

EAST ANGLIAN REGIONAL HOUSING OFFICE

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DSN 226-2000



HOUSING BROCHURE

INTRODUCTION

Welcome to Military Family Housing (MFH)

This brochure has been prepared in order to help you understand general housing policy and procedure. The following pages will also help explain our responsibilities towards your home as well as what is expected from you.

Your home represents a substantial investment by the United States Air Force and we need your help in protecting that investment and minimizing additional expenditure of funds for repair, due to unnecessary damage.

If you are considerate of your neighbors and treat your home as if you were the owner, we can assure you that not only are relationships enhanced at all levels, but that you will also be able to provide a better home and community for future families.

As it is impossible to itemize every small detail or circumstance, we welcome you to contact the Housing Facilities section at 01638 52 2000. If your question cannot be answered at this point, details will be taken and the information will be passed on to your housing inspector for their immediate attention.

We sincerely hope that your stay in Family Housing is both pleasant and rewarding.

***With Kind Regards
The Housing Staff***

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Section 1 – Air Force Responsibilities



Initial Inspection: A housing representative will meet the military member at the pre-scheduled date and time to perform an initial walk through inspection of the unit. This will normally be held on the day that the keys are officially accepted by the new resident and will determine the point at which Housing Allowances are affected. The member needs to allow 60 minutes for the inspection and all related paperwork to be completed. All emergency cut off service points, heating operations and general features of the housing unit will be identified. An AF 227 Quarters Condition Inspection Report will be completed, recording any significant discrepancies pertaining to the condition of the property, grounds and domestic appliances. Any other discrepancies found by you after this inspection, should be reported to a housing representative *within 15 calendar days*, so that either the AF 227 can be amended, or an inspection of the items be arranged.



Appliances: Cooking ranges, microwave ovens, washers, dryers, refrigerators and dishwashers are government furnished and serviced. These appliances will remain your responsibility during occupancy and must not be removed from your quarters, or placed in external storage sheds. If you have noticed any problems with the appliances other than simple filter cleaning or replacement, please do not attempt repair. All appliance problems must be called in as soon as possible to the FMO Appliance Call Desk Operator 01638 527156.

Key Issue: Where possible we endeavor to issue two full sets of keys on the initial inspection. Residents' children who are 10 years or older, are authorized their own door key. If applicable, these additional keys can be made at the 48 CES structure shop, Bldg 1106, RAF Lakenheath, Monday - Friday between 1300hrs and 1400hrs. For additional key authorization, please take a copy of your AF227, on which approval will be annotated by the Housing Representative. For all other key duplication requirements, please visit the Outdoor Recreation Center, or local key cutting shops.

Lockouts: In circumstances when a resident has locked themselves out of their home, and there are no other sets of keys available call Housing Maintenance. In some situations entry may be possible. However, in most the lock may have to be drilled out by Housing Maintenance or a skilled locksmith. This will be at the resident's expense. To avoid such circumstances, it may be a good idea to leave a spare key at work, or entrust one with a friend or neighbor.

Trash Collection: We must all work together to keep our housing areas free of litter and unsightly trash receptacles. Please place your trash bags or wheelie bins (as applicable to your Housing Area) at the nearest point of the street curb by 1900hrs on the evening prior to collection and return bins to the rear of your housing unit by the end of the next day.



Residents that are under a wheelie bin system must ensure that all trash is safely stored within the container, with the lid fully closed. Residents with excess trash must either dispose of it at the local council household waste site, or carry it over to the following week. Never leave items on the ground around the bin. **Please note: Strictly no bagged items in the Dry Recycle or Compost Bins. Failure to comply with this will result in these bins being rejected.**

Stockpiles of cardboard boxes are not permitted to be left out for the trash collectors. Ensure that either the furniture packers remove the boxes, dispose of them at your local household waste sites, or take to the Base Recycling Center.

The following details provide you with an idea as to what is allowed in each bin:

General Waste Bin: General household waste, pet waste, diapers, glass, cooked food, clothing

Recycling Bin: Dry recyclables such as plastic, cardboard, aluminum/tin cans, paper, junk mail

Compost Bin: Grass cuttings, fruit, vegetable peelings, leaves, coffee grounds, tea bags

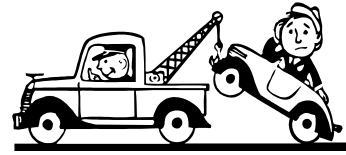
The local authorities will advise you whenever schedules change, due to public holidays.

All wheeled bins must be clearly marked with your house number. Bins left unclaimed will be removed from the housing area by the Council. If your trash bin goes missing, you will be charged for a replacement from the local council.

Recycling and Trash Information: Occasionally, there may be items that will not fit into the bins or bags provided. These items must be taken to the base recycling areas, to local household waste sites, or arranged to be collected by the local council.

Housing Areas	Council	Household Waste Site
RAF Lakenheath, RAF Mildenhall, Beck Row, Lords Walk	Forest Heath District Council Tel. (01638) 719207	Sign posted off the A1065 between RAF Lakenheath Gate 1 and Barton Mills 5 ways roundabout.
RAF Feltwell	Kings Lynn & West Norfolk Council Tel. (01553) 776676	Sign posted off the A1065 between RAF Lakenheath Gate 1 and Barton Mills 5 ways roundabout.
RAF Ely	East Cambs Council Tel. (01353) 863864 (General Domestic) Tel. (01353) 616399 Furniture or appliances	Turn into Depot Road, off the Exning Road in Newmarket. Alternatively follow signs between Little Thetford and Stretham villages
Thetford	Breckland Council Tel. (01842) 755721	Sign posted on London Rd Industrial Estate, (opposite Focus DIY store) Thetford

Abandoned/Unroadworthy Vehicles: If your vehicle is not in a road-worthy condition i.e. has an expired tax disc or is inoperable, it must be removed from the housing area. Do not leave abandoned or unroadworthy vehicles in parking bays or in general housing areas. Abandoned vehicles will be impounded and crushed. Placing a



Statutory off Road Notification (SORN) on your vehicle does not exempt you from the above regarding removal of abandoned or unroadworthy vehicles in housing areas. Owners of vehicles without road tax can be prosecuted and will be required to remove the vehicle from the housing area. Do not carry out major car repairs in the housing area, and never leave your vehicle on ramps or jacks. Always park your car in your allocated space. Do not leave your car parked on roads, or on footpaths and never park on the grass. Obstructing a public sidewalk or parking too close to road junctions and roundabouts is a road traffic offence. Boats, campers, RVs, caravans, trailers and unused vehicles should be parked on base and not in the housing area. Please call your law enforcement desk for details regarding storage areas on base where these vehicles can be parked long term.

Grounds Care: Common areas, which are normally beyond 50 feet from your Housing Unit, are normally Ground Controls responsibility. Responsibilities include but are not limited to the following: grass cutting, landscaping to shrubs and trees etc. Residents should never permit their pets to freely roam and exercise on these common areas, especially playground zones. Litter bins and pet waste containers will be emptied on a regular basis by Maintenance or Ground Control. Please note that the contractor is not responsible for picking up pet waste.



The housing inspector will perform regular area inspections to observe general appearances of yards and streets. Residents that persistently fail to take responsibility of their own individual areas will receive discrepancy notices. Repeated notices will be forwarded up the chain of Command for resolution. For some residents this may lead to a loss of housing privileges.

The government and contractor are spending valuable resources and efforts in keeping your housing area maintained. Please do your bit and keep your area PROUD.

Section 2 – Resident Responsibilities

Good Neighbors: Please be courteous to your neighbors. Be reasonable, considerate and talk to your neighbors should a problem or misunderstanding arise. In most situations the matter can be satisfactorily resolved amicably. However, in situations where this may not be possible, please contact each other's First Sergeants and allow them to defuse the situation. The housing inspector may also be requested to assist in matters that directly involve housing policy.

We must all work together in order to maintain a civil, social and livable environment. Do your part to forge and maintain a good relationship with your neighbor.

Please consider the following points:



Noise control: Excessive noise is the primary complaint received by the Housing Office. General quiet times are from 2200hrs to 0800hrs. Please respect neighbors that work shifts and have varying sleep patterns. Prolonged periods of loud music, excessive noisy parties, or the continual sound of dogs barking can cause significant distress to your neighbors and dissension within the neighborhood. Be a good neighbor. Keep the noise down!

Your children: Do you know where your children are? Please ensure that they are playing in a safe and appropriate environment and not causing a nuisance to your neighbors.

Parking: Please use only the parking spaces allocated to you. If you share an unmarked parking bay, please verify your space with the housing inspector and not park in your neighbors spot. Never partly, or fully park on the public sidewalks, grass areas or close to junctions and other hazardous road areas. Always endeavor to leave a safe and clear path for your neighbors to reverse out of their parking spaces. Please limit parking vehicles on roads to ensure that emergency vehicles can drive freely around the housing areas. Parking on narrow roads may force other vehicles to drive around and over a neighboring yard in order to safely pass. This can create cracked footpath tiles, ruts in the grass, or damage landscaping.



Going on TDY/Leave: If you leave your housing unit unoccupied for more than seven days, you must inform the housing office with your details. A form can be filled out at the housing office, or e-mail your housing inspector. Information should include your dates of departure and return with contact details of the person looking after your home. Arrangements must be made in advance for someone to visit your housing unit at least twice a week until you return. Ensure that mail is removed away from the doorway, windows and doors checked, look for water leaks on floors and ceilings, flush all toilets and run all water faucets for two minutes on each visit. Also, ensure they maintain your lawn during your absence. In case of emergencies provide them the maintenance contact details. Your Fridge magnet should also provide these emergency numbers. During winter months, ensure that the heating is set at 15C/60F to avoid frozen pipes.

CARE OF YOUR HOUSING UNIT:

You are responsible for minor maintenance of your home. We expect you to take prudent care of your home, to include good housekeeping and garden care. Please respect and be proud of this valuable government asset.

Good Housekeeping: Regular cleaning is necessary in your home to maintain a tidy, safe and healthy environment for your family.

Floors: Clean floor surfaces regularly. Be aware of the risks of permanent carpet staining (i.e. Kool-Aid, blackcurrant juice, red wine, bleach, nail varnish, ink or various crafts paint and glues). If you have sheet vinyl flooring in the kitchen, utility areas or bathrooms, remember that these surfaces can tear easily when appliances are pulled out. Always tilt the machine back and slide under a slip mat or piece of cardboard before pulling them away from the wall. Clean behind and underneath your appliances periodically, especially the dryer.

Do not apply heavy layers of wax to tiled surfaces, as build up can be unhealthy and also very difficult to remove on your housing termination. Please avoid using 'rubber backed' mats as these can cause unsightly permanent yellow staining to floors if left in position for long periods.

Walls: Keep vents and ducts as clear as possible. Check behind your dryer to ensure the lint hose has not become disconnected or kinked and check the external vent to ensure good air flow.

Call in all loose, cracked electrical outlets or switches to your maintenance provider. If you wish to paint or apply wall coverings, complete an AF form 332 at the Housing Office. Your inspector will advise you of preparation, material specifications and your responsibilities when vacating the home. Do not purchase your items prior to approval. Caution must be applied when hanging pictures and will be explained during your initial inspection (*see section 4 – Self help*). Do not drill holes in to UPVC windows or doors. Be aware of soot/wax build-up to walls and ceilings due to burning of candles, oil lamps and incense burners. Excessive build-up will likely require additional wall preparation during change of occupancy maintenance. This will be at your expense.

Ceilings: Do not attach ceiling fans until you have coordinated an AF332 through the Housing Office. Do not hang heavy items or attach hooks and nails to ceilings (this includes garages). Do not enter the attic space, as these are not designed for storage and are therefore prohibited.

Appliances:

Stoves - Regularly clean your stove to include drip pans, racks, stove top and interior of oven. This will greatly reduce grease build-up and will help prevent the risk of fires.

Kitchen exhaust fan – change paper filters when excessively soiled (these are provided at the Self Help Store). Metal mesh/gauze filters may be cleaned in the dishwasher.

Dryers – Clean the lint filter after every cycle. If this is not done regularly, your dryer and hose will clog up. This is apparent when you see lint collecting amongst the blades of your outside vent cover. In this instance, to avoid the HIGH RISK of a lint fire, contact housing maintenance to clear out the vent channel and appliance maintenance to de-lint the channels within the dryer.

Do not continue to use this appliance!

Dishwasher - Keep your dishwashers topped up regularly with dishwasher salt. Some dishwashers will indicate on the control panel if salt levels are low. Other types may require a

physical inspection inside by unscrewing the Salt Filler cap found under the lower rack. Dishwasher salt can be provided by the self help store, or purchased at the commissary.

Microwaves – Where applicable, please only plug in to the wall sockets labeled ‘Microwave’. This will prevent the ground floor circuit breaker from popping. When cleaning the internal glass rotating dish, always handle with great care as these are expensive to replace.

Garbage Disposal Unit – Do not tip oil, lard, fat into this drain, as the change of temperature lower down in the pipes can cause them to solidify. Please do not dispose vegetable peelings, pasta, rice spaghetti and pasta in this unit as these can also cause blockage. Always keep the water running during in use.

Regularly check service hook ups behind your appliances for signs of water leaks, lint escape from hoses, or possible electrical damage such as burned outlets and damaged cables.

Lime Scale: It is important not to let lime scale build up in any appliances or fixtures i.e. sinks, toilet, shower heads. Do not use abrasives to remove lime scale and do not leave chemicals for too long on chrome fittings. Follow manufacturer’s guidelines when using any lime scale removal. Should you have any questions regarding persistent lime scale build up, your housing inspector will be able to advise you accordingly.

Grass: You are expected to keep a neat, well-maintained, and edged lawn at all times. Please keep the grass to within two inches height and generally free from weeds, moss and heavy seasonal leaf fall. Residents that have pets should ensure also that feces are collected daily and holes created by dogs are filled and re-seeded at regular intervals when required.

Shrubs and Flower Beds: Residents are expected to maintain flower-beds. Borders should be edged and free of weeds and grass growth. Please contact the self-help store to enquire about current availability of items such as edging, mulching, compost etc. Annual flowers should be removed when dying and all other plants and shrubs should be pruned to keep tidy and to a manageable height keeping windows and footpaths clear. Ivy/climbing/creeping plants should be kept to a minimum and never let them climb up brick surfaces as this causes severe brick damage to your housing unit.

Trash: All trash bags and wheelie bins must be stored out of sight. Ensure your trash bins are identified with your house number and street name. Replacements are a resident’s expense.

Windows: Wash any heavy build-up on windows and frames. Please do not place packing paper, cardboard or tin foil on your windows, use appropriate window dressings only. If you own a pet and can see heavy build-up on your patio door, please be aware that your pet may be scratching the glass. Damaged glass will require replacement and re-imbursement on your PCS.

Miscellaneous Items: Please keep all privately owned items, i.e. bicycles, toys, in provided sheds, closets, or rear yard. Sheds and fences must be maintained in good order unless covered by maintenance provider. Items such as garden hoses that are regularly used can be left in the front yard if they are neatly stored on a hose reel or bracket. Never coil them around the faucet or allow them to leak due to poorly fitting or incompatible joints. Carports and lean-to structures are not to be used as open storage areas. Keep front doorways free of miscellaneous items.

Hazardous Materials: Do not leave fuel, lubricant oil, or general fluid cans in front yards or parking areas. These are not only untidy, but can be extremely hazardous. Do not store old tires, batteries and vehicle parts in any areas. Oil and vehicle fluid leaks should be neutralized and washed away from surfaces at first opportunity. Please remember that not only does this look unsightly, but such fluids can remain actively flammable for some time and may ignite at any time, see manufacturer details for advice.



General Observations: Please contact housing maintenance or your housing inspector should you notice inoperative streetlights, missing service covers, a drain blockage, structural defects, storm damage and general hazards around your housing area. The appropriate authorities can then be contacted for their immediate action.

Damages: Any damage in your housing unit caused by you (the member), your spouse, dependents, guests or pets, are your responsibility. Cause of damage, may be considered fair wear and tear depending on an assessment made by a Housing or USAF nominated representative.

Damage Assessment Form: Following notification of any such repairs that are necessary, a damage assessment form will be issued to the resident on which options for payment and consideration will be given. Payment or any required correspondence should be completed and returned to the Facilities Section at the Lakenheath Housing Office within seven days from receipt of the form.

Example of Damages Beyond Fair Wear and Tear: Broken floor tiles, stained carpets, holes in doors, cracked toilet bowls, toilet seats, sinks, broken windows, burns and abrasions to kitchen countertops, UPVC products, damaged and missing appliances or equipment, over sprung door hinges, excessive wall damage, lost keys etc. You could also be liable for damages caused by failure to report problems in a timely manner to the housing maintenance contractor at early signs of a fault occurring. For example, always keep an eye on potential water leaks around the house, or water spots appearing on ceilings and call them in at the very first opportunity.

Insurance: It is not mandatory that you have renters insurance; however, it is highly recommended. You will be advised to take out a policy by the assignment clerk to cover costs for building replacement. It is good advice to cover any damages or losses of your own personal property, but it equally important for you to have coverage for possible instances such as stains on carpets, fire, broken windows, impact damage to doors, smoke damage (caused by excessive use of candles), possible water damage, etc.



Failure to Comply with Housing Standards: Assignment to housing can be terminated by the Commander with a 30-day notice when the member or family members are responsible for willful, malicious, or negligent abuse or destruction of government property. Such cases will be fully documented and retained on file at the housing office.

Section 3 – General Information

Utilities: The USAF has contracts with specific utility companies to supply gas, water, oil and electricity. *Do not agree by telephone or in writing to change your utility supplier, or inform these companies when you are moving in or out of the property.* Do not accept incentives from any utility companies concerning the above.

Energy Conservation: We need your assistance in conserving energy, reducing expensive utility bills and the carbon footprint.

In order to save Government funding, please turn down your heat to a sensible level, such as 60F/15C during the night and for periods of absence.

60-65F/15-20C is a healthy/comfortable daytime level of heat for your unit.

Should your home become hot, to conserve energy please turn down the heat and do not open windows as a remedy.

Set your dryer timer for shorter periods and check to see when they are adequately dry.

Turn off lights where possible and choose lower wattage or energy saving bulbs when replaced.

Portable Air Conditioning units are not authorized in the Military Family Housing in the UK.

Make better use of window vents and ceiling fans where fitted.



Water: To prevent legionella contamination in your home; always run the water for at least 2 minutes for faucets that have not been used for at least 7 days.

Water Restrictions: Conserve water whenever possible. It is always best to water grass and plants prior to sunrise and sunset. In extreme hot weather conditions the local Water Authority may impose a garden hose pipe ban. This will be advertised in local newspapers, the base magazines and mentioned on local television news. It may be unfortunate that some grass areas suffer and burn, but roots will survive long periods of drought and will recover very quickly during the next rainfall. Residents will not be ticketed for scorched lawns on yard inspections.

Heating Thermostat Control: These are normally found mounted to a wall either in the Hallway or Living Room area. This rotating dial may indicate temperature in Degrees Fahrenheit, or Centigrade. A simple formula for converting Centigrade to Fahrenheit is to double the number and add 30. Example: 15C = 60F, 20C = 70F. To use your heating system efficiently, select your preferred average temperature on this dial and try to leave permanently in position. Most residents will find a position between 15 and 20 degrees Centigrade (60 and 70 Fahrenheit) comfortable. Always check to see if your thermostat dial has been moved out of position should you experience sudden or prolonged periods of heat loss.

Should heating fail, please contact housing maintenance for assistance. They will ask you questions regarding your heating and maybe able to assist you over the telephone.

Oil Tank Supply: If you have oil heating; A contractor should be tracking oil tank levels regularly. However, in some instances housing units may be missed and allowed to run low. Therefore, it is best for the resident to perform checks and if low oil levels are evident, such as below 1/5 of a tank, the resident should inform your housing inspector for assistance.

AFN: Most MFH areas provide an AFN television and radio service. Depending on the housing area, some residents will require a separate decoder box and handset, where as others simply require direct connection to the AFN outlet. In either situation, the television set must be retuned to receive the AFN channels. Most multi system and NTSC television sets will automatically search for the channel frequencies. However, depending on the television make and model, some further tuning menu adjustments may have to be made to the 'picture mode' and 'sound mode' to correct poor reception. (Please refer to your television operation menu). Should you experience problems with the AFN service and you are assigned to RAF Lakenheath please forward your details to 48 Comm Sq via Email: afnoutage@lakenheath.af.mil If you are assigned to RAF Mildenhall please forward your details to 100 Comm Sq afnoutage@mildenhall.af.mil

Waterbeds: These are not permitted in family housing units, due to risk of flooding and excess pressure to load bearing structure.

Candles/Oil Burners: Occasional use of candles and oil burners is permitted in the MFH unit. These items must be safely secured within a suitable mount and not situated close to flammable items, such as drapes, clothes or paper items. An adult must be in attendance at all times when such items are burning. Continual and excessive use of these items may create a heavy soot/wax build-up to your walls and ceilings which can go unnoticed until removing furniture and pictures upon vacating the home. Excessive build-up to surfaces will require special and expensive preparation prior to painting, which will be at the member's expense.

Business Enterprises: Only in exceptional circumstances can businesses for profit be conducted from your housing unit. Any such enterprise must be requested in writing through the Housing Office, for the attention of the Housing Manager.

Registered Childcare: Although the base may approve the resident to register as a Childcare Provider, **any damages caused to your housing unit during this period will be charged to the resident.** The most common items found on final inspections are: excessive ink and crayon marks to walls, stains on carpets, permanent damage to internal doors due to child locks and damage to grass areas where play equipment has stood.

Exterior Electrics: Use of electric items are not permitted unless already fitted with an approved and protected external power outlet. In circumstances where occasional and temporary power is required, items such as electric garden tools, power tools, etc., can be supplied via an extension cord. However, an Residual Current Device (RCD) safety plug **MUST** be used in-between the power cord and the internal power outlet. This power feed must be disconnected immediately after use and not left in place overnight or for unnecessary prolonged periods of time. Security lights, if approved by the housing inspector, **MUST** be fitted by a fully Certified electrician. A 'Small Works' installation certificate will be signed by the electrician and provided to the housing office.

Fire Pits: Resident must receive prior approval on a signed AF 332 by the Fire Department.

Air Conditioning Units: Are not permitted in Military Family Housing.

Christmas/Festive Lights: Should be used in moderation and removed after the celebration period. It is suggested that Christmas lights be removed by 15 January of each year. Easy to remove plastic clips should be used to secure lights where possible. All other fixings should be made without damage to the property. NEVER climb onto the roof to hang lights. Please do not leave lights on during the daylight hours.



Insect/Pest Control: The first step in proper pest control is good housekeeping. The second step is proper application of DIY pest control products. Some pest control products, such as Ant Powder can be obtained from the Self Help Store, Base Exchange, or on the economy. Only if you have made every reasonable attempt to remove the insects and they still persist, call your relevant Maintenance Office for help. For outbreaks of vermin or moles, contact your maintenance provider for appropriate early action.

Birds Nests: House Martin's Nests are protected by the UK Wildlife and Countryside Act 1981, paragraph 1. No person can destroy or disturb House Martin's nests while eggs and young chicks are present. Persons caught violating this act will face a £3000 fine for the first offence. Residents can safely remove the nests after the breeding season, which will discourage additional nests.



Fireworks/Fires: These are not permitted in Military Family Housing.

Yard Sales: Are permitted. The sale is not to continue for more than one day. Signs are not permitted to be attached to fences/posts/trees within the housing area. Official yard sale signs are available for sign out from the self-help store and should be removed at the end of the day. In addition yard sale boards are available for advertising your yard sale at the RAF Lakenheath BX and the RAF Mildenhall BXtra. Come by the Housing Office to complete a 3 x 5 card.

Solicitation in Housing Areas: Fundraising, sales, activities etc, require prior approval of the Base Commander. Route these requests through the Housing Office at 48CES/CEAC.



RECREATIONAL EQUIPMENT/ACTIVITIES:

Please remind your children and their guests not to play ball games, such as basketball, roller hockey, skate boarding or general activities in the streets or parking areas. Such activities, which are distracting and hazardous around vehicle access, should be performed in suitable safe areas.



Basketball Hoops: These should be located at the ends of individual driveways, against the housing unit, but not on sidewalks, roads or shared parking areas. Not only do we have to prioritize road accident risk but also to respect neighbor's vehicles, personal property and gardens that can easily experience damage.



Swimming/Wading Pools/Water Features: Swimming pools are authorized (only above ground) with a maximum size of 6ft in diameter, 18 inches deep and no more than 320 gallon capacity. These should be emptied and turned over, or stowed away immediately after use to prevent accidents. Children can drown in less than 4cm (1

½ inches) of water. It is suggested you contact the Base Legal Office regarding liability before installing a pool. Permanent pools, ponds, water features etc are not authorized in the housing area.

Trampolines: The need for supervision and trained personnel at all times makes home use extremely unwise. According to the American Academy of Pediatrics (AAP) the trampoline should not be used at home, inside or outside, and parents should never purchase or allow children to use home trampolines.



However, if you choose to use a trampoline:

1. Ensure the trampoline is in the center of the garden, no closer than 3 meters to any fence line, gate or obstruction and fully fitted with the appropriate safety net.
2. You should only allow one person to use the trampoline at any one time.
3. The trampoline should be fitted with shock absorbing pads to the springs, hooks and frame.
4. The parent **MUST SUPERVISE** children using the trampoline at all times.
5. No children under 6 years of age should use large trampolines.
6. Do not use steps to mount the trampoline.
7. The trampoline must be secured and **NOT ACCESSIBLE** to neighbors or uninvited guests when not in use. A 4ft fence around the rear yard should be used as an enclosure with a lockable gate to restrict access.

It should be noted however, that despite all currently available measures to prevent injury, the potential for serious mishaps while using trampolines remains.



Bicycle Users: All users without exception must wear protective helmets.

Phones: *DECT6.0* is a technology used by many American cordless (home) phones, baby monitors and wireless headsets. Unfortunately, *DECT6.0* is **NOT** licensed for use in the UK as that frequency is used for the '3' Mobile phone network. The use of *DECT6.0* equipment in the UK is therefore illegal and its use could lead to a fine of up to £5000 along with the seizure of the equipment.

How to tell if your phone or baby monitor is DECT6.0: Many phones will have *DECT6.0* written on them, others may have the frequency written on the base unit (the part that is plugged into the phone line) The *DECT6.0* frequency bank is 1920-1930Mhz (or 1.92-1.93Ghz).

CE marking: The easiest way to check if your equipment is ok for use in the UK is to look for the European conformance mark or CE mark as shown below. If it doesn't bear the CE mark then it's probably not legal for use in the UK.

What to do if your phone is DECT6.0: Please stop using it as soon as possible! Please don't sell it on Ebay to a buyer in the UK!

What happens if you continue to use your DECT6.0 phone: The reason you are reading this is that *DECT6.0* phones have been detected in your area, and are interfering already with the '3' mobile phone network. If the interference continues. Then the UK communications regulator, OFCOM will be asked to assist. They have the power to seize equipment, interview under caution in order to gather evidence and impose a fine of up to £5000.

Section 4 – Self Help

Self Help Stores: Provide general domestic supplies and garden items, enabling base housing residents to carry out minor maintenance. All users must be registered with the Self Help Store using the AF Form 227 provided at Initial Inspection.

Mildenhall Self Help Store: For residents that reside in **RAF Mildenhall Housing only**; the Self Help Store is located in Bldg 604, on the main base. The general opening hours are from 0800 hrs to 1200 hrs Monday, Wednesday & Friday 1300 hrs to 1600 hrs Tuesday & Thursday. Telephone: 238-7019 or 238-2749.

Lakenheath Self Help Store: The Self Help Store is located on Westbury Road Bldg 1071. The general opening hours are from 0800 hrs to 1600 hrs weekdays (Opening later on Tuesdays at 1000, Closing earlier on Friday at 1530 hrs). Telephone: 01638 522577.

Self Help Project Coordination: All mini projects in or outside of the housing unit should be assessed and approved by your housing inspector prior to the commencement of the project. These projects can include erecting a shed, a fence or various internal projects such as re-painting, installing ceiling fans, etc. An AF Form 332 work order must be initiated at the Lakenheath Housing Office.

Pre-project Inspection: The Inspector will visit the home and discuss the project with the member responsible for carrying out the project. The inspector will approve or disapprove the AF Form 332 at this time. Please note that the AF Form 332 requires an attached sketch for projects such as fences, sheds and patios. Please use a separate sheet and include as many relevant details as possible. An AF Form 103 (digging permit) may also be necessary for excavation work, such as digging fence postholes/trees. This is to safeguard the resident from damaging underground cables or service pipes.

Post-project Inspection: The member must confirm to the inspector when a project is completed so that it can be inspected. The member does not necessarily have to be in attendance.

Maintenance Responsibility: All self help projects will be maintained by the resident. If deemed unsafe, unsightly, or neglected, the resident will be requested to repair and maintain, or remove at their expense.

Fences: All fence projects should comply with general base standards. AF Form 332 and AF Form 103 digging permit must be completed and approved prior to commencing work.

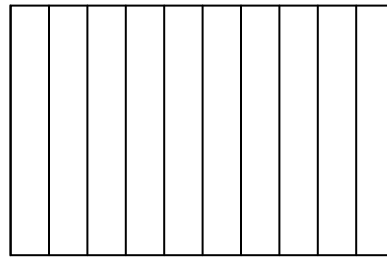
Standard Specification: Panels should be of equal 4' heights, allowing for only one 6' high section between neighbors, for privacy purposes. All fence posts will be of 4" thickness and submersed 2' minimum into the ground in to a suitable aggregate. A 3' gate must be included for emergency access/exit purposes and will generally be located central of the rear fence (This is to allow for garden sheds to be erected in corner positions). Side gates may be approved where practical and safe.

APPROVED TYPES OF TIMBER FENCING

6 x 4/6 x 6 Panels with Posts

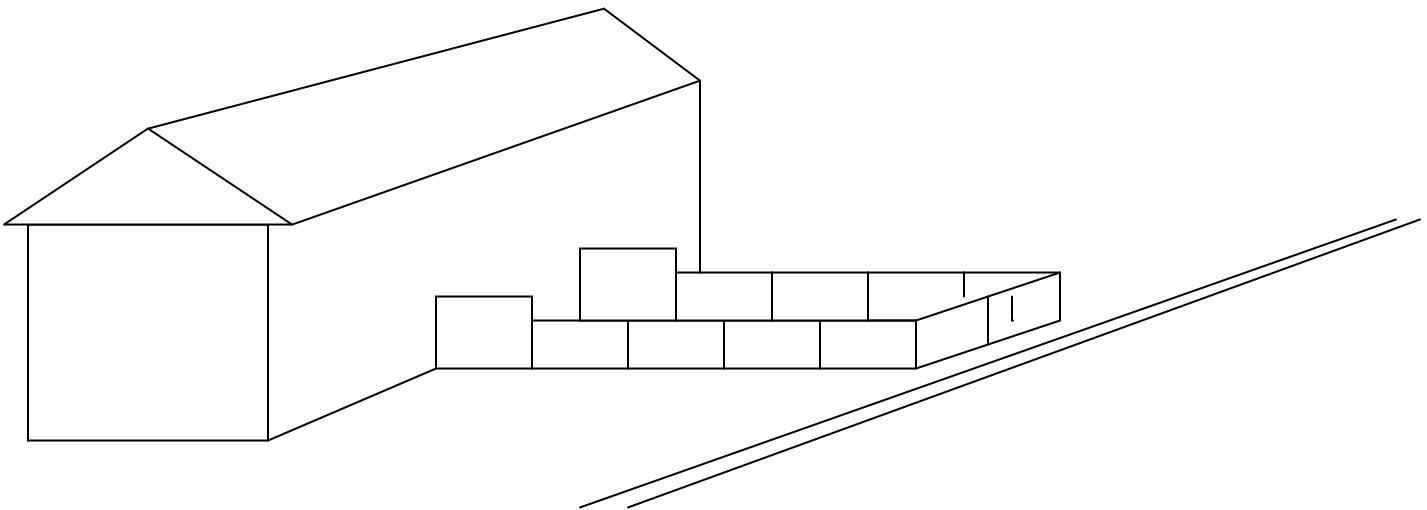


6 x 4/6 x 6 Close Boarded



Low level decorative borders in front gardens are not approved, for safety reasons, but boundaries can be marked by planting suitable flowers or low level shrubs. Exceptions may be considered.

Position: The member will be asked to provide a sketch where they would like to position the fence. Typical mid terrace layout with central gate at rear as per example:



Sheds/Storage Containers: Please do not purchase these until the AF Form 332 has been approved. Please note that some yards may not be able to accommodate sheds for fire safety reasons. No sheds are permitted in the Liberty Village Housing Area.

Patios: If your housing unit does not have an adequate patio area, permission maybe granted by your inspector. Extensions of existing patios may not be approved.



Ceiling Fans: If approved, must be fitted by a fully qualified British Electrician. A copy of the Electric Small Works Certificate must be provided to the inspector, who will keep this on the main housing file. An AF Form 332 must be approved prior to installation.



Satellite Dishes: Dishes must be discretely positioned and mounted at low level on a concrete slab. All cables should be hidden where possible or routed discretely, such as behind rainwater pipes or at low level. Holes must be drilled neatly through a cement/mortar joint from the outside, inwards to avoid expensive damage to brickwork. Do not drill holes through PVC windows or doors. In exceptional and limited situations where a signal cannot be gained due to obstructions such as tall trees and buildings, permission **may** be given to mount the dish discretely on an upper corner of the gable, or rear wall. In this case a signed letter from the Satellite Engineer verifying the necessity will be required. The bracket must remain on the property regardless of whether or not the system is later transferred.

Landscaping: Although we encourage residents to beautify their gardens by planting flowers and shrubs, we must take into consideration that large scale landscaping may create a great burden for the next family, and potentially cause hazards to the property. Borders are approved to enhance property to 18 inches in width along front unit without AF Form 332 and further landscaping must be completed in accordance with AF Form 332. Large, rapid growing trees are not permitted, such as Leylandi and Willows, which may cause major structural damage. Small and medium size trees should be planted away from the property and according to the eventual mature height of the tree. AF Form 332 will be required for this work request and coordinated through Housing.



Window/Door Bug Screens: Residents are not permitted to drill, or glue screen panels to PVC frames.



Carpet/Vinyl Flooring: Laying of carpet and vinyl flooring is not normally approved; contact your inspector for details.



Painting/Wallpaper/Borders: Painting is discouraged, should you wish to paint, please contact your Housing Inspector for application details and product specifications. Use of latex and oil base paints are not permitted.

Patio Lean-to/Carports: These constructions are not permitted.

Section 5 – Pets



Pet Abuse: If you are aware of any pets in your neighborhood that are being neglected or mistreated, contact the RSPCA (Royal Society for the Protection of Cruelty to Animals). Your call will be kept confidential and you do not have to give out your personal details.

CONDITIONS FOR KEEPING PETS IN HOUSING

Residents are limited to two household pets while residing in base housing. These pets must be domesticated. Residents may not board dogs of any breed (including a mixed breed) that are deemed “aggressive or potentially aggressive,” unless the dog is a certified military working dog that is being boarded by its handler/trainer or approval is obtained by the Installation Commander in writing. For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as a Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pincher, Chow and Wolf Hybrids. Prohibition also extends to other breeds of dogs or individual dogs that demonstrate or are known to demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of behaviors:

- (a) Unprovoked barking, growling or snarling at people approaching the animal
- (b) Aggressively running along a fence line when people are present
- (c) Biting or scratching people
- (d) Escaping confinement or restriction to chase people

Residents may not board exotic animals such as, but not limited to, reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, pot bellied pigs, monkeys, arachnids, or any farm animal. Pets must be secured with leashes or under positive control while outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards or allowed to run loose outside fenced yard. Pet owners must maintain current immunizations on all pets. Dogs and cats are required to wear a collar or harness with current rabies vaccination attached. All pets must be registered with Feltwell Veterinary Clinic. Pet areas must be cleaned regularly to control and prevent vermin infestation. Pet feces must be picked up daily or immediately if the pet evacuates outside the patio or yard. Compliance with this is mandatory

Uncontrolled pets should be reported to the Security Forces on Base or RSPCA at 08705 555 999.

Doghouses/dog runs/pens are not permitted in base housing.

On termination of MFH unit - All yards damaged by pet ownership must be reinstated to the satisfaction of the Housing Office. This also includes sanitation and re-sodding (during winter months) and re-seeding (during summer months).

These rules have been endorsed by the Civil Engineering and Security Forces Commander.
Persistent complaints/discrepancies may lead to removal of your pet and privileges.

Section 6 – Security

Reporting Crime: Residents will report any criminal activity experienced or witnessed in the Housing area to the USAF security forces, so that crime stats and appropriate responses can be assessed.



Emergencies on base should be reported to the Security Force Desk:

RAF Lakenheath and RAF Feltwell - 01638 52 2333
RAF Mildenhall - 01638 53 3656/2667

All base phones have in operation the 911 emergency number, 999 calls on base extensions will also be connected to Emergency Services.

If a member resides in military family housing outside the base area, you should carry out the following:

- If the action is of a serious nature, or a person is in the act of committing an offence, you should dial 999.
- If the incident is of non-urgent nature, you should contact the Ministry of Defense Police (01638) 542020.
- You may also contact the local police force that serves your area. Suffolk Constabulary (01476) 613500, Norfolk Constabulary 0845 4564567, Cambridgeshire Constabulary 0845 4564564.
- For general advice or police issues, please contact PC Glover, Community Safety Officer on 07771614281.

Member's Responsibility: Residents are responsible for the actions of themselves, spouse, children, dependent relatives and invited guests.

- At night or whenever you leave your home, even a short visit to a neighbor, make sure that you lock all doors and windows.
- Secure all ladders, steps and valuable items etc., visible in gardens. Secure shed doors.
- When you go on leave, try at all times to make the house look as if it were occupied:
 - Ask friends to check your house, move your vehicle and pick up your mail
 - Leave lights on in the evening, or use time switches on lamps and radios.
 - Remember to cancel papers, milk or other regular deliveries.
 - Never leave valuables where they can be seen through a window.
 - Hide small valuables such as jewelry and cash.
 - Consider buying home alarm devices.
- It is recommended, if you have a storage shed, to fit a staple and hasp bracket and a good quality padlock for security.

Cars: Lock doors and shut windows when you leave the car.

Never leave uniform or other valuables on show inside the car (A plastic bag will raise curiosity to a burglar, even if you know it is full of rubbish).

Never store your car documents inside the car.

If not already fitted with an alarm, consider fitting one.

Try to park in well-lit areas.

Never leave the car running, while the vehicle is unattended.

PERSONAL SAFETY:

Securing your property will make you safer in your home, and make your home and belongings safer while you are out.

What can I do?

Intruders: If you think you have an intruder, only you can decide how to deal with the situation. Think now about what you might do - you might not be thinking clearly in a real incident. It is generally best not to challenge an intruder.



Interrupting Burglars: If you come home and find a broken window or a light on, and you think there may be a burglar inside, you may think it best not to go into the house. Go to a neighbor's house and call the police. If you have a cell phone use it. Ring the doorbell – someone who should be in the house will come to the door, whereas intruders are likely to run away.

Self Defense: Under the law you are entitled to use reasonable force in self-defense or to protect another person or your property.

The reasonable force that is used in any situation will depend on the threat that you are facing. For example, the level of force that you can use to defend your life is greater than the level of force you can use to defend your property.

What 'reasonable force' is will depend on the circumstances of each case, and is something that only the courts can decide. This does not mean that if you injure a criminal while defending yourself or your property you will necessarily face criminal charges. But if the criminal complains that you have used unreasonable force, the police must investigate.

“IF YOU STILL HAVE QUESTIONS THAT NEED ANSWERING”

Contact the Ministry of Defense Police 01638 542020



Ministry of Defense Police

The Ministry of Defense Police is a statutory civilian Police Force, which is organized and accountable in much the same way as any other police force in the UK. Its remit however is national not regional and its officers exercise their police powers within the boundaries of the Defense Estate. Unlike the Service Police (e.g. the Royal Military Police) MDP is not under military command. In investigatory matters, the Chief Constable of MDP is independent of the Ministry.

MDP numbers around 3,400 officers, located at Defence establishments throughout the UK. Its primary role is “the application of civil police training and constabulary powers to combat the principal risks of crime and disorder faced by the Ministry of Defence”. We also provide, or contribute to, the physical protection of property and personnel within our jurisdiction.

In common with other police forces, MDP’s purpose is to uphold the law fairly and firmly; to prevent crime; to pursue and bring to justice those who break the law; to protect the community; and to be seen to do this with integrity, impartiality and sound judgement.

A Partnership

The Ministry of Defence Police is here to serve you and the defence community. We work closely with other agencies to ensure that this community is secure and safe. However we cannot work in isolation and, in common with every police force in the land, we need the support of you the public.

In addition to armed security and routine uniformed policing we have officers trained in:

*Investigation of Crime (CID officers), Community Policing (service accommodation)
Crime Prevention, Domestic Violence and Related Issues, Specialist Search Teams,
D.A.R.E – Drug Abuse Resistance Education, Explosive /Drugs Search Dogs
Scene of Crime expertise, Firearms expertise, Rope Access Teamwork, Wildlife Liaison*

Each officer has the back up of a force containing officers trained to a very high standard in a wide range of fields. They are here to serve and protect you.

Crime can affect YOU.

Help us to help you by reporting any incident to:

01638-542020

NEIGHBORHOOD WATCH:

COME AND JOIN US



Why?

Neighborhood Watch cuts crime and the opportunity for crime.
Neighborhood Watch helps and reassures those who live in fear of crime.
Neighborhood Watch encourages neighborliness and closer communities.

Interested in joining, or starting a scheme in your area contact.
MOD Police at 01638 542020 or
48 SFS at 01638 521427

YOUR CHILD'S SECURITY:

Children: Do you really know where your children are? Could they be playing in a vacant property, or in an unsafe area? Are they respecting your neighbor's garden, vehicle, or personal and government property? You must communicate and supervise your children as much as possible. The housing inspectors often witness many situations where children are about to, in the process, or leaving an area, where recent damage has just occurred. Military members will be held accountable for any damages or criminal actions that have been caused by their spouse, dependents or any invited guests. We hope that the situation does not occur, but depending on the nature of the incident, the British and/or USAF Police may be informed for further action or prosecution.

Child neglect and abuse: Please contact the Family Advocacy Clinic on Lak. Ext 8070 for any suspected occurrences of child maltreatment or neglect. After duty hours these incidents can be reported to the USAF Security Force Desk. 01638 522333. For RAF Mildenhall Residents after duty hours contact Mildenhall Extension 2667.



Curfew: Please note the following curfew times when minors (under the age of 18yrs) are not allowed away from their place of residency unless accompanied by a parent, legal guardian, or responsible adult.

2200hrs – 0600hrs Sunday through Thursday
 2330hrs – 0600hrs Fridays, Saturdays and Holidays

Child Supervision Guidelines:

Age of Child	Up to 4yrs	5 to 6 yrs	7 to 9 yrs	10 to 11yrs	12 to 14yrs	15 to 18yrs
Left alone for less than 2 hours	No	No	No	Yes (Must have an adult contact number)	Yes	Yes
Left alone for more than 2 hours	No	No	No	Yes (Must have an adult contact number)	Yes (Must have access to an adult)	Yes
Left alone overnight	No	No	No	No	12-13 No 14 yr Yes	Yes (with periodic checks by an adult)
Unattended in general inside and outside	No	Yes	Yes	Yes	Yes	Yes

The ages specified are the maximum ages and are based on the child’s ability to demonstrate age appropriate behavior. Children who do not consistently demonstrate age appropriate behavior should not be given the same degree of self-management responsibilities.

These supervision and curfew guidelines are mandated by instruction, Lakenheath/ Mildenhall 36-2901 “Joint Community Standards Instruction” therefore parents are expected to fully comply.



Section 7: Safety Awareness

Smoke and Carbon Monoxide Detectors: All housing units will have a ceiling mounted smoke detector on each floor. The housing inspector will advise you on the basic operation and type of detector during your initial walk through inspection. Please test periodically.

Storage of hazardous materials:

1. Keep out of reach of children-preferable under lock and key
2. Store outside in metal cabinets if possible with tightly fitting lids
3. Store only a minimum amount required for home use
4. Storage of these items is prohibited in driveways/access ways/housing unit.



Burning Candles in Your Home: Is a serious fire hazard!

Candles left unattended or misused have been a major cause of fires.

Ensure the area above or around the candle is clear of obstructed materials that are easily ignitable, such as curtains, paperwork, clothes, etc...

Ensure all candles are secured in a suitable container and sitting on a flat surface. Never leave children alone with lit candles.

WARNING: Candle smoke build up can lead to expensive repairs.



Kitchen/Cooking Fire Safety:

- Unattended cooking is the leading cause of fire loss in residential homes on and off base.
- The best prevention practice is not to leave cooking unattended and to apply the following simple fire prevention practices to home cooking.
- Pans should never be filled more than 1/3 their capacity, to allow for expansion when food is added (Especially for the use of oil or fat).
- Always dry excess water from food products before placing in HOT grease.
- Keep a tightly fitting lid next to or near by the pan.
- If fire occurs, **DO NOT** remove the pan from the stove top.
- Place a tight fitting lid on the pan.
- Turn off the burner or heat source.
- Extinguish any fire outside the pan with an ABC Dry Chemical fire extinguisher.
- Call the fire department even if the fire is extinguished.
- Know location of on/off switches of kitchen appliances.
- Clean grease filters in exhaust fans often in order to prevent grease accumulation.

Legionnaires’ Disease:

Legionella is a common bacteria found in various water sources, including rivers, ponds, spas, hotel water cooling towers, but rarely domestic residential buildings. If conditions are favorable in warm stagnant water, the bacterium can grow, increasing the risks of LDB (legionnaires’ disease bacteria). Infection can occur when a mist, or small airborne droplets of water are inhaled or aspirated through the nose or mouth, spreading the bacteria to the lung areas and eventually showing flu like symptoms. In RARE cases the disease can be fatal to elderly, heavy smokers or others carrying secondary illnesses.

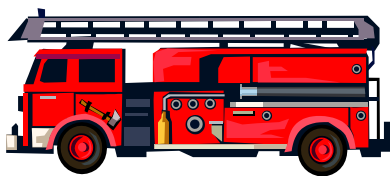
To reduce risks around your home, we recommend that ALL water outlets are flushed for two minutes, on a weekly basis, if not in use. Residents taking leave should ask the elected person looking after their home, to follow this process. Some tests have shown that legionella bacteria growth can be enhanced in areas of high lime/ calcium build up. This highlights the importance of keeping all shower heads free of lime-scale. The safest way to clear lime-scale without damaging the rubber seal and nozzles, is to periodically rest the shower head face down in a shallow bowl of white vinegar.

BBQ/Smokers/Fire Pits:

Do not operate BBQ grills or Fire Pits within 15 ft of the housing unit and at least 10 feet away

from all combustible structures, i.e. storage shed.

Ensure that all coals have burned out, or have been flushed with water before leaving unattended. Do not attempt to burn paper or cardboard in these devices. Disconnect the gas bottle immediately after use.



FIRE/EMERGENCY REPORTING PROCEDURES:

**** (All fires must be reported) ****

When reporting your emergency over the telephone you need to know the following:

Your building number, street address, village, and/or county you are located in. (i.e. Norfolk, Suffolk, Cambridgeshire for off-base housing calling 999)

The type of fire or emergency

Location of fire, if you are reporting a fire

Are there persons trapped or injured

Any hazards involved

Your name and call back number from your neighbor's house or mobile phone

Meet responding agencies on scene



REPORTING NUMBERS



On Base (Mildenhall/Lakenheath) 911

On Base with personal Cell phone 01638 527911

Lakenheath/Feltwell Base Housing 01638 522000

Anglo Base Housing 01638 527911

Mildenhall Base Housing 01638 547911

Off Base, Base Housing (for example RAF Ely) 999

Anywhere in the UK 999

ENVIRONMENTAL MANAGEMENT



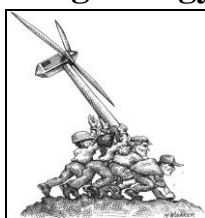
Environmental Management System (EMS): What You Should Know!

1. **What Is It?:** RAFL's method to minimize environmental impact
2. **What It Includes:**

Reducing Waste



Reducing Energy Use



Reducing Water Use



3. **What you can do:** Reduce, Reduce, Reduce

Your EMS POC: 48 CES/CEAN at 226-3990 or 01638 523990

WHAT DO YOU PUT DOWN THE DRAIN?

The facilities that treat sewage and wastewater from RAF Lakenheath and Feltwell use a biological process to purify the wastewater before being released into local rivers. The bugs that make up the biological process can be killed off by putting hazardous materials, or large amounts of diluted hazardous materials, down the drain. If the bugs die the base can't purify it's wastewater. When this happens damage can be caused to the plants, invertebrates, fish and animals that make up the river's ecosystem. Also the base could get prosecuted and face a large financial fine by the English Environment Agency, so.....

BEFORE YOU PUT ANYTHING DOWN THE DRAIN THAT ISN'T SOMETHING YOU ATE, ASK YOURSELF

- 1) **WOULD IT BE GOOD FOR THE BUGS or**
- 2) **IS THERE ANOTHER WAY OF DISPOSING OF IT – POSSIBLE THROUGH HAZARDOUS WASTE?**

Bugs don't like:

- ✗ Oil or grease (e.g. used sump oil)
- ✗ Fuel (e.g. gas or diesel)
- ✗ Fat (e.g. the cooking oil from deep fat fryers)
- ✗ High nutrient liquids (eg milk, beer)
- ✗ Neat cleaning fluids (e.g. bleach)
- ✗ Paint, thinners or cleaner (e.g. gloss paint, emulsion, white spirit, turpentine)
- ✗ Drugs or pharmaceuticals (e.g. unused medicines)
- ✗ Hazardous materials - liquid or solid

THANKS FOR THINKING ABOUT THE BUGS!

Environmental Office POC: RAF Lakenheath and RAF Feltwell – Jo Mortimore
DSN: 226-3990, Tel: 01638 523990

Section 8 – Termination of Military Family Housing

Terminating Housing: will normally be anticipated in advance when a member's tour is coming to an end, when a member is moving to another housing unit, assigned to the dormitories, or when moving back on to the economy. Should you lose your entitlement to remain in housing, such as a legal separation, divorce or early return of dependents, you must be forthcoming with this information and relinquish your right to retain family housing within 30 days from the date of loss of eligibility.

Notice: It is **ESSENTIAL** that the Lakenheath Housing Office receives adequate notice when terminating quarters. The USAF generally requires 40 days notice, regardless whether PCS orders, assignment paperwork or rental contracts have been issued or completed. We understand that there may be circumstances when less than 40 days notice may be given. Short notice PCS noted by the date of the orders is exempt from the 40 day requirement.

Pre and Final Inspections: **You do not need PCS orders to book your pre-inspection.** This inspection is designed to assist you in preparing for your final inspection. We will review the final inspection procedures with you, discuss your individual cleaning needs, check for damage to property, provide you choices for repairs, and answer your questions. At the same time, the housing inspector and maintenance representative identifies work that the housing maintenance contractor will need to accomplish prior to the next resident moving in, cleaning standards will be provided on pre-inspection.

PCS'ing with Pets: If you are making preparations to PCS and you have pets. The animal Welfare Office offers a class called "Pet Scoop" This class offers information and help on how to prepare and ship your pets. It is held at the Airman and Family Readiness Center (AFRC) on Lakenheath 226-3847 and Mildenhall 238-3406. Call AFRC for dates and times. If you plan on leaving your pet in the UK you must change the registration information to the new owner's details at the base veterinary clinic, and the Pet-Log registration of 08706 066751.

Section 9 – Useful Telephone Numbers

EMERGENCY NUMBERS:

Fire (Off Base)	999
Ambulance (Off Base)	999
Police (Off Base)	999
All Emergency Services (On RAF Lakenheath/Feltwell)	(01638) 527911
All Emergency Services (On RAF Mildenhall)	(01638) 547911
RAF Lakenheath Hospital	(01638) 528010
RAF Lakenheath/RAF Feltwell Security Forces	(01638) 522333
RAF Mildenhall Security Forces	(01638) 542667
MOD Police	(01638) 523784/5049

HOUSING MAINTENANCE NUMBERS:

Lakenheath/Feltwell/Ely/Mildenhall Maintenance	(01638) 532245
Lords Walk Leased Housing - Anglo House Maintenance	(01638) 533111

APPLIANCE MAINTENANCE:

Duty Hrs (01638) 527156

MISCELLANEOUS:

Lakenheath Regional Housing Office	(01638) 522000
Lakenheath Self Help Store (Bldg. 1071)	(01638) 522577
Loaner Furniture	(01638) 527030
Animal Welfare Officer	07876 148491
Insect Control (All RAF MOD units)	(01638) 521815
Fuels (RAF Mildenhall)	Duty Hrs (01638)542074
	After Duty Hrs (01638)542912

WEB SITE/ LINKS/ EMAILS:

Local Council / Authorities:

www.eastcambs.gov.uk	(Residents of Ely)
www.forest-heath.gov.uk	(Residents of Lakenheath and Mildenhall)
www.west-norfolk.gov.uk	(Residents of Feltwell)

AFN PROBLEMS:

afnoutage@lakenheath.af.mil (Military members stationed at RAF Lakenheath)

afnoutage@mildenhall.af.mil (Military members stationed at RAF Mildenhall)

<https://ice.usafe.af.mil/sites/48MSG/CES/EARHO> (Housing Information)

Revised July 2011