



BO P11101.31B

**MARINE CORPS BASE
CAMP PENDLETON, CA**

FAMILY HOUSING



REGULATIONS



UNITED STATES MARINE CORPS
MARINE CORPS BASE
BOX 555010
CAMP PENDLETON, CALIFORNIA 92055-5010

IN REPLY REFER TO:
BO P11101.31B
FACHSG
21 May 2004

BASE ORDER P11101.31B

From: Commanding General
To: Distribution List

Subj: FAMILY HOUSING REGULATIONS

Ref: (a) MCO P11000.22
(b) BO P5000.2J
(c) DoD Instruction 4165.6
(d) BO P1710.29B
(e) BO 11101.33D
(f) BO 4500.2H
(g) BO 11101.32

Encl: (1) Locator Sheet

1. Situation. To set forth rules, regulations and information pertaining to the occupancy of Military Family Housing at Marine Corps Base (MCB), Camp Pendleton, (CamPen), California.

2. Cancellation. BO P11101.31A, BO 11101.35B, BO 11101.37A, and BO 11101.34C.

3. Mission. The Commanding General (CG), MCB, CamPen is responsible for managing, supervising and directing the details of all aspects of housing operations at this activity per references (a), (b), and (c). This responsibility is accomplished under the staff cognizance of the Assistant Chief of Staff, Facilities and directly by the Director, Family Housing.

4. Execution.

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Ensure maximum utilization of family housing, both government and privatized, consistent with the provisions of references (a) through (g).

(2) Concept of Operations. Housing constructed aboard base is intended to provide adequate alternatives to off-base housing if there is a lack of adequate or affordable housing in the surrounding

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community. Housing aboard base is not the primary source of housing for families assigned to the Camp Pendleton area and therefore is considered a privilege, not a right. In order to ensure the most equitable assignment of housing, the content of this order applies.

b. Subordinate Element Missions. The Assistant Chief of Staff, Facilities is responsible for the safe maintenance and operation of the family housing inventory as executed by the Director Family Housing.

(1) Assistant Chief of Staff, Security and Emergency Services (AC/S SES)

(a) Ensure and provide appropriate military police and fire response to family housing areas as needed.

(b) Provide information on security for family housing members.

(c) Initiate and regularly participate in the Neighborhood Watch Program.

(d) Ensure the Provost Marshal's Crime Prevention/Community Relations sections are available to assist the representatives, government personnel, and private partner managers of each housing community, to implement the Neighborhood Watch Program.

(2) Assistant Chief of Staff, Marine Corps Community Services (AC/S MCCS)

(a) Provide MCCS support to the families residing aboard Camp Pendleton.

(b) Participate as a member of the community council program action agency as needed.

(3) Assistant Chief of Staff, Facilities (AC/S FAC)

(a) Assume government oversight of all family housing inventory as executed by the Director Family Housing, Community Housing Managers and Public/Private Venture (PPV) Property Managers.

(b) Ensure the operations, maintenance and conduct of Housing personnel are in accordance with appropriate higher headquarters directives and orders for Family Housing management.

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(c) Coordinate and chair the Member Advisory Group (MAG) Quarterly meeting which provides the formal avenue for government oversight of privatized housing and higher headquarters reporting requirements.

(d) Facilitate the Commanding General's Community Council Program. Ensure action agencies receive regular updates on the issue tracker and feedback is provided to the community council area representatives at least monthly.

c. Coordinating Instructions. It should be noted that the structure of the current housing organization and areas could change as privatization progresses. Those changes will not negate the requirement for this order and the regulations contained therein. Coordination between subordinate elements is critical for a successful family housing program.

5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically via email at SMB PENDLETON Directives Control Point. For commands and organizations in need of copies of this order, these directives can be obtained through accessing the internet at <http://intranet.pendleton.usmc.mil/adjutant/index.htm> .

6. Command and Signal

a. Signal. This Order is effective the date signed.

b. Command. All government housing residents, including family members, guests, and visitors will abide by the contents of this order insofar as their occupancy of family housing is concerned. Residents are required to read and familiarize themselves with the housing occupancy rules and items of general interest published in this Order. This Order is applicable to both the government and PPV housing residents.

M. L. HAMPTON
Chief of Staff

Authenticated: 21 May 2004

DISTRIBUTION: A-3
B-2

FAMILY HOUSING REGULATIONS

LOCATOR SHEET

SUBJ: FAMILY HOUSING REGULATIONS_____

Location: _____

(Indicate location(s) of the copy(ies) of
this order.)

FAMILY HOUSING REGULATIONS

RECORD OF CHANGES

Log completed change action is indicated.

Change Number	Date of Change	Date Received	Date Entered	Signature of Person Incorporating Change

FAMILY HOUSING REGULATIONS

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CHAPTER 1

GENERAL INFORMATION

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FAMILY HOUSING REGULATIONS

CHAPTER 1

GENERAL INFORMATION

1000. GENERAL. The Family Housing staff is charged with the management, operation, and maintenance of government housing and oversight of the Public/Private Venture (PPV) housing aboard MCB, Camp Pendleton and the Marine Corps Mountain Warfare Training Center (MCMWTC). The policies and information contained in this Order are considered to be in the best interest of the military community. Unless otherwise stated, these policies are applicable to government and PPV housing.

1. Government Housing. The houses under this category were constructed exclusively with military construction monies provided by congress. Some of these houses were built as long ago as 1954, and are the property of the U.S. Government.
2. Public/Private Venture Housing. The houses under this category are being constructed, or renovated, under a long-term partnership arrangement between the U.S. Government and a private development firm. Congress authorized this arrangement in 1996 with the intent to get more houses on base faster, and at a lower initial cost to the government. While the government retains land ownership, both partners provide funds to construct or renovate the houses with the private partner owning, managing, and maintaining the houses.
3. Mobile Home Park. The base operates a mobile home park in the San Onofre Area of Camp Pendleton. Under PPV Housing, the Mobile Home Park will be phased-out. Until such phase-out is completed, assignment, administration and operation of the Mobile Home Park will be governed by the policies and information of this Order and BO 11101.32.

1001. INTENT. Compliance with the policies and information contained in this Manual is required of all residents and their guests. CG, MCB, CampPen, insists upon the highest possible standards of good management and maintenance of the family housing commensurate with effective regulations and available funds. To attain this goal, the CG insists upon full cooperation and compliance with the policies expressed herein. Failure to comply could be in violation of the Uniform Code of Military Justice (UCMJ).

1002. ENTITLEMENT. Housing constructed aboard this base was intended to compensate for the lack of adequate off-base housing, and is considered a privilege, not a right. There is no legal requirement for the government to provide on-base housing. However, the government provides all married service members and certain single service members a Basic Allowance for Housing (BAH) to cover a percentage of housing costs to the family.

1. In the case of government housing BAH is stopped, as the government is already providing a place to live. The entitlement to BAH will restart once government quarters are vacated.

2. BAH is provided for PPV housing, but is taken back and given to the development partner as a form of rent. This is how the partner recoups investment costs.

3. In the case of the Mobile Home Park, BAH is provided with a portion paid to the government for rental of the mobile home space.

1003. COMMUNITY RELATIONS. Establishing and maintaining favorable day-to-day neighborhood relations is essential. Simple actions such as respectful outdoor activities, supervising children, observing standards of cleanliness, etc., are good signs of healthy neighborhoods. Each community has a community council structure and is represented at the CG's quarterly Community Council Meeting. Residents are encouraged to know the representative for their area and use them as a first-line of defense for resolving issues amongst other families. Concerning the CG's Community Council is provided in BO1101.39.

1004. EXCEPTIONS TO POLICY. Policy is established as a way to maintain uniform standards. However, it is acknowledged that unique circumstances may arise that warrants exceptions to existing policy as discussed in this Manual. All requests for exceptions must be addressed in writing to the Director, Family Housing. Correspondence of residents must be submitted via the appropriate community housing manager. Additionally, requests involving circumstances related to assignments, pay and allowances, and other

areas of command interest should be accompanied with a command endorsement at the battalion or squadron level. Resolution of exceptions to policy should try to be resolved at the lowest level first - by either the government community housing managers or the PPV district housing managers. If an acceptable solution is not reached, the request will be forwarded to the Director, Family Housing. The Director Family Housing will coordinate with the private partner as necessary.

1005. LIABILITY

1. General. The houses aboard the base are considered government, or private property, depending on the area. In either case, the resident is expected to respect the property. Residents will be required to read and sign a "Conditions of Occupancy" which will outline the rules regarding occupant responsibilities and liabilities. The government, or PPV partner, is not liable for loss of any personal property. Furthermore, the resident may also be liable for damage to the house itself, depending on the circumstances. Good individual insurance is the best form of protection.

2. Resident Liability. Residents will be held responsible and liable for losses or damages due to negligence, unauthorized alterations, damaged or missing government property, abuse, and accidents. Residents are strongly encouraged to carry renter's liability insurance. Such insurance normally covers personal household goods, and can be obtained from many individual insurance companies. Waterbed insurance is mandatory if a waterbed is placed in family housing.

3. Debt Collection. Residents will be held liable for, and must repair, replace, or reimburse the government, for all damages created by other than normal wear and tear. Residents will be given the opportunity to voluntarily reimburse the government. The Debt Collection Act of 1982 (Public Law 97-365) was enacted to increase the efficiency of federal agencies in collecting debts owed to the government by its employees and members of the uniformed services. This law requires each federal agency to assist in collecting debts to other federal agencies. It is in the resident's best interest to resolve the debt. Unresolved debt will be referred to the sponsor's disbursing officer or the Defense Finance and Accounting Service (DFAS) for collection. The following steps will be taken to resolve resident liability issues:

a. A written debt notice, and the reason for it, will be made by the community housing office.

b. Residents will be provided the opportunity to pay the debt in full by signing a DD Form 139 (Pay Adjustment Authorization), authorizing a checkage for the amount required (applicable to government not PPV housing only), or presenting a cashier's check or money order made payable to Family Housing, MCB, Camp Pendleton.

c. Residents may dispute the debt by providing documentation or supporting information, and by requesting the debt be waived. These disputes will be forwarded to the Base Magistrate for action, and final resolution (applicable to government only, not PPV housing).

d. Residents may have the repairs accomplished by a community housing or central housing office person, commercial contractor, private person or firm. A copy of a written agreement with a detailed job plan, must be submitted in advance to your community housing office. This agreement must conform to government standards, and all work will be subject to inspection and acceptance by Family Housing representatives before the resident is relieved of liability. Replacement parts must be at least equivalent to property lost or damaged.

e. Failure to either pay the debt, or make notice of dispute, will be cause to have the debt turned over to the Marine Corps for collection via involuntary pay checkage. In cases of retirement or separation, sponsors will be turned over to the Navy or Marine Corps Finance Center to collect from any pay due (i.e., retirement pay, etc.). In the case of PPV housing, the government will make every effort to assist the private partner in collection of debt efforts but is legally unable to collect debt via involuntary pay checkage. In cases of retirement or separation the partner will have to use the civil court process for debt collection

4. Government Liability. Personal property/renter's insurance is the first step in a claims process. Residents may file claims with the Marine Corps for loss or damages affecting personal property, provided such loss or damage (i.e., fire, flood, theft, vandalism) is not caused by resident negligence. The authority to pay such claims is provided in 31 U.S.C.240-243 and is limited to \$15,000.00. If the loss or damage occurs in PPV housing, the partner is responsible for resolution of claims if not caused by resident negligence. Entitlement to such payments is subject to certain exceptions covered in most commercial homeowner's insurance

policies. If negligence was involved, not only will the government not honor a claim for damage to personal property, but may hold the resident liable to pay for any loss or damage to government property. Claim forms may be obtained from the community housing office. It is recommended that all claims be submitted to the sponsor's command legal officer/department for investigation and compliance with applicable regulations.

FAMILY HOUSING REGULATIONS

CHAPTER 2

ELIGIBILITY, ASSIGNMENT AND TERMINATION

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FAMILY HOUSING REGULATIONS

CHAPTER 2

ELIGIBILITY, ASSIGNMENT AND TERMINATION

2000. ELIGIBILITY

1. Eligibility for assignment to CPEN managed family housing is as follows:

a. Government/PPV Housing. Military personnel are entitled to BAH (at the "with dependents" rate or at the "own right" rate when both husband and wife are service members) with accompanying family members, and are permanently attached to organizations at CPEN, MCMWTC, or Naval Weapons Station, Fallbrook Annex, Fallbrook, California.

b. Mobile Home Park. All military personnel (any rank) assigned as permanent personnel to CPEN; Marine Corps Recruit Depot, San Diego; Marine Corps Air Station, Miramar; and the Naval Weapons Station, Fallbrook Annex, Fallbrook, California, who have authorized family members and who either own or have made a commitment to buy a mobile home unit, or indicate a willingness to sublet a mobile home unit, are eligible for assignment to the San Onofre Mobile Home Park spaces.

2. The Family Housing Office will verify the eligibility of all applicants by requiring that an official verification be submitted at the time the application is accepted. Personnel are not eligible for family housing in one location while they occupy family housing in another. Applicants and occupants are responsible for notifying the housing office of any changes that affect their eligibility such as births, deaths, retirements, divorces, custody, and so forth.

2001. KEY AND ESSENTIAL PERSONNEL. The billets listed below are designated key and essential. When an officer is assigned to one of the designated billets, that person will be placed at the top of the waiting list and assigned to the first set of quarters available.

1. Chief of Staff, MCB, CPEN.
2. Chief of Staff, I Marine Expeditionary Force.
3. Chief of Staff, 1st Marine Division.
4. Chief of Staff, 1st Force Service Support Group.
5. Commanding Officer, Marine Corps Air Station.
6. Commanding Officer, Naval Hospital.
7. Provost Marshal, MCB, CPEN.

2002. HOUSE SIZE ELIGIBILITY CRITERIA

1. House size is based on the applicant's pay grade and family size. Applicants for family housing will be assigned quarters based upon the criteria of one bedroom per child (if available inventory allows) except as follows:

a. Senior enlisted personnel with pay grades of E-8 and E-9 will qualify for a minimum of three bedroom quarters.

b. Chief Warrant Officers with pay grades of CWO-4 and CWO-5 will qualify for a minimum of three bedroom field grade quarters.

c. Field grade officers with pay grades of O-4 and O-5 will qualify for a minimum of three bedroom field grade quarters.

d. Senior grade officers (O-6) will qualify for a minimum of four bedroom quarters.

2. Applicant must show physical custody of dependant(s) at least 75% of the time in order to qualify for an additional bedroom. School age children must reside with the service member at least nine months of each year to be counted in determining the number of bedrooms. Inclusion of additional family members on the DD-1751 (Dependency Application), or the Navy Page 2, does not, in itself, prove physical custody.

2003. CHANGES AFFECTING ELIGIBILITY. Residents shall notify their community housing office within seven days of any change in marital status (i.e., legal or voluntary separation, divorce, death of spouse), family composition (i.e., birth, adoption, etc.), pay grade, length of duty tour, permanent change of duty station (PCS or PCA), release from active duty, or any other changes which affect eligibility for continued occupancy of family housing. In routine cases of severance from the armed forces or transfer to inactive status, residents must notify the community housing office 30 days prior to, or immediately upon, notification of separation, whichever comes first.

1. Demotions. A service member who is demoted to a pay grade below that of the designation of the house he/she is assigned, will be relocated to the appropriate quarters for their new rank at government expense.

2. Separation and Divorce. When a service member, or spouse, is voluntarily absent from their quarters for more than 30 days because of a marital rift (as determined by the appropriate community housing manager), the family will be required to vacate quarters. Failure to immediately report an informal, or formal separation is justification for the immediate termination of housing. (An informal separation is one that is not made formal in a court of law. A formal separation is one formalized in court).

3. School-Age Children. Children are normally considered school age until they reach their 19th birthday. At this point they are considered adults for the purpose of housing eligibility. An exception is children enrolled as full-time college students. In these cases a child will be considered eligible to reside in family housing until their 23rd birthday.

2004. MAKING APPLICATION

1. DD Form 1746. Applicants for family housing will submit an Application for Military Family Housing, DD Form 1746, along with a copy of official orders to the Family Housing Office. Application forms and orders may be submitted by mail, in person by the

applicant, or by a member of the applicant's immediate family, at anytime following the receipt of Permanent Change of Station (PCS) orders. Upon receipt of the DD Form 1746 the applicant will be placed on the waiting list. Only when the reporting endorsement, dependency verification, and custody documents, if applicable, have been received, will the applicant be eligible to move into the frozen zone.

2. Convicted Sex Offenders

a. The CG, in the interest of safety and security of CamPen, has set up procedures to review housing applications for any service member or member of their household who has been convicted of a sex offense.

b. When a service member applies for government housing they will be required to answer the following questions, when they complete their DD form 1746, Application for Assignment to Housing:

(1) Question one. Has any member of your household been convicted of a sex offense, yes or no? Examples of sexual offenses include, but are not limited to, rape, sexual assault, child molestation, indecent exposure, etc.

(2) Question two. Has any member of your household been required to register as a sex offender with any state government or law enforcement agency?

c. If a service member answers yes to either of the questions listed above, they are required to submit their application for government housing to the CG, MCB, CamPen for approval.

d. Procedures for submittal of the housing application are as follows:

(1) Submit a written request to the CG, MCB, CamPen via the Director, Family Housing and the Office of the Staff Judge Advocate (OSJA) within 14 days of answering yes to the questions listed above.

(a) Request should include jurisdiction where offense occurred, police reports, court records and transcripts is required. A written explanation from the service member stating what occurred.

(b) Within 14 days the Director, Family Housing will review the request, endorse it, and forward to the CG via the OSJA.

(c) The OSJA will review the application and make a recommendation to the CG within 14 days of receipt.

(d) The CG will make a decision on the housing request within 14 days of receipt and the request will be returned to the Director, Family Housing to be provided to the service member.

e. The CG is the final determinate of a service member's eligibility to government housing if they or any member of their household has been convicted of a sex offense.

f. DD Form 1747. DD Form 1747, Status of Housing Availability, will be used to provide an equitable system of furnishing applicants with information regarding the availability of housing on CamPen and MCMWTC. Upon receipt of a DD Form 1746, a DD Form 1747 will be mailed to the applicant explaining the current housing situation, as well as any pertinent information which will be beneficial in applying for housing. Upon receipt of DD Form 1747, indicating quarters will not be available, applicants are eligible to request, through their appropriate chain of command, permissive TAD orders for the purpose of obtaining off-base housing.

g. Service members who arrive at CamPen on TAD orders to school, may not apply for family housing until they have completed their school, unless the orders specifically state that upon completion of training they will report to a CamPen command for permanent duty. However, the service member will not be offered a house until a reporting endorsement to the permanent command has been submitted.

h. Should both spouses be active duty, the higher-ranking spouse stationed at CamPen will be the primary applicant.

i. The spouse of an active duty service member on a six-month deployment may apply for family housing if he/she has the following documentation: command verification, dependency documentation, proof of custody, if applicable, valid military identification card, and valid power of attorney.

j. When there are no dependents and the active duty spouse is stationed in San Diego, the commute area considers shoreside commands only. Shipboard duty is not considered within the commuting distance.

k. Applicants may apply for any housing area that has houses designated for their specific rank and bedroom size.

2005. CONTROL DATE

1. The control date is a date assigned to a housing application by the Family Housing Office. It denotes relative precedence on a housing list. The applicant must physically report into his/her new command aboard CamPen and report to the Central Housing Office, building 1138, within 30 days in order to use the detachment date from the previous duty station. The control date will normally correspond to the date of detachment from the previous command. An exception is when the applicant has been assigned to an intermediate command for a period of 20 weeks or more regardless if he/she occupied family housing at that command. Enlisted applicants who have graduated from boot camp and officers from The Basic School (TBS) must have been eligible for BAH at the "With Dependent" rate at the time of graduation, and not have been assigned to an intermediate command for 20 weeks or more, in order to use the graduation date as the control date.

2. An applicant already stationed at CamPen, who completes the application within 30 days after the date of marriage will have his/her application backdated to the date of marriage.

3. An applicant whose family is enrolled in the Exceptional Family Member Program (EFMP) with a category 4 or 5 status will be placed at the bottom of the "Frozen Zone" of the appropriate waiting list. Documentation from competent medical authority verifying medical condition and recommending special accommodations is required. When the application reaches the top of the waiting list, one offer suiting the family needs, as outlined in the medical letter, will be made. Should the offer not be accepted, the application will be placed on the list by appropriate control date, with the priority

request canceled. This is done to ensure the quickest possible accommodation of the EFM.

2006. ASSIGNMENTS. Waiting lists of applicants are maintained alphabetically and by control date according to housing area. The applicant in the number one position will be offered the first available unit appropriate for his or her pay grade, category and family composition. Selection of units by address is not permitted. Applicants may refuse quarters twice without displacement on the list, a third refusal will permanently cancel the applicant from the list and he/she may not reapply for six months. Applicants may voluntarily remove their names from the waiting list; however, they will not be permitted to reapply for housing for six months. Assignment to government quarters will be in writing.

2007. REASSIGNMENT

1. Once assigned to a set of adequate quarters, a resident will not normally be reassigned to another set of quarters during their tour of duty.
2. Residents of quarters who become eligible or ineligible for a specific set of quarters, because of changes in pay grade or number of family members may request reassignment of quarters in accordance with the entitlement set forth in reference (a) and (b). Requests to relocate will be made in writing and contain a detailed explanation as to why the current quarters no longer satisfy the resident's requirements. All requests will be considered on a case-by-case basis. Upon approval resident's name will be placed at the bottom of the appropriate waiting list with a new control date determined by the circumstances for the relocation. Reassignment of quarters at the resident's request or convenience will be at the resident's expense. Information regarding reassignment may be obtained through the Assignment Section, Central Housing Office (Building 1138).
3. Enlisted personnel promoted to officer rank must report this change and request reassignment. In this case, the government will bear the expense of moving the household goods.

4. Before a current resident is offered quarters, an Inter-Community Transfer (ICT) Interview must be completed and approved by the current community housing office.

5. Residents approved to relocate will be given seven calendar days to accomplish this move. Day one is the day the keys to the new unit are picked up; final inspection can be scheduled any day in the seven-day period. Failure to pass the final on the seventh day will place the resident in a double occupancy status. Failure to vacate beyond the seventh day will result in an additional rent charge collectable as a cash payment.

6. Only moves classified as being for the convenience of the government will be made at government expense. The cost of all other moves will be borne by the service member who is moving.

2008. SPECIAL RETENTION OF HOUSING

1. Authority to remain in family housing after separation or date of detachment from CamPen.

a. At least 60 days prior to End of Active Service (EAS), Retirement, PCS or PCA orders, the resident must submit a written request for retention of housing to the Director, Family Housing via his/her command and their community housing office. Command endorsement must include type and reason for discharge, date resident starts terminal leave, actual date of discharge, gaining command (for PCS and PCA orders), new unit, and indication if resident will attend school prior to reporting to gaining command for duty. Point of contact with phone numbers will be included in command endorsement.

b. An appointment will be scheduled for a housing representative to conduct a home visit within three to five working days. Appendix A will be used to document the findings of this visit. The resident will be informed on all aspects of preparing the house for final check out inspection (see Appendix B checklist) and noting any damages that may have occurred. If the extension in quarters is for staying beyond EAS or retirement, a deposit will be required and fair market value in the amount of BAH for rent must be paid in advance. The approval letter will contain a payment schedule that the resident must agree to follow. First month's rent

and cleaning deposit must be paid prior to release from current command. Remaining monthly rent is due on or before the first of each month. Rents not received by the 10th of the month will be assessed a \$25 late fee.

c. If the Request for Retention of Government Quarters is for PCS or PCA orders, in addition to the above, a TAD Sponsors Agreement, Appendix C, or providing a valid power of attorney which authorizes the spouse to do business with the community housing office will be required.

d. Residents assigned to Drill Instructor (DI) duty at the Marine Corps Recruit Depot (MCRD), San Diego who currently reside at CamPen, may retain their quarters until such time as quarters are available at MCRD.

2. Retention of Quarters by Family Members of Absentee Sponsors.
Family members of absentee sponsors (sponsors serving on an unaccompanied dependent restricted overseas tour of duty) may request to retain quarters during the sponsor's absence.

a. Sponsor must submit a request for retention of quarters for family members continued occupancy 60 days prior to overseas departure.

b. To be eligible for retention by family members, the sponsor must have been assigned in writing to family housing prior to the date of detachment from CamPen command.

c. Prior to departure military member and spouse must complete an Absentee Sponsor's Agreement, Appendix D.

d. Residents retaining housing under this policy and who are reassigned to CamPen upon completion of their dependent restricted tour of duty may continue to occupy quarters upon their return.

e. Residents retaining housing under this policy, but who are reassigned following their dependent restricted tour to other activities are required to vacate quarters within 90 days of detachment from overseas duty station.

f. Sponsors whose families remain in housing under this policy are responsible for keeping the community housing office informed of

changes in status which may affect the sponsor's continued eligibility for quarters, or projected date of return from overseas. Sponsors who request and/or receive extensions of their dependent restricted overseas tours must inform the community housing office and may submit a request to retain housing.

g. Housing occupied by family members under this policy is subject to the same provisions for termination.

3. Retention of Quarters When the Sponsor is TAD, Deployed or Serving on an Unaccompanied Tour and Family Members are Absent From Quarters

a. When sponsors are serving on TAD, deployment, or an unaccompanied tour, which causes them to reside away from assigned family housing, and family members who desire to be absent themselves from family housing at the same time, retention of housing may be granted for unusual circumstance.

b. Approval of above is subject to the following:

(1) A limited Power of Attorney shall be provided to the community housing office permitting access to quarters for required maintenance.

(2) Arrangements shall be made by the resident for grounds care, etc. The name of the individual performing the service(s) shall be provided to the community housing office.

(3) Pets shall not be left in the quarters.

(4) Delivery of mail, newspapers, etc., shall be stopped or rerouted.

c. Absence from quarters by sponsor and family members for periods exceeding 90 days will be considered abandonment of family housing unless the absence is approved.

2009. EXCESS QUARTERS. If there are excess quarters available with no qualified applicants in that category, Family Housing may advance to the next lower rank or next higher rank eligibility list and make a one time offer. Only one excess offer per applicant will be made.

A house will only be offered as excess when all maintenance is completed, it is ready to occupy, or there are no applicants available to occupy it, and approval from a family housing supervisor has been obtained.

2010. TERMINATION OF OCCUPANCY

1. Termination of assignment to family housing is required for the following reasons:

a. When CampPen, MWTC, or Fallbrook Naval Weapon Station ceases to be the sponsor's permanent duty station.

b. Death of a sponsor or sole family member. Normally the family will be allowed to retain quarters for 179 days beyond the death. Reference (c) applies.

c. Unacceptable or wanton behavior by the residents or guests as determined by the CG. This includes behavior that is destructive to the morale, peace or harmony of the neighborhood, threatening to other residents or their property, or not considered in the best interest of the Marine Corps.

d. Unacceptable care or destruction of assigned housing unit or related property and landscaping as determined by Director, Family Housing Department.

e. When the sponsor has been officially declared a deserter.

f. When required to preserve military discipline as determined by the CG.

g. When the sponsor is relieved from active duty, separated from the service, transferred to the Fleet Reserve, or retired.

h. When family members are absent from quarters for more than 30 consecutive days.

i. When sponsor's dependent(s) no longer reside with him/her, for any reason, including voluntary separation, legal divorce, legal separation or court order, eligibility for government or PPV housing expires within 30 days. The provisions of this paragraph do not

apply to absences of the active duty member from assigned quarters caused by operational deployments.

j. When a housing authority approves a resident's request to voluntarily vacate.

k. In an act of apparent abandonment, and as a result of a resident's voluntary action, cease to reside in family housing.

2. Termination can be affected at anytime based on one of the above circumstances, or as directed by competent authority. In many circumstances, however, termination will be affected after a series of formal notifications. Occupants will receive the following formal correspondence leading to termination.

a. Letter of Warning. Issued directly to the sponsor as a result of his/her action(s), or that of a family member or guest. The letter is intended to warn the individual regarding the consequences of future negative behavior. An entry is made in Marine Corps Housing Automated System (MCHAS).

b. Letter of Probation. Issued to the resident, via his/her chain of command, as a result of a second action by him/her, or that of a family member or guest. The letter is intended to warn the individual that termination will be the consequence of future negative behavior. An entry is made in MCHAS.

c. Letter of Termination. Issued to the resident, via his/her chain of command, as a result of action by him/her, or that of a family member or guest. The letter gives 30-days in which the family must move off-base. Appeals may be made to the Base Magistrate within five working days. If resident is in PPV housing area, appeal authority to Base Magistrate does not apply. An entry is made in MCHAS regardless of Magistrate actions.

3. Eviction is required when conditions for termination of occupancy exist and the resident does not voluntarily vacate family housing. If eviction becomes necessary, justification for this action will be documented and retained in installation files for two years. Eviction will be effected as follows:

a. On the first day after the resident has missed their termination date, and not vacated quarters, the Director, Family Housing will submit a letter to the OSJA requesting that the resident be issued a Bar Order.

b. The OSJA will determine if it is in the best interest of the CG to issue the resident a Bar Order, or give them additional time to vacate the quarters.

c. If a Bar Order is issued the resident will be required to coordinate with the Provost Marshals Office to gain entry to their former residence. They will be authorized access to their former quarters for the sole purpose of moving their personal effects out.

d. If after 10 working days of receiving the Bar Order, the resident has not removed their personal effects, they will be considered abandoned and handled in accordance with paragraph 2013 of this order.

2011. INSPECTIONS. Houses and their surrounding grounds are subject to continuing inspection to ensure compliance with existing policies and safety concerns of all residents. The following inspections may be accomplished during occupancy.

1. Housekeeping Inspections. This inspection is conducted if there is a reason to believe the interior of the house is not being maintained in a safe and sanitary condition, or it is not being used for its intended purpose. Command representatives may be required to assist. This inspection is also conducted when requesting an extension or transfer to other family housing. Such requests will be denied if the house fails inspection.

2. Pre-Vacate Inspection. This inspection is made within three to five working days after receipt of notice of intent to vacate in order to determine the work necessary to ready the unit for the next resident, and to give the current resident instructions for passing the final inspection

3. Final/Vacate Inspection. The requirements are that the house be returned to the government or PPV partner in satisfactory condition, and ready for occupancy. Failure to meet such requirements may result in the delay of reinstatement of BAH. All charges for

restoration of quarters will be paid in full (by a cashier check, money order, or for government housing only - by signing a voluntary Pay Adjustment Authorization DD-139) prior to clearing housing.

2012. VACATING QUARTERS

1. Residents are required to give a 30 day written notice of intent to terminate occupancy by filling out a "Notice of Intent to Vacate." The notice, other appropriate forms, and the scheduling of vacating inspections are all done at the community housing office. Telephone calls or personal letters of intent are not acceptable. TMO dates, copy of PCS orders or certificate in lieu of orders, and spouse's agreement or power of attorney, are required to complete an intent to vacate and to schedule a checkout appointment. Failure of a resident to provide sufficient notice may be grounds for disciplinary action. Residents are responsible for returning the house in the same condition (as verified by the inspection check-in sheet) when it was assigned, less normal wear and tear.

2. Vacating resident must repair, replace, or reimburse the government or private partner for repair of property necessitated by other than normal wear and tear (i.e., abuse, negligence, accident, loss, waste, damage, misconduct, etc), and will be given the opportunity to voluntarily reimburse the government. Appropriate disciplinary action and referral of the government claim to the Disbursing Officer, CamPen may occur if satisfactory repair or voluntary reimbursement is not made. Additionally, the CG may continue the housing assignment of the occupant until satisfactory arrangements for repair or reimbursement are made. If the resident is in PPV housing the signed lease outlines reimbursement requirements and actions that will occur if not made.

3. Cleaning instructions, Appendix B, are provided to assist in the house cleaning process. It is the resident's responsibility to ensure that the house, furnishings, carpets, rugs, window coverings, equipment, appliances and all applicable grounds are cleaned satisfactorily and ready for the next resident. On the day of the final inspection it would be wise to have a scrub brush, cleanser, degreaser, rags, and bucket on hand to take care of any small discrepancies. The unit will be inspected by housing staff.

2013. ABANDONED QUARTERS. Occasionally a service member will abandon the assigned quarters due to desertion or other circumstances. Similarly service members may have properly checked-out of their unit on PCS or EAS orders without clearing housing in the process. In both cases the quarters fall into an abandoned status. Per this regulation and reference (f) commanders will ensure the following:

1. Notify the Family Housing Office of the name and address of personnel residing in government or PPV housing that have been declared deserters, incarcerated, received Other Than Honorable Discharge, divorced, or abandoned their quarters.
2. Conduct an inventory of the absent service member's personal property, and remove it from family housing.
3. Ensure the quarters are cleaned and restored to an occupancy ready status using the same standards as shown in appendix B.

2014. REINSTATEMENT OF BASIC ALLOWANCE FOR HOUSING (BAH). Upon the satisfactory completion of the final inspection, the resident will be issued a Termination of Assignment to Government Quarters letter. The appropriate paperwork will be processed to stop family housing assignment and the resident will be required to report to his/her command to ensure that BAH is reinstated.

FAMILY HOUSING REGULATIONS

CHAPTER 3

POLICE, FIRE, SAFETY, DISASTER INFORMATION
AND PERSONAL SECURITY MEASURES

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FAMILY HOUSING REGULATIONS

CHAPTER 3

POLICE, FIRE, SAFETY, DISASTER INFORMATION, AND PERSONAL SECURITY MEASURES

3000. INTRODUCTION. Unfortunately crime is a common occurrence in all urban areas, and occurs regardless of location. Family housing aboard Camp Pendleton is subject to the same problems as the surrounding civilian community. Accordingly, it is important for residents, as members of the community, to take appropriate measures to protect themselves and their belongings.

3001. PERSONAL SECURITY MEASURES. Residing in family housing does not guarantee any extra measure of safety or security. Families assigned to the base are as susceptible to crimes that run the spectrum from capital crimes to juvenile vandalism. Literature is available on personal, protective, measures from the Provost Marshal's Office (PMO) and your community housing office.

1. Special Care of Children

a. Supervision. All children, six-years old or younger, must be directly supervised by a responsible person when playing outdoors. Children 10-years or older may walk to and from functions, schools, bus stops, etc., within the housing area with written consent from their parent or legal guardian. Townhouses or upstairs residents with small children may want to consider a safety gate at the top of the stairs, and/or window locks. Window security devices, such as thumb-screw locks, are available from self-help, and can be attached to upstairs windows to prevent children from opening too wide.

b. Home Alone. Children under the age of 12 may not be left alone in any house. Children over 12 may be left alone in the house or may care for younger children provided they are able to assume responsibility. This does not relieve parents of basic childcare responsibility. No child under that age of 18 may be left overnight, and discretion should be used, in any case, regarding the level of maturity and trustworthiness.

c. "Child Find" Program. The Crimes Prevention Office of the PMO does "Child Find" fingerprinting. A set of the child's

fingerprints is given to the parents to give to law enforcement agencies should their child disappear.

2. Physical Security. While PMO patrols the housing areas, prudent physical, security measures can enhance the family's safety and peace of mind. These include locking doors, windows, cars, and taking appropriate actions prior to being absent from the quarters. Residents are responsible to ensure that any desired safety devices are installed and are working properly. Check with the community housing office with any questions concerning the installation of safety devices. See paragraph 4002.3 for certain limitations and other considerations.

3. Curfew. Base curfew hours are between 10:00 P.M. and 6:00 A.M. Sunday through Thursday and 11:00 P.M. and 6:00 A.M. Friday and Saturday. It is a violation for any minor under 18 to be, or remain in, or upon the streets, or other public places in the family housing areas during these hours unless accompanied by a parent, guardian or other person having legal care, or custody of the minor. Minors who are found in violation of curfew by military police will be delivered to their parent's residence on base. If they live off-base the parents will be contacted to pick up their dependant at PMO. Parents will be held responsible for violation of this Order by their dependant. The following are exceptions to the above policy:

- a. On an emergency errand;
- b. While at, or traveling to or from any church, or religious function;
- c. While at, or traveling to or from a theater, or similar social recreation or entertainment;
- d. While at, or traveling to or from night classes, library study, dances, or other school sponsored activities; or
- e. Unavoidably detained away from their base quarters after curfew.

3002. GENERAL SAFETY GUIDELINES. A common sense approach will do much to promote safety and well being while living in family housing. In addition, the following guidelines will help ensure the safety of all residents:

1. Physically Impaired and Disabled Residents. Residents must provide a record of the physically impaired or disabled resident to the Fire Department and community housing office. This record should include the individual's special need (i.e., iron lung, dialysis machine, etc.). Submit Construction or Alteration Request, Appendix G, to meet these special needs to Director, Family Housing via their respective community housing office.

2. Hazards. All safety hazards should be reported immediately to your community housing office.

3. Poisons. Poisons must be clearly marked and stored in an area where they cannot be reached by children. There are at least 700 different poisonous and deadly plants in the U. S. The leaves and branches of many of these plants are highly toxic and can cause serious internal injury. Educate small children and keep these plants out of their reach. Further information may be obtained by contacting the California Poison Control Center at 1-800-876-4766, or 1-800-927-3323 for the hearing impaired.

4. Sharp Instruments and Small Appliances. Sharp instruments should be stored safely and out of children's reach; do not leave hot appliances such as irons and pans within their reach. Small appliances (i.e., iron, hair dryer, can opener, blender, frying pan, etc.) should be unplugged when not in use. Always ensure that electrical appliances are in an "OFF" position before plugging into an outlet. This could prevent a possible short circuit in the electrical system in the house. Always rest your iron on an insulated pad, and keep it set a few inches from furniture and draperies. Safety plugs for wall outlets are recommended where there are small children.

5. Pools. Due to drowning only small wading pools, not larger than 5 feet in diameter and no more than 12 inches deep, are permitted in family housing. An adult must always be present to supervise children when using such pools. Pools are to be drained and properly stored when not in use. In housing areas that have government or private partner installed swimming pools, all pool rules will be observed.

3003. COMMUNITY NEIGHBORHOOD WATCH PROGRAMS. Statistics have proven that these programs are effective in reducing crime and increasing safety and security in neighborhoods. Most housing areas have active programs, coordinated by housing residents and

community councils. The community housing office or the community council can provide details on joining and supporting this effort. However, this is primarily a voluntary community effort and it is at the resident's discretion to establish and maintain these programs. See Community Council Order, BO 11101.39.

3004. MILITARY POLICE. The Commanding General, Marine Corps Base, Camp Pendleton, has military jurisdiction over all housing areas on the base. Accordingly, the base PMO exercises normal police protection and security duties in these areas. Do not interfere with Military Police members who are performing their duties, and ensure that family members or guests do not either. Such interference is grounds for an arrest and punishable offense under the UCMJ. As a part of an ongoing effort to enhance the quality of life of those residing within the housing areas, the Military Police will also provide services in the following manner:

1. Assist community programs such as Neighborhood Watch to reduce crime and vandalism.
2. Render humanitarian assistance to those in need of emergency services.
3. Identify after-hour trespassers in family housing areas, and adjacent school grounds.
4. Enforce curfew regulations.
5. Perform the following duties:
 - a. Preliminary investigative support to Domestic Violence Unit (DVU), Military Police Investigations (MPI) and Naval Criminal Investigative Service (NCIS).
 - b. Lost child prevention/fingerprinting.
 - c. Vandalism prevention.
 - d. Incident reporting (including incidents that require a law enforcement response).
 - e. Child neglect prevention.

- f. Crime prevention and deterrence.
- g. Traffic control.

6. The Military Police have jurisdiction over all active duty military personnel whether in uniform or in civilian attire. For assistance, the Military Police Desk Sergeant can be reached at 725-5106.

3005. EMERGENCY TELEPHONE SYSTEM. The 911 emergency telephone number has been developed to quickly summon emergency service in a crisis situation. Please remember to advise all family members to use 911 for emergencies only. The 911 number is a monitored caller ID system, misuse of the system is a criminal offense. Call 911 for Fire, Police, or Ambulance.

3006. SAFETY INSPECTIONS. Government quarters will be inspected as needed for fire and safety hazards. As a courtesy, the Safety Inspectors will notify residents at least 24 hours in advance of the scheduled inspection. However, unannounced inspections may be conducted at any time if there appears to be immediate concern of a fire or safety hazard. The notification letter must be complied with to ensure that the inspection is accomplished with the least amount of time and inconvenience to the resident. It is not necessary that the resident be home during the inspection; however, it is desirable by the inspector and is beneficial to the resident. Residents are required to give the inspector full cooperation to ensure the inspection is accomplished successfully. The inspector will inform resident of any violation(s) that require attention via the Home Fire Prevention/Safety Inspection Report.

3007. FIRE PREVENTION. Under existing law, any person who negligently, or in violation of the law sets a fire, allows a fire to be set, or allows a fire to kindle, is liable for the expense of fighting that fire, and the cost for providing rescue and emergency medical services. Additionally, juveniles who have been determined to be the cause of a fire may be required to attend the Juvenile Fire Setter Intervention Program. In addition, all fires that occur must be reported to the community housing office as soon as possible. As a custodian of government property you are expected to

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use good judgment and abide by fire prevention and safety regulations. The following is provided for your information and guidance:

1. Smoking Habits. Several serious fires have occurred within family housing that were caused by careless smoking habits.

a. Use only wide lipped ashtrays. Avoid placing ashtrays on or near combustible materials such as drapes, furniture, or paper products. Be certain that all ashes are cold before emptying ashtrays.

b. DO NOT SMOKE IN BED!

c. Make it a practice to carefully examine upholstered furniture for signs of smoldering before retiring for the night, leaving the house, and especially after social gatherings in your home.

d. Parents should take special precautions to ensure that matches, lighters, etc., are kept out of the reach of children. Children playing with matches are the cause of many fires.

2. Natural Gas Fumes. Furnaces, hot water heaters, and ranges, are operated by natural gas. If there is any odor of gas within the house, turn off all flames and extinguish all smoking materials. Open windows and call the maintenance service desk. DO NOT TURN ON LIGHT SWITCHES, as an electrical spark could ignite the fumes.

3. Open Fires and Barbecue Grills. The burning of rubbish or other combustible items in housing areas is prohibited. All disposable material shall be placed in trash containers for proper disposition. A fire will soon deplete the oxygen supply in an enclosed area. For this reason, barbecue grills are NOT to be placed or used in enclosed areas such as the house, entrance, common hallways, balconies or inside garages. Portable barbecue grills are permitted ONLY outside of buildings, on lawns or patios, and no closer than 10 feet from any building or structure, including carports. Barbecue grills must not be left unattended when in use, or while. Never empty hot or cold charcoal briquettes onto the ground. When cold, place hot briquettes into the trash. All equipment should be properly cleaned and stored after each use.

4. Use and Storage of Flammable Liquids and Materials. Caution must be taken when using flammable cleaning fluids, gasoline, LP gas cylinders, and other flammable or combustible liquids.

a. If stored inside a garage, all flammable liquids must be stored at least 15 feet away from water heaters, preferably near a fresh air vent, and definitely lower than the water heater, since the fumes from these products are heavier than air. Also, they are not to be stored in common hallways, closets, stairwells, or other confined spaces.

b. Gasoline must be stored in UL approved safety cans with proper venting. Three gallons is the combined maximum quantity of flammable material to be stored at any given time.

5. Laundry Facilities/Clothes Dryers. All clothes dryers must be properly vented to the outside of the unit. Units without outside venting must place a purchased lint catcher or may place nylon hose over the end of the vent hose to catch the lint. It is important that these devices be emptied and cleaned on a regular basis.

a. The built-in lint screen on most dryers must be cleaned on a regular basis. Most manufacturers recommend that the lint screen be cleaned either immediately before or immediately after each use.

b. Pressing irons must be unplugged when not in use even though some modern irons will turn themselves off after a certain period of time.

6. Furnaces and Furnace Filters. Dirty furnace filters will prevent air from getting to the furnace motor and could cause overheating, probable malfunction of the heater, and possible fire. Check heaters and filters monthly.

a. Vacuum inside the heater filter compartment for dust and other foreign materials.

b. For those houses equipped with disposable filters, replace dirty or worn out filters from the Self Help office.

c. For those units equipped with non-disposable filters, wash out with a water hose and allow to dry completely before placing

back into the heater. After repeated washing, some non-disposable filters may require replacement from your Self-Help if they become limp and will not cover the heater draft hole.

7. Electrical Outlets/Extension Cords. Alterations to the existing electrical system is strictly prohibited. Passing electrical cords through casements, window frames, open doors, holes drilled in walls, or under rugs or carpets, is also prohibited.

a. Power circuits in housing areas have been designed to accommodate only normal electrical appliances. Equipment with unusual current demands will not be installed without permission from the community housing office.

b. Under no circumstances will light outlets be modified with multiple sockets to supply power to any appliance or tool.

c. Due to restricted supply load and fire potential, the garage/storage area outlet may be used for a frozen food locker, or a refrigerator, but not both.

d. Do not plug in more than two appliance cords into any double electrical outlet. Adapters such as multiple gang plugs may not be used to circumvent this rule. Extension cords must never be smaller wire gauge than the appliance cord it is serving, and should never serve more than one fixture, or appliance.

e. Separately fused, surge protected receptacles are authorized for use. Residents are advised to use surge protectors to prevent damage to electronic equipment caused by voltage fluctuations.

8. Spontaneous Combustion. Under no circumstances should rags and mops used in applying wax and polish be kept in closets, drawers or other enclosed places where they might ignite. Rags should be disposed of promptly, and properly, outside the building. If they must be kept for further use, they must be washed thoroughly.

9. Range, Range Hood, and Filter. Grease fires are a common cause of fires aboard Camp Pendleton, and are usually caused by leaving a pan on the stove unattended. A fire in a pan or oven can usually be quickly extinguished by covering the pan, closing the oven, or by sprinkling baking soda on burning grease. Never use water, flour, sugar, salt or other dry compounds to smother a grease fire. Also, never attempt to move the pan off the stove or range as this will increase the likelihood of injury.

10. Smoke Detectors. All houses aboard Camp Pendleton are equipped with hard-wired smoke detectors. Some units have one while others may have as many as six. Regardless, smoke detectors must be checked by the resident at least once a month, and can be done simply by pushing the test button. Report any inoperative smoke detectors immediately to the maintenance service provider trouble desk. Persons removing, disabling, or who fail to report an inoperable smoke detector, is subject to disciplinary action.

11. Carbon Monoxide (CO) Detectors. All houses aboard Camp Pendleton are equipped with a single plug-in type CO detector with battery backup. CO detectors must be checked by the resident at least once a month, and can be done simply by pushing the test button. Report any inoperative CO detectors immediately to the maintenance service provider trouble desk. Persons removing or disabling a CO detector, or who fail to report an inoperable CO detector, is subject to disciplinary action.

12. Water Heaters. Areas around water heaters must be kept clean and clear. They should be earthquake proof with proper strapping. A drip pan should be placed under the water heater, and exhaust vents should be in place and properly mounted.

13. Storage Areas/Garages. Garages and storage areas should be kept neat and clean at all times, and will not be turned into sleeping or living areas, entertainment rooms, clubhouses, or bars. All doors leading from the garage into the house are equipped with an automatic door closer. That door is a fire door and the adjacent wall is a firewall, and are designed to delay the fire from getting into the house if started in the garage. The automatic door closer will not be removed, or disabled by the resident; nor will the resident block or tie the door open, and it must be closed at all times except when passing through. Persons removing or disabling safety equipment such as automatic door closers, or who fail to report one that is inoperable is subject to disciplinary action.

14. Exit Doors and Hallways. All exit doors, stairwells and hallways must be kept clear of furniture or other objects so as not to impede the progress of those attempting to vacate the house in case of fire.

15. Circuit Breaker Panel. Circuit breakers are used aboard Camp Pendleton rather than fuses to control electrical power lines in houses, and is designed to automatically turn off if an overload occurs. If this happens, turn off all appliances, reset the circuit breaker switch, and turn on all appliances. If the circuit breaker

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continues to turn off, do not turn it on again, but immediately call the maintenance service desk. Circuit breaker switches will not be taped, fastened, or altered, to prevent automatic disconnection of electrical power.

16. Sprinkler System. Some houses aboard Camp Pendleton are equipped with automatic sprinkler systems that are designed to activate in case of a fire. Sprinkler heads are located in each room of the house, and must not be disturbed or tampered with, or anything hung from, or attached to, as it may cause flooding to the quarters. Clean up will be at the occupant's expense.

17. Space Heaters. Portable, open coil heaters, and liquid fuel heaters are prohibited.

18. Power Tools and Other Petroleum Fueled Items. Lawn mowers, edgers, and motorcycles, etc., will not be stored inside the house, and must remain outside or in the garage area only. If refueling allow the engine sufficient time to cool, and never refuel while the motor is running.

19. Seasonal Decorations. The holiday season requires increased safety vigilance. Decorations may be placed in and outside the house as long as they are in compliance with other parts of this Manual (i.e., no nuisance to neighbors, safety, no damage to property, etc.). Outdoor lighting should be done to ensure circuits are not overloaded and wiring is safe. Indoor trees and lighting should be safely wired as well. Trees should be watered and kept away from heat sources, and artificial trees should be fire resistant.

3008. FIRE PROTECTION AND EMERGENCY ACTION. All fires will be immediately reported to the fire department by calling 911. Whenever possible, severely handicapped persons should occupy first floor bedrooms with easily accessible entrances and exits.

1. Emergency Planning and Preparation. The following fire prevention and emergency planning is considered essential to minimize risk to you and your family.

- a. Know the location of EXITS and have an alternate escape route.
- b. Keep door keys, a whistle, and working flashlight near the bed.
- c. Most fires occur during the hours of sleep. If a smoke detector or other alarm sounds remain calm and THINK BEFORE MOVING.
- d. After smoking in the house check for smoldering cigars, cigarettes, or pipe tobacco that may have fallen into upholstered chairs, couches, beds, or rugs.
- e. Check stove to be sure burners are off and toasters are unplugged.
- f. Check to see that automatic appliances (dishwashers, dryers, etc.) are turned off.
- g. If possible close bedroom and hall doors to slow the spread of fire while you sleep.

2. Fire Drill. Develop an Emergency Escape Plan (to include alternate routes), and hold fire drills regularly to ensure that everyone, including children, knows how to act quickly in case of a fire. Do not be lulled into a false sense of security because a smoke detector has been installed. After it warns of a fire, there are only moments to escape. Walk in a crouched position to a pre-established location outside the house. Do not waste time taking valuables. Assign a specific task to each member of the family.

3. Emergency Actions in Case of Fire. In the event of actual or suspected fire the following emergency actions may help save a life.

- a. If your exit door is closed and warm to the touch, DO NOT OPEN IT, instead use an alternate escape route.
- b. In a smoke filled room keep below the smoke. STAY LOW AND GO TO THE NEAREST EXIT. Take the flashlight, whistle, and keys with you.
- c. Move quickly, but do not run, toward exit. Once out call 911 and give the location of the fire. DO NOT RETURN TO THE HOUSE.
- d. IF EXITS ARE BLOCKED:

- (1) Stuff wet cloth in cracks around the doors.

- (2) Keep doors and windows closed.
- (3) CALL 911. Give exact location and address.
- (4) Use your whistle!
- (5) Call for help!
- (6) If possible hang sheets, clothing, etc., from a window to indicate location of person in a house.
- (7) Cover nose and mouth with damp cloth.
- (8) DO NOT PANIC ... HELP IS ON THE WAY.

3009. EARTHQUAKE INFORMATION. The procedures below should be followed in the event of an earthquake.

1. Be prepared in advance. Have emergency supplies and needed items on hand.

- a. Portable radio with extra batteries.
- b. Flashlights with extra batteries.
- c. First aid kit and instruction book.
- d. Drinking water (5 gallons per family member).
- e. Food (canned foods, hand operated opener, required medications and powdered milk).
- f. Alternate source of cooking (i.e., barbecue grill, camp stove, etc.).
- g. Plan where and how to reunite entire family.

2. Keep calm.

- a. If indoors, STAY THERE. Get under a desk or table, or stand in a doorway. Stay away from windows.
- b. If outdoors, GET INTO THE OPEN. Stay away from buildings, trees, and power lines.

3. After the earthquake

- a. Check the house for damages and fires.
- b. Use telephone for emergencies only.
- c. Keep street clear for emergency vehicles.
- d. Cooperate with public safety officials.
- e. Report all damages immediately to the housing office.
- f. Check for gas and water leaks. If leaks are discovered turn off appropriate main. Disengage the main electrical circuit breaker if electrical problems are discovered.
- g. Do not reengage any utilities turned off during an earthquake. Only qualified maintenance personnel should turn these on.

FAMILY HOUSING REGULATIONS

CHAPTER 4

GENERAL HOUSING REGULATIONS AND POLICIES

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CHAPTER 4

GENERAL HOUSING REGULATIONS AND POLICIES

4000. RESIDENT RESPONSIBILITIES. In accordance with policy set forth in references (a) and (b), residents are responsible for keeping the house and adjoining grounds in a clean, sanitary and safe condition, and for minor maintenance and routine housekeeping until termination of occupancy. Residents are responsible for ensuring that the house is returned in the same, or better condition, except for normal wear and tear, as when assigned (as verified by inspection check-in sheet). Self-help items are available to assist in this effort. Residents are to ensure, at all times, that houses, grounds and equipment (appliances and self-help equipment items) are used only for the purpose for which they are intended, and not for any unsafe, illegal, commercial or unethical purposes. All government appliances must remain in the house. Residents will be held financially responsible for the improper use and care of all items, and will be required to correct, repair, or replace any item damaged by accident, negligence or misuse. Residents will be held responsible for all damages to government property beyond normal wear and tear, including damaged hardwood flooring, permanently stained carpeting, tile, etc. Flagrant abuse or damage to government property will be reported to your commanding officer under the UCMJ.

4001. COMPLAINTS

1. When incidents or situations of a serious nature arise, or residents become aware of a specific housing violation, the following procedures are required:

a. Residents must complete and submit a written and signed Complaint Form, Appendix F, available at the community housing office.

b. Upon receipt of a written complaint and supporting data (i.e., police report), the community housing office will investigate and take appropriate action. Serious or repeated violations, or occasions of misconduct, will be presented to the Director, Family Housing for disposition, and could result in termination of assignment. Valid complaints will remain in the file of the responsible party. Residents who live in PPV housing will follow

similar steps but the partner has authority to investigate, mediate and resolve complaints.

2. Complaints that involve other residents (i.e., parking, loud music, unattended children, etc.) should be handled on a courteous, common sense, "good neighbor" basis. Complaints not resolved in this manner should be brought to the attention of PMO.

4002. CONSTRUCTION AND/OR ALTERATIONS. New construction, additions or alterations to houses, garages, and surrounding grounds are not authorized without written permission. The government or PPV partner at the resident's expense may remove unauthorized alteration/additions. The required Construction or Alteration Request, Appendix G, may be obtained from the community housing office. The Director, Family Housing or PPV Management Office will grant final approval.

1. Physically Impaired, Disabled Accommodations or Alterations. The community housing office should be advised of any Exceptional Family Members (EFM) that may reside in the house where special accommodations or alterations might be required.

2. Fencing. Residents may install fences around their exclusive use areas. These fences must be in compliance with the policy shown in Appendix H of this Order. The community housing office prior to the start of any installation must approve fence permits. Older wooden fences must be replaced with chain link or removed.

3. Unauthorized Physical Security Devices Including Screen Door Locks. Security and safety is everyone's concern. However, as with any landlord-resident relationship, the landlord must have access to the property at all times, particularly in cases of emergencies. Residents are not authorized to install additional security devices such as deadbolt locks. The government, at the resident's expense, will remove such devices. Contact the community housing office before making any alterations or changes.

4003. TEMPORARY ABSENCE FROM QUARTERS. When quarters are to be vacant in excess of 96 hours for any reason, notify the community housing office in writing. This will ensure the community office can contact the resident if an emergency occurs. This notice must be submitted in advance. A Temporary Absence From Quarters form, Appendix E, is available at each community housing office. The maximum time allowed for both sponsor and family members to be away

from quarters at any one time is normally 30 days. Requests for absences greater than 30 days should be submitted by letter and will be considered on a case-by-case basis. In any absence, residents are required to arrange for adequate care of the house, grounds and other government/private property.

1. Designate A Custodian. Designate a custodian who will be registered with your community housing office. The custodian will ensure that mail and paper are picked-up daily, grounds are kept trimmed and neat, plumbing and electrical fixtures are inspected periodically, and that military police and the community housing office are notified if someone attempts to break into the house. In the event the absence is for an extended period of time make arrangements to have mail forwarded, or held at the Post Office, and paper delivery canceled.

2. Secure The House. All doors and windows are to be locked when there is no one at the house. All appliances (except refrigerator) should be unplugged for safety and the refrigerator set on low for energy conservation. Properly board all pets. No pets will be allowed to remain in the house when the residents are absent.

3. House-Sitting. Housing-sitting during absences of assigned residents is not permitted.

4004. COMMON AND EXCLUSIVE AREAS. The grounds immediately surrounding quarters (approximately 50 feet outward from the walls) are considered an exclusive use area for the residents and their authorized guests. A resident is entitled to the same privacy afforded in any civilian community. Ownership of the property by the government or the PPV manager does not give residents or guests the right to use the property occupied by, or assigned to, other residents. This includes the use of community sidewalks and walkways, which should be used for their intended purpose and not as play areas over the objections of others.

4005. CONDUCT OF RESIDENTS AND GUESTS. Residents are responsible for their conduct and that of their guest(s). Should problems arise, try to resolve differences privately and in a courteous manner. Should neighborhood disputes occur (i.e., name calling/gesture making, younger children fighting, social complaints, etc.), a common sense approach will do much to reduce the possibility or occurrence of neighborhood problems or disputes. Paragraph 4001.1 applies.

Some suggestions/guidelines for promoting good community relations are:

1. Keep the volume of televisions, radios, stereos and vehicle motors at a low level. Close doors gently, no loud stomping up/down stairs and in upstairs units, refrain from permitting excessively noisy parties and loud conversations. Disturbances after 10 PM nightly (midnight Friday and Saturday) are prohibited.
2. Provide adequate supervision for children at all times.
3. Prevent children from congregating on streets or in common stairwells.
4. Prevent children from crossing through neighbor's yard when going to and from school, bus stops or playgrounds. Encourage use of sidewalks.

4006. GUEST(S) AND VISITOR(S). Visitor(s) are permitted in family housing. When remaining overnight they are considered guest(s) and are permitted under the following conditions:

1. Guest(s) may remain for no more than 30 days and must be registered at the community housing office.
2. Permission must be obtained from the community housing office for all guests remaining beyond 72 hours by filing a Guest Request, Appendix J, to the community housing office prior to guest arrival. The sponsor must submit all guest(s) requests. Spouses may submit the request provided a TAD Sponsor's Agreement, Appendix C (Government housing only), or a valid power of attorney is on file. The housing office retains the right to refuse permission for guest(s) if the resident or guest has a history of failure to comply with housing regulations.
3. As the custodian of government property, the resident retains responsibility for the guest residing at their house.
4. Subletting or collection of payment for rent, for any portion of a family house, is prohibited. Such practices will be cause for immediate termination of family housing in addition to associated legal action.

5. A guest who is active duty military or otherwise entitled to government or PPV housing is limited to a one-time stay as a guest for a maximum of 15 days. Military guest(s) must be registered with the community housing office if they remain in quarters for longer than 72 hours.

6. The following exceptions to the above policies are listed below and must be approved in writing by the Director, Family Housing or PPV Management:

a. Parents. When parents or parents-in-law have been declared bona fide dependent family members by Headquarters, U.S. Marine Corps. Dependency must be established prior to the arrival of a father, mother, in-law, or other relative. Therefore, before going to the expense of bringing a relative to live at your house, ensure they have been properly designated a bona fide family member dependent.

b. Foster Children. The Marine Corps encourages housing foster children to improve their quality of life and within the appropriate legal and other parameters. However, a foster child does not qualify as a dependent unless formally adopted and, therefore, will not be considered when assigning houses. No monetary consideration may be accepted as compensation for the shelter given in family housing. Residents who wish to house a foster child must submit a written request, Appendix K, to the community housing office and must have prior approval to house the child.

4007. COMMERCIAL ENTERPRISES. No commercial enterprises or services are permitted in the house or on the premises without prior approval. Recognizing that the term "services" is often open to interpretation, the following guidelines are provided:

1. Home Enterprises. Normal home enterprises such as Avon, Tupperware, cookware sales, jewelry sales/parties, etc., are acceptable, but still require approval from Director, Family Housing. This is applicable to internet and other web-based businesses as well.

2. Yard and Garage Sales. Yard/garage sales are permitted in the resident's yard, but must be limited to no more than two days, and no more frequent than semi-annually. Posted signs must never be placed on trees, street signs, utility poles, mailboxes, or housing name signs. Care must be taken to protect grounds from damage.

Recurring or extended yard/garage sales are strictly prohibited. All posted signs are to be removed after completion of yard/garage sale.

3. Family Childcare In-Home Provider. Irregular or periodic baby-sitting for a friend or neighbor is permitted. Family childcare is permissible only in accordance with reference (d). A certified childcare provider must perform any childcare provided on a regular basis, or in excess of ten childcare hours per week.

4. Breeding of Animals. The breeding and raising of any animal(s), even those authorized as pets (i.e., dogs, cats, birds and fish) for commercial purposes is prohibited.

5. Services Not Permitted. Examples of services not permitted include, but not limited to, home barber shops, beauty shops, auto repair or upholstery shops, TV repair shops, and the production for sale of items such as ceramics, etc. Before embarking on any activity that may be construed as an unauthorized activity contact the community housing office.

4008. SOLICITATION. Solicitation aboard MCB, Camp Pendleton is not authorized. Report all door-to-door sales contacts to the military police.

4009. MUTILATION OR THEFT OF UNITED STATES MAIL. Residents are advised that mutilating, stealing, and posting of notices on cluster boxes, or otherwise tampering with the U. S. Mail is a federal offense, and are subject to prosecution by fine, imprisonment or both. Any known or suspected violations of Postal Regulations should be promptly reported to the Postal Inspector. Violation of postal regulations is grounds for immediate termination of housing.

4010. RECREATIONAL ACTIVITIES

1. The flying of kites or model airplanes is prohibited near buildings or overhead power lines. Residents will be responsible for any damage resulting from these activities.

2. The throwing of baseballs, footballs, Frisbees and other projectile are permitted on athletic fields and playgrounds only.
3. The use of motorized scooters, or any motorized skateboard, motorized roller skates, motorized roller blades, or other similar motorized products are prohibited anywhere on Camp Pendleton. "Motorized" includes both electric and gasoline-powered motors that are capable of propelling the device with or without human power.
4. Non-motorized push scooters and skateboards are permitted on the sidewalks in housing areas only and may not be operated on roads within the housing area where the speed limit is higher than 25 miles per hour. Skateboard ramps are not permitted in the housing areas.
5. Bicycle riding is permitted in the streets. Riders are subject to the same State of California vehicle laws as operators of automobiles and other motorized vehicles.
6. Anyone who operates one of the above vehicles must wear a properly fitted helmet. Additionally, anyone who operates a push scooter, roller-skates or blades, or a skateboard, must also wear kneepads, elbow pads, and gloves.
7. When operating a bicycle or non-motorized scooter during periods of reduced visibility or darkness must have a functioning headlamp (on the vehicle or rider), a red rear-facing reflector, and side reflectors.

4011. WEAPONS AND AMMUNITIONS

1. Firearms. The possession of firearms, ammunitions, government-owned arms or other ordnance equipment or weapons in family housing will be in accordance with the Base Regulations and Appendix L of this Order. Additionally, all privately owned weapons must be registered with the Provost Marshal's Office within 72 hours after being brought aboard the base. A copy of Appendix L will be filed with the community housing office at that time. Registrants will deregister their weapons within 72 hours of a sale or removal from the base, and will notify the community housing office of this

change in status. Other ordnance, such as hand grenades, bombs, blasting explosives, fireworks, etc., will not be permitted in family housing. Reloading of ammunition cartridges is permitted only in the garage area. Misuse, discharging, brandishing, etc., of any firearm (i.e., rifles, air rifles, BB guns, shotguns, or other similar weapons) within family housing area is prohibited. Violators are subject to immediate termination of housing.

2. Weapons Other Than Firearms. The below listed weapons are potentially dangerous, and their use in any family housing area is prohibited and may result in termination of housing. Residents will be held fully responsible for any subsequent damage or injury.

- a. Bows and arrows.
- b. Spear guns.
- c. Swords and knives (except uniform swords).
- d. Slingshots.
- e. Martial arts weapons.
- f. Any explosive materials or fireworks.
- g. All other objects classified by state, local police, or base regulations as weapons.

3. Missing, Lost, Stolen or Recovered and Sold Personal Weapons.

a. The loss or theft of personal weapons/private-owned ammunition will be reported, via PMO, to the Naval Criminal Investigative Service (NCIS) as soon as established.

b. Recovery of lost or stolen personal weapons will be immediately reported to the PMO.

4012. PETS

1. The only pets allowed in the family housing are dogs, cats, birds or fish. There is a maximum of two pets, (i.e., two dogs, two cats, or one of each). Animal regulations in family housing are designated to protect all residents and ensure a safe and healthy

atmosphere for both the animals and the residents. Understanding and complying with these rules will make it easier to accomplish that goal. The basic provisions of reference (b) apply.

2. Additionally, Serra Mesa, Stuart Mesa, San Mateo Point, and Pacific View housing communities are designated "no pet" areas. Residents of these areas may have small birds and fish only. The keeping of pets, where permitted, is a conditional privilege extended to those persons who exhibit responsible behavior in the control of their pets.

3. This regulation pertains to any pet/animal kept at a residence, whether owned by the resident or not. The resident must obtain a Pet Permit, Appendix M, from the community housing office prior to bringing a pet into family housing. Any damage to government property resulting from pets will be the responsibility of the resident.

a. Non-Domestic and Wild Animals. All non-domestic or wild animals including, but not limited to, chickens, ducks, lizards, iguanas, monkeys, rabbits, reptiles, rodents, guinea pigs, potbelly pigs, snakes and tarantulas are not permitted in family housing.

b. Dogs. Housing areas where dogs are permitted must be registered with Animal Control per reference (b). When outdoors, the following applies:

(1) Restraint of Dogs By Owner. Dog owners shall keep their dog on a leash at all times, or within the enclosed fence area of their own property, to prevent them from being at large or stray, biting, or harassing, any person engaged in a lawful act, interfering with the use of common areas, and from being in violation of reference (b).

(2) Contact the nearest medical facility for care if bitten by a dog. Note location and description of the dog, and report it immediately to the community housing office or the base animal control office. The owner is required to transport the animal to a clinic as expeditiously as possible for examination and will be placed in quarantine for a ten-day observation period at the owner's expense.

(3) Owners of pets will maintain yards (no bare spots) and adjacent areas, clean and free of animal droppings. When dogs are walked on a leash, the owner/keeper will immediately clean up after the animal.

c. Conditions of Animal Ownership. Animal owners or keepers must comply with the following conditions:

(1) Animals shall be restrained or confined as required.

(2) Animals shall be humanely treated at all times. This includes providing adequate water, food and shelter. The animal control officers may apprehend neglected or abused animals.

(3) All dogs and cats must be vaccinated against rabies and receive a distemper combination vaccine upon reaching four months of age, and annually thereafter. All dogs and cats maintained in the community are required to wear a current rabies vaccination tag that is securely attached to the animal's collar.

(4) License and permits shall be obtained as required.

(5) Animal premises shall be kept sanitary and shall not constitute a fly breeding reservoir, a source of offensive odors, or of human or animal disease.

(6) Animals and animal premises shall not be permitted to disturb the peace or constitute a public nuisance or hazard.

(7) Pets will not be allowed to be tethered outside or kept on upstairs balconies.

d. Committing Nuisance. No person shall allow a dog in their custody to defecate or urinate on common areas or in neighbor's yards. It shall be the duty of all persons having control of a dog to carry out the intent of this section. Visually impaired persons, while relying on a guide dog, shall be exempt from this section. If a violation of the above occurs, such person shall immediately remove any feces to a proper receptacle. Common grounds and public areas (i.e., baseball fields, basketball/tennis courts, parks) shall not be used as dog exercise area or dog run. Authorization to keep pets will be rescinded when:

(1) The pet(s) become a nuisance to neighbors because of noise, odor, or sanitation, and/or by failure to control and maintain the pet as required herein.

(2) Stray/Loose Animals. All stray/loose animals should be reported to the Base Animal Control at (760) 725-8120. The community housing office does not have the means to capture or contain stray animals.

(3) Dead Animals. The Game Warden can be reached at (760) 725-3360 for any dead animal, or any animal that may be causing a hazard or endangerment.

(4) Damaging Government/PPV Property. Vacating residents must repair, replace, or reimburse the government or private partner, for repair of property necessitated by other than normal wear and tear (i.e., abuse, negligence, accident, loss, waste, damage, misconduct, etc). Residents will be given the opportunity to voluntarily reimburse the government or private partner. Appropriate disciplinary action and referral of the claim to the Disbursing Officer, CPEN may occur if satisfactory repair or voluntary reimbursement is not made. Additionally, the CG may continue the housing assignment of the occupant until satisfactory arrangements are made.

e. Pet sitting. Pet sitting is not permitted. Pets will not be permitted to remain in quarters during the resident's absence.

f. Seeing Eye Dogs. Dogs used to assist the blind will be exempt from the above rules while performing their duty. Seeing eye dogs must be cared for, controlled, and otherwise obey all regulations herein when not performing those duties.

4013. PARKING. Parking is restricted to streets, private driveways, garages and parking lots. Parking is on a first come, first serve basis only. In parking lots, common sense and courtesy must prevail in the use of available parking spaces. No vehicle, including boats, trailers, motor homes, or other type vehicle will be parked at any time on grassy/landscaped areas, or in alleyways. No parking within 15 feet of a stop sign or intersection, within 10 feet of trash receptacles (i.e., Dempsey dumpsters), or on any street in family housing so designated by the Director, Family Housing or the PPV management. Family housing does not provide long-term vehicular parking or storage (i.e., a friend's car while he/she is on deployment) within its housing areas. Parking is for residents and their bona fide visitor(s)/guest(s).

1. Trailers, Campers, Camper Shells, Boats, Motor Homes and RV's

a. Motor homes, RV and non-self-propelled vehicles, such as trailers, campers, fifth wheel trailers, boats, racing cars, etc., are not allowed to be stored or parked in the driveway, or on the streets within a housing community. This includes inoperative or unregistered automobiles. Long-term storage is provided by MCCA operated RV storage locations aboard the base.

b. When preparing for a trip, residents can bring their motor home, campers, RV's, boats and trailers to the house for one day to load provisions and one day to unload. However, at no time can a vehicle be hooked up to the house, garage electrical, or water outlets.

c. Visitor(s) with RV's and campers must stay at designated recreational areas aboard the base. Family housing areas are not authorized for overnight stays in such vehicles.

2. Towing and Impounding. Vehicles within the housing community that are illegally parked, improperly licensed or registered, inoperative or abandoned, will be cited by the community housing office, or Provost Marshall's Office. Such vehicles which are not removed or that fail to have the violation corrected within an established time frame will be towed and impounded at the owner's expense.

3. Traffic Control. Speed limit signs are posted in all housing areas. Sound judgment will often require speeds considerably lower due to children and traffic conditions. Traffic control in the housing communities is the responsibility of the Provost Marshall. Irresponsible parking habits could cause delay of emergency vehicles from responding in a timely manner. Violators are subject to being ticketed by the military police or having their vehicle towed at the owner's expense.

4014. AUTOMOTIVE REPAIR. Repairs such as changing of engine oil or transmission fluids, engine or transmission overhaul, bodywork, working late hours, or excessive noise is not permitted. Oil or grease damage is the resident's responsibility. Oil/grease is hazardous waste and must be disposed of properly as defined below.

Tires and batteries will not be discarded in housing areas. They must be taken to the Auto Hobby Shop for disposal.

4015. TRASH AND REFUSE, DISPOSAL AND COLLECTION. Trash and refuse includes, but is not limited to, garbage, trash, swill and waste. All refuse and trash will be placed at curbside for collection on scheduled collection days prior to 0730. If desired, occupants may place trash and refuse at curbside after 1800 on the days that precede collection days. All trash and refuse, except as noted below, will be placed in covered containers in accordance with the trash contract. Containers will be filled in a manner that will allow complete closure of lids. Residents are responsible for cleaning containers frequently to prevent the unsanitary conditions that contribute to fly and maggot breeding.

1. Plastic bags are for use only as container liners or grass. Plastic bags should be filled with grass clippings in a quantity that precludes bag breakage. Do not exceed the "test" strength of the bag.
2. Limitations on trash container capacity must be observed.
3. Any material that might cause injury to the collectors (i.e., ashes, sawdust, broken mirrors, etc.) must be securely wrapped in several layers of newspaper and placed in containers. Sturdy cardboard boxes, closed and securely tied, may be used.
4. Wet trash or refuse not intended to be disposed of in the garbage disposal, must be drained, wrapped in newspaper, or placed in milk cartons, and placed in containers.
5. Trash or refuse must not include rocks, earth, construction waste, heavy or large objects, large auto parts, explosives, chemicals, any form of hazardous waste, bicycles, or lawn mowers.
6. Residents should promptly remove empty trash containers from the curbside to their proper location after collection has occurred.
7. It is the responsibility of each resident to prevent the scattering of their trash or refuse by pets, children or the wind.
8. Residents will be held liable for loss of trash/refuse containers.

4016. HAZARDOUS WASTE

1. Household hazardous waste is defined as any unused or left over portion of products containing toxic chemicals. Many of these products that are found in the home have labels that state "Warning", "Caution", "Danger", "Poison", "Flammable" or "Corrosive." Items include: aerosols, all purpose cleaners, ammonia, antifreeze, automotive batteries, automotive cleaners, barbecue lighter fluid, brake fluid, disinfectant, drain opener, furniture polish, gasoline, glass cleaner, herbicides, insecticides, motor oil, oven cleaner, paint, paint remover, paint thinner, pesticides, rodent poison, rubber cement, rug and upholstery cleaner, transmission fluid, tub and tile cleaner, turpentine, varnish, water seal, and wood finishes.

2. Proper Disposal. Hazardous waste produced in the home must be disposed of properly. It is dangerous and illegal to discard hazardous household waste in the trash or down the drain. Take unused portions to the assigned household hazardous material collection point for your housing area. Leave the product in the original container and make sure the containers are sealed so that they will not leak. Do not transport over 5 gallons or 50 pounds at one time. Transport containers in a truck or in the back of the vehicle away from passengers. Consult your community housing office or base environmental security at (760) 725-4512 or 1963 for turn-in procedures and established points for collection.

4017. BULK TRASH AND REFUSE. Bulk trash is defined as any item that is neither recyclable nor hazardous to the environment. Some of these items are listed below. When in doubt call the community housing office. All residents requiring bulk trash pick up need to call the contractor at least 24 hours prior to their normal trash pick up day to schedule. All bulk trash will be set at curbside on scheduled trash and refuse day.

1. Tree trimmings. Branches less than two inches in diameter, cut in lengths of 3 feet and tied in bundles of not more than 40 pounds. Place at curbside on scheduled trash day.

2. Appliances. Personally owned appliances such as washing machines and dryers are to have all doors removed or taped shut before being put at curbside on scheduled trash day. Removing or taping doors prevent children from being trapped inside. Refrigerators and freezers cannot be picked up due to environmental issues. Residents will need to properly dispose of these items through private disposal companies.

3. Fence and fencing material. Wooden fences and fencing material will be cut in lengths of 3 feet or less and bound in bundles of 40 pounds or less. Place at curbside on scheduled trash day.

4. Large metal items to include chain link fence and fencing material are the responsibility of the occupant for disposal.

5. Furniture, to include all household furniture items, should be placed at curbside on scheduled trash day.

4018. RECYCLING. Family housing residents will recycle to the greatest extent possible. The community office will ensure all residents, except Serra Mesa, receive and maintain recycling collection containers. Residents in Serra Mesa can dispose of their recyclable items in the proper receptacles located in the parking lots throughout the housing area.

1. Cans. Aluminum and tin cans may be mixed together. No need to remove labels. Rinse and remove lids. No hangers or scrap metal.

2. Glass. Glass jars and bottles of all sizes. Rinse lightly. No need to remove labels. No mirrors, window glass, light bulbs or ceramics.

3. Paper. Newspapers, magazines, phone books, and catalogs can be bagged or tied with a string and placed on top, next to, or into, a container labeled "paper for pickup". This does not include diapers, food boxes, tissue, carbon paper, food wrappers, or paper towels.

4. Plastics. HDPE and PETE containers (number 1 or 2 recycling symbol on the bottom or label). Rinse and remove caps and lids. No other kinds of plastics can be recycled through this program.

5. Corrugated cardboard. Flatten all corrugated boxes and stack next to recycling bins.

6. Mattresses and Box Springs. Place at curbside on your designated curbside pickup day, or deliver to the Base Recycling Center at Building 20835.

4019. WATER BEDS. Waterbeds are authorized in all houses. Waterbed insurance coverage can be purchased at locations that sell waterbed supplies. The coverage is usually \$100,000. Normally, this type of policy will cover all property damages caused by waterbed breakage.

4020. SPACE HEATERS. Portable, open coil and liquid fuel space heaters are not authorized in family housing. This includes both kerosene and propane models.

4021. AIR CONDITIONING/AIR FILTRATION UNITS. Base energy conservation and climate norms do not necessitate air-conditioning for the purpose of increasing living comfort, however, portable or window mounted units will be authorized for families who demonstrate a medical necessity. A request to install such units must be accompanied by a doctor's written statement that specifically indicates the use of such will improve the medical condition of the family member. Once approved for installation the community manager will have the installation inspected to ensure it complies with safety requirements. Use Appendix G for request. Installation is at no cost to the government or PPV partner.

4022. TELEVISION ANTENNAS AND SATELLITE DISHES

1. Television Antennas. Residents have the option of indoor "rabbit-ear" antenna, or commercial cable service at their expense. Family housing will provide cable outlets into the house. Commercial cable service option is an individual business contract between the resident and the cable company. Roof mounted, "old style" TV antennas are not authorized.

2. Television, Satellite, and Internet Dishes. Installation of a personally owned 18" dish is considered on a case-by-case basis.

Policy and application form is shown in Appendix T. This form is available at and must be submitted via the community housing office. Written permission must be obtained prior to installation.

4023. FIXED AMATEUR RADIO OR CITIZEN BAND RADIO SYSTEMS. A written request for authorization must be submitted through the community housing office, appendix N, to Commanding General, MCB, Camp Pendleton (Assistant Chief of Staff, Communication and Information Systems). The request must include a copy of the Federal Communication Commission license, channel frequency, and a sketch of the antenna installation and location. Approval of requests and continued authorization to operate such equipment will depend upon proper licensing, proper design of installation, and compatibility with the electromagnetic environment and architecture. Amateur radio equipment will NOT be installed or operated without prior written approval.

FAMILY HOUSING REGULATIONS

CHAPTER 5

MAINTENANCE

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FAMILY HOUSING REGULATIONS

CHAPTER 5

MAINTENANCE

5000. POLICY. While there is a continuing requirement to reduce the costs of maintaining government housing, it is essential that the government's investment in the houses not be diminished by deferred or inadequate maintenance. Residents share with the government the responsibility for the upkeep and maintenance of their assigned house. Residents are responsible for the performance of routine maintenance, housekeeping and (where appropriate) grounds care. This is the same as would be expected of a prudent homeowner. However, when it appears there is potential danger to persons and property, or houses appear to be abandoned, neglected, or when contract repairs or scheduled maintenance work cannot be delayed, Director, Family Housing or PPV management, may authorize access to quarters without prior notice.

5001. CHANGE OF OCCUPANCY MAINTENANCE. Authorized maintenance representatives normally accomplish maintenance at this time. It includes adjustments to operating parts, minor repairs, and replacement of damaged or broken items where required, and interior painting when needed for structural protection.

5002. SERVICE CALLS. The maintenance for most housing sites is provided by maintenance personnel working for the Base. All pets must be secured before maintenance personnel enter the house. Maintenance service call appointments are available on a workload-permitting basis. Appointments will be made for AM or PM only - no exact time. When an appointment is scheduled for maintenance work and no one is available to give entry into quarters, the maintenance worker will leave a "No Home" card, see paragraph 5007.

5003. EMERGENCY MAINTENANCE. This is immediate threat to life, safety, health, security, property and essential utilities. Examples of emergencies include, but are not limited to, flooding, electrical shorts or shock hazards, open manholes, gas leaks, loss of area utilities, and sewage overflows. All emergencies must be called promptly to the 24-hours-a-day Maintenance Service Desk.

5004. PRIORITY MAINTENANCE. Other than emergency maintenance, but requires a response within a reasonable amount of time based on urgency and situation. Examples of priority calls include, but not limited to, commode stoppages, refrigerators not cooling, exterior doors will not lock, range, oven or major loss of cook top, loss of hot water, loss of utilities, smoke detector out of order, or malfunctioning furnaces. Response after normal working hours can only be provided for priority calls that absolutely cannot wait until the next regular working day.

5005. ROUTINE MAINTENANCE. All other work not considered an emergency or priority. Routine work will be performed based on the availability of labor and materials.

5006. APPLIANCE REPAIRS. All appliance repairs are the responsibility of the maintenance service personnel. Should an appliance require parts that are not readily available, and the appliance is non-functional, it will be replaced with a temporary, reconditioned, or a new appliance at the discretion of the government or PPV partner. Residents could be charged for improper use or abuse of appliances, which are due and payable within 30 days of receipt.

1. Residents are responsible for the proper care and cleanliness of household appliances furnished by the government or PPV partner. This responsibility includes reporting all necessary repairs and assisting the housing staff in ensuring that repairs are completed.

2. Some repairs are simple. Many times plugging in or properly cleaning the appliance will solve the problem, and remember that not all appliances run, sound, or work the same. The difference in age and how residents clean, maintain, and operate the appliance has a lot to do with its operation and service.

3. Before calling the service desk to place a work request on an appliance consult the trouble-shooting guide outlined in Appendix O. If after following these instructions the problem is still not solved, place a service call.

5007. ENTRY INTO OCCUPIED QUARTERS

1. Government and contractor employees are not authorized to enter an occupied unit to make repairs unless the resident or an adult representative is present. When an authorized repairman finds no one at home, a "No Home" card will be fastened to the door. The card will have a telephone number to contact to reschedule an appointment. In case of an emergency a responsible housing official will authorize repair personnel to enter and a two-person rule (i.e., two employees) will respond.

2. An alternate method to accomplish maintenance during the resident's absence is with a Permission To Enter (PTE). This allows Family Housing Maintenance personnel to enter the quarters unescorted. PTE will be for the sole purpose of making repairs as directed on the work order. Maintenance personnel will limit their access to only those areas requiring repairs. A PTE needs to be granted to the service desk on each occasion when the resident will be absent as circumstances in the quarters may change. It is absolutely essential that the resident granting PTE communicate this fact with all members of the family so they are aware PTE has been given. Pets need to be confined in another area of the quarters for the safety of the maintenance personnel and to prevent the animal from escaping outside. Under NO CIRCUMSTANCES will maintenance personnel enter quarters when a minor child is home alone. PTE is not appropriate for MCB, Facilities Maintenance Department personnel, or contract workers, as these agencies do not have keys to the quarters, nor will keys be loaned to them in order to perform work.

3. The community office will not provide keys of occupied units to contract workers. Contractors will arrange entry with occupants. This key rule is not applicable to PPV housing.

5008. SELF-HELP

1. All housing communities have a Self-Help Program. Residents are responsible to participate in the Self-Help Program by utilizing their time and skills to do repairs that will maintain the house and surrounding community. All work to be completed by a resident is self-help work. The cost for this work may be shared by the government, depending upon the availability of funds. The lack of an item (i.e., grass seed, lawn mowers, fertilizer etc.)

does not relieve the resident of the responsibility for proper ground maintenance.

2. The maintenance service desk will accept only requests for work that residents are not required to perform, or which is of an emergency nature. Questions as to whether a particular type of work is the responsibility of the resident or of the government should be referred to the Community Housing Office. Painting, alterations and repairs must have the prior approval of the Director, Family Housing. Residents may not perform electrical, gas, or any other repairs associated with utilities services.

3. Self-Help Project. Upon moving in residents will be provided information on the Self-Help Program. This will contain a list of required self-help work that can be performed by residents. Any residents wishing to perform work not on this list must get written approval from the Community Housing Office or the local maintenance shop. Approval for such work will be based on numerous factors including the knowledge and abilities skills of the person performing the work. Residents may be held responsible for damages caused during the accomplishment of self-help work. When deemed necessary, a family housing representative will accomplish inspection of self-help maintenance and repair work.

4. Self-Help Tool and Equipment Loaner Program. Basic lawn, garden tools and equipment are available to residents on temporary loan basis. Tools and equipment will be loaned only to Camp Pendleton housing residents and must be returned within the guidelines of the program. Residents will be held responsible for all tools and equipment damaged or not returned.

5. Prior to vacating, residents will be required to replace, as identified during the check-out pre-inspection, any self-help items in their home that need replacement. If self-help does not have those required items in stock, the resident will not be required to perform their replacement.

FAMILY HOUSING REGULATIONS

CHAPTER 6

RESIDENT HOUSEKEEPING AND MAINTENANCE

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FAMILY HOUSING REGULATIONS

CHAPTER 6

RESIDENT HOUSEKEEPING AND MAINTENANCE

6000. GENERAL HOME CARE AND MAINTENANCE. The following sections contain cleaning procedures and suggestions that could save money and effort. Most are common sense instructions and, if followed, will extend the life of appliances and enhance the appearance of cabinets, counter tops, grounds, and the house in general.

6001. GENERAL HOUSEKEEPING

1. Painting. Painting will be for the protection of the finish only, not for beautification, and will be accomplished by a service provider. Interiors are painted on an "as needed" basis during a change of occupancy. Requests for the painting of an occupied house through the self-help program should be made to the community housing office and approved on a case-by-case basis.

2. Floors. Floors should be cleaned with appropriate cleaners especially in heavy traffic areas. Do not wax wood floors. Vinyl or tile floors should be cleaned by damp mopping. Do not use wax, it is extremely hard to remove, and can damage the floor. Residents will be required to strip floors at the time of vacating if wax has been applied. If installing area carpet use proper padding underneath and do not use glue, nails or tacks.

3. Doors, Windows and Closets. Contact paper or adhesive items will not be affixed to any part of the house. Doors, windows and closets should be checked periodically. Loose screws should be tightened, hinges lubricated and minor repairs made to screen doors.

4. Window Coverings. To preclude damage to walls, all window coverings will be mounted using wood screws fastened to the wall studs. Blinds should be cleaned periodically with soap and water. All furnished window treatments must be properly installed, clean, undamaged and in good working condition upon vacating.

5. Wall Hanging Objects. Wall hangings should be limited to keep damage to a minimum. Heavy or large objects should be hung using appropriate type and size hanger. As a result of wall damage glue type hangers are not allowed. Residents will be required to restore all walls to the original condition upon vacating (i.e., patch holes, remove glue). Picture hooks are available at Self-Help and are rated by weight of the object.

6. Kitchen Cabinets And Counter Tops. All cabinets should be cleaned periodically of grease, food, and sticky material. For painted wood surfaces use a mild soap and warm water, or non-abrasive material. Do not set anything hot on Formica counter tops. Do not use counter top as a cutting board. Check cabinet handles and latches and tighten loose screws. Use loose-lay paper on shelves and in drawers. Contact paper is not permitted.

7. Sinks and Garbage Disposals. Check garbage disposal for foreign objects such as silverware, bottle caps, etc., before running. Do not, under any circumstances, put the following items into disposals: potato peels, corn husks or cobs, rice, bones, celery stalks, banana skins or other fruit peelings, grapefruit or watermelon rinds, or any hard, stringy, fibrous items that are not easily chopped by the blades.

a. Operation

- (1) Turn on cold water.
- (2) Turn on disposal.
- (3) Feed material slowly into the disposal.
- (4) Turn off disposal.
- (5) Wait 30 seconds.
- (6) Turn off water.

b. If the disposal should clog and stop revolving, turn it off immediately. Most disposals have a reset button. Press the reset button, run water and turn on the disposal. If the blades still do not revolve, turn off the switch and unplug the unit from the wall. Attempt to loosen cutting blades from the top with the handle of a

plunger, or a broom handle. Gently prod the cutter blades counter clockwise. NEVER put fingers in the disposal to clean it out and do not use lye or other drain cleaning chemicals. Plug in the disposal and follow operating instructions. If the disposal continues to fail, call the Maintenance Service Desk for repairs.

c. Never dispose of grease, fats, or oil in sink drains. Let the grease or oil solidify and dispose of it with regular garbage.

8. Dishwashers. If available, please read dishwasher instructions. To get the most effective performance from your dishwasher and conserve energy follow these instructions:

a. Load the machine to its rated capacity.

b. Pre-rinse dishes, pots and pans. Use only automatic dishwasher detergents (granule type) with phosphorus content of 8.0 percent or higher for best results. Do not use hand soap, laundry detergents, liquid detergents, or laundry enzyme products as they produce excessive suds. Do not overfill detergent dispenser and never put detergent directly in the tub. It may be necessary to vary the amount and brand of detergent to suit local water conditions.

c. A rinse agent is recommended to reduce water spots.

d. Ensure that there is adequate hot water and do not use your dishwasher while doing laundry, or when someone is using the shower. Before starting the dishwasher run hot water at the sink to clear the line of cold water.

e. In the event of dishwasher failure, check that the door is closed and latched, the water supply is turned on, and the circuit breaker is turned on. If service is necessary call the Maintenance Service Desk. Do not use the dishwasher door as a stepping stool to reach high cabinets.

9. Refrigerator. Remove dirt and dust from exposed coils and underneath the refrigerator quarterly. Clean interior and exterior as needed with mild detergent and warm water. Never use sharp instruments to defrost the freezer or loosen ice trays, punctures cannot be repaired. If the interior is punctured the resident

will be liable for the cost of replacing the refrigerator. If service is required, contact the Maintenance Service Desk.

10. Ranges, Ovens, and Range Hoods. Ranges are to be used for cooking and baking only, not for heating of the quarters. Clean periodically following manufacturer's directions for the type of oven in the house. Clean the grease that collects between the stove and cabinets, behind and under the range, and in the range hood and fan. Inspect the ventilator fan to ensure proper operation and to prevent fire hazard. If service is required contact the Maintenance Service Desk.

11. Bathrooms. Bathroom walls, tiles, tubs, commodes, etc., should be cleaned with a mild detergent or bathroom cleaner. Do not use acid, caustic or abrasive cleaners. Do not empty ashtrays, place sanitary napkins, paper towels, disposable diapers, coffee grounds, newspapers, etc., into commodes. If any foreign items clog the sewer system, you will be charged for repairs. If normal clogging should occur, use a plunger. If this does not remove the obstruction, call the Maintenance Service Desk. Check for leaks, loose screws on fixtures, commodes and showerheads, and replace when necessary. If the shut-off valve for the commode leaks or does not work, call the Maintenance Service Desk and it will be replaced. All plumbing problems beyond very minor ones must be referred to the Maintenance Service Desk.

12. Water Heaters. Residents should ensure that the pilot light is on at all times. If unable to light the pilot or if it continues to extinguish itself, contact the Maintenance Service Desk.

a. Ensure that the maximum water temperature does not exceed 140 degrees Fahrenheit.

b. Clean the heater and surrounding area of cobwebs, lint, and dust.

13. Heating Systems. The rated capacity of the heating system has been checked to ensure that living areas are a comfortable 68 degrees. Keep the door to the heater space closed at all times and do not use this space for storage. Do not block any openings or vents in the door, or heater return registers at the bottom of walls. Due to the burn danger children should not be permitted to play on or near these heating vents. If repair is required, contact the Maintenance Service Desk.

a. Thermostats are very delicate and must be handled and adjusted with care. The controls should not be changed frequently. When the house is being aired, set the thermostat to a lower temperature until all windows and doors have been closed. This will prevent unnecessary waste of energy.

b. During cold weather moisture (condensation) may appear on the inside of the windows and walls if the house is tightly closed. This moisture will run down the walls, stain floors, draperies, or personal effects. To prevent moisture build-up and mildew, slightly open windows on opposite sides of the room so that air can circulate. Keep the door closed so that the other parts of the house remain warm. The exhaust fan in the bathroom should be used for a short time after bathing to remove moisture. Should mildew develop, wash the walls with a 60/40% solution of bleach and water.

14. Electrical Systems

a. Light fixtures in all units are installed to provide adequate lighting. The use of light bulbs that exceed the wattage specified by the manufacturer on the fixture is unsafe and prohibited. The community housing office will ensure that all bulbs are operational at the time of the acceptance inspection. It then becomes the resident's responsibility to furnish and install light bulbs.

b. Exterior security lighting should be reported to the Maintenance Service Desk for repairs or replacement. Repairs of defective lighting fixtures or wiring will be performed by authorized maintenance service provider. At the time of vacating, it is the resident's responsibility to ensure that all bulbs are operational.

c. All circuits in housing are equipped with circuit breakers. In the event of a short, the circuit breaker will trip. Wait ten minutes for circuit breakers to cool off before resetting. If it trips again, check your unit for excessive loads (more than two items per receptacle) and unplug several items. If circuit breakers trip often, call the Maintenance Service Desk.

6002. PEST CONTROL. The resident and the Base share responsibility for pest control in family housing. The control of light to moderate infestation of cockroaches, ants, ticks, fleas, mice and other pests is not an unreasonable burden for the resident. Proper

sanitation is the most effective means for controlling many household pests. Self-Help has a variety of traps, baits, etc. available for minor control, however, if infestation is evident and pest control is needed, contact the Maintenance Service Desk.

1. Vermin Control. Poor housekeeping is the greatest cause of vermin infestation. Vermin such as roaches, ants, and mice thrive on left over food on kitchen counters, in cabinets, unwashed dishes, and a state of uncleanness. Keep the house neat and above all, clean of food residue. Place left over food in the refrigerator. Do not keep garbage in the house, dispose of it daily. Wipe up food and drink spills immediately. Clean cupboard shelves periodically, and cover or discard open containers or packages of food. Clean all cabinet drawers every three months with warm water. Dishwashers should be cleared of clean dishes, pots, pans, and silverware after washing. Do not leave dirty dishes in the dishwasher overnight. At the first sign of vermin activity, go to Self-Help and pick-up a vermin control product. Should the above measure fail and the problem escalate, contact the Maintenance Service Desk.

2. Bees, wasps, hornets. Residents should watch for swarming or stinging type insects. These insects tend to build nests and hives under roof overhangs or in tight spaces such as drain pipes. Identification of such hives and nests should be reported to the community housing office. They will contact pest control to have the hive removed.

3. Snakes. Southern California is home to several species of poisonous and nonpoisonous snakes. Snakes are very dangerous and should be avoided at all costs. It is a violation of state law to kill a snake as they help control the population of other animals such as field mice. If a snake is sighted, immediately step away from it, watch where it goes, and attempt to contact the Base Game Warden. The Game Warden will relocate the snake from the housing area at government expense.

6003. CARE OF GROUNDS AND YARDS

1. Grounds Care Maintenance by Contract. In some multi-family housing units and PPV housing, grounds maintenance may be provided, which the care of all trees, shrubs and ground cover is under contract. There are, however, some condominium and townhouse units with private yards.

Residents residing in this type of unit will be responsible for the maintenance of their yard area.

2. Grounds Care Maintenance by Residents. Residents of housing areas that are not maintained by contract must maintain their own yard. The property line for those residents is half the distance between their unit and their neighbor's, or from their unit to a natural boundary line, (i.e., hill, canyon, government fence or property line, sidewalk, roadway, shoreline or other designated boundary line) to a maximum distance of 50 feet. This maintenance includes all hedge pruning, flowerbed weeding and maintenance, and care of all grass areas and ground cover. Residents may also trim their trees to a reasonable height for shade, and remove any dead branches or safety hazards caused by low growing tree limbs. The following grounds maintenance standards apply:

a. Mowing. Lawns will be kept neat and orderly by mowing as often as necessary (usually once a week) to maintain the height of grass within the range of one to three inches. Clippings must be raked or swept from the lawn area and concrete walks. Do not sweep or wash clippings into the street or gutter.

b. Edging. A neat, clean edging along walks, driveways, planters and flower beds will be maintained. Edging should normally be performed at least once every two weeks, but should be determined by the rate of encroachment or growth of grass. Scalloping effects and unsightly gullies between lawn and walks should be avoided. Edging cuts should run parallel to the edge of the walk.

c. Cultivating Of Flowerbeds. The width of flower, shrub, and planter beds should not exceed four feet and should be confined to the spaces adjacent to quarters or fences as approved by your community housing office. Appropriate ground cover plants may be planted in beds beneath shrubs to avoid unnecessary tillage.

d. Pruning and Trimming. Shrubs and hedges around the house will be pruned and trimmed at a frequency required to maintain a neat, attractive appearance, and prevent encroachment upon structures, utility boxes, etc. Hedges located in front of windows will not be taller than the lower sill on the window. Hedges located at intersections or adjacent to streets shall not exceed three feet in height. All other hedges shall not exceed five feet in height. Residents having private yards or other responsibilities for yard care will care for all plantings except trees. Trimming

trees over 15 feet tall throughout all housing areas will be performed by service providers and is not considered a resident responsibility.

e. Watering. Grounds will be watered within current conservation guidelines, preferably early morning or late evening. Watering in any given area is not to exceed 30 minutes at one time. Continued sprinkling after the ground is saturated will cause erosion and lawn damage.

f. Raking. Grounds will be raked as often as necessary to keep the area free of leaves, litter, etc. Raked leaves should be placed in plastic bags. Cuttings must be tied in bundles and placed neatly at the curb alongside trash cans.

g. Vines. Climbing vines such as ivy, clematis, honeysuckle, bougainvillea, pyrocantha, etc., may not be planted close to the house or other structures. Residents will be required to remove such vines or will be charged for the removal.

h. Flowerbeds. Residents have two options. The first is to plant grass in the flowerbeds and maintain in accordance with mowing and edging standards. The second option is to plant and maintain flowers and appropriate shrubs in flowerbeds. In such instances the width of the flowerbeds may not exceed four feet. Width must be standard for all contiguous flowerbeds. Flowerbeds must be kept free of weeds. Upon vacating, flowerbeds must conform to these standards or they will have to be removed and grass planted.

i. Common Areas. Authorized housing service providers will maintain ground areas, which are considered common areas. You may not plant any vegetation within these areas without the prior written approval of your community housing office. You are required to keep ground areas free of debris, toys or other obstacles for safety and to facilitate grounds care.

j. Grounds Inspections. Housing representatives inspect grounds on a weekly basis to ensure compliance with base grounds maintenance, health, and safety standards contained herein. When a yard does not meet the required standards, a Housing Area Inspection Form, Appendix P, is issued to the resident. Repeated violations will be handled in accordance with paragraph 2010 of this order.

6004. STORAGE/GARAGES

1. Stairwells and Balconies. Residents at two-story multiple are responsible of keeping stairwells and balconies free of trash and debris. Storage of trash containers, plastic bags and recyclables are strictly prohibited on stairwells or on balconies. Trash containers will be stored in designated areas only.
2. Storage spaces/garages will not be used for purposes other than storage of personal property and furniture, or garaging of vehicle. Use as a clubhouse, meeting room, playroom, doghouse or sleeping area is prohibited.
3. Residents assigned garages and/or storage sheds must keep the garage or shed door closed and locked. The government does not guarantee that garages, sheds or storage rooms are waterproof; consequently, storage of items in these areas is at the resident's own risk. Carports are to be used for the parking of transportation vehicles only.
4. All storage spaces will be kept neat, clean, and free of any possible safety or fire hazard. Refrigerators and freezers stored by residents must be padlocked closed, or have the lock disassembled, and stored in such a manner they cannot be entered by a child (store with door securely against a wall).

6005. YARD OF THE QUARTER PROGRAM FOR FAMILY HOUSING. The program will be conducted in accordance with BO 11101.39.

FAMILY HOUSING REGULATIONS

CHAPTER 7

UTILITIES AND ENERGY CONSERVATION

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FAMILY HOUSING REGULATIONS

CHAPTER 7

UTILITIES AND ENERGY CONSERVATION

7000. GENERAL. Everyone is expected to conserve utilities to the maximum extent possible. Utilities provided by the government must not be wasted or misused. Conservation of energy is everyone's responsibility. Residents are expected to take the same precautions in using these resources as if they were personally paying for them. Repeated violations concerning waste of utilities will be the basis for termination of housing. The following guidelines are provided to assist in the conservation of utilities.

7001. ELECTRICITY. Past surveys show insufficient reserve of electrical generating capacity has resulted in a limited supply of electrical power during the summer months. Residents are requested to reduce consumption during peak demand periods from 11:00 A.M. to 5:00 P.M. and observe the following conservation methods whenever possible.

1. Avoid the use of washers and dryers during the peak use period.
2. Lighting intensities in houses will not be higher than the design or authorized standard.
3. Turn off lights and appliances that are not in use. Use porch lights only when required. Ensure they are off during daylight hours.
4. Do not use multiple (two or four way) plugs as overloading of outlet capacities may result. The use of surge-protected multiple outlet devices is authorized. Maximum recommended wattages or amperage should not be exceeded in light fixtures or appliances.
5. Camp Pendleton is located in a moderate temperature climate zone, and privately owned air-conditioners are NOT authorized for use except with permission from the community housing manager based on medical documentation.
6. Spas, hot tubs, and Jacuzzis are prohibited in family housing.

7002. GAS. Reduce consumption of gas wherever possible. Report all gas leaks immediately.

1. Heater thermostats will be operated in a range not to exceed 68 degrees during the day and 55 degrees at night. When quarters are being heated, doors and windows must remain closed.

2. Gas furnaces and ranges should burn with a blue flame. The presence of a yellow flame indicates incomplete combustion and consequently a waste of fuel. Some furnaces and ranges have a spark ignition system. Do not attempt to light this type of system as it could cause an explosion. If your furnace or range needs repair or adjustment, contact the maintenance service desk.

7003. WATER. Over 90 percent of our water is from wells located at Camp Pendleton and is one of our most precious resources. The following are some helpful conservation hints:

1. A slow leaking faucet could waste between 50-75 gallons of water per month. Faucets should be closed tightly to prevent dripping. It is the resident's responsibility to repair minor leaks or report them to the maintenance service desk.

2. Water will be conserved when bathing, laundering and doing dishes. Water should not be allowed to run continually while rinsing dishes, etc. All housing units have been equipped with water saving showerheads. Do not remove these devices.

3. Over watering lawns is wasteful. To reduce evaporation, the most effective time for watering is before 0900 or after 1700, and should not exceed 30 minutes per area. Sprinklers should water the lawn and not the sidewalk or street.

4. Use a bucket when washing cars. Do not turn on the hose and leave it running. All hoses will have positive control nozzle shut offs.

5. Continuously running commodes are generally caused by a poorly seated flapper valve or improperly adjusted tank float. In order to correct this problem, lift the tank lid. If the water is running into the overflow tube, slightly bend the copper rod holding the tank float in a downward position. If the water is

running into the commode, check the seat of the flapper valve. If it requires replacement, call the maintenance service desk.

6. Report any leaks or any unusual exterior leaks that may occur around meters, sprinkler heads, water shut-off boxes and exterior water faucets to the maintenance service desk.

7. No pavement watering or driveway washing is permitted. All driveways and walkways should be swept.

8. Use of small children's wading pools is permitted. Dump water on lawns after use. Never leave pools unattended. Water slides that use continuously running water are not permitted.

7004. ENERGY CONSERVATION TIPS WHILE ON VACATION

1. Turn hot water heater setting to "pilot" or "low".

2. During winter months keep heater thermostat off when away from the house.

3. Reduce refrigerator setting to a lower setting and remove perishables such as fruit, vegetables, etc.

4. Have all leaky faucets and commodes repaired before leaving.

5. Turn electric blankets "off".

6. For waterbeds, turn the heating pad to a low setting (70 degrees).

7. Because of power fluctuations in the system, you should disconnect all electrical appliances (i.e., computers, televisions, VCR, clocks, etc.) to prevent power surges to sensitive electronic equipment.

7005. TELEPHONE. Telephone service is a resident responsibility. Your phone company may install additional telephone outlets and lines after obtaining approval from the community housing office. Should you lose service, you must first ensure that the telephone is not the problem and that service is not disrupted as a result of a telephone malfunction. All malfunctions that are located inside

the house are the responsibility of Family Housing. Report telephone problems to the maintenance service desk. If they are unable to complete the repair you will be given a Telephone Repair Request Form, Appendix Q. Contact the community housing office prior to contacting the phone company for repairs. The charges for repairs done by the phone company will be billed to the resident. All authorized repairs are reimbursable. Submit your request for reimbursement to the community housing office. Any repairs made without approval from the community housing office first, are not reimbursable.

FAMILY HOUSING REGULATIONS

CHAPTER 8

CERTIFIED COMMERCIAL FAMILY QUARTERS CLEANING PROGRAM

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FAMILY HOUSING REGULATIONS

CHAPTER 8

CERTIFIED COMMERCIAL FAMILY QUARTERS CLEANING PROGRAM

8000. GENERAL. The Certified Commercial Family Quarters Cleaning Program, here after referred to as the Pay and Go (PAG) Program, enables residents to contract the services of a private, commercial cleaning service to accomplish the final cleaning and final checkout inspection of government family quarters without the required presence of the resident. This service is not mandatory to check out of government housing. It is an option for the military member for convenience. This program does not apply to PPV housing.

8001. INFORMATION

1. Residents may accomplish the cleaning of their government quarters themselves or employ commercial cleaners. Any arrangement for commercial cleaning is a private business contract made between the resident and the vendor. Residents may engage the services of a commercial cleaner that is not certified under the PAG, however residents must be present to conduct the final checkout inspection if a non-certified commercial cleaner is used.
2. The PAG program enables a resident to select a commercial cleaner from a list of certified cleaners or cleaning services who are authorized by the Director, Family Housing to complete final cleaning and terminal checkout inspection without the presence of the resident.
3. Commercial cleaners who wish to participate in the PAG must complete the application, Appendix R, in addition to a work certification review process.
4. Cleaners may be removed from the list of certified cleaners for cause by the Director, Operations, Family Housing Department. Appeals of removal of certification must be submitted in writing to the Director, Family Housing.
5. Failure to meet standards, established in Appendix B, would cause payment to be withheld from the contracted cleaner. If after due process, normally one re-inspection of quarters, standards

established in Appendix B are not met, the certified payment instrument may be returned to the resident who initiated the instrument.

6. The Family Housing Office will not endorse or recommend a specific certified cleaner.

7. Door-to-door, or telephone soliciting, by certified cleaners is prohibited. Venders may post a business card at the Community Housing Office.

8. Certified cleaners will be allowed two working days from the day keys to the quarters are provided, to complete quarters cleaning. Final inspection will be conducted on the third working day.

9. Requests for extension of cleaning time must be fully supported and submitted in writing to the Community Housing Office.

10. The Community Manager has the right to deny a resident the privilege of using the PAG program if there are questionable conditions existing regarding the assigned housing unit.

11. Under the PAG, the Family Housing representative is a witness to the contract to pay for quarters cleaning, and a temporary repository for the certified instrument until payment is made. Resolution of any dispute of nonpayment for failure to meet prescribed standards, will be initially attempted by the Family Housing Office and the cleaner, or cleaning service involved. If any dispute cannot be resolved, the certified instrument of payment will be returned to the former resident for resolution with the cleaner or cleaning service.

12. The Family Housing Office will provide Appendices B, R and S to all interested parties upon request. Additionally, the Director, Family Housing will certify cleaners and cleaning services that submit applications and meet cleaning standards established in Appendix B. The community housing office can provide a list of cleaners and cleaning services certified under PAG.

8002. RESIDENT ACTIONS

1. Schedule a preliminary inspection with the Community Housing Office when the intent to vacate government housing is given. The preliminary inspection will assess the general condition of the

house and provide guidance on steps necessary to complete checkout and reestablishment of allowances.

2. Schedule a Resident's Final Inspection with the Community Housing Office. At the time of the resident's final inspection, quarters must be vacant, self-help items must be completed, floors must be swept or vacuumed, trash cans must be empty and rinsed out, and all non-government property, to include trash, removed. Resident must be prepared to settle any charges for rent or damages owed the government.

3. At least five working days prior to the resident final inspection, deliver the Certified Commercial Family Quarters Cleaning Contract, Appendix S, and the payment in the form of a cashier's check, money order or other certified instrument, payable to the certified cleaner, to the Community Housing Office. A Community Housing Office representative will sign for receipt of contract with payment attached. Incomplete contracts will not be accepted.

4. When the resident's final inspection is completed the service member may relinquish keys to the quarters, at this time the period of occupancy is ended, housing allowances will be authorized from that date, and the member will be authorized to depart government quarters.

8003. CLEANING SERVICES ACTION

1. Submit the completed Application for the Certified Commercial Quarters Cleaning Program, Appendix R to the Director, Family Housing. Application must include proof of completion of two quarters cleaned on Camp Pendleton where work has been reviewed by a representative of Family Housing and certified to meet the standards established in Appendix B.

2. When contracted by a resident, complete the cleaning contract at Appendix S, and agree to the cost of cleaning, acceptable method of payment, and dates of resident final and cleaner final inspections. Resident is to deliver completed contract to Community Housing Office in accordance with paragraph 7002.1 of this Order.

3. Be present at resident final to accept keys and verify condition.

4. Agree to accept responsibility for house cleaning and final checkout inspection prior to receipt of payment.
5. Agree to meet cleaning standards, as established in Appendix B, prior to demand for payment.
6. Provide proof of carpet cleaning at time of cleaner inspection. A professional, certified carpet cleaning company must be used to clean all carpets.
7. PAG certified cleaners are to provide their own cleaning materials.
8. Upon successful completion of the final checkout inspection by the certified cleaners, remit the certified payment instrument to the contracted cleaner.

FAMILY HOUSING REGULATIONS

CHAPTER 9

FAMILY HOUSING REFERRAL PROGRAM

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FAMILY HOUSING REGULATIONS

CHAPTER 9

FAMILY HOUSING REFERRAL PROGRAM

9000. PURPOSE. The housing referral program's purpose is to assist military families and Defense Department employees in locating suitable civilian housing which is available to all personnel regardless of race, color, creed, national origin, religion, age, sex or marital status.

9001. POLICY

1. Commanders shall ensure that all personnel with PCS orders to Camp Pendleton report to the Housing Referral Office as part of their check-in process prior to executing any commitment for private housing. When issuing or endorsing PCS orders, commanders shall include the following statement on the orders: "Before making any rental or lease agreement or purchasing a home, you shall report to the local housing referral office to the installation to which you are assigned."

2. Every effort shall be made to obtain the maximum number of available suitable listings of property within the commuting area. Continuous liaison with real estate interests and community agencies concerned shall be maintained to inform them of military housing needs, encourage open housing for military personnel, and stay abreast of housing activity in the community.

3. Before referring prospective tenants, available dwelling units for rent or sale will be verified, and a clear understanding reached with owners or managers as to current rental policies, practices and rates.

9002. HOUSING REFERRAL SERVICES

1. As a minimum, the housing referral office will offer the following services:

- a. Nondiscriminatory listings of rental and for sale housing.
- b. Counseling for applicants on the Equal Opportunity in Off-Base Housing Program.

- c. Counseling for applicants regarding the Set Aside Program.
 - d. Assistance in resolving tenant/landlord disputes.
 - e. Preliminary inquiries to validate housing discrimination complaints.
 - f. Liaison with community, government officials and organizations.
2. Each housing referral office shall compile information concerning schools (public, private and parochial), recreational facilities, churches, and other facilities and services in the geographic area and assemble this information as handout material to personnel seeking off-base housing.
3. Discrimination complaints in off-base housing will be screened for validity. Should the preliminary screening prove valid, the case will be referred to the local housing authority in the city where the incident took place. The housing referral office will monitor the case until resolution is complete. Complaints of off-base housing problems, other than discrimination, from military personnel or from owners and managers of off-base housing facilities, must be immediately investigated for validity. When complaints are of a serious nature or when there are indications that the command should become involved, the facts shall be reported to the service member's command for further investigation and necessary action.

9003. STANDARDS OF CONDUCT

1. Residents. It is extremely important that military personnel and their dependents maintain exemplary behavior in conducting business transactions, meeting obligations, safeguarding private property, and practicing good housekeeping techniques in order to enlist strong community support for resolution of our off-base family housing problems. Military families are expected to abide by local laws and ordinances and provisions of rental/lease agreements, which are binding contracts. They will extend the same respect toward local citizens and their property, as is required while living in government controlled housing.
2. Landlords. Landlords listing properties with the housing referral office are required to complete a form on which they agree

to make their unit available to all service members regardless of race, color, creed, national origin, religion, age, sex and marital status. A complete description of the property is required, as well as specific rental policies. The adherence by both landlord and military residents to the provisions of rental/lease agreements should be instrumental in promoting harmonious relationships between owners and residents.

9004. SET ASIDE. The Set Aside Program is designed to provide military families affordable off base housing. All military personnel, married and single, (except Coast Guard) in receipt of BAH, may participate in this program. Camp Pendleton has entered into agreements with certain property managers for the program. The service member is required to pay rent by allotment, which is initiated in the Family Housing Office. The term is a one-year lease. There are no up-front fees such as security deposit and credit check fee. However, if a pet deposit is required the service member must pay that in advance. The security deposit is equal to one month's rent that is paid at the end of the term with one additional month's allotment. A service member may not be turned down for poor credit, but may be turned down for poor rental history. To participate in the Set Aside Program, the service member must have at least 13 months remaining on active duty in the Camp Pendleton area. (Note: The Set-Aside program has been temporarily discontinued as of 1 October 2003 due to consistent availability of on-base housing and need to maintain occupancy in PPV housing. Families already enrolled in the program are grandfathered. If housing on base becomes critical, the Set-Aside program can be resumed at the discretion of the Director, Family Housing with approval from the Commanding General, MCB, CamPen).

FAMILY HOUSING REGULATIONS

CHAPTER 10

ASSIGNMENT, ADMINISTRATION AND OPERATION OF MOBILE HOME PARK

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FAMILY HOUSING REGULATIONS

CHAPTER 10

ASSIGNMENT, ADMINISTRATION AND OPERATION OF MOBILE HOME PARK

10000. GENERAL. The San Onofre Mobile Home Park, Marine Corps Base, Camp Pendleton is a unique living environment aboard the base.

10001. SPACE RENTS AND CHARGES

1. Charges for space rental are based on maintenance, operation and construction costs.

2. Monthly rent will be paid in advance by personal check or money order. Rent is due on the 1st of each month and will be considered delinquent if not received by close of business on the 10th. A late fee will be assessed in the amount of \$25 dollars.

3. Payments will be made at the San Onofre Community Housing Office. Accounts delinquent over 30 days will be cause for termination of assignment and removal of the mobile home at the owner's expense.

10002. APPLICATIONS. Application will be made at the San Onofre Community Housing Office in accordance with paragraphs 2003 through 2005 of this Order.

10003. PROOF OF OWNERSHIP

1. Before moving into the mobile home park, the applicant must show proof of registered ownership. Escrow papers, title, registration, or a sales contract in the applicant's name with proof of loan approval are considered items that will substantiate ownership. When a bank or dealer processes the sale, escrow papers, or sales contract with loan approval are usually the only proof needed to show a transfer is taking place.

2. Applicants must provide a copy of the temporary registration to the San Onofre Community Housing Office. Permission will then be granted to move aboard the Base. Within 60 days, the new owner will receive a California Registration for the mobile home. A copy

of the registration will promptly be submitted to the San Onofre Community Housing Office.

10004. ASSIGNMENT OF MOBILE HOME SPACES. In addition to paragraph 1006, the following will apply.

1. Personnel given a firm assignment will not be displaced, provided proof of ownership or pending ownership is on file with the San Onofre Community Housing Office.
2. Assignment can be made if a mobile home is being delivered or built and either a government bill of lading or a commercial shipping document can be shown which indicates the arrival of the mobile home. The applicant assumes responsibility for the space from the date of assignment. If a person accepts a space, that person must maintain the space and the grounds around it. During this period of time, the prospective resident is responsible for payment of the space rental. Movement of mobile homes within the park must be accomplished during daylight hours.

10005. TERMINATION OF ASSIGNED SPACES. In addition to paragraph 2012 the following applies:

1. Assignment to a space will be terminated upon transfer of the sponsor from Camp Pendleton; Marine Corps Recruit Depot, San Diego; Marine Corps Air Station, Miramar and the Naval Weapons Station, Fallbrook Annex, Fallbrook, California.
2. The vacating resident must be present at the time the mobile home is moved from the assigned space. Residents will be required to comply with all vacating procedures listed on the vacating notice.
3. Voluntary termination of assignment and sale of the mobile home in place must be executed by the eligible member or a spouse with appropriate and explicit Power of Attorney. Spouse, other relatives or members of the command without the appropriate Power of Attorney cannot execute purchase documents or sale documents, move-in or move-out documents on behalf of the sponsor.
4. The final date and time to vacate, as agreed to by the resident and evidenced by his/her signature, will become a firm commitment to terminate. This date will be used to reassign the space. Any

changes to the termination date (for valid reasons) must be made with the San Onofre Community Housing Office at least five days prior to the final inspection.

5. Upon receipt of official orders, or for other reasons that would cause the resident to become ineligible to occupy a mobile home space at Camp Pendleton, the residents will report to the San Onofre Housing Office to complete appropriate termination of assignment documents.

6. The individual will establish with concurrence of the Housing Office, the termination of assignment date, which is the date that the member's responsibility for the space is terminated and reassignment can follow.

7. Based on the termination date, the San Onofre Housing Office will schedule a preliminary inspection of the space to take place at least 15 working days prior to the termination date. This inspection will determine the maintenance work and other actions to be completed prior to the next assignment. Advice and instructions will be provided to the resident at this time along with establishment of charges for damages, if any, caused by the resident.

8. Each resident terminating assignment to spaces will be issued a Termination of Assignment to Government Quarters Form. Satisfactory arrangements must have been made to reimburse the government for all costs for damages incurred.

9. All equipment and household items (i.e., refuse containers, etc.) must be accounted or paid for.

10006. SALE OF MOBILE HOME IN PLACE

1. Residents desiring to sell their mobile home in place must submit a letter to the San Onofre Community Housing Office requesting to do so at least 45 days prior to discharge or detachment date. The mobile home will then be inspected within 15 days to ensure the home is structurally sound and maintained in a safe and acceptable condition. Sellers will be advised if the home meets the required standards. If not, sellers will be notified of improvements required to bring the mobile home up to proper standards in order for the home to remain in the park. Residents

may sell their mobile home to any qualified military member who is eligible for assignment to the park.

2. When approval is given, the sale may proceed. The buyer of a mobile home will not be permitted to occupy the home until the execution of the sale is completed and proof of registration is furnished to the San Onofre Community Housing Office.

10007. MOBILE HOME REGISTRATION

1. All mobile homes on Camp Pendleton must be registered with the Department of Housing Community Development (HCD) according to California State Law.

2. Most financial institutions will not finance mobile homes that do not have a HCD number. Therefore, one must be obtained by the current owner prior to selling.

a. An HCD number is put on by the manufacturer, and can be found on a metal plate or decal near the front door. Doublewide mobile homes have two HCD numbers. If for some reason the mobile home does not have an HCD number the owner must make arrangements with San Diego County Tax Office for an inspection to get the HCD number.

b. Resale of Mobile Home. The new buyer must send the HCD number and the "Pink Slip" (obtained from lender if mobile home's is fully paid for) to the San Diego County Tax Office to change the registration to their name.

3. The HCD office will issue an 8 x 10 form with trailer's description, which will serve as a registration.

4. Personnel residing in the Mobile Home Park must provide the San Onofre Community Housing Office with the HCD number. The San Onofre Community Housing Office will then ensure that any person selling a mobile home has an HCD number listed.

5. All new owners (California residents and nonresidents) are required to file appropriate tax forms with the San Diego County Tax Office.

10008. MOBILE HOME STANDARDS

1. Standard size limitations are 14 ft. X 70 ft. (including the length of the tongue) for singlewide and 24 ft. x 70 ft. for doublewide mobile homes. Homes must be maintained by the owner in good state of repair. Lot sizes in the original park are 3,500 sq. ft. for singlewides and 5,525 sq. ft. for doublewides. Square footage of lots in the area completed in 1986 is approximately 3,264 sq. ft.
2. Skirting. Skirting is required and must be commercial type and constructed of aluminum or other fireproof metal. Approval of the Manager, San Onofre Community Housing Office is required before installation. Skirting must be installed within 30 days of occupancy of space.
3. Entrance steps, stoops, landings and decks. All steps, landings, decks and other means of access to the mobile home shall be constructed in a sound and safe manner. Any entrance platform shall have protective railings if the platform is 18 inches or more above ground. To provide safety, all steps will have hand rails.
4. Smoke Detectors. Mobile homes must have properly installed and functioning smoke detectors at all times.
5. Patios/Covers. All patio covers must have approval from the Housing Office prior to installation.
6. Fences. Fences will comply with paragraph 4002 and Appendix H.
7. Storage Units. Each mobile home is allowed one privately owned storage shed in addition to the one provided by the government. It must be constructed of approved materials and should not be purchased before contacting the housing office. The maximum size allowed is 7 ft. by 9 ft.
8. Exterior Storage. Storage of bottles, paint cans, trunks, boxes, or any equipment around or under mobile homes is prohibited by the Health and Safety Code of the State of California. This includes the installation of freezers, appliances, or upholstered furniture outside the mobile home.

9. Maintenance. Residents are responsible for the maintenance of their own mobile home. The government is responsible for the fixtures and a slab for utility hookup, exterior sanitation, etc. Additionally, the government is responsible for the utilities service up to the service connection point.

10. Parking. Residents with more than one car may park in designated parking areas only. Campers, small utility trailers, boats, etc., must be stored in the Recreational Vehicle Park. Unregistered vehicles or vehicles in a non-operable condition will not be parked in driveways or on streets.

11. Laundry Facilities. Marine Corps Exchange operated laundries are available in the park. All machines are to be cleaned after use and all debris placed in proper containers or removed from the premises. Umbrella type clotheslines are permitted. Hanging laundry or clothing on porches, patios and other such areas is prohibited.

12. Utilities. Each mobile home site is individually metered for gas and electricity. Direct arrangements for hookup and services will be by the resident with San Diego Gas and Electric Company. The utility company will charge a fee for this hookup and monthly usage directly to the residents. Water and sewage hookup/disconnect will be inspected by Family Housing upon assignment and termination.

13. Telephone. Residents are responsible for making arrangements for the installation of telephone service.

14. Insurance. Insurance for personal property is not provided by the government. In order to protect your investments, residents are strongly urged to obtain coverage for personal property.

15. Self-Help. MHP residents may use the self-help program per paragraph 5008 of this Order.

10009. RESPONSIBILITY. Residents assigned space in the mobile home park are responsible for:

1. All expenses related to moving aboard, placement in the park, connections and other expenses associated with setting up a mobile home.

2. Monthly utility fees (electric, gas, telephone, cable television) are resident responsibilities and are charged directly to the resident.
3. Maintenance and upkeep of the mobile home to include skirting, decks and awnings.
4. Maintenance and upkeep of the space, (i.e., grass cutting and general yard maintenance).
5. Mobile Home park residents are governed by and held responsible for adhering to the rules and regulations outlined in this Manual pertaining to occupancy of family housing.

FAMILY HOUSING REGULATIONS

APPENDIX A

RETENTION OF QUARTERS HOME VISIT

1. A home visit was conducted on the government quarters indicated below. The following items were noted and discussed with the resident at that time:

a. Damage to government quarters:

b. Condition of yard:

c. Other topics presented by the resident:

SAMPLE

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX B

INSPECTION CHECKLIST FOR VACATING FAMILY HOUSING

Name (Last, First, MI)			Date
Quarters Address		Rank	Social Security Number
Scheduled Checkout Time and Date			
<p>The below checklist is provided as a guide to assist you in preparing your quarters for final checkout inspection. Re-inspections are a waste of time, money and manpower. Your cooperation is appreciated. Your Community Housing Representative will provide guidance and answer any questions you may have.</p>			
PASS	FAIL	ITEM	INSTRUCTIONS
<input type="checkbox"/>	<input type="checkbox"/>	RANGE	Must be thoroughly cleaned, free of all carbon and grease. Remove spiders, lift top, remove burners and clean under all stationary parts. Use a good degreaser or liquid cleaner with ammonia for best results. Use good commercial oven cleaner for inside range oven, according to label directions. Remove racks, sides, and bottom. Take broiler out and clean all parts inside broiler section. Ask assistant who does "preliminary" for instructions on taking range apart. Do not field strip your home appliance. Each model has slight variations. When you have used cleaner and still have carbon left. Use 00 emery paper, and press lightly so as not to remove the finish. Do not clean parts in tub or dishwasher. Do not hose down range. Do not use oven cleaner on exterior or aluminum parts. Re-assemble range for inspection.
<input type="checkbox"/>	<input type="checkbox"/>	REFRIGERATOR	Defrost and clean thoroughly. Remove shelves, crisper drawers and clean all sides. Kick plate and drip pan should be removed, cleaned and replaced. Rubber gaskets around doors should be pulled open and all ridges cleaned. Pull refrigerator away from wall and clean all sides, walls and floor. Dust off coils on backside. Clean backside of shelf holding bars. Return to spot and reset on lowest temperature, and plug in.
<input type="checkbox"/>	<input type="checkbox"/>	REMOVE ALL EXHAUST FANS	Remove fan cover and filter. Remove all grease and dirt from all fan blades, using a good degreaser. Wash filter thoroughly in hot soapy water. Filters may be washed in dishwasher. Ensure complete removal of grease (range fan). <u>Do not get main motor housing wet.</u>

FAMILY HOUSING REGULATIONS

<input type="checkbox"/>	<input type="checkbox"/>	DISHWASHER	Run full cycle without dishes, using either 1 cup lime-a-way or vinegar. This will remove film caused by soap and minerals in water. Wash down. Remove water level control in bottom (looks like inverted cup), let stand in cleaning agent and scour to remove any residue buildup. Wash exterior with water and soap. Wipe down to remove spotting. Clean gasket around door, but do not remove gasket. Remove lower panel and clean. Remove any build-up from sprayer arm and soap dispenser. Do not clean heating coil.
<input type="checkbox"/>	<input type="checkbox"/>	GARBAGE DISPOSAL	Be sure no residue is left standing in disposal. If rubber gasket can be removed, clean and put back, or if stationary-type, wash off with warm soapy water. Wipe down exterior of unit. Disposal must be clean of debris, by putting one tray of ice cubes in disposal and turn on disposal and a little water. The ice will knock down most debris inside. One half (1/2) cup of bleach can be used to deodorize disposal.
<input type="checkbox"/>	<input type="checkbox"/>	DISHWASHER/ AIR VENT/ SINK	Located on the upper right hand side of sink. Remove metal or plastic cap, (do not unscrew pipe under cap), clean inside and around outside of threads and reinstall.
<input type="checkbox"/>	<input type="checkbox"/>	CABINETS	Remove all shelf paper and glue residue, if present. Clean inside, outside, handles and knobs with a mild detergent and warm water. Inner edges of drawer facings should be cleaned of accumulated dirt and crumbs. Clean floor area under drawers in kitchen. Do not apply any wax after cleaning cabinets. The back wall portion is part of the cabinet. Solvent and abrasive materials should not be used on cabinets.
<input type="checkbox"/>	<input type="checkbox"/>	WINDOWS	Must be cleaned inside and out. All frames and sills must be clean. In two story units, upstairs removable windows must be cleaned in the same manner. Make sure all tracks are clean and free of foreign matter. Do not forget to clean under window handles.
<input type="checkbox"/>	<input type="checkbox"/>	DOORS, DOOR FRAMES AND CLOSETS	Must be washed down completely. This includes tops of door casings and doorknobs. Remove all visible fingerprints, black marks, crayon or writings from the doors and doorframes.
<input type="checkbox"/>	<input type="checkbox"/>	SCREENS	Window screens and sliding screen doors must be washed with a brush. Frame around sliding screen door should be free of fingerprints. All tracks on sliding windows must be free of dirt. Utilizing a small brush, loosen dirt and vacuum. Then wipe with a damp cloth. Put screens back in windows after cleaning. Screens must be free of holes, tears and damaged frames.

FAMILY HOUSING REGULATIONS

PASS	FAIL	ITEM	INSTRUCTIONS
<input type="checkbox"/>	<input type="checkbox"/>	BATHROOM	Plumbing fixtures, including washbasins, tubs, toilet bowls and tank inside and out, medicine cabinets, soap dishes; showers and ceramic tile must be thoroughly cleaned. Fiberglass tubs and sinks must be cleaned with a good liquid cleaner. <u>Not abrasives</u> . Shower doors on tub enclosures can be "popped off" metal tracks for more accessible cleaning. Remove all shampoo and soap buildup. All water spots must be removed from chrome fixtures. All surfaces should be rinsed and dried. Do not use acid on anything in the kitchen or bath.
<input type="checkbox"/>	<input type="checkbox"/>	WALLS	Bathrooms with wall coverings can be wiped off with a liquid cleaner and warm water. Re-wipe with clear water.
<input type="checkbox"/>	<input type="checkbox"/>	WALL AND PAINTED CEILINGS	Remove nails from all walls after checking with Housing Representative. Do not remove ceiling hooks. Holes may be patched after receiving instructions from Housing Representative. Thoroughly clean all surfaces to include switch plate covers of fingerprints, grease, crayon, and lipstick. Enameled areas should be washed down completely. Final rinse should be of clean hot water. Exterior walls should be cleaned thoroughly.
<input type="checkbox"/>	<input type="checkbox"/>	FORCED AIR HEATERS	Clean enclosure and wipe off heater. Filter must be replaced or vacuumed free of dust. Area where heater is stored should be cleaned off all lint, cobwebs and dirt. Remove cold air return grill and remove all dust.
<input type="checkbox"/>	<input type="checkbox"/>	LIGHT FIXTURES	Take down all light covers and clean inside and out. Wipe dry. All light bulbs must be in working order.
<input type="checkbox"/>	<input type="checkbox"/>	WATER HEATER	Clean area around, under and on top of water heater. If there are vents in water heater closet door, clean vents with a dry brush and then vacuum. Remove all cobwebs.
<input type="checkbox"/>	<input type="checkbox"/>	FLOORS	Clean thoroughly, removing all wax, including underneath and in back of the stove and refrigerator. Double check corners, edges and door jams. Clean and wipe all baseboards. Floors and carpets, to include garage floor, must be dry at time of inspection. Carpets must be professionally cleaned and guaranteed. They must be treated for pets if appropriate.
<input type="checkbox"/>	<input type="checkbox"/>	GARAGE	Thoroughly clean garage of all cobwebs and dirt. All oil and grease on the garage floor and driveway must be removed. No grease residue will be permitted. For heavy soil, use a commercial degreaser. Keep garage secured. Remove all nails, hooks and shelves. Remove all items in the rafters.

FAMILY HOUSING REGULATIONS

<input type="checkbox"/>	<input type="checkbox"/>	YARDS, PATIO AREAS AND STAIRWELLS	Weed flowerbeds and remove all grass and weeds from around shrubs and trees, creating a basin-bowl effect around root area. Edge grass from sidewalks, curbs, in and around area of responsibility. Trim remaining grass at foundation of building. Bald lawn areas, especially from dogs, must be raked and reseeded with a minimum of two (2) inches of grass showing at time of final inspection. Entire yard area is to be watered within one day of checkout to maintain yard in good condition for incoming occupant. Shrubs growing under windows must be cut and boxed at window level. Shrubs not appropriate for boxing must be trimmed. Fill holes and reseed. Remove grass from expansion joints in driveways and sidewalks. Patio areas and stairwells should be cleaned, scrubbed and free of debris and dry at time of final inspection.
<input type="checkbox"/>	<input type="checkbox"/>	TRASH CANS AND RECYCLE BINS	Clean trash cans, lids and recycle bins. Wash inside and out. Place trash cans and bins in utility room, storage room or garage. All trash must be removed from the site prior to final checkout, and all cans and bins must be dry for the inspection.
<input type="checkbox"/>	<input type="checkbox"/>	UTILITY ROOM	Clean out washer connection box and be sure to remove all residues. Ensure that the dryer vent is free of all lint.
<input type="checkbox"/>	<input type="checkbox"/>	CURTAIN/TRVERSE RODS AND BLINDS	Wash off and remove all dust and dirt. Dry to prevent water spots.
<input type="checkbox"/>	<input type="checkbox"/>	MISCELLANEOUS	Ensure all appropriate Self-Help items are in place or a not-in-stock (NIS) slip is obtained.
<input type="checkbox"/>	<input type="checkbox"/>	KEYS AND HOUSING MANUAL	Ensure all personal belongings are removed from quarters. Have all keys issued and Housing Manual ready for turnover to Housing Representative.
Remarks:			
Final Inspection		Housing Representative Signature	Date
<input type="checkbox"/>	<input type="checkbox"/>		
PASS	FAIL		

FAMILY HOUSING REGULATIONS

APPENDIX C

TAD SPONSORS AGREEMENT

1. I understand and agree that my dependents must abide by all provisions of Base Order 11101.31_, the Family Housing Manual, during my absence.

2. I will notify (in writing) the Community Housing Manager of any changes in martial status, rank, dependents, and or other matters pertinent to occupancy of Military Family Housing.

3. I understand that quarters retained by my dependents may be terminated if my dependents are involved in misuse or illegal use of the quarters, or conduct themselves to the detriment of community safety, health, or morale.

4. In the event my dependents vacate the assigned quarters during my period of TAD and if financial charges are assessed due to cleaning the assigned quarters, damage, or loss of government property, I hereby authorize a checkage to be entered against my pay for indebtedness to the U.S. Government.

5. I will notify the Community Housing Office of my return date to CONUS not later than ten (10) days after my return.

6. I will detach on (Date) and anticipate returning on (Date) .

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Sponsor Signature	Date
Spouse Signature	Date
Housing Representative Name	Housing Representative Signature

Original to Community Housing Office
Copies to Military Sponsor and Dependent

FAMILY HOUSING REGULATIONS

APPENDIX D

ABSENTEE SPONSOR'S AGREEMENT

1. I understand that quarters retained by my dependents may be terminated if my dependents are involved in misuse or illegal use of the quarters, or conduct themselves to the detriment of community safety, health or morale.

2. I agree to notify the community housing office and move my dependents immediately, if my marital status changes or I otherwise become ineligible for occupancy of government quarters. Should my spouse decline to vacate quarters as directed, action may be initiated through the U.S. District attorney for her/his eviction.

3. I agree to notify the community housing office immediately in the event I am discharged from the service while my spouse occupies government quarters.

4. I understand and agree that my dependents must abide by all provisions of BO 11101.31 Family Housing Manual.

5. In the event my dependents vacate the assigned quarters during my unaccompanied tour and financial charges are assessed due to cleaning the assigned quarters, damage, or loss of government property, I hereby authorize a checkage to be entered against my pay for indebtedness to the U.S. Government.

6. This agreement will remain in affect for the period of one year from the date of signature.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Sponsor Signature	Date
Spouse Signature	Date
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX E

TEMPORARY ABSENCE FROM QUARTERS

1. During my absence my quarters and lawn will be maintained in accordance with BO 11101.31_, Family Housing Manual, by the below signed caretaker. I understand that an absence in excess of thirty (30) days is not permissible unless specifically authorized by the Community Housing Manager. It is understood that it is against Housing regulations to rent, sublease or permit anyone to occupy the premises during my absence and that the Community Housing Office will be notified immediately following my return. I understand that the community housing office may enter my quarters in case of emergency.

2. No pets will be left in the quarters.

3. I can be contacted at () during my absence.

4. I will leave on (Date) and anticipate returning on (Date).

5. Caretaker information:

Name / Rank: _____ Phone: ()

Address: _____

6. The caretaker will () / will not () have a key to my quarters.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date
Caretaker Signature	Date
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX F

COMPLAINT REPORT

1. This form is to be filled out by the military head of household (active duty resident) or in the case of civilian tenants by the person assigned to the unit. Extreme care should be exercised before filing a complaint against a fellow resident. The negative and potentially long-term repercussions may outweigh the short-term gains of "putting some one on report." Falsified or fabricated reports are particularly harmful and could result in disciplinary action against the person making such a report.

NAME AND RANK OF PERSON MAKING COMPLAINT (LAST, FIRST, MI)		
STREET ADDRESS	WORK PHONE	HOME PHONE
NAME OF COMMUNITY	DATE MILITARY POLICE NOTIFIED	
NAME OF PERSON COMPLAINED AGAINST	STREET ADDRESS	
NATURE OF COMPLAINT		

SAMPLE

NAMES OF WITNESSES		
SIGNATURE OF PERSON MAKING COMPLAINT	DATE	
ACTION TAKEN		
HOUSING REPRESENTATIVE SIGNATURE	DATE	

FAMILY HOUSING REGULATIONS

APPENDIX G

CONSTRUCTION OR ALTERATION REQUEST

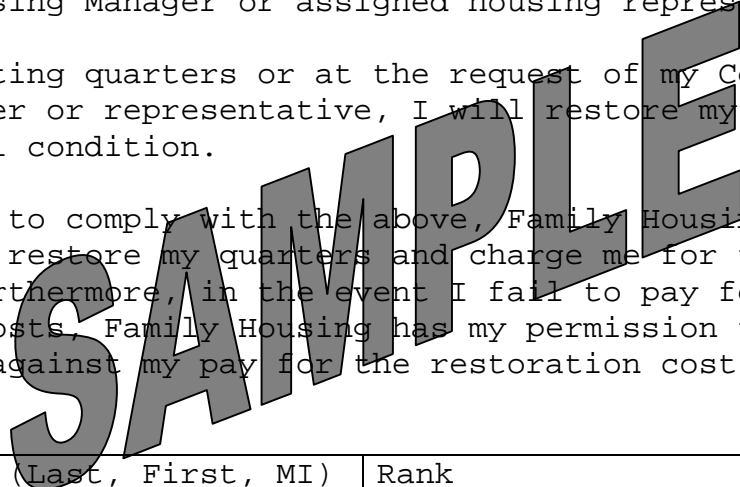
1. I request permission to accomplish construction or alteration to my assigned quarters as described below and shown on the attached drawings.

Description of Work: _____

2. Within 15 days of completion, I agree to an inspection by the Community Housing Manager or assigned housing representative.

3. Upon vacating quarters or at the request of my Community Housing Manager or representative, I will restore my quarters to their original condition.

4. If I fail to comply with the above, Family Housing has my permission to restore my quarters and charge me for the costs involved. Furthermore, in the event I fail to pay for restoration costs, Family Housing has my permission to place a pay checkage against my pay for the restoration cost.



Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Drawings Reviewed ? Yes () No ()	Project Approved ? Yes () No ()
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX H

FENCE INSTALLATION POLICY AND APPLICATION

1. Residents may install a fence around the exclusive use area of their backyard. The fence must meet the following construction criteria.

a. The height of the fence will be no less than 48 inches or greater than 72 inches with a top rail and high enough to contain a dog (if that is its intended purpose). It will include at least one gate that is no less than 36 inches and no greater than 42 inches wide.

b. Minimum depth to be 7 feet 8 inches from back wall of the house. Maximum depth no greater than 50 feet from the back of the house or to the depth that resident has exclusive use or maintenance responsibility, whichever is less. Maximum width of the fence will be the width of the house. All fences will be 1 foot away from all sidewalks.

c. Gate, corner, and end posts will be 2 inch galvanized pipe. Line posts will be 1-5/8 galvanized pipe set in a maximum of 6 feet apart, center to center. Posts will be set in 24 inches of concrete, the top rail will be 1-3/8 inch galvanized pipe. Tie wires attached to the top rail will be located every 24 inches. Tie wires on the line posts will be located every 12 inches.

d. Fencing material will be chainlink, eleven gauge galvanized steel, 2 inches by 2 inches mesh. Green vinyl covered material is authorized.

2. Maintenance and Transfer Provisions. The resident will trim grass on both sides of the fence. Where the fence borders a neighbor's exclusive use area or government property, the resident will trim the grass to a distance of two feet from the fence. The resident will repair, at his/her expense, any damage to yard sprinkler systems. The Government will not make repairs to private fences. If the fence is sold to the next occupant of these quarters, the resident will provide the community housing office with a copy of the signed bill or receipt of sale. Further, should the resident not remove or sell the fence, the Government (at its option) will have it removed and the resident will be billed for the cost of removal.

FAMILY HOUSING REGULATIONS

3. Approval Process. (1) Provide a simple sketch showing the location in relation to buildings, parking lots, clotheslines, sidewalks, etc and type of materials to be used to the local Community Housing Office. (2) Resident must sign this form as having read and agreeing to the terms listed above. (3) Within 15 days of installation the resident will schedule an inspection of the fence with the local Community Housing Office. (4) Upon approval of installation a Housing Representative will sign and file a copy in the resident's folder. Note: at any time the fence does not meet the requirements in this letter, Family Housing may rescind approval and the resident must remove or immediately repair the fence at their own expense.

4. Acknowledgement. I have read, understand and agree to the above conditions for fence installation. I understand that I cannot compromise the security or safety of my home and that I am solely responsible for any and all damages resulting from the installation, use and removal of the fence.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Purpose of Fence	Drawings Attached Yes () No ()
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Drawings Reviewed ? Yes () No ()	Project Approved ? Yes () No ()
Inspection Date and Time	Inspection Results Pass () Fail ()
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX I

MAKE READY INSPECTION FORM

1. All additional work on this unit has been completed. The following areas have been checked.

Paint() Tile() Carpet() Tubs() Vinyl() Texture() Sinks()

Quarters Address	Ready to Occupy Yes () No ()
Inspector Name	
Inspector Signature	Date

2. The following items have been reported to the maintenance trouble desk (GM).

Location	Problem	
Remarks		
Location	Problem	
Remarks		
Location	Problem	
Remarks		
Location	Problem	
Remarks		
To Maintenance On This Date	Maintenance Worker ID	Occupant List Yes() No()
Time	Materials	Worker Initials
Supervisor Name	Supervisor Signature	Date Completed

FAMILY HOUSING REGULATIONS

APPENDIX J

GUEST REQUEST

1. I request that the below named person(s) be authorized to reside at my quarters in a "guest" status from (Date) to (Date) .

Guest Name (Last, First MI) Guest Home Address	Age	Sex M/F	Relationship	Military Yes / No

2. I understand that I am responsible for the conduct of my guest(s) during this visit and this permission in no manner authorizes any additional privileges for them.

3. Failure to comply with the regulations as set forth in BO 11101.31_, Family Housing Manual, may result in adverse actions against my own status as a resident of Family Housing.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Approved Yes () No ()	Date	Reason for Disapproval
Housing Representative Name		Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX K

FOSTER CHILD CARE REQUEST

1. I request permission to house the below named foster child(ren) in my assigned quarters for the following reason:

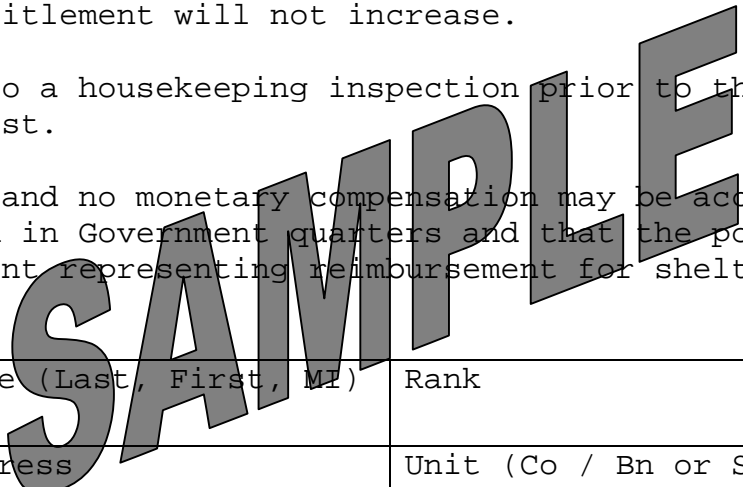
_____.

Foster Child Name (Last, First, MI)	Age	Sex

2. I understand that a foster child does not qualify as a dependent and therefore my quarter's size (i.e., number of bedrooms) entitlement will not increase.

3. I agree to a housekeeping inspection prior to the approval of this request.

4. I understand no monetary compensation may be accepted for shelter given in Government quarters and that the portion of a welfare payment representing reimbursement for shelter must be eliminated.



Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Approved Yes () No ()	Date	Reason for Disapproval
Inspection Date and Time	Inspection Results Pass () Fail ()	
Housing Representative Name	Housing Representative Signature	

FAMILY HOUSING REGULATIONS

APPENDIX L

WEAPONS FILE SHEET

1. I own and store in my quarters the following weapons.

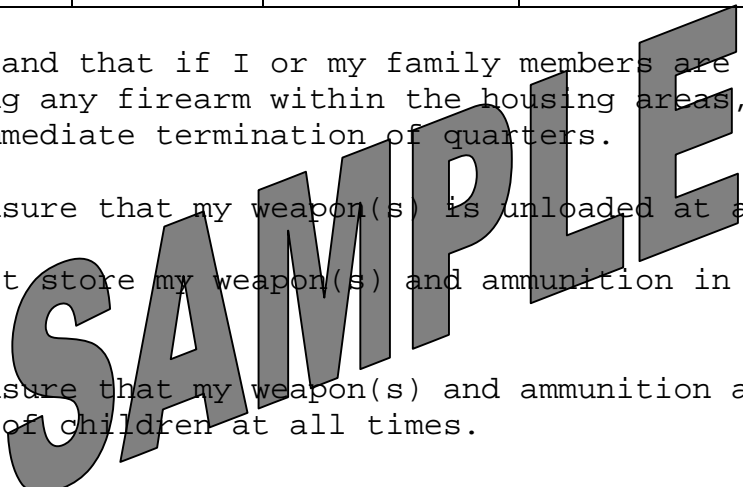
Type and Model	Caliber	Serial #	Date Registered with PMO

2. I understand that if I or my family members are found guilty of discharging any firearm within the housing areas, I will be subject to immediate termination of quarters.

3. I will ensure that my weapon(s) is unloaded at all times.

4. I will not store my weapon(s) and ammunition in the same room.

5. I will ensure that my weapon(s) and ammunition are stored out of reach of children at all times.



Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX M

PET PERMIT

1. I request permission to maintain the pet described below in my quarters.

Name	Breed	Color(s)	Weight	Height at Age Crown (in)
Sex () Male () Female	Sterilized () Yes () No	Date of Last Vaccination	License Tag Number	

2. I understand the pet policies for MCB, Camp Pendleton as stated in Base Regulations and BO 11101.31_, Family Housing Manual.

3. I agree that if my pet violates any of these regulations, I will either (a) dispose of the pet within 30-days of notice of the violation OR (b) vacate the government quarters within 30 days.

4. I agree that a special inspection may be made of my quarters at any time to determine if damages to government property have been caused by my pet. Should damages be noted, I understand that I may forfeit all or part of my \$500 pet deposit at the time of checkout. Should the repairs exceed this amount, Family Housing has my permission to restore my quarters and charge me for the difference. Furthermore, in the event I fail to pay for restoration costs, Family Housing has my permission to place a pay checkage against my pay for the restoration cost.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Approved Yes () No ()	Date	Reason for Disapproval
Housing Representative Name		Housing Representative Signature

FAMILY HOUSING REGULATIONS

TO BE COMPLETED BY HOUSING FISCAL OFFICE

\$500 Pet Deposit Received Yes () No ()	Collection Number	Date
Fiscal Representative Name	Fiscal Representative Signature	
\$500 Pet Deposit Returned Yes () No ()	Voucher Number	Date
Fiscal Representative Name	Fiscal Representative Signature	

SAMPLE

FAMILY HOUSING REGULATIONS

APPENDIX N

CB OR AMATEUR RADIO OPERATION REQUEST

1. In accordance with BO P2000.J_, Standing Operating Procedure for Communication-Electronics (Sect 703), and chapter 4 of this manual, I request permission to install and operate an amateur or citizen band radio station within Camp Pendleton.

Type of Operation		Call Sign
Class of License Held		Date of License Expiration
Power Output	Location of Station	Enclosures 1 and 2

2. I have attached a copy of my FCC License and a sketch of the proposed antenna installation.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Approved Yes () No ()	Date	Reason for Disapproval
Housing Representative Name		Housing Representative Signature

TO BE COMPLETED BY BASE COMMUNICATIONS-ELECTROINCS OFFICER

Approved Yes () No ()	Date	Reason for Disapproval
CIS Representative Name		CIS Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX O

APPLIANCE TROUBLE SHOOTING LIST

1. Prior to attempting any appliance troubleshooting, familiarize yourself with applicable safety procedures. Also, be aware that you could be charged for improper use or abuse of your appliances.

2. Depending on the appliance and prior to attempting to fix the appliance itself, always check the following first:

- a. Is there power to your quarters?
- b. Is the gas and water supply hooked-up and/or turned on?
- c. Is the appliance plugged in and connected to the power source?
- d. Is there power to your electric outlet?
- e. Is the fuse blown or circuit breaker tripped?

DISHWASHER

PROBLEM	PROBABLE CAUSE	PROBABLE SOLUTION
Doesn't Operate	Door Open	Latch Door Properly
	Controls	Set Controls Properly
	Electrical Overload	Normal (Will Reset)
	Wrong Detergent/Suds	Clean and Reset
Water remains in machine	Cycle incomplete	Complete cycle
	Drain clogged	Clean drain hoses
	Drain air gap clogged	Clean air gap
	Bottom rack in backwards	Reposition rack
	Food left on dishes	Properly clean dishes
Detergent remains	Old or lumpy detergent	Change detergent
Over sudsing	Wrong detergent	Use dishwasher detergent

FAMILY HOUSING REGULATIONS

MICROWAVE

PROBLEM	PROBABLE CAUSE	PROBABLE SOLUTION
Doesn't operate	Door open	Close door properly
	Controls	Set controls properly
	Blocked air vents	Clean air vents
Oven bulb	Burned out or loose	Change or tighten bulb

RANGE AND OVEN

PROBLEM	PROBABLE CAUSE	PROBABLE SOLUTION
Burner doesn't burn	Food blocking parts	Clean burners
	Pilot light out	Re-light pilot light
Uneven flame	Food blocking ports	Clean burners
Oven doesn't heat	Pilot light out	Re-light pilot
	Automatic mode	Return clock to manual
Oven temperature	Oven controls	Set controls correctly
	Oven dirty	Clean oven
	Not pre-heated	Pre Heat oven
	Incorrect foil use	Use correct foil
	Thermostat	Reposition thermostat
	Used Wrong Utensil	Change utensil
	Incorrect rack position	Correct rack position
	Inexpensive Personal thermometer	Change thermometers
	Baking instructions	Follow baking instructions
Oven bulb and clock light	Burned out or loose	Change or tighten bulb
Oven cycles on and off	Settings below broil	Normal, do nothing

REFRIGERATOR

PROBLEM	PROBABLE CAUSE	PROBABLE SOLUTION
Does not operate	Control "off"	Turn control "on"
	Defrost cycle (30 Minutes)	Normal, do nothing
Cycles on and off	Temp control auto made	Normal, do nothing

FAMILY HOUSING REGULATIONS

REFRIGERATOR (CONT'D)

PROBLEM	PROBABLE CAUSE	PROBABLE SOLUTION
Operates long time	Large quantity of food	Normal, do nothing
	Frequent door openings	Keep door closed
	Controls set to cold	Reduce settings
	Grille needs cleaning	Clean back of refrigerator
Vibration or rattling	Something on top or side	Normal, do nothing
	Defrost pan	Reposition pan
	Dishes	Reposition dishes
	Needs leveling	Adjust or position legs
Moisture inside	Frequent door openings	Keep door closed
	Food in drip tray	Clean tray
	Food stacked against back	Move food
	Humid weather	Normal, do nothing
Food to warm	Temperature controls	Adjust temperature controls
	Door not closed	Close door properly
	Blocked air vent	Move food away from vent
Ice build-up	Needs defrosting	Defrost properly
	Door seal	Close door
	Package blocking door	Move package and close door
Bad smell or odor	From unwrapped food	Wrap food and insert box of baking soda
	Mildew	Properly clean
	Interior dirty	Properly clean
Water underneath	Defrost pan	Empty pan and clean
	Defrost pan full	Empty pan and clean
	Pan not in position	Reposition pan
Leaking inside of refrigerator	Food inside Drain hole	Remove visual food particles, flush out with warm water and baking soda

FAMILY HOUSING REGULATIONS

APPENDIX P

FAMILY HOUSING AREA INSPECTION FORM

CAMP PENDLETON FAMILY HOUSING AREA INSPECTION HSG FORM 11101-27 (REV JAN 02) REFERENCE BO 11101.31B		01230
TO: OCCUPANT OF BASE QUARTERS LOCATED AT		
	1. NO DISCREPANCY, GOOD JOB KEEP IT UP	
	DISCREPANCY OR DISCREPANCIES EXIST IN THE AREAS CHECKED BELOW. YOUR TENURE IN BASE HOUSING MAY BE EFECTED BY THE WAY YOU CORRECT THESE VIOLATIONS OF BASE ORDERS.	
	2. LAWN NOT MOWED EDGED WATERED	
	3. WALK AND DRIVE NOT EDGED SWEEP CLEANED	
	4. FLOWER BEDS NOT CLEANED CULTIVATED	
	5. FOUNDATION AREA NOT EDGED TRIMMED	
	6. SHRUBERY NOT TRIMMED CULTIVATED WATERED	
	7. TRASH AND DEBRIS LEFT IN YARD	
	8. TRASH CONTAINER LEFT AT CURBSIDE	
	9. TRASH COLLECTION AREA NOT POLICED	
	10. ANIMAL DROPPINGS ON YARD WALK DRIVE	
	11. ANIMAL NOT SECURED	
	12. VEHICLE PARKED IN UNAUTHORIZED AREA	
	13. OUTSIDE LIGHTS LEFT ON DURING DAYLIGHT	
	14. GARAGE UNSECURED DEBRIS TRASH ON ROOF	
	15. IMPROPER STORAGE	
	16. FENCE ILLEGAL IMPROPER REPAIRS	
	17. OTHER	
Recheck Date (If Applicable)		
Phone: (760)		Date
Housing Representative Name		Housing Representative Signature

FAMILY HOUSING REGULATIONS

APPENDIX Q

TELEPHONE REPAIR REQUEST

1. The following problems exist in the locations indicated.
I request the following repairs be made to my telephone system.

Problem Description	Location

Resident Name (Last, First, MI)		Rank
Quarters Address		Unit (Co / Bn or Sqnd)
Social Security Number		Phone (Home and Work)
Number of Phone Jacks in Home:	Number of Phones in Use:	All Jacks Tested Yes () No ()
Resident Signature		Date

TO BE COMPLETED BY TELEPHONE REPAIR SERVICE DESK

Repairs Completed Yes () No ()	If Yes, Date Completed	If No, Authorized Outside Repair Service
Maintenance Worker Name		Maintenance Worker Signature

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Authorized to Initiate Repairs Yes () No ()		Date
Reimbursement Authorized Yes () No ()	Amount \$	Date
Housing Representative Name		Housing Representative Signature

FAMILY HOUSING REGULATIONS

TO BE COMPLETED BY HOUSING FISCAL OFFICE

Repair Bill Received Yes () No ()	Amount \$	Date
Paid To: (Company Name)	Voucher Number	Date
Fiscal Representative Name	Fiscal Representative Signature	

SAMPLE

FAMILY HOUSING REGULATIONS

APPENDIX R

APPLICATION FOR
THE CERTIFIED COMMERCIAL QUARTERS CLEANING PROGRAM

1. I request permission to be included on the Camp Pendleton Certified Commercial Quarters Cleaning Program, also known as "Pay and Go."

2. I have received a copy of BO 11101.31_, Family Housing Manual. I agree to conduct business in accordance with its provisions.

3. The following individuals are authorized to stand final cleaning inspection for myself/company.

- a. _____
- b. _____
- c. _____

4. My company information is as follows:

Company Name	Phone ()	Fax ()
Address (Street, City, State, Zip)		
Make Checks / Money Order Payable To:		
Owner Name	Owner Signature	Date

TO BE COMPLETED BY FAMILY HOUSING

Approved Yes () No ()	Date	Reason for Disapproval
Director, Family Housing Name		Director Signature

FAMILY HOUSING REGULATIONS

CERTIFIED COMMERCIAL CLEANERS PROGRAM CONTRACT

1. This is to certify that (Print Sponsor Name, Rank, SSN) , herein after referred to as "the resident", and (Print Company Name) , herein after referred to as "the cleaner" have entered into a contract to clean Camp Pendleton Family Housing Quarters at (Print Address) .

2. This is to authorize the cleaner, to clean my quarters under "Pay and Go" for the total amount of \$.

3. The quarters will be completely vacated, all private property removed, and full access given to the cleaner after (Hour) on (Date) . The resident will provide one key to the quarters to the cleaner, which will be returned to Base Housing by the cleaner at the time of final cleaning inspection.

4. The quarters, grounds, and appliances as well as the garage/storage shed/carport/storage areas, as applicable, will be cleaned in accordance with the attached cleaning instructions. No partial cleaning may be done.

5. The cleaning will be completed by (Hour) on (Date) .

6. The cleaner will furnish all necessary equipment and supplies to complete the cleaning.

7. The cleaner will be present at the final cleaning inspection, and in the event the quarters are found by the Housing Representative to be unsatisfactory for termination, the cleaner will accomplish such additional cleaning as required to pass inspection.

8. The cleaner acknowledges that in the event that quarters are not cleaned in accordance with the standards attached, payment will be returned to the resident, with resolution of payment to be accomplished between the resident and the cleaner.

Resident Signature	Date	Cleaner Signature	Date
Housing Representative Name	Housing Representative Signature		Date

FAMILY HOUSING REGULATIONS

1. I hereby acknowledge receipt of \$ _____ as full and final payment for cleaning the above listed Camp Pendleton Family Quarters.

Cleaner Name	Cleaner Signature	Date
Housing Representative Name	Housing Representative Signature	Date

SAMPLE

FAMILY HOUSING REGULATIONS

TELEVISION DISH INSTALLATION POLICY AND APPLICATION

1. Resident may install a single personally owned TV dish. The dish may not exceed 18 inches in diameter. Further, the dish may receive but not transmit signals.

2. The dish's location is limited to (1) inside the house or (2) in an area outside the house such as resident's balcony, patio, or fenced yard for which the resident has exclusive use. Installation is not permitted on any parking area, roof, exterior wall, exterior window, government fencing or in common areas, or in any areas that other residents are allowed to use. A TV dish may not protrude beyond the vertical and horizontal space that is for the resident's exclusive use.

3. Installation must (1) comply with reasonable safety standards; (2) not interfere with existing or future government cable, telephone or electrical systems or those of neighboring properties. (3) not be connected to government systems except by plugging into a 110-volt duplex receptacle and (4) allow the dish to be properly grounded. It must be safely secured by one of three methods: (1) securely attached to a portable, heavy object; (2) clamped to a part of the building's exterior that lies within resident's exclusive use area or (3) mounted on a pole at least eight feet above ground level and encased in concrete to a depth of at least two feet below ground level. The resident is responsible for any damages resulting from the installation, use and removal of the TV dish.

4. Resident may not damage or alter the premises and may not drill holes through outside walls, door jams, window sills/frames or cut holes in the screens. For exterior mounted dishes the signal may be transmitted to the interior of the house only by (1) running a "flat" cable under a door jam or window sill in a manner that does not physically alter the premises and does not interfere with the proper operation of the door or window; (2) running a cable through a pre-existing hole in the wall that will not need to be enlarged to accommodate the cable, (3) burying the cable at least 6" deep from the base of the dish to the origin of the existing cable in the house, or (4) any other method approved by Family Housing.

5. Residents will have the sole responsibility for maintaining their TV dish and all related equipment. Family Housing may temporarily require removal of the TV dish as necessary to make repairs to the building or grounds.

FAMILY HOUSING REGULATIONS

6. Residents must remove the TV dish and all related equipment when vacating quarters to include post, concrete and underground cable. All holes and trenches are to be backfilled with topsoil to original grade with grass growing. Resident must pay for any damages and for the cost of repairs or repainting which may be necessary to restore the house to its condition prior to the installation of the TV dish or antenna and related equipment.

7. Approval Process. (1) Provide a detailed installation plan to include the location, the installation and type of materials to be used, method the transmission cable will enter the residence if installed outside, and a site drawing to the local Community Housing Office. (2) Resident must sign this form as having read and agreeing to the terms listed above. (3) Within 15 days of installation the resident will schedule an inspection of the TV dish with the local Community Housing Office. (4) Upon approval of installation a Family Housing representative will sign and file a copy in the resident's folder. Note: at any time a TV dish does not meet the requirements in this letter, Family Housing may rescind approval and resident must remove the TV dish immediately at their own expense.

8. Acknowledgement. I have read, understand and agree to the above conditions for TV dish installation. I understand that I am solely responsible for any and all damages resulting from the installation, use and removal of my TV dish.

Resident Name (Last, First, MI)	Rank
Quarters Address	Unit (Co / Bn or Sqnd)
Social Security Number	Phone (Home and Work)
Location of TV Dish	Drawings Attached Yes () No ()
Resident Signature	Date

TO BE COMPLETED BY COMMUNITY HOUSING OFFICE

Drawings Reviewed ? Yes () No ()	Project Approved ? Yes () No ()
Inspection Date and Time	Inspection Results Pass () Fail ()
Housing Representative Name	Housing Representative Signature

FAMILY HOUSING REGULATIONS

