



RAF CROUGHTON UK

REFERRAL ASSISTANCE SECTION



DEPARTMENT OF THE AIR FORCE
501ST COMBAT SUPPORT WING (USAFE)

MEMORANDUM FOR INCOMING PERSONNEL

FROM: 422 CES/CEH

SUBJECT: OFF-BASE HOUSING MANAGEMENT OFFICE BROCHURE

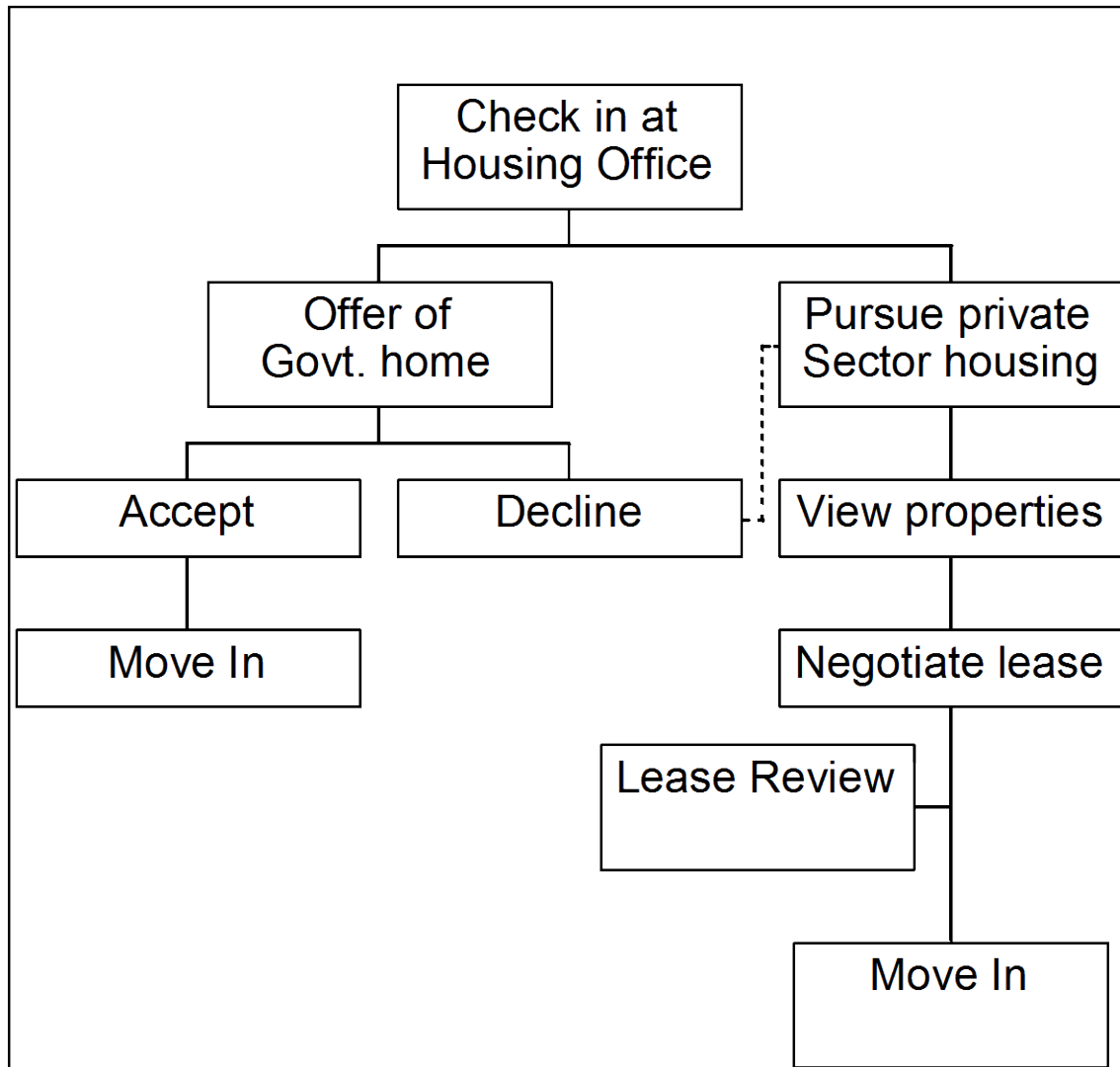
1. Welcome to RAF Croughton. I hope your assignment here will be most enjoyable. While trying to locate housing in the local communities, do not hesitate to ask our personnel in the Housing Office for assistance. We are here to help you so you can enjoy your tour in the United Kingdom.
2. As you are looking for local economy housing, you should remember that as an American military family in this country you are ambassadors of the United States. Those of you who will live in the local communities will be scrutinized closely by the people of England. Always conduct yourself in a manner which will be a credit to the United States.
3. We need to keep all available housing in the surrounding areas on our inventory. British property owners will not list their houses with us if they continue to suffer substantial losses. Therefore, when you vacate local economy housing, ensure you leave the house in the good state of cleanliness that you would want if you were moving in. It is your responsibility to take care of all monetary obligations.
4. Before you can complete your out-processing for a PCS move, prior to moving to other local economy housing, or assignment to on-base housing, you must complete and sign a statement certifying that your accommodations were left in a good state of repair and cleanliness and that you have satisfied all debts associated here with. Ensure you check with the Housing Management Office to register any change in address, telephone number, etc.
5. The attached brochure is provided to assist you and to answer some of the many questions you may have when acquiring off-base economy housing. It contains valuable information, so keep it and use it as a reference.

CHRISTOPHER POWELL

Housing Manager

RAF Croughton, U.K.

Housing Process Overview



Contacts

Off-Base Referral Officer

DSN: 236-8760. Comm: 01280-708760

Fax: 01280-708246



OFF-BASE HOUSING BROCHURE

1. SOURCES – THE FOLLOWING SOURCES ARE OPEN TO YOU WHEN SEEKING ECONOMY HOUSING

- a. Properties listed in the Housing Office.
- b. Estate Agents in local towns and villages. www.rightmove.co.uk
- c. Information from service members regarding availability of their own rental property or knowledge of any property to become vacant, i.e., “Buddy System”, or the First Sergeant who can identify members going PCS.
- d. Advertisement columns in local newspapers.
- e. IF YOU OBTAIN RENTALS OTHER THAN THOSE LISTED BY THE HOUSING MANAGEMENT OFFICE, THE PROPERTY MUST BE INSPECTED BY THE HOUSING MANAGEMENT OFFICE PRIOR TO PREPARATION OF LEASE. The referral office will need the landlord’s phone number, address of the property and viewing arrangements or a key. **Do not sign any lease prior to the Housing Office inspection.** You don’t need an appointment to have your proposed lease reviewed. You (or the estate agent) can fax the lease to Housing to be reviewed. You can call back in a day or so to see if the reviewer has found it acceptable. If there are problems with it, usually the Housing Referral representative will try to contact you, or in some cases, the estate agent. Generally, negotiating your lease is a matter for you and the landlord, but if there are issues involved, housing may assist you in resolving such questions with the estate agent. **However, once signed, the lease is your responsibility.**
- f. **What will the Housing Referral representative look for?** First they will make sure there is an appropriate military transfer clause in the agreement that allows you to leave the property if you are transferred or offered military housing. Among other things, they

will make sure the provisions for your security deposit are fair. They will ensure your obligations are precisely spelled out, as are those of the landlord. They will check to make sure there are no hidden charges to you in the lease. They will make sure that should you have to take legal action against the landlord, there is an address where you can serve him with legal papers. They will check to see that provisions for extending the lease are well spelled out, as well as the nature of any rent increases. What won't the Housing Referral representative do? Well, while they will tell you whether the lease looks generally acceptable or not, and point out any problems in it, they won't "approve" or "disapprove" your lease. Your tenancy agreement remains a private contract between you and your landlord. You are free to take, or ignore, the advice the Housing Referral representative gives on your lease as you see fit. Obviously, if a Housing Referral Representative advises you not to sign a lease, you should think long and hard before ignoring that advice.

2. LISTED PROPERTIES

- a. Most "listed properties" have been obtained following advertisements by the Housing Office. Both furnished and unfurnished are required by personnel from Croughton.
- b. Properties are inspected and particulars recorded. A photograph is also taken of the exterior. A rent is negotiated that is acceptable to both parties. You must never offer more than that approved by the Housing Management Office.
- c. Agents/Owners are advised on how to complete leases. The base lease is provided free. A Solicitor's lease or Agent's lease costs approximately £130.
- d. Landlords are told that an inventory/premises condition must be completed. This is proof of condition of the property. When the property is vacated, it should be left in a similar condition. It is essential that any damages are annotated.
- e. Brief details plus photographs if available are displayed in the Housing Office.
- f. All forms are obtained from the referral specialist at the Housing Management Office.
- g. Loaner furniture package for furniture and appliances is also available from the FMO customer support representative located in the Housing Management Office.
- h. If you are claiming TLA, you must keep a record of all properties viewed and the reason any property was turned down (refer to TLA Incoming briefing).
- i. A telephone for your use is located in the reception area of the Housing Management Office.
- j. Rents to be paid for premises are indicated on the listing. They will vary considerably, depending on the type and location of the property. Ensure prices are the same as listed when negotiating and signing your lease. The Housing Management Office will not approve a rent higher than that agreed with the Inspector.
- k. When considering rent, it is essential to know whether water rates are included in the rent. Water in Britain is a tax not a utility. If metered, it then becomes a utility.

1. Water Rates: The charge is for water usage and sewage.
 2. Remember a lease is not transferable from one person to another.
1. If the rent is £1000.00 per month inclusive, this means the rent includes your water rates. The law dictates that the water rates are paid by the occupant unless stated to the contrary in the lease/agreement. You are therefore, strongly advised to ensure that the water rates are included in the rent.

3. POINTS TO CONSIDER WHEN DECIDING WHERE TO LEASE

- a. Can you afford the rent? The government will pay you an allowance towards your rent on a house, called Overseas Housing Allowance or OHA. We will tell you how much this is when you check in, or you can access the Per Diem Committee website at: [OHA Website](#) You will also find out about Moving in Housing Allowance (MIHA) which is a one-off payment to offset the cost of things such as transformers, and the current utility allowance.
- b. Are the rooms large enough for your furniture to fit in?
- c. Do you have suitable transport to travel to and from the residence?
- d. Suggest short lease if spouse is not yet in this country. You can move if the accommodation does not meet spouse's requirements. This move, however, will be at the service member's expense.
- e. Off-street parking or garage for vehicle.
- g. Suitable heating arrangements (see paragraph 9).

FOUND A HOUSE...SO WHAT'S NEXT?????????

4. NOTES ON RENTING PROCEDURES

- 1) Obtain a lease from the renting agent.
- 2) Bring the lease into the Housing Management Office (HMO) for review.
- 3) If you have obtained a property from an Agent, check that it has been approved by the Housing Management Office. It will need an inspection by the HMO before leases can be approved.
- 4) Estate Agents leases have to be paid for. The cost varies greatly from approximately £100 to £175. Do not sign an Agents lease until it has been checked by the Housing Management Office. Always check the costs involved.
- 5) Landlords usually interview more than one person. The practice of "first come, first served", does not necessarily apply. However, there must be no discrimination based on race, color, sex, religion or national origin.

- 6) Give the landlord your full name, your full duty phone number and where you work. Make sure you have his full information as well.
- 7) Do not offer to pay a higher rent than that authorized by the Housing Management Office. If the landlord asks you to pay more, tell him to phone the Housing Management Office to discuss this with the Referral Agent.
- 8) Define a length of time of the lease. If you do not do so, it is a monthly contract only.
- 9) If you intend to share with another military member, both names must be on the lease. You will need an extra copy of the lease for the member sharing with you. The rent is divided by the number of sharers.
- 10) Discuss the condition of the house. If it needs cleaning, tell the landlord and find out what he intends to do to bring it up to standard. Never move into a dirty house unless you receive a cleaning allowance. If repairs are needed, write it on the lease with a time frame for them to be completed. Ensure the premises condition inventory forms are completed with as much detail as possible.
- 11) Check that the central heating has been serviced/chimneys have been swept.
- 12) A small holding deposit can be left if required.
- 13) Discuss the reading of the meters, telephone connections, etc. with the landlord, and make an appointment with him for the exchange of keys and money.
- 14) Loaner furniture package needs signature of the landlord.
- 15) Process leases through Housing Management Office. You may have advance housing allowance for the first months rent and deposit. This will be repaid out of your pay by allotment over one year.
- 16) Complete the application forms for utilities. If you do not wish to pay deposits, you need to set up monthly budget accounts. Arrange for meters to be read on the day you move in at the latest. When you move in, re-check any discrepancies on the premises condition. Confirm with the landlord and both sign the amendments.
- 17) Every time you receive a rent increase, you must notify the Housing Management Office so that finance has correct figures for the rent levels. This affects Overseas Housing Allowances.
- 18) You must pay your rent on the due date. Using your housing allowance for other purpose is fraud.
- 19) Never have pets without written permission.
- 20) If the phone is disconnected, you can be charged up to £116 reconnection fee.
- 21) If you wish to vacate, you must give 30 days written notice. Otherwise you might lose your deposit. The 30 days starts the day the landlord receives the letter. Keep a copy for your records.

22) If repairs are needed, you must notify your landlord in writing. Keep a copy of the letter for your records. If the work is not carried out in a reasonable time, bring your letters to the Housing Management Office and ask to speak to the Housing Referral Representative.

5. STANDARDS OF CONDUCT

1) Military personnel and their dependants while occupying off-base housing will abide by all local laws and ordinances and the provisions of leasing agreements which are binding contracts. They will extend the same respect toward local citizens and their property as is required while living on-base. Failure to comply will tend to detract from the high level of community acceptance enjoyed by all military personnel and their families.

2) The following reminders should be helpful in maintaining good tenant and landlord relationships thereby contributing to the continued enhancement of the image of military personnel and their dependents in local communities:

- a. Pay rents and other fees on time.
- b. Conserve utilities.
- c. Keep interior and exterior of dwellings clean and neat.
- d. Control children and pets.
- e. Wear proper attire while out-of-doors.
- f. Avoid damage to private property, but when damage does occur, make necessary repairs or pay assessments promptly.
 - a. Learn and abide by all house rules, particularly in multiple dwelling units.
 - b. Notify the owner or manager promptly in writing of needed repairs.
 - c. Avoid disturbing your neighbors with late evening noise.
 - d. Read and understand all the terms of the leasing agreement and abide by them.
 - e. Give required written notification prior to termination occupancy.
 - f. Leave the facilities in a clean undamaged condition, ready for immediate occupancy. This should be done even if it is not spelled out in the leasing agreement.
 - g. Legal assistance is available from Base Staff Judge Advocates.

Do not leave rubbish on the sidewalks or pathway as this violates the law. If you have a wheelie bin, the rubbish collectors will only take what's in the bin, if you have other rubbish please dispose of it yourself or call the local council for special collection. If you don't have a wheelie bin place your rubbish sacks at the curbside on collection day.

6. PREMISES CONDITION/INVENTORY

- a. The proper completion of an inventory letter or similar Agents form provides a written record of the contents and condition of a property when a member initially takes possession. It is in the best interest of the tenant and landlord; it ensures that all conditions and deficiencies are recorded. Also, record relevant meter readings for your utilities; i.e. gas, electricity etc. Never move into a house that is dirty. Insist on the house being cleaned.
- b. Whatever record is made, it should be in triplicate. One copy each; landlord, tenant and HMO. Remember, without a written record, the Housing Management Office will be unable to assist you properly in mediating any disputes.
- c. If any repairs are needed, you need to notify the landlord in WRITING.
- d. If you have any complaints, you must file a written complaint to our HMO. This will give him a better chance to arbitrate any disputes.
- e. At the end of the tenancy, you should return the property to the landlord in the same condition as when you accepted it, except for wear and tear.
- f. Failure of a member to produce documentation which is duly signed specifying that all utilities have been paid may delay his/her departure on PCS. Even when leaving premises for other reasons, the procedures should be followed.
- g. Remember that the Owner/Agent of the property is holding your security deposit and is unlikely to return it to you until you have satisfactorily cleaned the property and paid up all bills or charges for damages owed to him. Further, you cannot reasonably expect the landlord to check out the property until you have actually vacated the premises; therefore, such "check outs" occur after you have removed all your property. Additionally, British Law stipulates that unless it is proven to the contrary, the tenant is responsible for damage to the property. If there is any damage to the property upon your moving in, inform the landlord immediately and annotate the damage found on the Inventory Form.

7. PAYMENT OF BILLS

Non-payment of outstanding bills reflects adversely on the member and obviously does not enhance the prospect of premises being re-let to other Air Force members. Your cooperation is requested in not causing undue problems which would result in difficulty to obtain a constant supply of off-base economy housing. The HMO offers the services of mediation between tenant and landlord if you feel harshly or unfairly treated.

8. ADVICE TO MEMBERS LODGING WITH OTHER MEMBERS

- a. The standard lease form states that the tenant is not authorized to sublet or give permission to use the premises or any portion thereof to a third party without first obtaining the landlord's written consent. Therefore, before any member shares lodging with any other member, the tenant should have written permission from the landlord. Proper form letters are available at the Housing Management Office.

- b. If a member wishes to take over the premises and become a tenant after another member vacates, he must reaccomplish a lease in his/her own name. Remember, a lease cannot be transferred and it is invalid when the previous tenant vacates.
- c. Similarly, when becoming the tenant, he should reaccomplish the document recording the condition/content of the premises at the time he takes over, which also shows the relevant meter readings, etc.
- d. For those members sharing with British subjects, please insure that when you vacate, they also vacate, unless their name is also on the lease. Remember you are the responsible party if your name alone is on the lease agreement.

9. INCREASES IN RENT

Normally the rent for premises cannot be increased without agreement of the tenant. If the increase is not agreeable and the parties are not able to resolve the matter between themselves, then either party can contact the Rent Assessment Officer for an impartial decision. His inquiries will follow a set procedure and his decision is binding. **SEEK ADVICE OF A HOUSING OFFICER BEFORE APPROACHING A RENT ASSESSMENT OFFICER.**

10. EXPIRATION OF LEASE AGREEMENT

- a. A fixed term tenancy is a tenancy granted for a definite period. After the agreed period terminates, the tenant's contractual rights end automatically without notice being served unless the landlord and the tenant agree to renew the tenancy. The law guarantees the tenant at least six months tenancy.
- b. A periodic tenancy is a tenancy by the week, or month (either lunar or calendar). It can be other periods, but those mentioned are most usual.
- c. Notice to vacate – (Tenants). Owing to the complexity of the law on this subject, it is advisable for the tenant to provide the landlord with written notice that he is vacating unless the agreement or lease definitely states to the contrary. If you do not give 30 days notice you will be held liable for rent until the 30 day notice expires.
 - 1) The notice to vacate must bring the tenancy to an end at the end of a complete period of tenancy, i.e., if the rent is paid monthly on the first of the month the landlord should have received notice on or before the first of the preceding month.
 - 2) For short lets you must give at least two weeks written notice if it is on a weekly basis, or a months notice if the tenancy is on a monthly basis.
 - 3) A minimum of 30 days written notice to terminate effective the day after delivery of notice, if being assigned to government housing. If you mail your notice, allow sufficient time if possible. Notice dates from the day the landlord receives the letter, not the date posted.

11. SERVICES OFFERED BY HOUSING REFERRAL OFFICE:

1. Briefing of members and giving advice.
2. Negotiations for listed properties.
3. Transport to view properties if no other transport is available. (This service is space available only provided during office hours by appointment).
4. Mediation in a matter of dispute.
5. Investigation of complaints by landlord and tenant. In relation to these, if repairs or maintenance have not been carried out by landlord, then you are reminded that such requests must be made to the landlord in writing and also unless a proper inventory has been completed on occupation of the premises, little assistance can be given in disputes over condition of contents.
6. Advice on house purchase or sales and listing of premises for sale.

12. UTILITIES

- a. Electricity – check your electricity accounts by comparing meter readings on the bill to those on the meter installed in your home. Never fail to record meter readings when moving into or departing from a house or any other accommodation where you are responsible for the payments of the electricity account. There are many methods of payment.
 - 1) Quarterly Account – You may be asked to pay a “connection fee”. If this is so, it is usual to be given the option of becoming a direct deposit/standing order account payee.
 - 2) DIRECT DEPOSIT Payee – In this case, you sign a document provided by the Electricity Company authorizing your Bank Manager to pay from your account directly to the Electricity Company an estimated fee each month. By this arrangement, you will be excused a sizeable connection fee.
 - 3) Pre-payment cards in units of one pound.
 - 4) Your Electricity Company personnel can advise you on how to read meters, use various appliances and the best way to pay. ENSURE YOU ARRANGE FOR A METER READER TO ATTEND YOUR PREMISES WHEN YOU ARE ABOUT TO PERMANENTLY DEPART. IF THE METER IS NOT READ, YOU CAN BE REQUIRED BY LAW TO PAY UP TO THE NEXT SCHEDULED METER READING.

- 5) Estimated Accounts – The Electric Company will send you accounts which are based on the estimated amount of electricity you have used if they are not able to read your meter due to your absence when they call. These can be very inaccurate and they may insist on you providing them access to the meter after several estimated accounts (usually three). It is advisable to have the meter read by an electric company employee when possible as under-estimations can result in extra large bills following in due course.
- b. Gas – Provides instant heat and is easily regulated. Unfortunately piped gas is not available in all towns and villages. Methods of payment are similar to those as described for electricity. Refer to Attachment 2.
 - c. Oil – If you rent premises with Oil Central Heating, always check on whether your oil will be drawn from your own tank or whether it is drawn from a communal supply. The former method is expensive as you normally have to pay for oil either prior to, or at the time of delivery. If you draw oil from a common tank, then your consumption is metered and it is usual to pay quarterly. A monthly budget plan is available.
 - d. Telephone – To arrange for hook up of a telephone in your home, call BT 0800 800 150 (office hours 08.30 – 17.00), this is also the number for problems and advice on telephone services. The cost of installation for new telephone lines is approximately £116. The cost of hook up where there is an existing line is approximately £10. The quarterly rental fee is approximately £25, monthly it is approximately £10 plus usage calls.
 - e. All outgoing local and long distance calls are chargeable. Calls made at off-peak hours of the day are less costly than those made at other times. Calls made between 18.00 and 08.00 hours are the cheapest. The telephone appliance must not be removed from the premises where you are residing during your period of rental, or you will have to pay the cost for reinstallation when you vacate the premises. Remember, you are required to return premise to the landlord in the state in which you acquired them apart from fair wear and tear and this includes such items as telephones.

13. COUNCIL TAX

One of the ways in which public money is raised is through the Council Tax. This is a property tax, paid by the occupants of most homes. What is important for you to know is that properties occupied by members of the US forces (military, dependent and civilian component) are exempt from the tax in almost all areas. Because it is the property that is exempt from the tax when you live in it, the landlord does not have to pay the Council Tax on the property. Neither, generally, does anyone else living with you in the property has to pay the tax. If you receive a Council Tax Bill to the property you must take it directly to Legal Office on base. **YOU MUST NOT IGNORE THIS BILL.**

14. TELEVISION TAX (TV LICENSE)

All service members stationed in England who own equipment capable of receiving television signals are required to have a current television license. Anyone able to watch TV in their home or dorm room must pay the licensing fee – even if they never watch TV. The law applies to TVs set up to receive any kind of signal, including American Forces Network (AFN) programming. Members of the U.S. military used to be exempt from paying the tax if they imported a TV set,

but that is no longer the case. You have to pay the tax if you have any equipment capable of receiving a signal.

15. RENTAL INSURANCE

Whether you rent or own your home it's wise to protect yourself with insurance. Different insurance is available to cover risks from things such as fire, theft and flooding to loss of frozen food and storm damage. Some policies let you tack on extra insurance against loss of money/credit cards, or cameras/jewelry away from your home.

Contents insurance, known as renter's insurance in the States, covers anything in a house, flat or dwelling that is not part of the structure. This will include furniture, audio-visual equipment, appliances, clothes...etc. A number of risks will be covered, including the obvious ones of burglary, flooding and fire. If you are renting your home, your landlord will probably have a small Contents insurance policy to cover his own stuff. Anything you own needs to be insured separately.

Insurance companies traditionally sold policies through independent "brokers", who dealt with the public on high street shops and could advise on policies from several insurers. The trend in recent years is for insurance companies to go "Direct", where the public can buy insurance straight from them. This idea is supposed to save the commission an insurer would normally pay to a broker.

Under the Personnel Claims Act, personnel are covered up to \$40,000 for loss or damage of personal property, however there is no cover for any damage to personal property due to negligence. Coverage under the Personnel Claims Act is extremely limited in scope and you are strongly encouraged to take out your own private insurance.

16. Waste and Recycling

Garbage collections are the responsibility of your local council. . They will collect your domestic trash weekly. Facilities or local pickup may also be available for recycle paper, glass and drinks cans. Larger items can be disposed of at the local waste site. For further details contact your local council

Attachments:

- 1) Utilities Companies
- 2) Furnishings Management Information.
- 3) Heat Your Home Safely.
- 4) Frost Precautions Information.
- 5) Department of Defense Dependent Schools (DODDS).

ATTACHMENT 1

ELECTRICITY AND GAS COMPANIES

SOUTHERN ELECTRIC.
PO BOX 6009
BASUNGSTROKE
HANTS RG21 8ZD

ACCOUNT ENQUIRIES: 08457444555
EMERGENCIES: 08457708090

SOUTHERN ELECTRIC (GAS)
PO BOX 6082
BASINGSTROKE
HANTS RG21 8ZH

Enquiry or bill enquiry: 08457585401
EMERGENCIES: 0800111999

EAST MIDLANDS ELECTRIC.
ACCOUNT ENQUIRIES: 08000 563080
EMERGENCIES: 08000 568090

EON (ELECTRIC & GAS)
CUSTOMER SERVICE 0800363363

BRITISH GAS
PO BOX 101
80 ST MARY'S
SOUTHAMPTON. SO14 0YR

BILL ENQUIRIES: 08456091122
ROAD EMERGENCY: 0800111999
METER READINGS: 08459555509
SERVICING: 0845960540

WATER COMPANIES

THAMES WATER
PO BOX 286
SWINDON
WILTSHIRE. SN38 2RA

CUSTOMER SERVICE 08459200800
EMERGENIES 08459200800

THREE VALLEYS WATER
PO BOX 188
BISHOPS RISE
HERTS. AL10 9AE

CUSTOMER SERVICE 08457697982

ANGLIAN WATER
PO BOX 46
SPALDING
LINCS, PE11 1DB

CUSTOMER SERVICE: 08457919155

ATTACHMENT 2

FURNISHINGS MANAGEMENT INFORMATION

CONTACT: Mrs ANNE STAMMLER.

Customer Service CFMO. DSN: 236-8758. COMM: 01280-708758.

As an occupant of either economy or government controlled quarters, you are authorized to borrow government-owned furniture until your own household goods arrive. This same privilege will be extended to you when you have your household goods shipped prior to departing RAF Croughton. We, the supplier, will do everything possible to provide adequate quarters furniture on a temporary loan basis. The following information is provided for your convenience:

- a) Issue of furniture: Personnel can complete an application package at the Housing Office. Completed packages will only be accepted with all necessary attachments.
- b) Documents required before furniture can be issued:
 - 1) One copy of individuals PCS orders and any amendments.
 - 2) One copy of dependents travel orders.
 - 3) One copy of individual's contract/lease for economy rental quarters.
 - 4) For economy rentals, a certificate from the landlord acknowledging that government-owned furniture may be removed from his premises at the discretion of the Furnishings Supervisor. (Note: Not required when Housing Management Office Rental Agreement is used in lieu of private lease). Written authorization from the landlord is required when requesting appliances.
- c) Furniture available: Sofa, easy chairs, end tables, table lamps, coffee table, dining table, dining chairs, buffet, double bed, dresser, nightstands, single bed, chest of drawers, floor lamp, hall mirror, cribs, high chairs. Refrigerators, range, dryer, transformer and wardrobes are also available for duration while living off-base.
- d) Loan period: Command sponsored incoming families are authorized to use loaner furniture for 90 days until their household goods arrive, or to purchase like items. The 90 day loan period can be extended only when household goods are delayed in transit. All other extensions must be approved by the Furnishings Management Supervisor. Outgoing families are authorized to use loaner furniture up to 90 days prior to their departure.
- e) Customer's responsibilities:
 - 1) Verify the quantity and condition of all furniture and appliances issued at the time of issue.
 - 2) Maintain items in an acceptable standard of cleanliness and repair and use furniture only for its designed purpose.
 - 3) Customers are subject to the provision of AFI 32-6004 and upon signing an issue document, have responsibility pecuniary liability.
 - 4) Customers will be required to make necessary settlement with Furnishings Management when items are lost or destroyed due to other than fair wear and tear as defined in AFI 32-6004.
 - 5) Customers will not loan furnishings management assets to other individuals nor will they exchange these assets for items for other quarters.
 - 6) An authorized individual or his legal spouse may sign receipts for furniture. If another adult family member is to sign on behalf of the individual, this person must be designated by the individual on a Furnishings Management briefing form. If a

person other than a member of the authorized individual's family is to sign for the individual, that person must provide one copy of a power of attorney permitting him/her to sign for the individual.

7) Customers are required to notify Furnishings Management when they receive their household goods or port-call. Furnishings Management must be notified of any change of address. To arrange for turn-in of loaner furniture call RAF Croughton, DSN: 236-8758.

f) Disposition of document: All required documents including orders and lease will be returned to the customer when furniture is turned in to Furnishings Management in a satisfactory condition.

ATTACHMENT 3

INSTRUCTIONS ON FIRE PREVENTION: Housing residents are required to have an in-house orientation within 30 days of occupancy. This is to familiarize you and your family with UK/EU fire prevention rules. Please contact **236 8302 (01280 708302)** to schedule appointment.

HEAT YOUR HOME SAFELY

1. All fuel-burning appliances need to be able to “breathe” – in and out. They can be dangerous if they are not kept clean and in good working order.
2. The average domestic solid fuel appliance is not complicated. Properly used and given regular attention, it will perform safely without need for skilled servicing. This applies whether you burn coal, smokeless fuel or wood.

Here are some simple guidelines for your safety.

Whatever type of solid fuel appliance you have – open fires, room heaters, stoves, boilers or cookers – it is essential that you do not allow soot or fly ash to build up where it can prevent or seriously hinder smoke and products of combustion from the fire passing safely out of the chimney. In particular, the chimney, the flue pipe from the appliance to the chimney, and any flueways within the appliance must be kept clear. Make sure your appliance gets enough air.

THIS MEANS:

- a. Start with the room where your heating appliance is fitted. Do not make the room airtight because with enough air coming in, the heater could start to use up most of the room's air. That would be dangerous for people in the room. Make sure your appliance gets enough air. If you have draught-proofing or double glazing, seek advice on whether you need extra vents or air bricks in the room. Never block existing vents or air bricks.
- b. Have your chimney including the flue outlet and any flue pipe swept regularly at least once a year. Ask your coal merchant for the names of sweeps in your area, or look one up in the yellow pages.

- c. Burn only suitable fuels and follow the appliance manufacturer's operating instructions.
 - d. Always keep flueways in the appliance clear of soot and fly ash. Brush them out every month.
 - f. Some room heaters have a removable throat plate at the top of the fire box. Remove this and clean the top at least once a month. Normally the throat plate is easily removed but, if this has not been done recently, it may need some gentle tapping.
3. **BE CAREFUL!!** If for no obvious reason your fire starts to burn slowly or you smell suspect fumes, open doors and windows and put the fire out.
- a. Insure that paragraphs 2 (a-e) are complied with entirely.
 - b. Contact your local Solid Fuel Advisory Service Office – the number will be in the local telephone directory.
 - c. Do not relight the fire until you are completely satisfied that the cause of the fume emission has been removed.
4. Further information leaflets can be obtained through Environmental Health Offices.

ATTACHMENT 4

FROST PRECAUTIONS

1. All off-base housing occupants are responsible for taking frost precautions and may well be held liable for damage caused by frost which could be prevented.
2. While you occupy your house it will usually be adequately heated and therefore there is very little chance of the water system freezing up even in the coldest weather. However, when a house is left empty, even for a short time in severe cold conditions, frost damage can occur.
3. In order to avoid frost damage during short periods of absence, the following precautionary measures should be carried out:
 - a. Make sure the central heating appliance is off.
 - b. Switch off the immersion heater.
 - c. Turn off the stop cock (usually located under the kitchen sink).
 - d. Open all hot and cold water taps and allow water to drain away. Leave the taps open afterwards.
 - e. Make sure all windows and doors are closed to prevent circulation of cold air.
 - f. Flush toilets to empty cisterns and place a handful of salt in the toilet pans to prevent freezing.

g. Plug all sinks and bath drains.

4. On returning to your quarters, unplug all sinks, open the stop cock and then inspect each tap in turn ensuring that water is reaching the tap before turning it off.
5. The foregoing precautions are adequate for periods up to two weeks. For longer periods it is advisable to seek technical assistance with your landlord or agent. Always advise your landlord or his agent that you will be away from your quarters for any period over two weeks.
6. Any questions, check with the Housing Management Office.

ATTACHMENT 5_HOUSING BROCHURE

DEPARTMENT OF DEFENSE DEPENDENT SCHOOLS (DODDS)

The Department of Defense Dependent Schools, or DODDS, as it is commonly referred to, operates the school system serving RAF Croughton and RAF Fairford. There is coverage from Kindergarten through grade 8.

RAF CROUGHTON ELEMENTARY SCHOOL K-6 DSN 236-8490
COMM 01280-708490

There is bus transportation for students at RAF Croughton from RAF Fairford and the Caversfield housing area only.

NOTE

Under the Status of Forces Agreement, you can also send your children to British schools, which are administered by Local Education Authorities (LEAs). LEAs will supply a list of local schools and their performance ratings.

I, _____, have read and understood this document and confirm I am solely responsible for my Tenancy Agreement/Lease and all it contains.

SIGNED _____ RANK _____

DATE _____