and baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices. <p><u>Sanitation Supplies</u></p> |

Earthquake Preparedness

- Large plastic trash bags for waste; tarps and rain ponchos
- Large trash cans
- Bar soap and liquid detergent
- Shampoo
- Toothpaste and toothbrushes
- Feminine hygiene supplies
- Toilet paper
- Household bleach

Safety and Comfort

- Sturdy shoes
- Heavy gloves for clearing debris
- Candles and matches
- 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
- Knife or razor blades
- Garden hose for siphoning and firefighting
- Tent
- Paper, pen, stamps

Cooking

- Plastic knives, forks, spoons
- Paper plates and cups
- Paper towels
- Heavy-duty aluminum foil
- Non-electric can opener
- Camping stove for outdoor cooking (caution: before using fire to cook, make sure there are no gas leaks; never use charcoal indoors)

Tools and Supplies

- Axe, shovel, broom
- Tool kit including a screwdriver, pliers and a hammer
- Coil of 1/2" rope
- Plastic tape, staple gun and vinyl sheeting for window replacement
- Bicycle

Earthquake Preparedness

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 your family should you be apart when an earthquake happens.
- Ask an out-of-state relative or friend to serve as the "family contact." 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 your children attend. Make plans to have someone pick them up if you are unable to get to them.
- If you have 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 your babysitter, guests and other household help in your plans.

Family Preparation

Conduct drills, establish escape routes and ensure all family members know all the best possible ways to exit your 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 a quake.
 - *Under sturdy furniture such as a heavy desk or table.*
 - *Against an inside wall.*
 - *Away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over.*
- Keep the escape routes clear.
- Locate safe places outdoors and decide where your family will meet once outside your home.
- Make sure all family members know how to respond after an earthquake. **Do Not** attempt to secure utilities yourself. The Housing Office and/or Housing Maintenance Contractor 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.

Earthquake Preparedness

- Make sure everyone in the family knows the name, address, and phone number of the contact person.
- 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 your home. Conduct Earthquake Duck, Cover & Hold drills every six months with your family and include your escape routes.
- Call your 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.

Vital Records and Valuables

Make copies of your vital records and take photos and/or videos of your valuables. Send the copies to a relative outside the state or keep them in a safe deposit box. Make sure your originals are safely stored.

During an Earthquake

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 you feel an earthquake, duck under a desk or sturdy table. Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants, and other heavy objects that could fall. Watch out for falling plaster and ceiling tiles. Stay undercover until the shaking stops, and hold onto your cover. If it moves, move with it. Below are some additional tips for specific locations:

- If you are 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 alarm or sprinkler systems come on. Stay indoors. Glass windows can dislodge during the quake and sail for hundreds of feet.
- If you're **OUTDOORS**, move to a clear area away from trees, signs, buildings, electrical wires, and poles.
- If you're on a **SIDEWALK NEAR BUILDINGS**, duck into a doorway to protect yourself from falling bricks, glass, plaster, and other debris.
- If you're **DRIVING**, 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.
- If you're in a **CROWDED STORE OR OTHER PUBLIC PLACE**, do not rush for exits. Move away from display shelves containing objects that

Earthquake Preparedness

could fall.

- If you're in a **WHEELCHAIR**, stay in it. Move to cover, if possible, lock your wheels, and protect your head with your arms.
 - If you're in the **KITCHEN**, move away from the refrigerator, stove, and overhead cupboards. (Take time NOW to anchor appliances, and install security latches on cupboard doors to reduce hazards.)
 - If you're in a **STADIUM OR THEATER**, stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over, then leave in a calm, orderly manner. Avoid rushing toward exits.
-

Additional Tips for Children, Physically Challenged and the Elderly

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 bumper pads in cribs or bassinets to protect babies during the shaking.
- Install latches on all cupboards (not just those young children can reach) so that nothing can fall on your baby 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 your 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.

Earthquake Preparedness

**Tip for the
Physically
Challenged****Before an Earthquake**

- Set up your 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.
- Keep extra medication with your emergency supplies.
- Keep extra emergency supplies at your bedside and by your wheelchair.
- Have walking aids near you 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 you to signal for help.
- 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. Give them a spare key.

During and After an Earthquake

- If you are 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 your 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 your home, leave a message at your home telling family members and others where you can be found.

**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.
-

Earthquake Preparedness

- Keep an extra pair of eyeglasses and medication with emergency supplies.
- Keep walking aids near you 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.
- 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 your 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. Give them a spare key.

During and After an Earthquake

- If you are in bed or sitting down, do not get up.
- If you are 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 your 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 message at your home telling family members and others where you can be found.

Tips for Pet Owners

When preparing your home for an earthquake, don't forget to include your 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 one week. 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 your pet's ID tag 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.

Earthquake Preparedness

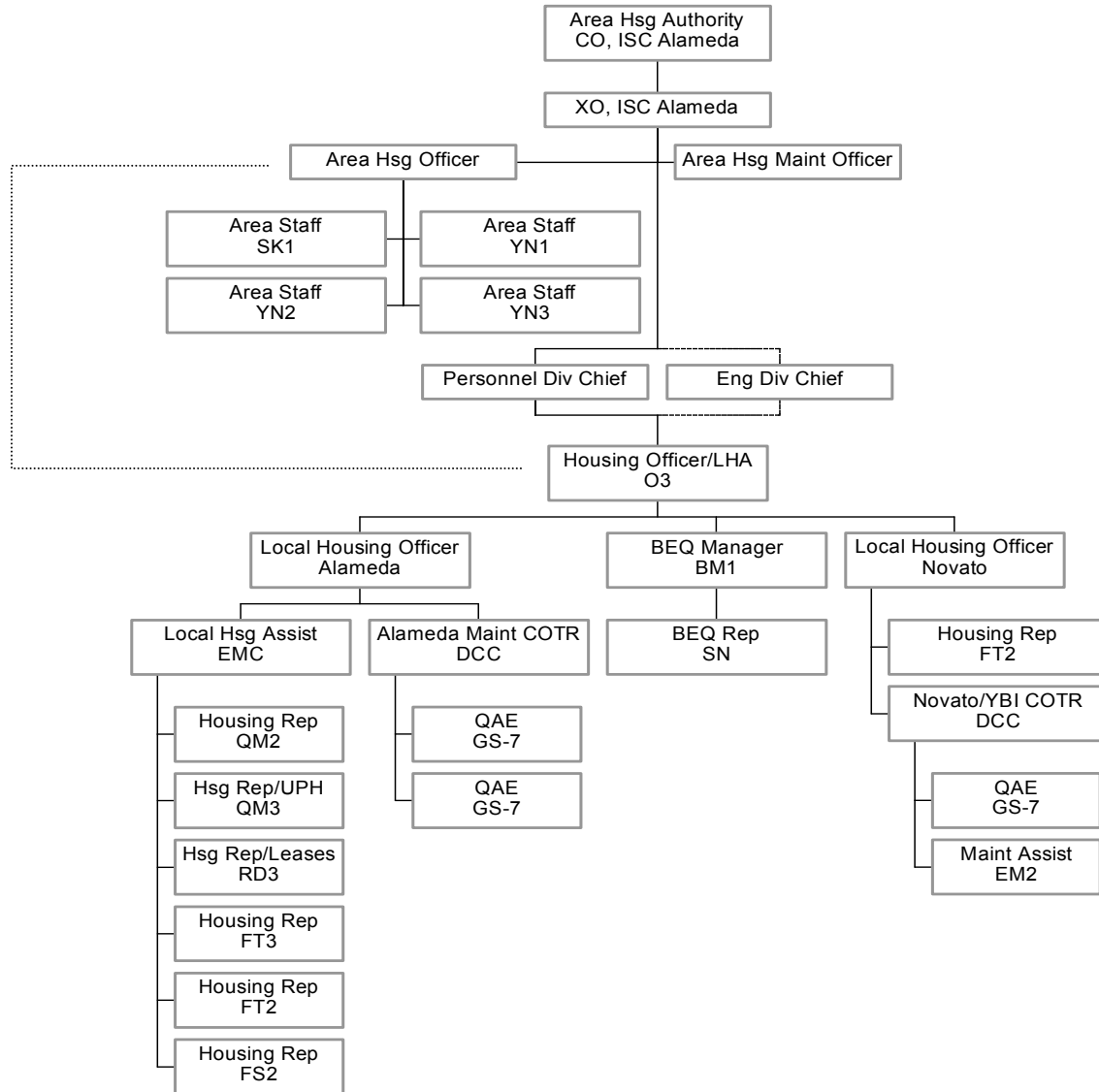
- The behavior of pets may change dramatically after an earthquake. Normally quiet and friendly cats and dogs may become aggressive or defensive. Watch animals closely. Leash dogs and place them in a fenced yard.
- Pets may not be allowed into shelters for health and space reasons. Prepare an emergency 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

- Do not try to hold onto your 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 you.
- Be patient with your 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 you have outdoor pets, you should keep them indoors until the aftershocks have subsided and they have calmed down.
- If you must evacuate your home, leave your pet secured in a safe place. Pets will not be allowed at shelters. Be sure to leave plenty of clean water and food. If possible, visit your pet daily until you can return home.

Appendix A

ISC Alameda Housing Organization



AHA Area Housing Authority. The Commanding Officer of ISC Alameda is the AHA for Northern California and is responsible for administration of the housing program for all units within ISC Alameda’s area of responsibility.

AHO Area Housing Officer. The AHO is representative of ISC Alameda Commanding Officer and reports to the Executive Officer. Responsibilities include providing administrative guidance to and assisting housing officers within their area of jurisdiction.

Continued on the next page.

Appendix A

ISC Alameda Housing Organization

| | |
|-----------------|---|
| AHMO | <u>Area Housing Maintenance Officer</u> . The AHMO is representative of ISC Alameda Commanding Officer and reports to the Executive Officer. Responsibilities include providing guidance to and assisting housing officers with maintenance of owned housing within their area of jurisdiction |
| LHA | <u>Local Housing Authority</u> . The ISC Alameda Housing Officer is the LHA and is responsible for management of the local housing program for ISC Alameda. The LHA for ISC Alameda reports to the Chief, Personnel Services Division. |
| LHO | <u>Local Housing Officer</u> . The ISC Alameda and Novato LHO's are representatives of ISC Alameda Commanding Officer and report to the LHA. <u>Alameda LHO</u> . The Alameda LHO is responsible for the administration of Coast Guard owned government quarters in Alameda and is responsible for the leased housing program for ISC Alameda. <u>Novato LHO</u> . The Novato LHO is responsible for administration of Coast Guard owned government quarters for the Novato and Yerba Buena Island housing areas |
| LHR | <u>Local Housing Representative</u> . The LHR is a representative of either the Alameda or Novato LHO and is responsible for the duties as assigned by the LHO. |
| UPHM | <u>Unaccompanied Personnel Housing Manager</u> . The UPHM is a representative of the Housing Officer and is responsible for the overall management of the BEQ (barracks) on Coast Guard Island. |
| COTR | <u>Contracting Officer's Technical Representative</u> . The COTR is a representative of the AHMO and is responsible for the oversight of maintenance contracts. The COTR reports to the LHO. |
| QAE | <u>Quality Assurance Evaluator</u> . The QAE is a representative of the COTR and is responsible for the duties as assigned by the COTR. |
| HMA | <u>Housing Maintenance Advisor</u> . The HMA assumes the responsibility and authority of the LHO during non-working hours, and is a direct representative of the LHO |
| Sponser | A Coast Guard or DOD active duty member assigned to Coast Guard quarters that consequently forfeit all government housing allowance and is directly responsible for the quarters to which assigned. |
| Resident | A person (the member, spouse or authorized family member) who resides in government quarters. |

Appendix A

ISC Alameda Housing Organization

Appendix B

U.S. Department
of Transportation

United States
Coast Guard



Commanding Officer
Integrated Support Command Alameda

Coast Guard Island
Alameda, CA 94501-5100
Staff Symbol: Ph
Phone: (510)437-3243
FAX: (510)437-2915

ISCALAINST 11101.2C
10 JAN 2002

INTEGRATED SUPPORT COMMAND ALAMEDA INSTRUCTION 11101.2C

Subj: SAN FRANCISCO BAY AREA HOUSING ASSIGNMENT PRIORITY

Ref: (a) U.S. Coast Housing Manual, COMDTINST M11101.3 (series)

1. PURPOSE. To explain the housing assignment procedures for the Novato and Alameda local Coast Guard housing offices.
2. ACTION. Commanding Officers and Officers-in-Charge shall ensure all interested personnel are aware of the contents of this instruction. Personnel who wish to be assigned to Coast Guard housing shall submit their applications in accordance with reference (a) and this instruction.
3. DIRECTIVES AFFECTED. San Francisco Bay Area Housing Assignment Priority, ISCALAINST 11101.2B, is cancelled.
4. DISCUSSION. ISC Alameda provides family and unaccompanied quarters to qualified enlisted and officer personnel assigned to units in the Bay Area. Enclosure (1) explains the assignment procedures in place for Alameda, Yerba Buena Island, and Novato Coast Guard Owned Housing.

JAMES M. HASS, IV

Encl: (1) [Assignment Priority for Alameda and Novato Coast Guard Owned Housing](#)

Dist: Per ISCALAINST 5215.1D

Appendix B

Appendix B

1. Housing Objective The primary objective for Coast Guard owned housing in the San Francisco Bay Area is to maintain a 98% or higher occupancy rate IAW reference (a). While this instruction explains the local assignment procedures that will generally be followed, the CO of ISC Alameda can make exceptions at any time in order to meet the occupancy goal or in special circumstances.

2. Government Housing Eligibility To be eligible for Alameda, Yerba Buena, or Novato Coast Guard housing a person must meet the following criteria:

| | |
|----------------------------|--|
| Military Status | Active duty Coast Guard, OR ; Coast Guard reservist on active duty for more than 1 yr., OR ; Active duty DOD if an Interservice Support Agreement (ISSA) for housing is in place. |
| Assignment Location | Must be assigned PCS to a command located within a one-hour one-way commute of either the Alameda, Yerba Buena or Novato housing areas. Personnel assigned to Petaluma or CAMSPAC may apply only after obtaining a release from the parent command's housing office and their locally managed housing is full. Note: Petaluma, CAMSPAC, and Air Station San Francisco will normally be considered Priority 2, unless otherwise specified in section 12. For members assigned to Air Station San Francisco, see section 9. |
| Family Status | Family housing: Must have at least one dependent that will live with the member for 183 days or more each year during the assignment to housing. Member married to member without children are also eligible provided they are co-located (within 60 miles of each other). UPH: Mandatory for single enlisted personnel E4 and below. E4 and below assigned ashore must obtain a release from the Local Housing Officer prior to being eligible for BAH. Unaccompanied non-rated personnel assigned afloat must live on onboard for a minimum of six months before being eligible for UPH, and then must have command approval. |

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| Time remaining on tour | Must have at least 12 months remaining on the current tour or must have PCS orders for a local command (a copy of People Soft/Air Port terminal or message orders are acceptable) before an application can be submitted. |
|-------------------------------|---|

- 3. Leased Housing Eligibility** Government leased housing is not available in the San Francisco Bay Area, with the exception of specific special needs cases.

- 4. Requesting Alameda, Yerba Buena, or Novato (Family Housing)** Families may request a specific housing site (Alameda, Yerba Buena, or Novato). If a location is not requested, the ISC Alameda Housing Office will place the family on the list with the shortest estimated waiting time. Anyone can be involuntarily moved to a different location's waiting list if the waiting time at the requested site is projected to be one month or more longer than the wait at the other housing site.

- 5. Application** The following steps are used to apply for government housing:

| Step | Action |
|---|---|
| 1. Decide if you want housing (Families only) | Determine if you desire government housing. Assignment to Coast Guard owned family housing at Alameda, Yerba Buena, and Novato is not mandatory. All families not in government housing are eligible to receive BAH. |
| 2. Obtain a copy of your orders | Orders can be in the form of formal orders, message, or a copy of People Soft/Air Port terminal. Orders must be in writing. |
| 3. Form CG-5267 for Family Housing Applications Only | <ol style="list-style-type: none"> 1. Complete form CG-5267 (available on CG computers or on the internet at www.uscg.mil/mlcpac/iscalameda/pers/housing) 2. Insert the following statement in block 12: "Desire housing at <i>(Alameda/Novato/no preference)</i>." NOTE: if this statement is missing it is assumed that there is no housing site preference. 3. Obtain a copy of your Dependency/Emergency Data and SGLI Validation, CG-4170A, from your PERSRU. |

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| <p>4. Form CG-5267 for UPH Applications Only</p> | <p>Complete the sections of CG-5267, which apply. Insert the following 2 statements in block 12 of CG-5267:</p> <ol style="list-style-type: none"> 1. “I want housing at (<u>Alameda Housing/Novato Housing/Coast Guard Island BEQ</u>)” 2. “I need a (<u>furnished/unfurnished</u>) unit.” If you are willing to take either furnished or unfurnished, insert the statement: “I have no preference on furniture.” <p>If you do not include a statement it is assumed you have no preference.</p> |
| <p>5. Submit all forms to the ISC Alameda Housing Office</p> | <p>Either FAX to: (510) 769-0831, OR;</p> <p>Mail to: ISC Alameda Housing Office 99 Mosley Ave Alameda, CA 94501.</p> |
| <p>6. Confirm</p> | <p>The housing office should call to confirm receipt of your application within 5 working days if the application was faxed or 10 working days if the application was mailed. If you do not receive a phone call in this time frame, call the housing office at (510) 769-0831 to ensure all items were received.</p> |

6. Bedroom Qualification

Generally, all children under 6 are expected to share a room with one other child, and children of the same gender are expected to share a room until age 10. However at the Alameda housing site current inventory may allow assignment of one child per bedroom. Bedroom qualification is determined using the ages/gender of your family members as of your control date. You will not be placed on a waiting list for a unit that does not meet your minimum bedroom qualification. The table below and your CG-4170A is the basis for determining your minimum bedroom qualification:

| <p align="center">Number of Family Members (Excluding spouse)</p> | <p align="center">Minimum Number of Bedrooms</p> |
|--|---|
| <p>None</p> | <p align="center">2</p> |
| <p>Two, except as follows:</p> <ul style="list-style-type: none"> • One or both 10 years or over • One 6 years or over and the opposite sex of the other | <p align="center">2 3 3</p> |

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| Three, except as follows: <ul style="list-style-type: none"> • Two or more 10 years or over • One 10 years or over and other two opposite sex with one 6 years or over | 3 4 4 |
| Four, except: <ul style="list-style-type: none"> • One or more 10 years or over • One over 6 and the opposite sex of all the other three • Two over 6 who are opposite sex of each other | 3 4 4 4 |
| Five or more | 4 |

7. Control Date Once a complete application is received, you will be placed on a waiting list in order of control date. The top 10 percent of personnel on each waiting list will be stabilized and will not be altered by placing new arrivals within the top 10 percent, regardless of rank/rate or duty assignment. Exceptions are personnel in key and essential billets. Incumbents of designated key and essential billets are placed at the top of the freeze zone without displacing personnel who have received a firm commitment for housing assignment. Where anticipated assignment to MFH for personnel on the waiting list is scheduled to occur within 60 days, the freeze zone may be extended beyond the top 10 percent to include such personnel. Determination of whether an O-6 receives a house will not be by control date, but by seniority and command status. Determination of which house an O-6 receives will be based on bedroom qualification and seniority (See Section 12). Control date is determined as follows:

| If application is received... | Control date is... |
|---|--|
| At least 36 days before reporting PCS to the new duty station | 35 days before the reporting date |
| 35 days or less before reporting PCS to the new duty station, OR after reporting | The date the complete application is received by the housing office. |

8. Multiple Waiting Lists No one may be on more than one waiting list at any time (including DOD lists).

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9. Applying for DOD housing Anyone who desires housing with another federal service must contact the ISC Alameda Area Housing Officer, located at the Alameda housing office site, prior to submitting an application to receive permission and to ensure current interservice support agreements (ISSAs) permit occupancy. The only other federal service housing that may be available includes Moffett Federal Field housing, located in Sunnyvale, for Air Station San Francisco and San Jose recruiters and Concord for those assigned to MSD Concord.

10. UPH Traditional furnished BEQs are located on Coast Guard Island in Alameda and on Yerba Buena Island. Some government owned housing units at Alameda, Novato, and CAMSPAC are used as additional UPH. These units are available both with furniture and without furniture. UPH is mandatory for all single E4 and below, which means that any E4 and below without dependents must have a signed release from the Local Housing Officer before being authorized to receive BAH. The Commanding Officer/Officer-in-charge of the respective UPH is responsible for personnel assignments and maintenance of each facility. Housing for geographic bachelors is not currently available at Alameda, Novato or the Coast Guard Island BEQ.

11. Pets Housing residents may have a maximum of two uncaged pets (dogs/cats). NO barnyard or exotic species are allowed. NO pets are permitted in any UPH unit.

12. Housing Priorities Several waiting lists have been established for Alameda and Novato housing. Those assigned to afloat units will be given the opportunity to place their families in housing prior to deployment whenever possible. Special need situations will be evaluated by the ISC Alameda Work Life office and may receive a higher assignment priority than all other personnel. If needed they will be placed directly below the freeze zone. To ensure that these factors as well as reasonable commuting distances are considered in housing assignments, the following waiting lists are established:

| | |
|---------------------------------------|--|
| <i>Alameda 2 Bedroom (200 units):</i> | Priority 1 (CG Enlisted then Officer and all Other) Priority 2 (DOD/Relocations) |
| <i>Alameda 3 Bedroom (196 units):</i> | Priority 1 (CG Enlisted then Officer and all Other) Priority 2 (DOD/Relocations) |
| <i>Alameda 4 Bedroom (186 units):</i> | Priority 1 (CG Enlisted then Officer and all Other) Priority 2 (DOD/Relocations) |
| <i>Novato 2 Bedroom (146 units):</i> | Priority 1A (Enlisted and Officers @ Strike Team, Novato ISC Staff, or Station Golden Gate) Priority 1B (Petaluma and CAMSPAC E5 & below or Other Coast Guard) Priority 2 (Relocations) |

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| <i>Novato 3 Bedroom Duplexes (60 Units):</i> | Priority 1A (Enlisted @ Strike Team, Novato ISC Staff, or Station Golden Gate) Priority 1B (Petaluma and CAMSPAC E5 & below or Other Coast Guard) Priority 2 (Relocations) |
| <i>Novato 4 Bedroom Duplexes (10 units): Apartment (2 units)</i> | Priority 1A (Enlisted @ Strike Team, Novato ISC Staff, or Station Golden Gate) Priority 1B (Petaluma and CAMSPAC E5 & below or Other Enlisted) Priority 2 (Relocations) |
| <i>Novato 3 Bedroom Detached Homes (9 units):</i> | Priority 1A (3 bdrm qualified officers @ Strike Team, or Station Golden Gate and 3 bedroom qualified O5s assigned afloat) Priority 1B (3 bdrm qualified O5s) Priority 1C (all other CG 3 bdrm qualified officers) Priority 2 (Relocations) |
| <i>Novato 4 Bedroom Detached Homes (29):</i> | Priority 1A (4 bdrm qualified officers @ Strike Team, Station Golden Gate and O5s assigned afloat) Priority 1B (4 bdrm qualified O5s) Priority 1C (all other 4 bdrm qualified CG officers) Priority 2 (Relocations) |
| <i>O-6 Housing: Only in Novato on Sunset Drive, South Circle, and Casa Grande Rea. Also on YBI. (26 units):</i> | Commanding Officer afloat by seniority, followed by Commanding Officers ashore by seniority, followed by straight seniority. Seniority as published by COMDTINST M1427.7T Register of Officers. Bedroom qualification will then be used to determine which unit is received. |

13. Vacant Waiting List

If a unit is available with no one on that category’s waiting list, families on a lower category waiting list will be considered by the Local Housing Officer for assignment to that unit. The following table shows the first backup waiting list that will be considered for each type of unit:

| Excess Type of Unit | Category waiting list to be Considered |
|----------------------------|---|
| <i>NOVATO</i> | |
| O-6 Unit | O-5 (priority based solely on seniority) |
| 4 bdrm W2-O5 unit | 3 bdrm W2-O5 |
| 3 bdrm W2-O5 Unit | 4 bdrm duplex (enlisted) |
| 4 bdrm duplex | 3 bdrm duplex (enlisted) |
| 3 bdrm duplex | 3 bdrm W2-O5 |

Appendix B

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| 2 bdrm apartment | N/A |
| ALAMEDA | |
| 4 bdrm | 3 bdrm |
| 3 bdrm | 2 bdrm |
| 2 bdrm | N/A |

14. Housing Relocations

There must be 12 months remaining on the present tour for any relocation to be approved. A family can only relocate once per tour. All expenses incident to relocation will be borne by the member and a formal checkout inspection must be passed. Applicants requesting relocation will be required to pass an unannounced housekeeping inspection. Failure to pass a housekeeping inspection will result in cancellation of the relocation application. Applicants will not be permitted to reapply unless they are requesting relocation based on a change in family composition. However, reapplying may not be made for six months following the failed housekeeping inspection. When an applicant again requests to relocate, another housekeeping inspection will be required. If the inspection is failed, the relocation request will be canceled and the applicant will not be permitted to reapply. While moving, two government owned quarters can only be occupied by one member for a maximum of 7 days. Longer dual occupancy will result in the member being charged a daily occupancy rate of their prorated BAH. New units will be assigned “as is” meaning clean but without contractor’s rehab. The following is a general guide for members currently assigned to government quarters who desire a relocation within government housing:

| IF... | THEN... | ACTION... | ASSIGNMENT PRIORITY |
|---|--|---|----------------------------|
| Pregnancy occurs after occupancy of quarters, additional child qualifies for additional bedroom | Submit medical documentation confirming the pregnancy, expected delivery date, and gender of child. Applications cannot be submitted prior to the 4 th month’s gestation. | Placed on waiting list effective date of receipt of approved application. | Priority 2 |
| Dependents are acquired through adoption, death, legal means (i.e. parents declared dependents, etc.) | Submit “new” housing application as of date of approval of dependency. Submit court documents stating dependency. | Placed on waiting list effective date of receipt of approved application. | Priority 2 |

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| Dependents from first/other marriage were residing with previous spouse, but children relocated with member (more than 183 full days per year) | Submit “new” housing application as of date of arrival of dependents. Submit court documents stating custody. | Placed on waiting list effective date of receipt of approved application. | Priority 2 |
| If medical conditions or special needs occur (other than routine conditions including pregnancy) | Register as a Special Needs Case with the ISC Alameda Work-Life staff. When approved submit relocation request. See Section 7. | Placed on primary waiting list effective date of approval. See Section 7. | Priority 1 |
| Occupying leased housing/DOD housing | Submit application requesting convenience move. | Placed on waiting list effective date of receipt of application. | Priority 1 |
| If dependent children reach age to be eligible for own room. | Relocation is not generally authorized. | Request will be held for future consideration. | N/A |
| Member accepted quarters which are less than minimum size for family makeup (i.e. four bedroom qualified upon PCS arrival, but accepts three bedroom unit) | Relocation is not generally authorized. | N/A | N/A |
| Any other reason | Relocation is not generally authorized. | N/A | N/A |
| UPH: desire to move from BEQ to Alameda or Novato UPH or from UPH to a BEQ. | Submit a request to the UPH Manager. Such a move will only be approved once per tour. | Placed on waiting list effective date of receipt of approved application. | N/A (only one priority list for UPH/BEQ). |

NOTE: Exceptions to these guidelines can be made if in the interest of the government.

15. DOD

Department of Defense active duty personnel assigned to Coast Guard units will be given the same priority as Coast Guard personnel provided an ISSA is in place. All other DOD personnel requesting housing will be placed on the appropriate Priority 2 waiting list if an ISSA is in place.

Appendix B

- 16. Addresses** In most cases an assigned address will not be given more than 35 days prior to reporting to the new command. No one will be permitted to remain on a waiting list in order to wait after arrival for a particular unit/area to become available.
-
- 17. Mid-tour housing applications** As long as there are at least 12 months remaining on the current tour or if new orders to another local command have been received, applications for housing can be submitted mid-tour. If a member is in a lease on the economy and needs a specific date to move, submit the housing application and note that you will “need to give (*fill in #*) days notice” to get out of your current lease. The housing office will work with you as much as possible to allow placement in adequate housing at a convenient time (within reason).
-
- 18. Refusal to accept housing** Anyone who applies for government housing and then refuses to accept an offered adequate unit will be removed from the waiting list and will not be allowed to reapply for housing until one year after the date housing was refused. All housing units at Alameda and Novato are adequate for all ranks, provided the unit has the minimum number of bedrooms as explained in paragraph 6. One deferral (for a period normally not to exceed one year) will be permitted for such reasons as civilian lease commitments, deployment, family not in area, or other reason that constitute a hardship.
-
- 19. Non-temporary Storage** Per table 4-1 of reference (a), all housing at Alameda and Novato is considered adequate for all ranks provided it has the minimum number of bedrooms required. Anyone assigned to government owned family quarters or UPH in Novato or Alameda may be eligible for non-temporary storage of household goods. If eligible, you may be authorized non-temporary storage if executed with your PCS move. Contact your transportation office for guidance.
-
- 20. Cost of moves into housing** The Coast Guard cannot pay for any voluntary move. Those moving into government housing are expected to use their PCS tonnage to fund the move. If housing is not available at the time of PCS arrival a second tonnage will not be provided in order to move from the economy to government housing. More information on this option is available from your local Personnel Property and Shipping Office.
-
- 21. Senior Officer Assignment Policy** Qualified O5 & O6 personnel will normally be assigned housing at the Novato or Yerba Buena housing sites. Qualified O5s or O6s who desire housing in Alameda may so request.

Appendix C
ISC Alameda Housing Forms

| Form Number | Form Name | Page |
|--------------------|--|-------------|
| ISCALAHSG-001 | Shelf Help Project Work Order Request | E-4-2 |
| ISCALAHSG-002 | Housing Complaint Form | E-4-3 |
| ISCALAHSG-003 | Notice of Intent to Vacate Government Owned or Leased Quarters | E-4-4 |
| ISCALAHSG-004 | Quarters Inspection Checklist | E-4-7 |
| ISCALAHSG-005 | Violation Notice | E-3-9 |
| ISCALAHSG-006 | UPH Inspection Checklist | E-4-10 |
| ISCALAHSG-008 | BEQ/UPH Check In/Out Form | E-4-12 |
| ISCALAHSG-009 | Pet Agreement | E-4-13 |
| ISCALAHSG-010 | Coast Guard Housing Preliminary Inspection Check-Off Sheet | E-4-14 |
| ISCALAHSG-011 | Housing Information/Notification Form | E-4-17 |
| ISCALAHSG-014 | Guest Authorization Request | E-4-19 |
| ISCALAHSG-015 | Occupancy Agreement | E-4-20 |
| ISCALAHSG-017 | Assignment and Acceptance of Government Quarters | E-4-21 |
| ISCALAHSG-019 | Occupant Responsibilities | E-4-22 |

SELF HELP PROJECT WORK ORDER REQUEST

Section I Service Member Information: Please print. Complete blocks below and deliver this request to your Housing Office.

Service Member's Name (Last, First, MI):

Rank/Rate:

Permanent Duty Station (Include Work Phone #):

Home Address (Street, Apt#, City, State, Zip, Home Phone):

Section II I request permission to perform the following alteration(s) to my quarters. Description of Work: (Explain what, where, how many, installer name, type, size, color. Provide drawing(s), sketches, measurements, etc. as needed/requested. Use reverse if necessary.)

Certification: I understand and agree I am subject to a Housing Office inspection of my project. Any corrections required, as directed by Housing, will be mine to bear. I understand and agree that upon termination of assignment to quarters I must return my unit to the original, or an approved, condition at my own expense.

Service Member's Signature:

Date:

Section III: Housing Inspector Approval

- Approved
- Disapproved
- See Remarks

Approving Official Signature:

Date:

HOUSING COMPLAINT FORM

Section I: Complainant's Information: *The person making this complaint shall complete blocks 1-11 and deliver this form to your Housing Office.*
Please Print

| | |
|---|---|
| 1. Complainant's Name <i>(last, first, MI)</i> : | 2. Rank/Family Member: |
| 3. Complainant's Permanent Duty Station <i>(Include Work Phone)</i> : | 4. Complainant's Address <i>(Street, City, State, Home Phone)</i> : |

Section II – Nature of Complaint/Offender Information:

| | |
|---|--|
| 5. Date & Time of Offense: | 6. Location of Offense: |
| 7. Offender's Name & Address <i>(if known)</i> : | 8. Offender's Rank/Family Member <i>(if known)</i> : |
| 9. How was Complaint Reported <i>(i.e. called OOD, Local Police, Housing Office, etc.)</i> : | |
| 10. Description of Complaint/Offense: <i>Please provide detailed information regarding the nature of the complaint/offense, i.e., who, what, where, when happened. (Use reverse or additional sheets if necessary).</i> | |
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| 11. Complainant's Signature: | Date: |

Section III – Housing Office Action

| | |
|---|---|
| 12. Date & Time Complaint Received: | 13. Housing Personnel Assigned to Case: |
| 14. Action Taken <i>(i.e. Met with complainant/offender, dismissed, contacted command/ WLS, etc.)</i> : | 15. Warning Letters Issued: <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If yes, enter date of letter)</i> : |

| | | | |
|---|---|---|---|
| Department of Transportation U.S. Coast Guard ISCAHSG-003 (Rev. 08/01) | | NOTICE OF INTENT TO VACATE GOVERNMENT OWNED OR LEASED QUARTERS | |
| USE OF FORM: This form shall be submitted to the Local Housing Office at least 45 days in advance of your anticipated vacate date. Work orders will not be processed 45 days prior to termination of quarters unless an emergency exists. Please print legibly and complete all blocks. | | | |
| Name <i>(last, first, MI)</i> | | SSN <i>(last four only)</i> : | Rank |
| Current Quarters Address and Phone Number: | | Bedroom Size: | Housing Type: <input type="checkbox"/> Government Owned Family Quarters <input type="checkbox"/> Leased Family Quarters <input type="checkbox"/> Unaccompanied Personnel Leased Housing (UPLH) <input type="checkbox"/> Unaccompanied Personnel Housing (UPH) |
| Current Duty Station and Phone Number: | | New Duty Station: | |
| Departure Date: | Reason for Vacating: <input type="checkbox"/> PCS Transfer <input type="checkbox"/> Discharge/RELAD <input type="checkbox"/> Retirement | | |
| Pack out Date: | <input type="checkbox"/> Other: _____ | | |
| | <input type="checkbox"/> Permissive relocation move to: _____ | | |
| Resident's Signature: | | | Date: |

Note: Residents are required to provide a copy of their Permanent Change of Station (PCS)/Retirement/Discharge orders with their date of detachment stipulated. Residents are not entitled to remain in quarters beyond their date of detachment. The Housing Office must receive any requests for an exception to this policy at least 60 days prior to detachment.

| | |
|---|---------------------------------|
| Inspection Dates: The following Pre-Check-out and Final Inspection dates have been scheduled. You are responsible for being at your unit at the dates and times indicated below. Any change to these dates must be cleared through the Housing Office as soon as possible. The Final Inspection date will not occur after your detachment, retirement or discharge date. | |
| Pre-Check Out Inspection Time and Date: | Final Inspection Time and Date: |
| Resident Signature: | Date: |
| Housing Representative Signature: | Date: |

| | |
|---|-------------------------------|
| Housing Use Only | |
| Unit Cleared by <i>(Housing Management Signature)</i> : | Date: |
| No. of Unit Keys Returned: | No. of Mailbox Keys Returned: |

RESIDENT RESPONSIBILITIES

I have received a copy of the Preliminary Inspection Check-Off Sheet. It is my responsibility to comply with all cleaning requirements. Failure to comply may result in delaying my departure or my being charged for custodial services.

I am responsible for damages or missing equipment in my unit. I understand my financial obligations to resolve such situations prior to my departure. There are three options for repairing/replacing damaged/missing items:

1. I may repair/replace the item(s) myself.
2. I may hire a contractor to accomplish the repair/replacement.
3. I may pay the U.S. Coast Guard for the repair/replacement.

If I choose options 1 or 2, I understand the repair/replacement must pass the government's inspection. If I choose option 3, payment can be in the form of either a cashier's check or money order made payable to the "**United States Coast Guard**", or I can choose a voluntary deduction from my pay using DD Form 139. Cash or personal checks are not accepted.

If I am a pet owner, I understand it is my responsibility to exterminate fleas in my yard and unit. At the time of vacating, I will ensure there is no flea infestation. If fleas are not properly/adequately exterminated, I will be held financially responsible for an adequate extermination. I am aware if any lingering pet odors or pest infestations caused by my pet(s) are detected within 60 days of my final inspection, I may be held financially responsible for eliminating the problem(s).

Termination of quarters is completed when I have met all the cleaning requirements and all damages (if applicable) are resolved.

.....

IMPORTANT NOTES TO REMEMBER

1. Allow yourself at least three (3) days after your movers leave to clean your quarters.
2. All personal items must be removed from your quarters before the final inspection. This includes any self-help equipment borrowed.
3. All trash, boxes, garbage and hazardous waste materials must be removed before your final inspection.
4. All carpets must be steamed cleaned. If carpeted areas are excessively dirty, a professional cleaner should be hired. **Final inspections will not be done on wet carpets.** It is your responsibility to plan ahead.
5. Have all keys to the quarters and mailbox available to give to the Housing Inspector. Any missing keys could result in a monetary charge.

RESIDENT RESPONSIBILITIES (continued)

6. Have cleaning materials on hand for your final inspection to include mop, broom, brush, degreaser, glass cleaner, paper towels, scrub pads, rags or sponges. These items will come in

handy if you do not pass your first inspection. It is the responsibility of the Resident to acquire the necessary equipment and cleaning items needed for their Final Inspection.

7. If you hire someone to clean your quarters, it is a private contract between you and the cleaner. The Housing Office can not mediate disputes or get involved in your contract with a cleaner. You are still responsible for the cleanliness of your unit and you must be present for the final inspection. It is suggested you have any contract cleaner you may have hired at the final inspection with you.
8. Equipment for lawn care and other self-help items are available on a “first come, first served” basis. Please plan ahead and don’t rely on self-help for services.
9. Do not allow movers to drive onto grass during your pack out. Damages to grounds by movers will be your responsibility.
10. You are required to be present at the final inspection. A Power-of-Attorney will be required for spouses who stand in for service members unavailable due to emergency situations.
11. If something comes up and you can not make the final inspection date, please contact your Local Housing Office immediately. Remember your entitlement to BAH is dependent on a successful and complete Final Inspection.

I have read the above and fully understand my obligations.

X _____
Signature

Date

QUARTERS INSPECTION CHECKLIST

CG ISC Alameda

| | | |
|----------------------------------|---|--|
| Name & Rank of Service Member: | Command: | Date of Inspection: |
| Quarters Address & Phone Number: | Type of Inspection: <input type="checkbox"/> Check-In <input type="checkbox"/> Annual <input type="checkbox"/> Pre-Final <input type="checkbox"/> Just Cause <input type="checkbox"/> Final <input type="checkbox"/> Fire/Safety | No. of Bedrooms: <input type="checkbox"/> ① <input type="checkbox"/> ② <input type="checkbox"/> ③ <input type="checkbox"/> ④ <input type="checkbox"/> Alameda <input type="checkbox"/> Novato/YBI |

Items to be Inspected: *Instructions: All rooms are designated in clock-wise direction, upon entering at the front door on 1st floor, standing at the top of stairs on a 2nd floor. Use condition codes at bottom of form. Use Remarks Block for additional comments.*

| GARAGE/SHED | | LAUNDRY ROOM | | KITCHEN/ DINING ROOM | | BEDROOM | | Condition Bedroom Number | | | |
|---|----------------|---|----------------|---|----------------|---|--|------------------------------|---|---|---|
| Item | Con- dition | Item | Con- dition | Item | Con- dition | Item | | ① | ② | ③ | ④ |
| Ceiling | | Ceiling | | Ceiling | | Ceiling | | | | | |
| Walls | | Walls | | Walls | | Walls | | | | | |
| Shelving | | Baseboards | | Baseboards | | Baseboards | | | | | |
| Concrete Floors | | Floors | | Floors | | Floors | | | | | |
| Windows | | Windows | | Windows | | Windows | | | | | |
| Screens | | Screens | | Screens | | Screens | | | | | |
| Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | | | | |
| Light Fixtures | | Light Fixtures | | Cabinets | | Light Fixtures | | | | | |
| Electric Outlets | | Electric Outlets | | Counter Tops | | Electric Outlets | | | | | |
| Doors | | Plumbing Fixtures | | Range / Oven | | Ceiling Fan | | | | | |
| Garage Door | | Lint build-up | | Vent/Fan | | Closets | | | | | |
| Trash Can | | Door | | Refrigerator | | Doors | | | | | |
| Recycling Bins | | Other: | | Sink Area/garbage disposal | | BATHROOM | | Condition Bathroom Number | | | |
| HEATER SPACE | | LIVING ROOM | | Dishwasher | | Item | | ① | ② | ③ | |
| Wiped Down? | | Ceiling | | Light Fixtures | | Ceiling | | | | | |
| Fire Hazards? | | Walls | | Electric Outlets | | Walls | | | | | |
| EXTERIOR AREA/MISC. | | Baseboards | | Doors | | Baseboards | | | | | |
| Entry Door | | Floors | | Fire Extinguisher | | Floors | | | | | |
| Door Bell | | Windows | | HALLWAY/STAIRS | | Windows | | | | | |
| Exterior Lights | | Screens | | Item | ① ② | Screens | | | | | |
| Siding | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Ceiling | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | | | | |
| Patio/Yard | | Traverse Rods | | Walls | | Light Fixtures | | | | | |
| Balcony | | Light Fixtures | | Baseboards | | Electric Outlets | | | | | |
| Exterior Woodwork | | Electric Outlets | | Floors | | Commode | | | | | |
| Unit Keys | | Doors | | Windows | | Tub/Shower | | | | | |
| Mailbox Keys | | Fireplace | | Screens | | Medicine Cabinet | | | | | |
| Garage Door Opener | | Other | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Sink Area | | | | | |
| Housing Manual | | | | Light Fixtures | | Cabinets | | | | | |
| CO Detector(s): | | | | Electric Outlets | | Towel Rods | | | | | |
| Escape Ladder | | | | Doors | | Soap Dish | | | | | |
| Smoke Detector | | | | Stairs/Railings | | Vent / Fan | | | | | |
| Other | | | | Other | | Doors | | | | | |

| | | | | | | | | | | | | | | | | |
|------------------|----|-------------|---|--------|---|-------|----|----------------|----|---------|---|----------|---|-------|---|---------|
| Condition Codes: | WT | Wear/Tear | G | Good | D | Dirty | NA | Not Applicable | T | Torn | B | Burned | N | Needs | M | Missing |
| | IO | Inoperative | R | Repair | P | Paint | SR | See Remarks | CH | Chipped | C | Cleaning | C | Other | | |

Continued on Reverse

A. APPLIANCE SUMMARY

| Item | Brand | Model | Serial No. | Condition |
|---------------------------|-------|-------|------------|-----------|
| Refrigerator | | | | |
| <i>Range</i> | | | | |
| <i>Dishwasher</i> | | | | |
| <i>Fire Escape Ladder</i> | | | | |
| <i>CO Detector</i> | | | | |

Remarks / Discrepancies:

Damage to Government Property:

①

②

③

④

⑤

Resident Certification: I certify this inspection represents a true record of the condition of my unit, and I agree to pay any and all damages incurred as noted.

| | |
|------------------------------------|--------------|
| <i>Service Member's Signature:</i> | <i>Date:</i> |
|------------------------------------|--------------|

| | | |
|---|------------------------------------|---------------------|
| <p>Housing Inspector's Certification:</p> <p><input type="checkbox"/> Passed <input type="checkbox"/> Did Not Pass <i>(See Remarks)</i></p> | <p><i>Inspector Signature:</i></p> | <p><i>Date:</i></p> |
|---|------------------------------------|---------------------|

| | | | |
|--|--|---|-------|
| Department of Transportation U.S. Coast Guard ISCAHSG-005 (Rev. 01/02) | | <h1 style="margin: 0;">VIOLATION NOTICE</h1> <h2 style="margin: 0;">CG ISC Alameda Housing Office</h2> | |
| All residents are required to abide by the regulations outlined in the Housing Handbook governing Military Family Housing. This form is being issued to notify you of a violation to housing policy. | | | |
| Service Member's Name <i>(last, first, MI)</i> | | Command: | Date: |
| Quarters Address: | | Area: <input type="checkbox"/> Front Yard <input type="checkbox"/> Front Porch <input type="checkbox"/> Back Yard <input type="checkbox"/> Patio Area <input type="checkbox"/> Driveway <input type="checkbox"/> Side Yard <input type="checkbox"/> Other: | |

| | | |
|---|---|-------------|
| <h2 style="margin: 0;">NOTICE TO RESIDENT OF VIOLATION</h2> | | |
| An inspection of your housing area was conducted today. The following item(s) were found to be a violation of our housing policy. To assist us in maintaining the housing areas in a satisfactory condition for everyone, it is requested you complete this form by specifying the actions you have taken to correct the described violation. <i>Sign the bottom of this form and return it to the Housing Office no later than:</i> | | |
| [] | [] | [] |
| Day | Month | Year |
| Should your response not be received at the Housing Office by the date specified, a second violation notice will be sent to you at your command via your Commanding Officer | | |
| <input type="checkbox"/> Clean up trash enclosure area <input type="checkbox"/> Mow/edge grass <input type="checkbox"/> Water grass <input type="checkbox"/> Trim hedges/bushes <input type="checkbox"/> Clean up animal feces <input type="checkbox"/> Dispose of packing/crating material | <input type="checkbox"/> Improperly stored personal items <i>(i.e. toys/patio furniture)</i> <input type="checkbox"/> Vehicle parked in unauthorized area <input type="checkbox"/> Vehicle not registered/licensed- Remove from housing <input type="checkbox"/> Remove boat/trailer/camper/RV from Housing area <input type="checkbox"/> Other: | |
| Your cooperation in maintaining the Housing Area is greatly appreciated. You may contact a Housing Representative if you have questions regarding this violation notice. | | |
| Housing Representative's Signature: | | Date: |

| | |
|--|-------|
| <h3 style="margin: 0;"><i>Resident's Declaration of Action Taken</i></h3> | |
| Empty space for resident's declaration | |
| Service Member's Signature: | Date: |

UPH INSPECTION CHECKLIST

CG ISC Alameda

Unit Address:

Time/Date/Type of Inspection:

- Weekly Check -In Just Cause
 Monthly Check-Out Re-Inspect

Rank & Name of Resident:

1

Rank & Name of Resident:

2

Rank & Name of Resident:

3

Rank & Name of Resident:

4

Instructions: Complete Section I & Common Areas in Section II for routine inspections. If check-in/out complete Section II & BEQ/UPH Check-In/Out form, ISCALAHS-008. Indicate resident by corresponding number, normally the Master Bedroom is No **1**. If inspection result is 'Fail' or 'Action', the inspector shall leave copy of report in UPH. Resident(s) must rectify all discrepancies within one workday.

Section I –Room Inspection

Resident **1**

Resident **2**

| No | Inspection Item | Good | Fail | Action |
|----|---------------------|------|------|--------|
| A. | Vacuum Carpet | | | |
| B. | Empty Trash | | | |
| C. | Clean furniture | | | |
| D. | Clean all surfaces | | | |
| E. | Clean Desk | | | |
| F. | Properly stow gear | | | |
| G. | Clean doors | | | |
| H. | Clean window | | | |
| I. | Clean trash can | | | |
| J. | Use trash can liner | | | |
| K. | Make rack | | | |
| L. | Other (See Remarks) | | | |

| No | Inspection Item | Good | Fail | Action |
|----|---------------------|------|------|--------|
| A. | Vacuum Carpet | | | |
| B. | Empty Trash | | | |
| C. | Clean furniture | | | |
| D. | Clean all surfaces | | | |
| E. | Clean Desk | | | |
| F. | Properly stow gear | | | |
| G. | Clean doors | | | |
| H. | Clean window | | | |
| I. | Clean trash can | | | |
| J. | Use trash can liner | | | |
| K. | Make rack | | | |
| L. | Other (See Remarks) | | | |

Resident **3**

Resident **4**

| No | Inspection Item | Good | Fail | Action |
|----|---------------------|------|------|--------|
| A. | Vacuum Carpet | | | |
| B. | Empty Trash | | | |
| C. | Clean furniture | | | |
| D. | Clean all surfaces | | | |
| E. | Clean Desk | | | |
| F. | Properly stow gear | | | |
| G. | Clean doors | | | |
| H. | Clean window | | | |
| I. | Clean trash can | | | |
| J. | Use trash can liner | | | |
| K. | Make rack | | | |
| L. | Other (See Remarks) | | | |

| No | Inspection Item | Good | Fail | Action |
|----|---------------------|------|------|--------|
| A. | Vacuum Carpet | | | |
| B. | Empty Trash | | | |
| C. | Clean furniture | | | |
| D. | Clean all surfaces | | | |
| E. | Clean Desk | | | |
| F. | Properly stow gear | | | |
| G. | Clean doors | | | |
| H. | Clean window | | | |
| I. | Clean trash can | | | |
| J. | Use trash can liner | | | |
| K. | Make rack | | | |
| L. | Other (See Remarks) | | | |

Special Instructions (Check appropriate block)

| 1 | 2 | 3 | 4 | Action |
|----------|----------|----------|----------|---|
| | | | | Mandatory meeting with the MAA/LHO/CHR. <i>Indicate time, date & place:</i> |
| | | | | Re-inspection scheduled. <i>Indicate time and date:</i> |
| | | | | If check-in/out inspection has BEQ/UPH Check-In/Out form, ISCALAHS-008 been completed? <input type="checkbox"/> Yes <input type="checkbox"/> No |

Section II Applicable to all Residents. Use condition codes at bottom of form. Use Remarks Block for additional comments, i.e. N'1", N2, C3, D4.

| GARAGE / SHED | | LAUNDRY ROOM | | KITCHEN / DINING ROOM | | BEDROOM | Condition | | | |
|---|----------------|---|----------------|---|----------------|---|-----------------------------|---|---|---|
| Item | Con- dition | Item | Con- dition | Item | Con- dition | Check-in/out only | ① | ② | ③ | ④ |
| Ceiling | | Ceiling | | Ceiling | | Ceiling | | | | |
| Walls | | Walls | | Walls | | Walls | | | | |
| Shelving | | Baseboards | | Baseboards | | Baseboards | | | | |
| Concrete Floors | | Floors | | Floors | | Floors | | | | |
| Windows | | Windows | | Windows | | Windows | | | | |
| Screens | | Screens | | Screens | | Screens | | | | |
| Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | | | |
| Light Fixtures | | Light Fixtures | | Cabinets | | Light Fixtures | | | | |
| Electric Outlets | | Electric Outlets | | Counter Tops | | Electric Outlets | | | | |
| Doors | | Plumbing Fixtures | | Range / Oven | | Smoke/Fire Alarm | | | | |
| Garage Door | | Lint build-up | | Vent / Fan | | Closets | | | | |
| Trash Can | | Doors | | Refrigerator | | Doors | | | | |
| Recycling Bins | | Washer | | Sink Area | | BATHROOM ① is the Master Bath | Condition Bathroom # | | | |
| HEATER SPACE | | Dryer | | Dishwasher | | | | | | |
| Wiped Down? | | Other | | Light Fixtures | | Item | ① | ② | ③ | |
| Fire Hazards? | | LIVING ROOM | | Electric Outlets | | Walls | | | | |
| EXTERIOR AREA / MISC. | | Ceiling | | Doors | | Baseboards | | | | |
| Entry Door | | Walls | | Fire Extinguisher | | Floors | | | | |
| Door Bell | | Baseboards | | Table | | Windows | | | | |
| Exterior Lights | | Floors | | Chairs | | Screens | | | | |
| Siding Glass Door | | Windows | | HALLWAY / STAIRS | | Light Fixtures | | | | |
| Patio / Balcony | | Screens | | Ceiling | | Electric Outlets | | | | |
| Exterior Woodwork | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Walls | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | | | |
| Lawn | | Traverse Rods | | Baseboards | | Cabinets | | | | |
| Debris | | Light Fixtures | | Floors | | Vent / Fan | | | | |
| Other: | | Electric Outlets | | Windows | | Commode | | | | |
| | | Doors | | Screens | | Tub/Shower | | | | |
| Bedroom Furniture | | Living Room Furniture | | Blinds <input type="checkbox"/> Shades <input type="checkbox"/> | | Medicine Cabinet | | | | |
| Bed | | Couch | | Light Fixtures | | Sink Area | | | | |
| Dresser | | Chairs | | Electric Outlets | | Towel Rods | | | | |
| Desk | | Table | | Doors | | Soap Dish | | | | |
| Lamp | | TV | | Stairs/Railings | | Doors | | | | |
| Trash Can | | | | Smoke Alarm | | Ceiling | | | | |
| | | | | Other: | | Other: | | | | |

| | | | | | | | |
|-------------------------|-----------------------|-----------------|----------------|-------------------|--------------------------|-----------------|----------------|
| Condition Codes: | WT Wear/Tear | G Good | D Dirty | CH Chipped | SR See Remarks | B Burned | N Needs |
| | IO Inoperative | R Repair | P Paint | T Torn | NA Not Applicable | C Clean | S Stain |

Remarks

Inspector Signature: _____ Resident Signature (check-in/out only): _____

BEQ/UPH CHECK-IN/OUT FORM

CG ISC Alameda

| | | | |
|-------------|--|---|---|
| Type | <input type="checkbox"/> Check-In Complete Parts I, II, III, VI <input type="checkbox"/> Check-Out Complete Parts IV, VI <input type="checkbox"/> TEMP Alameda BEQ only Complete Parts I thru VI *indicates not applicable! | Part I - Quarters Assigned / Departing | |
| | | <input type="checkbox"/> Alameda BEQ | BEQ Room # Assigned: |
| | | <input type="checkbox"/> Alameda UPH <input type="checkbox"/> Novato UPH | UPH Address Assigned: 'X' Room Number: ① ② ③ ④ |

Part II - Personal / Command Data

| | | | |
|-------------------------|------|--------------------|--------------|
| Name (Last, first, MI): | Rank | SSN (last 4 only): | Duty Station |
|-------------------------|------|--------------------|--------------|

Part III - Check-In

| | | | |
|---------------------------|-----------------|---------------------------|----------------------------|
| Date Assigned to UPH/BEQ: | Rotation Date:* | Date of Birth (DD/MM/YY): | Command Housing Rep Name:* |
|---------------------------|-----------------|---------------------------|----------------------------|

| Item | Action | Yes | No |
|-------------------------------------|---|-----|----|
| | Linen Issued: 1-Blanket <input type="checkbox"/> ; 1-Pillow case <input type="checkbox"/> ; 2-Sheets <input type="checkbox"/> ; 1-Bed Spread <input type="checkbox"/> | | |
| | UPH / BEQ Room key # Issued: UPH key # Issued: | | |
| | ISC Alameda BEQ/UPH Instruction Issued* | | |
| <input checked="" type="checkbox"/> | BEQ/UPH Inspection Checklist ISCAHSG-06 Done? | | |
| | Extra storage needed?* | | |
| \$ | PERSRU notified to stop/change BAH? | | |

Part IV - Check-Out

| | |
|----------------|------------------------------|
| Date Departed: | New Unit/Forwarding Address: |
|----------------|------------------------------|

| Item | Action | Yes | No |
|-------------------------------------|---|-----|----|
| | Linen Returned: 1-Blanket <input type="checkbox"/> ; 1-Pillow case <input type="checkbox"/> ; 2-Sheets <input type="checkbox"/> ; 1-Bed Spread <input type="checkbox"/> | | |
| | UPH / BEQ Room key # Returned: UPH key # Returned: | | |
| | ISC Alameda BEQ/UPH Instruction, ISCALAINST M11101.1 (series) Returned?* | | |
| | Extra storage areas cleared?* | | |
| | Change of Address Card completed?* | | |
| | Phone & TV Service terminated?* | | |
| <input checked="" type="checkbox"/> | BEQ/UPH Inspection Checklist ISCAHSG-06 Done? | | |
| \$ | Charge for Damages? | | |
| \$ | PERSRU notified to start BAH? | | |

Part V - Temp Check-In/Out (Alameda BEQ Only)

Type of TAD: -Medical -Legal/Discipline -Discharge -School -Awaiting Ship -Afloat -Reserve -Aux

| | |
|---------------------------|--|
| Estimated Departure Date: | Amplifying info on Reverse? <input type="checkbox"/> -Yes <input type="checkbox"/> -No |
|---------------------------|--|

Part VI - MAA/HR and Resident's Signature

| | | |
|-----------|------------------------|----------------------------|
| Check-In | MAA/HR Signature/date: | Resident's Signature/date: |
| Check-Out | MAA/HR Signature/date: | Resident's Signature/date: |

Pet Agreement

CG ISC Alameda

| | | | | |
|--|---|---|--------------------------------------|--|
| Section I Resident Information | 1. Resident's Name (<i>Last, First, MI</i>): | 2. Rank: | 3. Resident's Permanent Duty Station | |
| | 4. Housing Area (<i>check one</i>): <input type="checkbox"/> North Village, Alameda <input type="checkbox"/> Marina Village, Alameda <input type="checkbox"/> Novato Housing <input type="checkbox"/> YBI | 5. Resident's Address (<i>No. Street/Apt No, Home Phone</i>): | | |

| | | | | | |
|----------------------------------|--|------------------|------------------------|--------|---------|
| Section II Type of Pet | 6. Type of Pet (<i>i.e. Dog, Black Lab / Cat, brown/white mix</i>) | 7. Animal's Name | 8. Alameda License/Exp | 9. Sex | 10. Age |
| | ① | | | | |
| | ② | | | | |

Section III – Terms and Conditions

By submitting this document I am requesting permission to maintain the above described pet(s) in my assigned government quarters. I have read and agree to abide by the pet regulations stipulated in the San Francisco Bay Area Housing Manual, ISCALAINST M11101.1 (series) and any additional regulations listed below.

1. I am allowed a maximum of two dogs, **or** two cats, **or one of each**, which I have identified in Section II above.
2. I am allowed a **reasonable number** of other pets, such as caged birds, fish, hamsters and the like. Barnyard and exotic species such as rabbits, chickens, snakes, lizards, etc. are not allowed.
3. I must keep my dog(s) restrained on a leash when I either walk my pet(s) or when outside of my dwelling. I will not leave my dog(s) outside of my fenced yard unattended.
4. I understand that if I am a Marina Village or Knolls Resident my pets must never be kept in the garage or on my balcony.
5. I must adhere to all local animal control ordinances, including licensing requirements and vaccinations. It is my responsibility to update my Housing records verifying they reflect accurate/current pet information.
6. I will maintain the area where my pet(s) are kept in a sanitary condition at all times.
7. I will ensure my pet(s) shall not be a public hazard or nuisance and will be under control at all times. I understand if my animal bites or menaces a person or another animal, I will be ordered to permanently remove my pet from the housing area within five days and I may lose my pet privilege.
8. I understand the breeding/raising of animals of any species is prohibited. I am aware accidental litters which would exceed the total number of two (2) pets must be removed by the age of 10 weeks.
9. I understand that even though I may have someone care for my pet(s) in my absence, I am still fully responsible for my pet(s) and their actions.
10. I understand it is my responsibility to exterminate fleas in my yard and in my unit. At the time I vacate my assigned quarters, I will ensure there is no flea infestation. If fleas are not properly/adequately exterminated, I understand I will be held financially responsible for an adequate extermination. I further understand I may be held financially responsible to eliminate the problem of lingering pet odors or pest infestations detected within 60 days of my final inspection.
11. I understand a random yearly pet/house cleanliness inspection will be performed at my quarters by the Housing Office staff. I also understand "just cause" inspections may be conducted at any time.

Section IV – Agreement/Acknowledgement

Should any damage occur as a result of my pet's actions, the Housing Authority has my permission to restore my quarters and charge me the costs incurred. I agree to immediately pay these costs and in the event I fail to do so, the Housing Authority has my permission to place a pay adjustment authorization against my pay for the restoration cost. By signing this document I agree to abide by all regulations stipulated. I understand the Housing Authority reserves the right to revoke my pet privilege or my privilege to reside in government quarters for failing to abide by any of these regulations.

| | |
|---|-------|
| Resident's Signature: | Date: |
| Housing Office Representative's Signature | Date: |

Original in Resident's File/**Copy** to Resident

COAST GUARD HOUSING PRELIMINARY INSPECTION CHECK-OFF SHEET
CG ISC ALAMEDA

Instructions. The items contained on this sheet must be accomplished prior to your final inspection. For your convenience, a space has been provided for your use to check off each item as you complete it. Personnel assigned to UPH/UPLH should contact their Housing Representative regarding items on this list that may need to be modified.

Section I - General Information

| | | |
|----------------|--------------------------------|---------------------------|
| Resident Name: | Pre-Check Out Inspection Date: | Check Out Inspection Date |
|----------------|--------------------------------|---------------------------|

| | <i>Item</i> | <i>Action</i> | <i>Done</i> |
|---------------------|--|---|-------------|
| KITCHEN AREA | <i>Cabinets/ Drawers</i> | Clean all cabinets and drawers thoroughly, inside and out. Remove all fingerprints, grease and sticky substances. Clean shelving, removing all dust, food crumbs, litter, etc. Remove all personal paper liners from drawers and shelves. | |
| | <i>Counter Tops and Sink</i> | Remove all fingerprints, grease and sticky substances. Remove soap residue from sink. Polish all chrome fixtures with a SOS scouring pad (or equal). Make sure garbage disposal does not have remains of food in it. | |
| | <i>Range Vent Hood</i> | Clean entire hood inside and out. Hood should be completely free of grease. Filter may be soaked in bag of ammonia or sprayed with degreaser and washed in dishwasher. Disconnect or turn off the power switch to the fan in order to clean fan blades. Replace bulb if burned out. Do not use oven cleaner on hood or any aluminum parts as it will damage the enamel paint finish and ruin the parts. | |
| | <i>Gas Range (Marina Village & Novato) Electric Range (North Village)</i> | Carefully pull range away from wall and have pulled out at time of inspection. Shut off gas behind range (contact the Housing Office prior to moving the range to determine if it has a flexible supply line) or remove plug from outlet behind range. Care must be taken not to pull range out too far to prevent damage to the gas line, electrical cord or floor. Clean sides and back of range, sides of cabinets and floor under range. Remove all top burner grills, drip-pans, oven racks and broiler pans; place all items in a large plastic bag, pour in a large bottle of ammonia, tie opening snugly and set outside (preferably in the sun) for 10 to 24 hours. After this time, usually all that is required is a light scrubbing with a Brillo pad to remove remaining residue. Lift the range top and clean outside edges, top, underside and bottom, removing all burned matter and grease. STOVE MUST BE COMPLETELY GREASE FREE. | |
| | <i>Refrigerator</i> | Carefully move the refrigerator away from the wall to clean the exterior of the unit, including top, and floor below. Remove all lint and dust from coils and screen by use of a vacuum or soft brush. Clean all trays and racks in warm water and detergent. Clean all interior surfaces, including rubber gasket, removing all trapped food particles, spills or mildew. Pull out drain pan and empty/clean. Suggest baking soda be placed in refrigerator/ freezer. LEAVE REFRIGERATOR PLUGGED IN AND ON SETTING #2. | |
| | <i>Dishwasher</i> | Clean entire unit inside and out including rubber door gasket. Remove all food particles and soap residue. Remove plate from bottom of dishwasher, clean out, and replace. | |
| | <i>Microwave (if furnished)</i> | Thoroughly clean inside and outside of microwave to remove grease and stains. | |
| BATHROOM(S) | <i>Tubs, Tiles & Showers</i> | Clean bathtub, tiles, and shower doors & tracks. No soap film, mildew, sediment or stains can be left in tub, on walls or shower doors. Do not use abrasive cleaner if you have a fiberglass tub. Polish all chrome fixtures with a SOS scouring pad (or equal). | |
| | <i>Exhaust Fan(s)</i> | Turn off main power to fan at circuit breaker box. Remove fan cover and clean blades, frame and housing. Use extreme caution to prevent water or cleaner from entering motor. Replace cover. DO NOT DISASSEMBLE. | |
| | <i>Sinks, Mirrors & Counter Tops</i> | Remove all fingerprints, stains and soap residue. Polish all chrome fixtures with a SOS scouring pad (or equal). Clean out sink(s). There should be no stains on counter top or in sink. Mirrors should be clean and spot free. | |
| | <i>Medicine Cabinet</i> | Clean and disinfect inside and outside frame. Remove shelves, wash and reinstall. Clean mirror front to remove all stains, water spots and streaks. | |
| | <i>Toilets</i> | Clean and disinfect inside and outside of toilet bowl and tank removing all stains. Clean toilet seat, lid and underneath rim. Remove all additives from water. | |
| | <i>Heat Lamp (if applicable)</i> | If heat lamp is burned out, it must be replaced with another heat lamp NOT a regular light bulb. | |
| | | | |
| | | | |

| | Item | Action | Done |
|--------------------------|--|--|------|
| ALL INTERIOR ROOMS | Floors | Sheet Vinyl/Floor Tiles: Remove all dirt, wax and scuff marks (strong TSP solution works good). Pay special attention to corners and along metal strips. Do not use excessive amount of water on floors. DO NOT WAX. Clean baseboards and all trim. Carpets: All carpets must be steamed cleaned. <u>If carpeted areas are excessively dirty, a professional cleaner should be hired. Final inspections will not be done on wet carpets.</u> It is the responsibility of the resident to plan ahead. Hardwood Floors: Sweep & remove any marks as directed. Don't use water on floors. | |
| | Walls and Ceilings | Walls and ceilings must be washed in preparation for painting. Pay particular attention to the kitchen and bathroom walls. TSP or ammonia/water mixture is effective. Some spray cleaners leave an invisible film to which paint cannot adhere. If using a spray cleaner, please rinse/wash walls thoroughly. Special attention to kitchen walls must be paid; remove all grease and food spatters. Remove all nails, picture hangers and hooks from walls. Do not remove plastic anchors from walls. You will be advised whether or not to patch. Remove all marks, handprints and cobwebs from walls and ceilings. If the walls are excessively dirty beyond normal wear and tear the resident will be required to repaint entire room with matching color and type of paint. Thoroughly clean all electrical plate covers, baseboards and all trim. | |
| | Woodwork | Clean all doors and door frames and woodwork throughout unit. All grease, sticky substances and fingerprints must be removed from cabinets, drawers, doors and hand railings. Remove all nails/tacks. Clean door tracks of sliding closet doors. | |
| | Windows | Wash all windows, inside and out, ledges, casings and window tracks. Some windows can be removed to clean both sides (ask your inspector). Opposite windows can be washed down with a squeegee. Remove and wash both sides of window screens and vertical/mini-blinds and reinstall. All windows should be free of streaks. | |
| | Decals and Tape | All decals, tape and sticky residue must be removed. Rubber decals in bathtubs and shower stalls must also be removed. | |
| | Light Fixtures | Remove, clean and re-install all light covers. Clean light fixtures to remove dust, dirt and marks. Replace any missing or burned out light bulbs with a maximum wattage of 60W. It is the responsibility of the resident to purchase light bulbs. | |
| | Patio Doors | Clean glass and screen door, doorframe and door track. All areas should be free of dirt, including the corners. Any damage done by pets to the glass or screen door is subject to a monetary charge. | |
| | Furnace & Hot Water Heaters and Vents | Clean furnace and hot water heater area. Replace the air return filters throughout the unit. All vents must be dust free. Vent covers can be removed and run through the dishwasher. Clean outside dryer vent (if accessible). If dryers are furnished, clean along the edges and around the lids of both. Clean filter in dryer. | |
| | Detectors | Clean and test smoke and CO detectors. Replace batteries if needed. | |
| Fireplace | Remove ashes and clean. Brush down walls with stiff brush and remove soot. Polish any fireplace equipment. | | |
| EXTERIOR (if applicable) | Garbage Cans, Recycle Bins, & Garbage | Garbage cans and recycling bins must be cleaned, washed out with a disinfectant and placed in storage area/garage. All trash and garbage must be removed from premises prior to final inspection. Bags, boxes, and discarded items are not to be left in garage, carport, or common areas. | |
| | Lawn/Garden Areas | Lawns must be watered, mowed, weeded, edged and policed for paper or debris (including pet feces). Garden areas and flowerbeds must be cultivated and weeds removed. All weeds/grass must be removed from patio/garbage enclosure areas. Water lawn sufficiently so grass is green. Cultivate and re-seed all bare areas and fill all holes. Pet damage to grounds is the responsibility of the resident. Driveways, sidewalks and curbs must also be weeded. Trim all shrubs and bushes if required. | |
| | Garage, Stalls & Driveways | Garages, driveways and parking stalls must be free of any fresh oil stains and all debris. Wash down all concrete walkways. | |
| | Walls, Doors and Light Fixtures | Wash down all exterior walls and doors, front and back, including doorframes. Clean fingerprints and remove cobwebs. Clean outside light covers & replace burnt out bulbs. | |
| | Storage Sheds | Outside storage sheds must be emptied, swept and washed out. Clean fingerprints from doors and gates. | |
| | Personal Structures and Additions | Any structure or addition you have installed, or placed on the premises, must be removed prior to the final inspection, unless prior approval is received (i.e. metal storage sheds, fences, awnings, etc.). Restore any damaged grounds as required. | |

| | <i>Item</i> | <i>Action</i> | <i>Done</i> |
|--------------------------|--------------------------------|---|-------------|
| OTHER INFORMATION | <i>Residents With Pets</i> | It is the responsibility of any pet owner to exterminate fleas in their yard and unit. At the time of vacating, you will ensure there is no flea infestation. <u>If fleas are not properly/adequately exterminated, you will be held financially responsible for an adequate extermination.</u> <u>Any lingering pet odors or pest infestations detected within 60 days of your final inspection may result in monetary charges against you to eliminate the problem(s).</u> | |
| | <i>Keys/Garage Door Opener</i> | All keys and garage door openers must be turned in to the Inspector at final inspection. | |
| | <i>Communicate</i> | Call attention to any repair work that has not been completed by the Housing Maintenance Contractor. Alert the Housing Representative to any problems you may be aware of either in the unit or the neighborhood. | |
| | <i>To Do's</i> | <input type="checkbox"/> Change of Address To Postal Service? <input type="checkbox"/> Stop Newspaper Delivery? <input type="checkbox"/> Turn off Telephone Service? <input type="checkbox"/> Turn off Cable TV Service? | |
| | <i>The Final Inspection</i> | 12. Allow yourself at least three (3) days to clean your quarters after you pack out. 13. All personal items must be removed from quarters before final inspection. 14. All trash, boxes, garbage and hazardous waste materials must be removed before final inspection. 15. Have cleaning materials on hand for your final inspection to include mop, broom, brush, degreaser, glass cleaner, paper towels, rags or sponges. These items will come in handy if you do not pass your first inspection. 16. If you hire someone to clean your quarters, it is a private contract between you and the cleaner. The Housing Office can not mediate disputes or get involved in your contract with a cleaner. You are still responsible for the cleanliness of your unit and you must be present for the final inspection. It is suggested you have any contract cleaner you may have hired at the final inspection with you. 17. Equipment for lawn care and other self-help items are available on a "first come, first served" basis. Please plan ahead and don't rely on self-help for services. 18. Do not allow movers to drive onto grass during your pack out. 19. The service member is required to be present at the final inspection. Power-of-Attorney will be required for spouses who stand in for service members unavailable due to emergency situations. 20. If something comes up and you can not make the final inspection date, please contact your Local Housing Office immediately. Remember, your entitlement to BAH depends on a successful and complete Final Inspection. | |
| | | | |
| | | | |
| | | | |
| | | | |

Instructions: This multi-purpose form is used to register vehicles and weapons with the Local Housing Office. It is also used to notify the Housing Office of any absence from your quarters and to obtain approval for a waterbed. Please complete Section I, then mark the appropriate block and provide all requested information.

Section I - General Information

| | | | |
|--|------|--------------|------|
| Service Member's Name (Last, First, MI): | Rank | Duty Station | Date |
|--|------|--------------|------|

| | |
|--|---------------------------------------|
| Quarters Type: <input type="checkbox"/> Family <input type="checkbox"/> UPH/BEQ <input type="checkbox"/> Leased | Resident's Complete Address & Phone # |
|--|---------------------------------------|

Authorization for Waterbed(s) in Coast Guard Housing

here Size and number of Waterbed(s): -King -Queen -Double/Twin -Single -Other

| | | |
|----------------------------|------------|--|
| Name of Insurance Company: | Policy No. | Policy Effective Date(s): From: _____ To: _____ |
|----------------------------|------------|--|

Certification: A copy of my waterbed insurance coverage and lessors approval (if applicable) is attached. I will submit proof of renewal or a new policy prior to the expiration date of my current insurance policy or I will immediately remove the waterbed(s) from my quarters. I understand I am accountable for any damage caused by my waterbed(s) and the Local Housing Officer has my permission to check my pay for any damage if my insurance coverage lapses or does not sufficiently cover all damages.

Signature of Service Member: _____

Notification/Authorization for Weapons/Firearms(s) in Coast Guard Housing
(Negative Replies Are Required)

| Type/Brand | Gauge/Caliber | Model # | Serial # | Permit # w/ State |
|------------|---------------|---------|----------|-------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Certification: It is mandatory all housing residents register their weapons with the Housing Office during their occupancy in government quarters. Weapons are defined as (but not limited to): Firearms, BB and pellet guns, paintball guns, hunting knives, switchblade knives, bows and arrows. You swear that the weapons listed above are the only weapons in your residence. If you have listed "NONE", you swear there are no weapons in your residence. If your weapon status changes, you will notify the Housing Office in writing within 10 days of acquiring the weapon(s). You understand that by submitting false information, you are subject to administrative and/or judicial punishment. It is understood if you, or your family members, are found guilty of discharging any firearm within or near government leased/owned housing you will be subject to eviction. You will ensure that your firearm/weapon is stored in accordance with California laws while in government quarters. You understand you are required to comply with all applicable Federal, State and local laws, including CG ISCALAINST M11101.1 (series).

Signature of Service Member: _____

Vehicle Registration (Includes Boats, Recreation Vehicles and Campers)

| Make/Model | Year | Color | Decal Number/Expiration Date/Issuing Command | License & State |
|------------|------|-------|--|-----------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Certification: All vehicles owned by residents must have a valid state registration. Unregistered, abandoned, improperly parked and inoperable vehicles are not allowed in the housing area. All residents are required to follow established command/housing procedures for correctly using, stowing, and protecting privately owned vehicles.

Signature of Service Member: _____

Continued on Reverse

Absence from Quarters

✓
here

Absence applies to: -Entire Family -Family of Member Only -Spouse Deployed

Date of Absence : From: _____ To: _____
(continue in Remarks if necessary)

Section V

Address while Absent in case of emergency (full mailing address & Phone #):

Name & Phone # of Caretaker (Care taker will reside in quarters during my absence (YES/NO):

Certification: During this absence the above named caretaker will adequately care for my government quarters and grounds. I understand the Housing Office must approve any absence in excess of sixty (60) days. I understand it is against regulations to rent or sublease my government quarters during my absence. My spouse or I will notify the Housing Office immediately after we return. I understand the Housing Office will enter my quarters in case of emergency. I understand I am responsible for the conduct of my caretaker while in my assigned quarters. I will notify the Housing Office if my absence exceeds the date above.

Signature of Service Member:

Signature of Caretaker:

Remarks

Remarks:

Housing Office Approval

The request in Section II is -Approved -Disapproved Section III is -Approved -Disapproved
Section IV is -Approved -Disapproved Section V is -Approved -Disapproved

Section VI

Signature of Local Housing Officer:

Date

Signature of Area Housing Officer (if applicable)

Date

Remarks:

GUEST AUTHORIZATION REQUEST**Section I** Service Member Information: Please print.Service Member's Name (*last, first, MI*):

Rank/Rate:

Permanent Duty Station (*Include Work Phone #*):Quarters Assigned (*Street, Apt #, City, State, Zip, Home Phone*):

Section II This request is valid for up to 30 days. If you anticipate your guest(s) will remain beyond 30 days, a written request must be submitted to the Local Housing Officer, via your Commanding Officer, and must be approved prior to the expiration of this request.

GUEST INFORMATION

| Name (First, M. I., Last) | Age | Relationship to Resident | Arrival Date | Departure Date |
|---------------------------|-----|--------------------------|--------------|----------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

CERTIFICATION: Jointly and individually, we hereby certify that no financial consideration is being paid to the resident or any member of this family by the guest(s) as rental for occupancy of the premises. Additionally, the assigned member is responsible for the conduct of his/her guests.

Guest Signature:

Date:

Service Member's Signature:

Date:

Section III: AUTHORIZATION

- Approved
-Disapproved

Local Housing Officer Signature:

Date

Remarks

OCCUPANCY AGREEMENT

Section I Service Member Information: Please print. This agreement to occupy the premises indicated is issued by the United States Government, acting through the United States Coast Guard, and the Service Member identified below. By execution of this agreement, the service member agrees to comply with all terms, conditions and provisions specified.

| | | |
|---|---|------------|
| Service Member's Name (<i>last, first, MI</i>): | SSN: | Rank/Rate: |
| Permanent Duty Station (<i>Include Work Phone #</i>): | Quarters Assigned (<i>Street, Apt #, City, State, Zip, Home Phone</i>): | |

Section II PROVISIONS OF OCCUPANCY

You as the military member will use the premises as a private residence for you and your family, and you will not assign this agreement, nor sublet any part or portion of the premises to any person not a member in your family nor allow any other person or persons to reside on the premises without the prior written approval of the Local Housing Officer.

You as the military member 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, or do or permit to be done on the premises, any immoral, illegal or criminal act.

You as the military member will conduct yourself in a proper manner as a resident with due regard for the rights of other residents of the housing site.

You as the military member have read the San Francisco Bay Area Housing Manual, ISCALAINST M11101.1 (series) and all supplements thereto and will comply with the provisions of these instructions and maintain the structure and grounds in accordance with the standards prescribed for the housing site.

You as the military member, upon vacating, recognize you are financially liable for loss or damage to Government property due to negligence, wrongdoing, or other similar causes.

That upon receipt of orders or loss of eligibility to occupy the Government quarters, you will immediately notify the Local Housing Officer of the effective date by submission of a 45 day notice of intent to vacate.

Section III APPLIANCE AND EQUIPMENT INVENTORY RECEIPT

| Inventory | Qty | Inventory | Qty | Inventory | Qty |
|--------------|-----|--------------------|-----|----------------|-----|
| Dishwasher | 1 | Door Key | 2 | Recycling Bin | |
| Refrigerator | 1 | Mailbox Key | | Garbage Can | |
| Range | 1 | Garage Door Opener | | Housing Manual | 1 |

Section IV EXECUTION OF AGREEMENT

The administration of this agreement will be under the supervision and control of a Coast Guard Integrated Support Command Housing Representative.

| | |
|--------------------------------------|-------|
| Government Representative Signature: | Date: |
| Service Member's Signature: | Date: |

ASSIGNMENT AND ACCEPTANCE OF GOVERNMENT QUARTERS

Section I You are hereby assigned to the adequate quarters indicated below. You must occupy these quarters on or after the date shown as the available date. "Date Assigned" must be within 30 days of "Date Accepted". Assignment and retention of these premises is predicated on your continued eligibility and your compliance with all local housing instructions.

| | | | | |
|---|---------------|----------------|---------------|---------------|
| Service Member's Name (<i>last, first, MI</i>): | | Rank/Rate: | Control Date | |
| Quarters Assigned | # of Bedrooms | Date Available | Date Accepted | Date Assigned |
| | | | | |

Section II
 I, the undersigned, hereby accept assignment to the quarters listed above. I understand this assignment is made as a result of my attachment to an activity, which is located within commuting range of the above quarters. Commuting range is designated in COMDINST M11101.13(series). I understand this assignment is also based on the position of my control date, shown above, on the wait list. I certify that upon acceptance, I will have at least 1 year left on my tour of duty in my present assignment, or one serviced by this Housing Office.

Please initial next to the appropriate line.

() I accept the quarters above and wish to be assigned (take keys) on this date. I understand a CG-5267A will be prepared to stop my BAH effective 2400 on the date prior to this date.

() I accept the quarters above but due to my current situation I do not want to be assigned (take keys) until the date specified (must be within 30 days of acceptance date). I understand my BAH will not be stopped until I accept keys.

Delay my assignment until _____
 (specify date)

| | |
|------------------------------------|------|
| Service Member's Signature | Date |
| | |
| Housing Representative's Signature | Date |
| | |

Section III: Decline Offer of Government Quarters
 I decline the government quarters offered above. I understand by declining this valid offer of adequate government quarters, I will not be allowed to re-apply for Coast Guard housing for a period of one year from this date.

| | |
|-------------------------------------|------------------------|
| Service Member's Signature: | Date Offered: |
| | |
| Housing Representative's Signature: | Date Offered/Assigned: |
| | |

OCCUPANT RESPONSIBILITIES

Please read each statement and acknowledge by initialing in the preceding block.

| | |
|--|--|
| | I understand my requirement to keep personnel at the Coast Guard Housing Office informed of any eligibility changes, i.e. marital status, pay grade, rotation date, family composition. |
| | I understand my eligibility for Coast Guard housing ceases upon my transfer from the immediate S.F. Bay Area. |
| | I understand that I am required to provide a written 45-day Notice of Intent to Vacate. Failure to provide 45-day notice may result in forfeiture of BAH for the full 45-day period. I understand that I must schedule pre and final inspections. |
| | I understand I am required to register all weapons within 10 days of occupying government quarters or after the purchase of additional weapons. |
| | Coast Guard MFH is government property yet the local law enforcement/fire department maintains jurisdiction. Therefore, in the event of an emergency I am directed to contact my local PD/FD. |
| | I have received a copy of the "San Francisco Bay Area Housing Manual", ISCALAINST M11101.1(series), and will ensure my family members and guests follow the regulations. |
| | I understand authorized personnel can inspect my quarters at any time. Reasonable notification will be given when appropriate (1-5 days), however, unannounced inspections for major violations (i.e. housekeeping violations, etc.) will receive no advanced notification. (In accordance with Chapter 2, Section F, of the San Francisco Bay Area Housing Manual.) |
| | I understand I am financially responsible for all damages due to negligence, unauthorized alterations and damaged or missing government property. |
| | It is strongly encouraged that I carry renter's insurance. If I own a waterbed, trampoline, or play structure I am required to carry liability insurance. (Trampoline and play structure ownership is limited, refer to your housing manual for guidance) |
| | I understand that an Absence from Quarters form must be submitted when quarters are to be vacant more than 7 days. (The Housing Office must approve any absence of 60 days or more, with the maximum time allowed for both the sponsor and family members to be away at 20 weeks. An exception to policy must be submitted, in advance, for periods exceeding 20 weeks.) |
| | I understand I am required to register all guests who remain beyond 72 hours. (Guests may remain no longer than 30 days. Any exception requests due to hardship must be submitted, in advance, for periods exceeding 30 days.) |
| | I understand the pet policy for my housing site. Any damage to quarters or flea infestation caused by my pet(s) will be my financial responsibility. I further understand I may be held financially responsible to eliminate the problem of lingering pet odors or pest infestations detected within 60 days of my final inspection. |
| | I understand I am responsible for the performance of routine maintenance (replacing light bulbs, repairing leaking faucets, broken electrical cover plates, loose door knobs, etc), housekeeping and, where appropriate, grounds care. I am aware I must call my local Maintenance Service Contractor for emergency and routine services. I understand I may be charged for any <u>emergency</u> service calls I place if I, or another adult over 18, are not home when the contractor arrives. |
| | I understand there is zero tolerance concerning drugs in family housing. Any incident with drugs is cause for an immediate eviction. |

Continued on Page 2

| <i>Please read each statement and acknowledge by initialing in the preceding block.</i> | |
|---|--|
| | I understand parking is restricted to streets, private driveways, garages, marked parking spaces and parking lots. Parking is on a first come, first served basis in all unassigned spaces. No vehicles may be parked on grass/landscaped areas or in alleyways at any time. Recreational vehicles such as, trailers, campers, boats, jet skis, etc. are not permitted to be stored/parked in the streets or driveways in any housing site. Any recreational vehicle that fits inside a garage is allowed with the approval of the Housing Office. All vehicles must be licensed/registered and in operative condition (or are subject to towing). |
| | I am aware pest control in my quarters is my responsibility. Sanitation is the most effective means for controlling many household pests, and it is my responsibility to properly clean and maintain my assigned quarters. If an infestation of pests is evident, I must contact personnel at the Housing Office for assistance. |
| | It is my responsibility to conserve our natural resources. I understand utility and water conservation is required. Repeated violations of excess utility usage could be the basis for termination of my assignment. |
| | In the event a family member is locked out of my quarters, I understand I may come to the Housing Office to borrow a key if during regular working hours. If the incident occurs outside normal working hours, it is my responsibility to call a locksmith. I understand all costs associated with the locksmith work will be mine to bear. Additionally, at my final vacate inspection, I must return all keys checked out to the quarters or I may be charged for re-keying the quarters and mailbox. |
| | Should problems arise with my neighbors, we will resolve our differences privately and courteously if possible. |
| | I will ensure my children under 6 years of age will have adequate supervision when outdoors. My children under 18 years of age will follow curfew laws as they may apply for my housing site. |
| | I have received a Lead Based Paint and/or Asbestos disclosure, if applicable to my site. |
| | I understand it is my responsibility to dispose of all packing materials/boxes. |
| | I understand the unit assigned to me will have a "Check-In" inspection performed, with me present, by a government representative. The pre-existing condition of the unit will be noted on my "Quarters Inspection Checklist" form ISCAHS-004. I understand any further pre-existing conditions found after the Check-In inspection must be submitted to the Housing Office within two weeks of my move in or will not be allowed. |
| | I understand I will be provided front door keys and mailbox keys for my use and in some locations a garage door opener(s). I understand I may not duplicate any keys and I can be charged for any lost keys. |
| | I understand I am responsible for practicing good housekeeping and for keeping my quarters in a clean and sanitary condition. |
| | I understand I must get prior written approval from the Housing Office before making any modifications to my quarters, see Chapter 5, Section E of the San Francisco Bay Area Housing Manual. This includes any planting, painting or installation of a satellite dish. I further understand that upon termination of assignment to quarters I must return my unit to the original, or an approved, condition at my own expense. |
| | I understand I must obey all traffic regulations throughout all housing areas. I further understand repeated violations of traffic regulations can be the basis for termination of my assignment. |

Continued on Page 3

| | |
|---|---|
| <i>Please read each statement and acknowledge by initialing in the preceding block.</i> | |
| | I understand minor home repairs are expected, however, electrical repairs are restricted. Repairs are restricted to changing of light bulbs, cover plates, and these types of minor repairs. No rewiring or repairing of circuits, switches, etc. is allowed. |
| | <i>For Residents with Yard Responsibilities only:</i> I understand I am responsible for the care of my yards which includes watering and cutting of grass, small bush trimming and trimming of trees up to 6ft. (Since many of the units have different size yards and configurations, my responsibility will be stated to me upon my assignment.) |
| | I understand that auto maintenance is restricted to minor adjustments such as tire changes and changing of motor oil. I understand I will be responsible for properly disposing of used motor oil in approved containers at approved locations. I will also be responsible for any oil or grease damage. I further understand I will be charged for any cleaning/restoration of government property. I also understand any work that causes a nuisance or safety hazard to neighbors is prohibited. Under no circumstances is commercial work or repairs allowed. |
| | I understand that the use of spray on oven cleaners and contact paper on shelving is prohibited. All stoves should be cleaned with only a mild detergent of my choice. |
| | I understand that use of an alternative phone company provider, vice Pacific Bell, must have prior approval from the Housing Office to ensure proper wiring practices and responsibilities. |
| | I understand all my personal items (boxes, tools, play toys, bikes, etc) need to be picked up and stored inside my unit, backyard, storage area or garage when not in use. |
| | <i>For North Village Residents Only:</i> I understand that I am not allowed to dig in my soil or plant any items without prior approval of the Housing Office. I understand soil samples have shown the presence of polynuclear aromatic hydrocarbons (PAHs) and remediation work is currently underway and/or completed to provide long term safety measures. I further understand information regarding soil conditions in North Housing is available upon request. |
| | |

| | |
|------------------------------------|------|
| Service Member's Signature | Date |
| Housing Representative's Signature | Date |

**Appendix D
Maintenance Responsibility Handout**

Purpose This handout outlines both the resident and government maintenance responsibilities for all ISC Alameda government owned housing. Local Housing Representatives shall provide a copy to all new residents upon check-in.

| Responsibilities | | | |
|---|--------------------------|------------|------|
| Description of Maintenance Item | Who's Responsible | | |
| | Resident | Government | Note |
| Carbon Monoxide Detectors | X | | 1 |
| Carpet | X | | 2 |
| Dishwasher | | X | 3 |
| Door Care (Interior) | X | | 4 |
| Driveway, Garage, Catch Basins, and Sub-pumps | X | X | 5 |
| Electrical Service | | X | 6 |
| Fire Extinguishers | X | X | 7 |
| Fireplace Use and Firewood Storage | X | | 8 |
| Floor Maintenance | X | | 9 |
| Gardens | X | | 10 |
| Grass Mowing/Lawn Care | X | | 11 |
| Grounds Care (litter pick-up/yard appearance) | X | | 12 |
| Heater Filter Replacement | | X | 13 |
| Keys and Electric Garage Door Openers | X | X | 14 |
| Lighting/Light fixtures | X | | 15 |
| Painting | X | X | 16 |
| Pest Control | X | X | 17 |
| Plumbing | | X | 18 |
| Refrigerator | X | X | 19 |
| Refuse Removal and Recycling | | X | 20 |
| Smoke Detectors | X | | 21 |
| Street Maintenance | | X | 22 |
| Stove/Range | X | X | 23 |
| Telephone / Cable TV Service | X | | 24 |
| Walls, Cabinets, and Trim Care | X | | 25 |
| Window Screens | X | | 26 |
| Window Shades/Mini Blinds | X | | 27 |
| Windows Cleaning and Replacement | X | | 28 |
| Window Well Cleaning | X | | 29 |

**Appendix D
Maintenance Responsibility Handout**

| Note 1 | Carbon Monoxide (CO) Detector | |
|---------------|---|---|
| | General: CO detectors are government property and will be replaced by the sponsor if missing. | |
| | Sponsor Shall: | Government Shall: |
| | Test unit or check battery every month and replace battery as necessary. Do not remove from installed location, alter, cover up, make inoperable, or remove battery. | Install CO detectors in quarters as appropriate; replace if broken. Provide batteries and test during all inspections. |

| Note 2 | Carpet | |
|---------------|---|---|
| | Resident Shall: | Government Shall: |
| | Vacuum carpet as needed. Spot clean/deodorize carpet with water when possible (never use bleach). Commercially obtained cleaners can be used for stain removal. Professionally clean all carpets as necessary during occupancy and prior to time of check-out. | Replace as scheduled in the CG Housing Manual, and/or when deemed necessary. Charge sponsor for repair/replacement if damage is beyond normal wear and tear. |

| Note 3 | Dishwasher | |
|---------------|---|-----------------------------------|
| | Resident Shall: | Government Shall: |
| | Routinely clean inside and out. If broken, contact Housing Maintenance. | Perform maintenance as necessary. |

| Note 4 | Door Care Interior | |
|---------------|--|---|
| | Resident Shall: | Government Shall: |
| | Wipe down interior doors with mild household cleaner as necessary. Normally, interior doors are hollow-core type covered with a 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 resident repair/replacement or reimbursement. | Repair/replace as necessary. Charge sponsor for repair/replacement if damage is beyond normal wear and tear. |

**Appendix D
Maintenance Responsibility Handout**

| Note 5 | Driveways, Garages, Catch Basins and Storm Drains | |
|---------------|---|-----------------------------------|
| | General: Residents are responsible for cleaning garages and driveways. | |
| | Resident Shall: | Government Shall: |
| | Pick up and/or clean any auto fluid/oil spots on driveways and/or garage floor. | Check during all inspections. |
| | Keep personal debris from getting into storm drains and catch basins. Debris such as rubbish, leaves, grass cuttings, paper, rags, wood, etc. | Perform maintenance as necessary. |

| Note 6 | Electrical Service | |
|---------------|---|---|
| | Resident Shall: | Government Shall: |
| | Use electric service responsibly. | Provide electric service. |
| | Reset breakers or replace fuses as necessary (see below). | Provide troubleshooting when appropriate. |
| | Notify Housing Maintenance of power outages, and/or persistent electrical problems. | Repair electrical systems as necessary. |
| | Purchase surge suppressors to protect electronic equipment (i.e. computers TV, VCR, Stereo, etc). | |
| | Resetting a Circuit Breaker: Circuit breakers or fuses in the electric 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 contractor. Never replace a fuse with an amp higher than the original fuse. | |

**Appendix D
Maintenance Responsibility Handout**

| Note 7 | Fire Extinguishers | |
|---|---------------------------|---|
| General: Fire extinguishers are government property, usually installed under the kitchen sink, and will be replaced by the sponsor if missing. | | |
| Resident Shall: | | Government Shall: |
| Check charge on a monthly basis. | | Replace or recharge spent or faulty fire extinguishers. |
| Familiarize yourself and your family members on the proper use of the fire extinguisher. Operating instructions can be found on the extinguisher. | | Check during all inspections. |
| Notify LHO if extinguisher needs servicing. | | |

| Note 8 | Fireplace Use and Firewood Storage | |
|--|---|--|
| General: Fireplaces are only located at Novato and YBI. Special care should be taken whenever you use your fireplace. | | |
| Resident Shall: | | Government Shall: |
| Always ensure the fireplace flue is in the open position before starting a fire. | | Inspect fireplaces during all inspections. |
| 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 - creosol coated lumber. | | Periodically, depending on usage, and on final check-out, have chimney professionally swept. |
| Keep the fireplace free of excess ashes and debris by utilizing the ash dump door. Depending on use, clean ash dump area. | | Repair as necessary. |
| For safety reasons, stow firewood in an orderly fashion on either 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). | | |

**Appendix D
Maintenance Responsibility Handout**

| Note 9 | Floor Maintenance | |
|--|--|--|
| <p>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 (sheet vinyl or tile) floors in your 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.</p> | | |
| <p>Resident Shall:</p> <p><u>If Oak Hardwood floors exist (Novato only):</u></p> <ul style="list-style-type: none"> • 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. <p style="padding-left: 20px;"><u>Note:</u> Water in any form should never be used on an oak floors. It 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.</p> <p><u>If Sheet Vinyl floors exist:</u></p> <ul style="list-style-type: none"> • 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. <p><u>If Ceramic Tile floors exist:</u></p> <ul style="list-style-type: none"> • 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. • Never wax tile floors. <p><u>If Composite Tile floors exist:</u></p> <ul style="list-style-type: none"> • 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. | <p>Government Shall:</p> <p>Repair and replace flooring as necessary.</p> <p>Refinish oak hardwood floors as necessary.</p> <p>Charge sponsor for any damage beyond normal wear and tear.</p> | |

**Appendix D
Maintenance Responsibility Handout**

| Note 10 | Gardens | |
|----------------|--|---|
| | <p>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. In ground gardens are not allowed in the Knolls or Marina Village apartments.</p> | |
| | <p>Resident Shall:</p> <p>Receive approval from the LHO using a Self Help Work Order Request (ISCAHSG-001) prior to planting any garden.</p> <p>Purchase all garden supplies.</p> <p>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. In Novato, this may result in water seepage into the basement during the rainy periods.</p> | <p>Government Shall:</p> <p>Maintain common area gardens, shrubs, etc.</p> |

| Note 11 | Grass Mowing/Lawn Care | |
|----------------|--|---|
| | <p>General: Except for Marina Village and Knolls Apartments, all residents are required to mow their grass lawns as needed. The grounds maintenance contractor performs common area lawn maintenance. Lawn mowers and edgers are available at the Self-Help Locker.</p> | |
| | <p>Resident Shall:</p> <p><u>In Novato:</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><u>In Alameda:</u> North Village residents must mow the grass in your front and back yard.</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>Government Shall:</p> <p>Maintain all common area lawns.</p> <p>Provide safe and operable lawn mowers and edgers in the Self-Help Locker.</p> |

Appendix D Maintenance Responsibility Handout

| Note 12 | Grounds Care | |
|--|--------------|---|
| <p>General: All residents are responsible for maintaining the exterior grounds around their quarters in a neat and orderly fashion. Sponsors will be held financially responsible for any grounds maintenance costs where their personal property restricts the maintenance contractor's ability to do their job.</p> | | |
| <p>Resident Shall:</p> <p>Pick up all litter/yard debris in their yard, walks, parking and/or driveway areas.</p> <ul style="list-style-type: none"> Keep personal yard gear such as picnic tables, swing sets, 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. <p>When not in use, neatly stow all toys and bicycles in the back yard area or garage. Bicycles and other toys shall not be left in the street, common areas, walkways, parking areas, or front yards.</p> <p><u>Common Yard Areas:</u> In places that share a common yard area, such as Knolls Apartments and Marina Village, the following applies:</p> <ul style="list-style-type: none"> Stow all portable items inside or in your garage. <p>Stow lawn furniture and larger toys, such as swing sets and prefabricated forts behind the unit (Novato only) or on your patio (Marina & Novato).</p> | | <p>Government Shall:</p> <p>Periodically inspect all exterior grounds and notify sponsors of deficiencies by issuing a Violation Notice, ISCAHSG-005.</p> <p>Maintain all common area grounds.</p> |

See Chapter 5 for missed appointments

| Note 13 | Heater Filter Replacement | |
|--|---------------------------|--|
| <p>General: The maintenance contractor replaces heater filters every three months in Marina Village and Knolls Apartments. To do this the contractor will make an appointment with the resident in advance. Please note: If the resident fails to make the appointment the Housing Office may either, escort the maintenance worker into the unit, or the resident may be assessed a charge for the service call.</p> | | |
| <p>Resident Shall:</p> <p>Allow contractor access to your unit for filter replacement.</p> | | <p>Government Shall:</p> <p>Replace heater filter every three months.</p> |

Appendix D Maintenance Responsibility Handout

| Note 14 | Keys / Electric Garage Door Openers | |
|---------|---|--|
| | Resident Shall: On the second loss, purchase and replace any lost keys or electric garage door openers. | Government Shall: Replace lost keys or electric garage door openers. |

| Note 15 | Lighting/Light Fixtures | |
|---------|--|---|
| | Resident Shall: Purchase and replace burned-out incandescent or fluorescent light bulbs. Frequently remove and wash light fixture covers (shades, reflectors, and globes) with water and mild detergent. Dry thoroughly, and reinstall. | Government Shall: Perform troubleshooting as necessary. Provide shades, specialty bulbs, reflectors, and globes as necessary. (Contact you Housing Office for types of specialty bulbs.) |

| Note 16 | Painting | |
|---------|--|---|
| | <p>General: Normally, all exterior and interior painting is accomplished by government contract.</p> <p><u>Interior Painting:</u> Most units will be painted during change of occupancy maintenance, however, under normal living conditions interior painting may be done no more than once every five 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.</p> <p style="text-align: center;"><i>Depending on the project, residents may be required to restore any 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, due to either the color used or an unsatisfactory job, will be addressed by the Housing Office on the Self Help Project Work Order Request or at the pre-termination inspection.</i></p> <p><u>Exterior Painting:</u> Done as needed (normally every 10 years) in order to maintain water tightness and to prevent metal and wood surfaces from deterioration.</p> | |
| | Resident Shall: Receive approval from the LHO using a Self Help Work Order Request (ISCAHSG-001) prior to starting any project. Reimburse the government for any and all damage to painted surfaces if determined to be beyond normal wear and tear. Report any paint failure to Housing Maintenance. | Government Shall: Perform all scheduled interior and exterior painting as necessary/programmed. |

See
Environmental
Hazards Section
5-G

Appendix D Maintenance Responsibility Handout

| Note 17 | Pest Control | | | | | | | | | | | | | |
|--|--|--|------------------------|--------------------------|---|--|---|--|--|--------------------------------|--|--|--|--|
| <p>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.</p> <p>Residents can control many varieties of pests with minimum expense and effort. Products are available at your local exchange, commissary, grocery or drug store, home improvement store or nursery. While the government on a scheduled basis during the year performs exterior pest control, it is still each resident's responsibility to ensure their home is free of pests.</p> <p>Unless bats are located within a wall and causing the resident problems, bats will not be considered pests, and are to be left alone.</p> <p>If you feel you have an infestation beyond your capabilities and require professional control measures, contact your local housing office and a housing inspector will visually inspect your quarters to validate the presence of the infestation. This is required before any government funded pest control work will be performed.</p> | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Resident Shall:</th> <th style="width: 50%;">Government Shall:</th> </tr> </thead> <tbody> <tr> <td>Use safe pesticides and traps that are available in local stores, and the self-help locker.</td> <td>Perform periodic and routine external and internal pest control.</td> </tr> <tr> <td>Carefully follow all pesticides and traps. Follow instructions and avoid exposing children and pets to any fumes from pesticides.</td> <td>Inspect for severe infestation during all inspections. If neglect can be determined charge sponsor for all pest control costs.</td> </tr> <tr> <td>Contact the housing office/maintenance contractor to schedule treatment that is beyond resident capabilities and requires professional control measures.</td> <td>Exterminate termites and rats.</td> </tr> <tr> <td>Keep backyard accessible for scheduled exterior pest control. Residents will normally be notified of these appointments 48 hours in advance.</td> <td></td> </tr> <tr> <td>Reimburse the government for all pest control costs due to neglect or poor housekeeping practices.</td> <td></td> </tr> </tbody> </table> | | | Resident Shall: | Government Shall: | Use safe pesticides and traps that are available in local stores, and the self-help locker. | Perform periodic and routine external and internal pest control. | Carefully follow all pesticides and traps. Follow instructions and avoid exposing children and pets to any fumes from pesticides. | Inspect for severe infestation during all inspections. If neglect can be determined charge sponsor for all pest control costs. | Contact the housing office/maintenance contractor to schedule treatment that is beyond resident capabilities and requires professional control measures. | Exterminate termites and rats. | 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. | |
| Resident Shall: | Government Shall: | | | | | | | | | | | | | |
| Use safe pesticides and traps that are available in local stores, and the self-help locker. | Perform periodic and routine external and internal pest control. | | | | | | | | | | | | | |
| Carefully follow all pesticides and traps. Follow instructions and avoid exposing children and pets to any fumes from pesticides. | Inspect for severe infestation during all inspections. If neglect can be determined charge sponsor for all pest control costs. | | | | | | | | | | | | | |
| Contact the housing office/maintenance contractor to schedule treatment that is beyond resident capabilities and requires professional control measures. | Exterminate termites and rats. | | | | | | | | | | | | | |
| 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. | | | | | | | | | | | | | | |

Appendix D Maintenance Responsibility Handout

Note 17
continued

Infestation Cases: The sponsor/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 sponsor/resident will be ordered to have the quarters treated professionally by a contractor. The sponsor/resident must show proof of treatment before passing their final inspection. If the sponsor/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 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 Housing Maintenance if you suspect a termite infestation.

- **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 quarters entry. 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.

Appendix D Maintenance Responsibility Handout

| Note 18 | Plumbing | |
|--|----------|--|
| <p>General: You can prevent most plumbing stoppages by using your own good judgment. If you have a leak/overflow try to secure the water to prevent further damage.</p> | | |
| <p>Resident Shall:</p> <ul style="list-style-type: none"> • 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, insecticides, etc. • Use a plunger or a liquid drain product if a drain is clogged. Follow all instructions on the liquid drain product container. • Have a 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 your shower curtain inside the tub when showering, this will avoid floor and other structural damage that may be charged to you. • Contact Housing Maintenance for any leaks, or plumbing problems that you cannot repair. • Clean up overflows using mop, wet/dry vacuum. | | <p>Government Shall:</p> <p>Provide troubleshooting assistance and repairs as needed.</p> |
| <p>Notice for Novato Residents: Be aware that the basements of the homes in Novato are susceptible to water seepage. It is recommended that you place all items stored in the basement and garage areas on pallets, blocks, etc. to protect them from water damage. The Government is not responsible for any damage caused by water seepage.</p> | | |

| Note 19 | Refrigerator | |
|---|--------------|--|
| <p>General: Your refrigerator/freezer has a life expectancy of 15 years; with proper cleaning and care you will assure care free operation of this kitchen appliance for many years. Government furnished refrigerators are considered installed property and will <u>NOT</u> be replaced with personal refrigerators.</p> | | |
| <p>Resident Shall:</p> <p>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.</p> | | <p>Government Shall:</p> <p>Provide troubleshooting and repair.</p> |

**Appendix D
Maintenance Responsibility Handout**

| Note 20 | Refuse Removal and Recycling | |
|---|-------------------------------------|---|
| <p>General: Trash service is provided weekly, and recycling pickup is every other week at the Alameda Housing site and weekly in Novato. Contact the Housing Office for the location and availability 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.</p> | | |
| <p>Resident Shall:</p> <p>Use only the trashcans and recycling bins that were provided to you by the Housing Office.</p> <p>Report contractor failure to empty your container(s) on the scheduled date of pickup to your Local Housing Office.</p> <p>Clean garbage cans and recycling containers regularly to prevent pest infestation and odor.</p> <p>Keep lids secured at all times.</p> <p>Keep your cans in your 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.</p> | | <p>Government Shall:</p> <p>Provide refuse and recycling service and containers.</p> |

| Note 21 | Smoke Detectors | |
|--|------------------------|---|
| <p>Resident Shall:</p> <p>Test the smoke detector monthly to ensure batteries do not need replacing. Follow the instructions below.</p> <p>Purchase and replace batteries as necessary. (<i>good practice is to replace the batteries in the fall and spring when the time changes</i>)</p> <p>Do not remove smoke detectors.</p> | | <p>Government Shall:</p> <p>Install smoke detectors in quarters as appropriate; replace if broken.</p> <p>Provide batteries and test during all inspections.</p> |
| <p>Resident Inspection Instructions: Monthly inspections shall be performed by pushing the test button on the detector. If the detector does not make a sound, replace the batteries. If the battery power is low, the detector will produce an audible click or beep every few seconds for about seven (7) days. Also, you should test the smoke detector often by blowing smoke from a match 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.</p> | | |

Appendix D Maintenance Responsibility Handout

Note 23
continued

| | |
|--|--|
| <ul style="list-style-type: none"> • Ranges connected to the gas supply with semi-rigid flexible tubing may be moved up to 6" 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", or connected with rigid piping, must be disconnected by housing maintenance. <u>Call Housing Maintenance at least 48 hours in advance for disconnection.</u> <i>Do Attempt to Disconnect YOURSELF!</i> | |
|--|--|

| | |
|----------------|-----------------------------------|
| Note 24 | Telephone/Cable TV Service |
|----------------|-----------------------------------|

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

The Coast Guard is required to provide only (2) operable phone jacks in each unit; (1) in the kitchen and (1) in the master bedroom. Any additional new 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 PACBELL to have them test their number(s). This is done remotely by PACBELL when you call the 800 number (800-310-2355). If PACBELL informs the resident their lines are good then the resident needs to contact the local maintenance contractor to have them check the wiring inside the unit for proper operation.

- All wiring and telephone equipment from the phone panel in the utility room/side of the housing unit **out**, belongs to PACBELL and it is their responsibility to maintain and repair.

- All existing wiring and jacks from the same location **in to the unit**, belongs to the government and **PACBELL 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 your phone service is considered an emergency. If PACBELL has determined the failure is inside your unit, call your housing maintenance provider.

| | |
|---|---|
| Resident Shall: | Government Shall: |
| <p>Arrange and pay for any installation of telephone and cable TV.</p> <p>Submit a Self-Help Work Order Form for additional installations prior to work commencing.</p> <p>Pay monthly service charges.</p> | <p>Provide 2 operable phone jacks (kitchen and master bedroom). Approve all additional installations.</p> <p>Repair all phone problems inside the unit.</p> |

**Appendix D
Maintenance Responsibility Handout**

| Note 25 | Walls, Cabinet, and Trim Care | |
|--|--------------------------------------|---|
| General: A fully washable paint has been used to paint walls, cabinets, and trim surfaces. Follow the instructions below for cleaning. | | |
| Resident Shall: | | Government Shall: |
| Clean all kitchen/bathroom walls, trim and cabinets as needed. All walls must be cleaned prior to quarter's termination, even if quarters are scheduled for repainting. Washing is necessary to ensure a proper bond, texture, and color when repainted. | | Check for cleanliness during all inspections. |
| Cleaning Instructions: | | |
| Never use any harsh cleansers, abrasives, automotive/marine/aircraft degreasers or steel wool. Test compatibility of cleaning agents in a 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. <u>Do not overuse water.</u> | | |

| Note 26 | Window Screens | |
|--|-----------------------|--|
| General: Unless you're cleaning a window or the screen, window screens should remain in place at all times. | | |
| Resident Shall: | | Government Shall: |
| Carefully remove screens and use a mild detergent and water to spray clean. | | Determine if sponsor is responsible for repair/replacement of screens. |
| Repair, replace, or reimburse the government for, any damaged window screens. | | Repair/replace worn out screens as necessary. |

| Note 27 | Window Shades/Mini Blinds | |
|--|----------------------------------|--|
| General: Shades/mini blinds have an expected life of several years. Shades/mini blinds that become unusable through abuse or are missing after check-in inspection will be replaced at sponsor's expense. | | |
| Resident Shall: | | Government Shall: |
| Periodically clean all window shades and mini blinds. | | Determine if sponsor is responsible for repair/replacement of shades/blinds. |
| Repair, replace, or reimburse the government for, any damaged window shades or mini blinds. | | Repair/replace worn out shades/blinds as necessary. |

**Appendix D
Maintenance Responsibility Handout**

| Note28 | Window Cleaning & Replacement | |
|---|--|---|
| <p>General: Residents are responsible for cleaning all windows inside and out and replacing glass if broken through negligence or misuse.</p> | | |
| <p>Resident Shall:</p> <p>Periodically clean all windows inside and out. See <i>instructions below for removal of certain types of windows.</i></p> <p>Notify Housing Maintenance within 24 hours of a broken or cracked window (including storms).</p> <p>Temporarily seal window breaks or cracks with suitable material such as heavy cardboard, vinyl sheeting or wood until repairs are made.</p> <p>If the break or crack was caused by the resident/guest 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.</p> | | <p>Government Shall:</p> <p>Determine responsibility of broken/cracked windows and charge the sponsor if appropriate.</p> <p>Replace/repair broken windows.</p> <p>Determine if the resident is responsible for replacement.</p> |
| <p><u>Instructions for Removal:</u> There are two types of windows, a slider latch and a window with a spring. The following instructions should be utilized when removing/ cleaning these types of windows.</p> <p><u>Slider Latch:</u> To remove windows with a slider latch, go to the top of the lower window sash to find a lever at both ends of the window. Slide both levers to the center of the window. Carefully grasp the top section of the lower window, lift window about 4 inches; pull inward, and the window will lift out. To install this window, make sure that the window springs are lined up inside the channel of the window frame and slide the levers outward to the center position. If you slide the levers all the way out, the window will be locked and you will not be able to open the window until you move the lever back to the center position.</p> <p><u>Spring Latch:</u> To remove windows with a spring, locate the clips on the inside of the vertical window jam while the window is closed. Using your finger, pry the lower portion of the clip up 1/4 of an inch. Lift window 4 inches and work out of frame. For installation, work window back into frame, ensuring that the plastic guides are squarely inserted in the window frame. Close window, push the clips back in, then open and close window and test for proper operation.</p> | | |

**Appendix D
Maintenance Responsibility Handout**

Note 29

| Window Well Cleaning (Novato Only) | |
|--|--|
| <p>General: Residents with basements are responsible for cleaning window wells. Thorough cleaning will insure satisfactory drainage and prevents water from building up and entering your basement through the window area. Cleaning window wells also eliminates breeding areas for insects.</p> | |
| <p>Resident Shall: Keep basement window wells clean and free of rubbish, leaves, grass cuttings, paper, rags, wood, etc.</p> | <p>Government Shall: Inspect window wells during all inspections. Repair drains as needed.</p> |

Appendix D
Maintenance Responsibility Handout

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Appendix E Self Help Projects

**Procedures
and
Regulations**

The following information provides guidance and regulations concerning routine self-help projects by housing area. All categories will address specific requirements, dimensions, locations, etc. Residents shall **read and comply** with these procedures/rules **prior to submitting** any request to perform a self-help project.

| Fencing | |
|--|--|
| <p><u>General</u>: A fence may be erected at the resident's expense. Design and installation shall conform to this section. The resident is responsible for all costs and labor, and must be committed to the necessary financial investment/time to accomplish all work. Material shall be new, of commercial quality, and match any existing fencing. Fences shall not block public walkways and shall be maintained, realigned and reconstructed as necessary. Untidy, dilapidated fences or those in obvious need of repair shall be dismantled and removed by the resident at their expense. No fencing shall be fastened to or touch the quarters.</p> <p><u>Approval</u>: Complete and submit Self Help Work Order Request (ISCAHSG-001) to Housing Office prior to installation.</p> <p><u>Routine Removal</u>: Upon departure the resident is responsible for removal of the fence and replanting of grass if necessary. The grass shall be planted early enough so that it is at least one (1) inch tall at the final inspection.</p> <p><u>Ordered Removal</u>: After written or verbal notice by the Housing Office, the resident shall remove unauthorized or substandard fences. If the fence is not removed within ten (10) days of notice, the fence will be removed by the government and the resident will be financially responsible for all costs.</p> | |
| Area | Special Requirements |
| Alameda | Not authorized |
| Novato Spanish Homes | <p><u>Location</u>: The fence shall be located in the rear of the quarters, extending no more than 40 feet and not exceeding the halfway point between neighboring quarters.</p> <p><u>Dimensions</u>: The fence will be built to a maximum of five (5) feet in height. <i>Note</i>: In some locations, the rear of quarters abuts the street. Specific fence location, including length and width, will be determined by the Novato Housing Office.</p> |
| Novato Knolls Apts. | <p>Only the residents of the A and F units will be allowed to put up fencing.</p> <p><u>Location</u>: Fencing will only be used to encompass the cemented patio area and may only extend two (2) feet from the building or patio.</p> <p><u>Dimensions</u>: The fence can be built to a maximum of five (5) feet in height.</p> |
| YBI | Not Authorized. |

Appendix E Self Help Projects

| Gardens | |
|--|---|
| <p><u>General:</u> Prior to planting, all small flower and vegetable gardens must be authorized by the Local Housing Officer. In housing areas where gardens are not practical, a reasonable amount of planter boxes and/or pots are authorized. Gardens are not allowed in Zone 1 of Alameda Housing.</p> <p><u>Approval:</u> Complete and submit Self Help Work Order Request, (ISCAHSG-001) to the Local Housing Office. Please insure that you indicate the type, size, and location of the garden when submitting your request.</p> <p><u>Dimensions:</u> Maximum size of any garden is three hundred (300) square feet. Gardens should be away from the house and positioned to insure that maintenance and emergency vehicles have access.</p> <p><u>Maintenance:</u> It is the sole responsibility of the resident to maintain their garden.</p> <p><u>Routine Removal:</u> Upon departure or when the garden will no longer be used the resident shall return the garden area to its original condition. <u>If grass existed</u>, new grass shall be planted and it shall be at least one (1) inch tall on the date of final inspection. If the garden area is not returned to lawn on the date of final inspection the government will remove the garden, and the sponsor will be charged for sod, labor, and all costs incurred. If the garden is allowed to stay, the planted landscape material will become government property. Removal of this government property by neighbors is forbidden without approval of the Local Housing Office.</p> <p><u>Ordered Removal:</u> Shabby, unattended and/or unauthorized gardens will not be permitted. Sponsors may be directed to remove gardens if they are not properly cared for. Residents will have ten (10) days to remove a garden and begin restoring the area to the original condition after written or verbal notice by the Housing Office. Failure to do so will result in financial restitution to the government for all costs associated with restoration.</p> | |
| Area | Special Requirements |
| Alameda North | Vegetable gardens in the ground are not authorized in North Village. Vegetables may be grown in planter boxes provided the soil is purchased and the box has a bottom. Flower gardens are authorized on a limited basis. All requests for planting of flowers must include the type of plant and expected growth/size at maturity (including root structure). |
| Alameda Marina | Not authorized. However, a reasonable amount of planter boxes/ pots are authorized on the patio/balcony areas. Special note: Pots or planters placed on balconies can be a falling hazard, special care must be exercised when placing them on or near an edge. |
| Novato Spanish Homes | <u>Location:</u> Determined on a case-by-case basis. |

**Appendix E
Self Help Projects**

| Gardens (continued) | |
|----------------------------|--|
| Area | Special Requirements |
| Novato Knolls Apts. | Only the residents of the A and F units will be allowed small gardens. They may be installed in front of the patio area not to extend more than six feet in width. It is recommended that all residents of Knolls Apartments who desire a garden utilize the community garden located across from the tennis court parking lot. See the Novato LHO for more information. |
| YBI | Not authorized. |

Appendix E Self Help Projects

| Storage Sheds | |
|---|--|
| <p><u>General:</u> Exterior storage sheds (for bicycles and lawn/garden equipment, etc.) are allowed in specific housing areas and require <u>prior approval</u> from the Housing Office before installation.</p> <p><u>Approval:</u> Complete and submit Self-Help Work Order Request (ISCAHSG-001) to Housing Office prior to installation.</p> <p><u>Location:</u> Determined by the Housing Office (generally in backyard).</p> <p><u>Dimensions:</u> Maximum size 8' X 10' or smaller.</p> <p><u>Material/Construction:</u> Non-corroding metal, plastic, or wood commercial type products with strength suitable to withstand ice, rain, and wind may be installed. The shed must be strapped and/or anchored to the ground.</p> <p><u>Routine Removal:</u> Upon departure, the shed shall be removed, unless the Local Housing Officer grants approval in writing for it to stay. If grass existed before installation, new grass shall be planted and it shall be at least one (1) inch tall on the date of final inspection. If the area is not returned to lawn on the date of final inspection the government will restore the area, and the sponsor will be charged for sod, labor, and all costs incurred.</p> <p><u>Ordered Removal:</u> Shabby, dilapidated, and/or unauthorized sheds will not be permitted. Sponsors may be directed to remove sheds if they are not properly cared for. Residents will have ten (10) days to remove a shed after written or verbal notice by the Housing Office. Failure to do so will result in financial restitution to the government for all costs associated with removal and restoration.</p> | |
| Area | Special Requirements |
| Alameda North | Within the fenced in backyard only. |
| Alameda Marina | Not Authorized. |
| Novato Spanish Homes | <u>Location:</u> Determined on a case-by-case basis. |
| Novato Knolls Apts. | Only the residents of the A and F units will be allowed to have storage sheds. <u>Location:</u> Determined on a case-by-case basis. |
| YBI | Authorized. |

Appendix E Self Help Projects

Antenna and Satellite Dish Installation

General: Antenna and satellite dishes are authorized in specific housing areas and require prior installation approval from the Housing Office. To meet regulations of the National Electric Code, ensure fire safety, and avoid building damage, all antenna and satellite dish installations must strictly adhere to the contents of this section and any other details issued by the Housing Office.

Approval: Complete and submit a Self-Help Work Order Request (ISCAHSG-001) to the Housing Office prior to installation. Request must contain complete configuration, size, height above roof line, location, clamps, and grounding details.

Location: The system must be installed within the sponsor's area. Generally, in the rear of your unit (away from the street). Installation of antennas in some areas of housing will not be allowed due to proximity to electric distribution lines. The use of trees, chimneys, roofs, shingles or any siding for the base of your system is strictly prohibited.

Dimensions: Height of the antenna must **not exceed 15 feet above the roofline**.

Material/Construction: The antenna mast or pole must be a sturdy galvanized or non-corroding metal and must be able to withstand high winds. The satellite dish pole must be on (same) or pressure treated 4 x 4.

- ☒ **Supports:** Guide wires may not be used to stabilize your antenna or dish. If a mast or pole is used, it must be securely supported with a minimum of two (2) galvanized stand off clamps. **These clamps must be securely fastened to the building**, utilizing only galvanized screws. You must securely attach the signal cable to the mast or the galvanized stand-offs. Do not use nails, staples, etc. on wood, vinyl, or aluminum siding.
- ☒ **Grounds:** Shall be installed according to the manufacture's specification. At a minimum, the system, mast, and lead must be grounded with a four (4) foot copper clad grounding rod, lightening arrestor, clamps, and a minimum No. 8 aluminum conductor.
- ☒ **Cable Connection:** The signal cable should enter the house through a basement window, an installed box, or a drilled hole in the foundation beam (**government will drill the hole**). A rigid insulating tube should be inserted into the hole and caulked at each end of the hole. Form a drip loop in the cable.
- ☒ **Maintenance:** Once your system is installed, it shall be maintained by the occupant and may not interfere with neighborhood television reception.






Routine Removal: Upon departure, all antennas and/or dish systems shall be removed.

Ordered Removal: Unsafe and/or unauthorized systems will not be permitted. Sponsors may be directed to remove antennas and/or dishes if they are not properly installed and/or maintained. Sponsors will have ten (10) days to remove antennas or dishes after written or verbal notice by the Housing Office. Failure to do so will result in financial restitution to the government for all costs associated with removal.

**Appendix E
Self Help Projects**

| Antenna and Satellite Dish Installation (continued) | |
|--|--|
| Area | Special Requirements |
| Alameda North | Contact Alameda Housing Maintenance office for examples. |
| Alameda Marina | Contact Alameda Housing Maintenance office for examples. |
| Novato Spanish Duplex | See LHO or COTR for installation instructions. |
| Novato Knolls Apts. | See LHO or COTR for installation instructions. |
| YBI | See LHO or COTR for installation instructions. |

Appendix E Self Help Projects

| Interior Painting | |
|---|--|
| <p><u>General:</u> Interior painting/stenciling is authorized in most units, but requires prior approval from the Local Housing Officer. Special instructions will be issued to those residents living in housing units that have lead based paint. Interior painting and stenciling must meet the criteria set forth below:</p> <p><u>Approval:</u> Complete and submit Self-Help Work Order Request (ISCAHSG-001) to Housing Office prior to commencement of work.</p> <p><u>Guidelines:</u></p> <ul style="list-style-type: none">  <u>Surfaces that can be painted:</u> Residents may paint interior walls and ceilings only. Window trim, natural wood cabinets and woodwork shall remain the same color or natural finish as currently exists.  <u>Paint type:</u> Only washable, low luster, latex interior paint may be used, which is available at the Self-Help Locker.  <u>Color:</u> Generally, only “off white” will be authorized. On a case-by-case basis the Housing Office may approve the use of other colors.  <u>Work Inspection:</u> The Housing Office will perform an inspection after self-help interior painting has been completed.  <u>Water-based Stenciling:</u> The use of water-based stenciling is authorized in all housing units without the approval of a self-help request. Prior to termination of quarters, all stenciling must be removed and walls returned to original condition. The use of wallpaper, contact paper, and decals are not authorized | |
| Area | Special Requirements |
| Alameda North | Contact Alameda Housing Maintenance office for examples. |
| Alameda Marina | Contact Alameda Housing Maintenance office for examples. |
| Novato Spanish Duplex | See LHO or COTR for instructions. |
| Novato Knolls Apts. | See LHO or COTR for instructions. |
| YBI | See LHO or COTR for instructions. |

Appendix E Self Help Projects

| General Self-Help Projects | |
|---|--|
| <p>The following guidance is provided to assist you in completing some general self-help projects or alterations to your quarters.</p> <p>Please submit a Self-Help Work Order Request (ISCAHSG-001) prior to commencement of work.</p> | |
| Project | Remarks/Requirements |
| Playground Equipment | <ul style="list-style-type: none"> ● Government owned playground equipment is fixed in place and is not to be removed, relocated, changed, or altered. Personally owned playground equipment (swings, slides) may be erected providing that equipment and grounds are maintained, items do not interfere with access to unit, and do not encroach upon your neighbor's yards. Liability insurance is required for all resident owned playground equipment. ● Basketball backboards may not be affixed to carports, garages, or the unit structure. ● Do not install tree houses, or platforms to trees, overhead beams, or unit structures. |
| Rugs | Area throw rugs may be purchased and installed at the member's expense. However, tacks, tack strips, tape or any other device that will produce holes or deface the property may not be used. Sponsors are liable for any damage to existing flooring or walls as a result of installation. Cutting of doors to accommodate any rugs is not authorized. |
| Window Curtain Rods | Curtain rods and brackets may be installed by the resident. Brackets shall be affixed to painted wood trim surfaces or drywall only. Please do not affix to plaster walls. |
| Storage of Building Supplies | Building products, such as lumber obtained by the resident for a self-help project may be stored in garages/basements or enclosed yards only. Building supplies shall not be stored in shared yards or common open areas. |
| Furniture and Appliances | Government issued furniture is not available. Government owned stoves and refrigerators are considered installed property and will not be removed from the housing unit. An extra personally-owned refrigerator and/or freezer is authorized. |

**Appendix E
Self Help Projects**

| General Self-Help Projects (continued) | |
|---|---|
| Project | Remarks/Requirements |
| Entrance Way North Village | No plant hooks should be placed within the walkway structure. Care should be given to keep the area clear of plants/foilage. |
| Hanging Pictures and Wall Decorations | <p>Gypsum Dry Wall: Recommend you use Bull Dog type picture hooks only to hang pictures and other decorative devices. Do not use wood screws, adhesive backed hangers, or nails (with the exception of Bull Dog hook nails). Bull Dog hangers may be purchased in any hardware store. Ensure that the weight capacity of Bull Dog hooks (i.e., 1 lb., 5 lb., 20 lb., 100 lb., etc.) equals or exceeds the weight of the object to be hung. (Note: Heavy dresser mirrors may require two or more 100 lb. capacity hooks). Scotch tape or masking tape shall not be used under Bull Dog hooks.</p> <p>Wood Surfaces: Use either "Bull Dog" type hooks or fine wood screws to mount pictures/wall decorations on wood surfaces.</p> <p>Masonry/Cement Block/Plaster Walls: Recommend suspension from picture rail (located on wall at intersection with ceiling) if picture rail is installed. Recommend use of picture nail or adhesive, or glue-on type picture hanger hooks. Adhesive bond hangers and hooks may be purchased at your local hardware store. Make sure bonding adhesive is adequate to support weight. If you wish to hang mirrors or other heavy items on masonry and/or cement block walls, seek approval of the Local Housing Office.</p> <p>The sponsor shall be responsible to restore the wall(s) to their original configuration, color, and texture prior to termination of quarters.</p> |

**Appendix E
Self Help Projects**

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Appendix F Floor Plans

Purpose Floor plans of ISC Alameda government owned housing units are provided in Appendix F for use by residents to develop escape plans in the event of an emergency, such as a fire. Local Housing Representatives shall provide a copy of the appropriate floor plan to all new residents upon check-in.

**Contact your Local Housing
Office for a copy of your Floor
Plan**

Appendix G ISC Alameda Housing Owned Housing

Location & Description Coast Guard owned family housing units are located in Novato (Marin County), Alameda, and on Yerba Buena Island, CA. All these quarters are managed by Chief, Personnel Services Division, Coast Guard Integrated Support Command, Alameda, CA. The quarters below have been determined to meet the minimum standards for adequacy as described in reference (a).

See our Webpage for pictures of housing sites

| Alameda Housing Site | | | | | |
|---|-----------------|--------------|---|----------------------|---------------------|
| <i>Complex Name</i> | <i>Bed Room</i> | <i>Style</i> | <i>Description</i> | <i>Designator</i> | <i>No. of Units</i> |
| North Village Constructed 1969; All units are 2 stories & grouped 4 or 6 units to a building. Multiple parking spaces are located directly in front of each building. Each unit has small privacy fence, rear porch area, small storage shed, washer/dryer hookup, electric stove, refrigerator & dishwasher. Housing sites consist of 12 4-plexes and 39 6-plexes. | 3 | Town house | 1475 sq. ft living space, 1 full bath & ½ bath located on the 2 nd floor & ½ bath on the 1 st floor | Officer and enlisted | 146 |
| | 4 | | Sq. footage living space range from 1570 to 1665; 1 full & a ¾ bath located on 2 nd floor & ½ bath on 1 st floor. | | 136 |
| <i>Sub-total</i> | | | | | 282 |
| Marina Village Constructed 1991; Townhouses are arranged 2 units per building (duplex), with 6 to 8 buildings in a cluster, all sharing an entrance courtyard. The 3 & 4 bedroom units are arranged on two levels, 2 bedroom units are arranged on either 2 or 3 levels. Vehicle access is restricted to the rear area of all units. Individual 1 & 2 car garages are located at the rear entrance to the unit. All units have an enclosed fenced patio area accessed from the living room, washer/ dryer hookup, gas stove, refrigerator & dishwasher. | 2 | Single Home | 900 sq. ft. living space; 1 full bath & ½ bath; Single Level. ☒ | Officer and enlisted | 10 |
| | 2 | Town house | 900 sq. ft. living space; 1 full bath 1 st floor & ½ bath on 2 nd fl. | | 190 |
| | 3 | Single Home | 1300 sq. ft. living space; 2 full bath & ½ bath. Single Level. ☒ | | 4 |
| | 3 | Town house | 1300 sq. ft. living space; 2 full bath 2 nd floor & ½ bath on 1 st fl. | | 46 |
| | 4 | Single Home | 1400 sq. ft. living space; 2 full bath & ½ bath. Single Level. ☒ | | 4 |
| | 4 | Town house | 1400 sq. ft. living space; 2 full bath 2 nd floor & ½ bath on 1 st fl. | | 46 |
| <i>Sub-total</i> | | | | | 300 |
| <i>Total Housing Units Alameda</i> | | | | | 582 |

| Novato Housing Site | | | | | |
|--|-----------------|--------------|---|-------------------|---------------------|
| <i>Complex Name</i> | <i>Bed Room</i> | <i>Style</i> | <i>Description</i> | <i>Designator</i> | <i>No. of Units</i> |
| Knolls Apartments: Constructed 1989; Single level configuration, grouped in a two story 6-plex unit. Multiple garages in front of each module. Units have balcony or rear porch, washer/dryer hookup, gas stove, refrigerator & dishwasher. | 2 | Apartment | 1050 sq. ft. living space; 1 full bath. | Enlisted | 150* |
| Spanish Duplexes: Constructed 1933; Townhouses are arranged 2 to a building, side by side on two levels with a basement/garage area. Individual one car garages are located at the side or front of the unit. All units have fireplaces, washer/dryer hookup, gas stove, refrigerator & dishwasher. | 3 | Town house | 1110 sq. ft. living space; 1 full bath on 2 nd floor | Enlisted | 60 |
| | 4 | | 1395 sq. ft. living space; 1 full bath on 2 nd floor | | 10 |
| <i>Sub-total</i> | | | | | 50 |
| Spanish Homes: Constructed 1933; All units have different floor plans, either single, split level, or 2 story. All units have a basement, 1 car garage, fireplace; washer/dryer hookup, gas stove, refrigerator & dishwasher. | 3 | Single home | 1450 sq. ft. living space; 3 full baths | Officer | 21 |
| | 4 | | Sq. footage living space range from 1872 & 2612; 3 full baths. | Officer | 40 |
| | 5* | | 3272 sq. ft living space; 4 full baths | Flag | 1 |
| <i>Sub-total</i> | | | | | 62 |
| <i>Total Housing Units Novato</i> | | | | | 282 |

**Appendix G
ISC Alameda Owned Housing**

| Yerba Buena Island Housing Site | | | | |
|---|------------------|--------------|--------------------|---------------------|
| <i>Quarters Description</i> | <i>Bed Rooms</i> | <i>Style</i> | <i>Designation</i> | <i>No. of Units</i> |
| Yerba Buena Island Flag Quarters A Constructed 1875; 2 story; 3,280 sq. ft. living space. 2 full baths, 1 ¾ bath all on 2 nd floor. Living room, dining room, family room and 2 ¾ baths located on the first floor. Large built in kitchen, washer/dryer hookup, and office for quarter's manager. Detached 2 car garage and large parking area. The Yerba Buena Lighthouse is also located on the property. | 3 | Single Home | Flag | 1 |
| Yerba Buena Island Flag Quarters C Constructed 1928; 2 story; 2,230 sq. ft. living space. 2 full baths, 1 ¾ bath all on 2 nd floor. Dining room, living room, solarium and ½ bath located on the first floor. Large built in kitchen and solarium on the first floor, washer/dryer hookup. Detached 3 car garage that is shared with Senior Officers Quarters B, Quarters C getting 2 of the spaces. There is also parking space in front of garage and at the foot of the driveway. Extra storage space in the basement | 3 | Single Home | Flag | 1 |
| Yerba Buena Island Senior Officer Quarters B Constructed 1928; 2 story; 1,650 sq. ft. living space. 2 full baths and 1 ¾ bath all on 2 nd floor. Living room, dining room and ½ bath located on first floor Built in kitchen on the first floor; washer/dryer hookup. Shares 3 car garage with Flag Quarters C (gets 1 space) additional parking in front of the garage. Extra storage in the basement. | 3 | Single Home | Senior Officer | 1 |
| Yerba Buena Island Senior Officer Quarters 8 Constructed 1908; 3 story; 3,170 sq. ft. living space. 7 bedrooms and 3 full baths on the second floor. Dining room, great room and ½ bathroom located on the first floor. Dining room and bedrooms have fireplaces. Great room has 2 fireplaces. Large country kitchen and pantry; washer/dryer hookup. 2 car detached garage and 2 bedroom apartment located above the garage. Extra storage in the basement | 7 | Single Home | | 1 |
| Yerba Buena Island Senior Officer Quarters 9 Constructed 1900; 2 story, 1,680 sq. ft. living space. 2 bedrooms and ¾ bath located on the second floor. 2 bedrooms, 1 full bath, pantry and dining room/living room combination located on the first floor. Kitchen has breakfast nook. Laundry room with washer/dryer hookup. Single car garage with large parking area and carport. | 4 | Single Home | | 1 |
| <i>Total Housing Units Yerba Buena Island</i> | | | | 5 |