

UNACCOMPANIED PERSONNEL HOUSING RESIDENT GUIDE



**49th Civil Engineer Squadron
Holloman AFB, NM**

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Welcome to Unaccompanied Personnel Housing (UPH) at Holloman AFB.

The purpose of this guide is to introduce ourselves to you as well as to outline our responsibilities and yours. Due to living in such close proximity, all dormitory residents should be mindful of others and respect one another.

Through hard work, together we can maintain a dorm campus that meets or exceeds Air Force standards. It is the goal of the UPH Management team to make your stay a pleasant one. Please do not hesitate to contact our office if you have any questions, comments or complaints.

UNACCOMPANIED HOUSING MANAGEMENT TEAM		
POSITION	Telephone	Area of Responsibility
UH Superintendent	(575) 572-3295	All UH Facilities
Deputy UH Superintendent	(575) 572-3295	All UH Facilities
Dormitory NCO	(575) 572-3341	Bldg 334
Dormitory NCO	(575) 572-4306	Bldg 336
Dormitory NCO	(575) 572-0760	Bldg 340
Dormitory NCO	(575) 572-3766	Bldg 341
Dormitory NCO	(575) 572-3410	Bldg 342
Dormitory NCO	(575) 572-3214	Bldg 452
Dormitory NCO	(575) 572-7058	Bldg 457
Dormitory NCO	(575) 572-0589	Bldg 517

A map is provided on the next page to help you familiarize yourself with Holloman AFB. The following locations are highlighted on the map by building number along with the phone numbers.

BUILDING NUMBER	FACILITY	PHONE NUMBER
222	Military Personnel Flight (MPF)	(575) 572-7277
274	Dining Facility	(575) 572-5859
232	Postal Service Center	(575) 572-3483
29	Wing HQ/Finance	(575) 572-3778 (Finance)
785	Main Post Office	(575) 572-3842
33	Shoppette/Gas Station	(575) 479-2201
35	Security Forces	(575) 572-7171 (non-emergency)
224	Learning Center/Library	(575) 572-3939
468	Desert Lanes Bowling Center	(575) 572-7378
227	Base Exchange	(575) 479-6164
787	Commissary	(575) 572-5127



Section 1 - GENERAL INFORMATION

1.1 Personnel Changes. It is each resident's responsibility to report any changes in his/her personal information to the UPH Superintendent or Deputy Superintendent. Such changes include, but are not limited to, name, rank, duty phone, squadron, marital status, etc.

1.2 Room Inspections. Room inspections are currently scheduled for the first Wednesday of every month, however, no-notice inspections can take place at any time. Residents are required to maintain their rooms in inspection order on a daily basis.

1.3 Room Decorations. You are permitted to hang pictures and/or posters in your dormitory room provided they are not obscene, racist, pornographic or likely to incite violence or disorder. Use small diameter nails or thumbtacks to hang pictures and posters. *Do not use 2-sided tape on walls.* You are permitted to paint your dormitory room. You will need to submit a written request to the UPH Management Office, Bldg 336, Rm 122, prior to painting. UPH Management must give approval of requested paint colors. Paint and supplies are to be obtained at your own expense, and you will be required to return the room to standard Air Force colors prior to your departure from the dormitory.

1.4 Smoking. *Smoking is not permitted in any dormitory.* Each dormitory has a designated smoking area. A list of the areas is located on the first floor bulletin board of each building.

1.5 Pets. Gerbils, hamsters and fish are the only pets authorized within the dormitories. Requests for exceptions will be made on a case-by-case basis, however, dogs, cats, birds, snakes and other reptiles, such as lizards, are strictly prohibited. All requests for exception must be made *prior* to purchasing the pet. All approvals will be issued in writing, and the letter must be posted in your dormitory room. Anyone found in violation of the pet policy will be given five days to get rid of the pet or Security Forces will be contacted for disposal.

1.6 Cleaning Equipment/Supplies. Upon your assignment to the dormitories, you will be issued a bag of cleaning supplies to include one bottle each of all-purpose cleaner, window cleaner, bathroom cleaner and toilet bowl cleaner as well as several packets of laundry detergent and a sponge. Return the empty bottles to UH Management, and they will be refilled at no charge.

Steam cleaners and vacuum cleaners are also available through UPH Management at no charge. These items must be returned to the UPH Management Office by 1600 hrs one duty day after they are signed out.

1.7 Parking. Dormitory parking lots are located immediately adjacent to each dormitory. Dormitory parking is not to be used to park/store recreational vehicles (RVs), all-terrain vehicles (ATVs), off-road motorcycles or boats. Also, dormitory parking lots are not to be used to conduct vehicle maintenance such as oil changes, changing brakes, etc. Use the Auto Hobby Shop, Bldg 231.

1.8 Storage. Storage rooms are available in most dormitories. These rooms are to be used to store boxes, luggage, and items that you do not need on a day-to-day basis but do not wish to keep in your room. Items not authorized in your room are also not authorized in the storage room. Government furniture is not to be placed in the storage rooms.

1.9 Basic Allowance for Housing (BAH) Waiting List. The BAH waiting list consists of airmen who have notified UPH Management of their desire to reside off base. The list is maintained by rank and time in grade. It is your responsibility to contact the UPH Management Office (575 572-3295) to be put on the waiting list if you are interested and meet qualifications.

1.9.1 Should the need arise to activate the waiting list, personnel will be released starting with E4s with over 3 years time in service. All releases from the waiting list will be processed considering rank and time in grade order with priority given to those with the higher of those two factors. EX: Should two or more airmen have the same rank and time in grade, the person with the most time in service would take priority. In the event the individuals are equal under those factors, the priority would then go to the individual who is the oldest. *Note: Anyone who will PCS or separate from the Air Force within 6 months of the activation of the waiting list is not eligible for release to move off base.*

1.10 Telephone Installation. Contact Qwest at (800) 244-1111 if you want to have a landline installed in your dormitory room. This is a private contract between you and the provider. The Air Force assumes no liability, and you must be present to allow the provider access to your room.

1.11 Cable TV Installation. Contact Baja Broadband at (575) 437-3101 if you want to have cable TV installed in your dormitory room. This is a private contract between you and the provider. The Air Force assumes no liability, and you must be present to allow the provider access to your room. Satellite/dish TV is not authorized in the dormitories.

Note: Both the phone company and the cable company provide internet service for the dorms. If you are interested in setting up service, you will need to contact the provider directly.

1.12 Insect/Pest Control. Ant and roach bait as well as mouse traps can be acquired through the UPH Management Office at no charge. Should you develop an infestation of any of these pests, you will need to contact the 49th Civil Engineer Squadron (CES) Customer Service at (575) 572-3223 or 3224 and submit a work request for Entomology to inspect your room. Also, bats are known to affix themselves to surfaces around the dormitories - **DO NOT TOUCH THEM.** Contact UPH Management with the specific location of the bat, and we will contact Entomology to have it properly removed. *Entomology will dispose of dead animals as well.*

Section 2 - Air Force Responsibilities

2.1 Services. In support of this government-owned facility, maintenance and repair, trash collection points and disposal, basic pest control, fire/police protection, and grounds maintenance will be provided.

2.2 Initial Inspection. Upon your assignment to a dormitory room, the UPH Superintendent or Deputy will perform an initial inspection of your room with you. Any discrepancies in your room and/or furnishings will be identified and documented in your file during this inspection.

2.3 Maintenance and Repair. 49 CES has primary responsibility for dormitory maintenance. Call CES Customer Service at (575) 572-3223 or 3224 to request repairs for your dorm room. *The Customer Service numbers will automatically roll over to the Fire Department, and they will contact stand-by personnel for after hour emergencies.*

2.4 Service Response. There are three categories of service: emergency, urgent and routine. The following table outlines each category and when you can expect the work to be scheduled:

Service Call	Response Time	Defined As
Emergency	Within 24 hours	Failure or deficiency which constitutes an immediate danger or health hazard to residents or threatens to damage property. A structural, utility, or mechanical problem that could cause loss of life or property. Serious damage affecting health, safety, security, or mission. Complete utility failure (electricity, gas, heat, water, sewage, or air conditioning.)
Urgent	Within 7 days	Failure or deficiency which does not immediately endanger the residents or threaten damage to property but would soon inconvenience and affect the health and well being of the residents.
Routine	Within 30 days	Work of a routine nature that does not meet the criteria of emergency or urgent

Do not attempt to make any repairs or adjustments yourself. Failure to report needed repairs or failure to report them in a timely manner may result in you being charged for damages.

2.5 Appliance Repairs. UPH Management is responsible for replacement or repair of government supplied refrigerators, microwaves, stoves, washers and dryers. Immediately report any defective equipment to the UPH Management Office at (575) 572-3295. ***Do not attempt to make any repairs or adjustments yourself.***

2.6 Laundry Facilities. Laundry facilities are located on the first floor of each dormitory. The doors are programmed to lock automatically. Your room key can be used to access the laundry facility in your dormitory only. Leave the lid up on the washer once you have removed your clothes which will allow the washer time to dry out and eliminate the potential for odor to buildup. Please clean out the lint trap in the dryer once your laundry has finished drying. This will eliminate the potential for lint to buildup which could become a fire hazard. ***Remember that lint from the trap goes in the trash can provided in the laundry room and not on the floor. Also, do not leave your laundry in the laundry room. Laundry left unattended in the laundry room for 24 hours can and will be confiscated by the Dormitory NCO and turned over to the Airman's Attic.***

2.7 Lockouts. If you become locked out of your room during duty hours, 0700 – 1600, go to the UPH Management Office , Bldg 336, Room 122, and we will verify your identity then let you into your room. Should you find yourself locked out of your room after duty hours, on weekends, or on holidays, contact your First Sergeant. *Under no circumstances should you attempt to gain entry to your room through the window. The window may break, and you will be charged.*

2.8 Trash Collection and Disposal. Dumpsters are located around the dormitory campus for you to dispose of your room trash. Garbage cans such as those in laundry and dayrooms are government-provided and are for small trash and litter - *not your room trash. Do not place trash outside your room, on balconies or in stairwells.*

2.9 Filters and Light Bulbs. Light bulbs for your dormitory room are supplied by UPH Management as are filters for your heating/air conditioning unit. You will need to take the burned out bulbs to the UPH Management office to receive new light bulbs, and we will do a one-for-one exchange. UPH Management is responsible for ensuring light bulbs are disposed of properly.

2.10 Name Tags. Your Dorm NCO is responsible for providing a name tag for your room door, however, it is your responsibility to contact your Dorm NCO to provide them with the necessary information required for the name tag.

Section 3 - Resident Responsibilities

Given the close proximity of living quarters in the dormitories, strict adherence to the following will lead to a more comfortable environment for all dormitory residents.

3.1 Social Visits. All guests must be at least 18 years old (unless they're on active duty), be escorted at all times, and are prohibited between 2400 – 0600 hours. You are responsible for your guests conduct and can be held accountable for their actions and behavior. Cohabitation (another person living with you – to include another dorm resident), or the appearance of cohabitation, is not authorized.

3.2 Noise Control. Please be mindful of those who may work a different shift than you, and be considerate when coming and going from the dormitory. Quiet hours are 24 hours a day and “noise” from your room should not be audible from outside. Remember, bass travels through walls and floors more noticeably than actual volume. Keep bass turned down to a respectable level as well.

3.3 Parties. Any parties occurring in the dormitories must take place outside and not in dorm rooms or dayrooms. Noise must be maintained at a moderate level. It is your responsibility to ensure your guests are over the age of 18 and that no one under the age of 21 possess or consumes alcohol. The entire area will be cleaned immediately after the party to include spills and vomit. All trash will be disposed of in dumpsters.

3.4 Leave or Extended TDY. Notify the UPH Management Office if you plan to be absent from your room for longer than three days. Office personnel will give you a form to complete. Return the form to the UPH Management Office prior to your departure. Your room must be left in inspection order. *Do not leave keys to your room with anyone -take them with you.* UPH Management will inspect your room during your absence to ensure there are no issues such as water leaks, security, etc. Turn your HVAC system off prior to your departure.

3.5 Damages. You will be held liable for loss or damage to your room and/or its furnishings that are caused due to abuse or negligence by you or your guests. An inspection will be conducted to determine if you are responsible for damages considered to be beyond normal wear and tear. You must meet Air Force standards for the repair or replacement of the damaged item(s) if the inspection reveals you are responsible for the damages.

3.6 Extension Cords. Extension cords must be of continuous length without splices and must be UL approved. Since extension cords can be a tripping hazard, position cord in a safe and secure manner. Unplug heat-producing devices when not in use.

Section 4 - Cleaning Standards

4.1 Windows. Occupants are responsible for cleaning the inside and outside of windows, tracks and window sills. Report damaged or missing screens to UPH Management. Windows must be closed and locked any time the occupant leaves the room. It is a security violation to leave windows unlocked when the room is left unattended.

4.2 Kitchen. Assignment to a room with a kitchenette is a privilege - one that can be revoked for failure to properly maintain the appliances. Stove tops, burners and ovens will be cleaned on a regular basis to prevent buildup that can result in fire hazards. Refrigerators/freezers should also be cleaned frequently to remove food and ice deposits.

Do not use sharp objects to remove ice when defrosting, and do not use abrasive chemicals when cleaning.

4.2.1 Do not pour grease down sink drains. It can cause backups when it solidifies and damages pipes. You will be held financially responsible for damages and repair costs caused by pouring grease or food down sink drains.

4.2.2 Use cooling racks, pot holders or trivets for hot pots, pans and baking sheets. ***Do not place these items on countertops if they are hot as you will be liable for damages.*** Clean surfaces immediately adjacent to cooking surfaces frequently to prevent grease and/or food buildup.

4.3 Bathroom. Bathrooms can be a breeding ground for bacteria so they should be given special attention. Toilets should be cleaned inside and out at least once a week with a disinfectant cleaner. Shower walls and floors should always be free of soap scum, and shower curtains should be cleaned regularly to reduce mold and mildew. UH Management will provide shower curtains or you may purchase your own.

4.4 Carpets and Floors. All floor surfaces in your room (including your bathroom) should be vacuumed/cleaned at a minimum of once a week. Pay special attention to corners and baseboards when cleaning. In the event of accidental spills and/or water leaks, carpet cleaners and extractors are available through the UPH Management Office. Do not allow water or spills to set in carpet. Get a cleaner from UPH Management, and report leaks to CES Customer Service, (575) 572-3223 or 3224, as soon as you notice the problem. Failure to properly report damages could result in your being held financially responsible for them. ***Do not use wax on floors.***

4.5 Walls and Doors. Walls, entry doors and bathroom doors can be cleaned using a mild soap and warm water. Clean walls and doors on a regular basis to prevent dirt buildup.

Section 5 - FIRE PROTECTION

5.1 Fire Evacuation Plan. A fire evacuation plan is posted on the UPH bulletin board located on the first floor of each dormitory. The evacuation plan contains both the primary and alternative escape routes. Arrange furnishings in your room in a manner that creates a clear path from the entry door to the bathroom door so as not to obstruct or impede an escape route. Direct questions regarding fire prevention to the Fire Department at (575) 572-7228.

5.2 Fire Equipment. Tampering with smoke detectors, fire extinguishers, and/or alarm call boxes is a serious offense punishable under the Uniform Code of Military Justice (UCMJ). The Fire Department will conduct annual fire inspections of all dormitory facilities. Violations will be documented and appropriate action(s) will be taken.

FIRE REPORTING

- In case of a fire in your room or UH facility, ***immediately*** notify the Fire Department at **911**.
- Give the fire alarm operator your name, building number and room number.
- Do not hang up until you are sure the information has been received correctly.

REPORT ANY FIRES, REGARDLESS OF SIZE.

5.3 Flammable Storage. Storage of flammables is permitted only in the flammable storage lockers provided at each dormitory. Flammables include, but are not limited to, gasoline, kerosene and propane. Candles, incense, charcoal, etc. (either lit or not lit) are not permitted in your dormitory room. Portable grills are also prohibited for use or storage in or around the dormitories.

5.4 Space Heaters. Space heaters of any kind are prohibited in dormitories.

5.5 Cooking. Cooking is permitted only in government provided kitchens. Hot plates, toaster ovens and convection ovens are not permitted in ANY dormitory room. Never leave the stove or oven unattended when cooking. If a grease fire occurs, cover the burning pan with a lid, turn off the appliance and call the Fire Department. ***NEVER USE WATER ON A GREASE OR ELECTRICAL FIRE, AND DO NOT ATTEMPT TO MOVE THE PAN.*** Clean kitchen exhaust fan filters often to prevent accumulation of grease.

Section 6 - SECURITY FORCES

The Commander is responsible for controlling and safeguarding base property. When notified, Security Forces will investigate incidents under their jurisdiction. Any inquiries regarding law enforcement should be directed to Security Forces at (575) 572-7171.

6.1 Firearms and Fireworks. Firearms and ammunition are not permitted in dormitories which includes dorm rooms, dayrooms, laundry rooms, stairwells (interior and exterior) and dormitory parking lots. Contact Security Forces at (575) 572-7171 for information regarding storage of firearms.

6.1.1 Fireworks of any kind are prohibited not only in dormitories but on Holloman in general.

6.1.2 DIAL 911 to report a crime in progress.

6.2 Property Identification Record. UPH Management can provide a form for you to complete so you can document items in your room to include TVs, stereos, etc. The form includes a space for brand, model number, serial number, color and any additional remarks about the item. A representative from the UPH Management Office will verify the information, sign off on the form, and file a copy in our records in case of theft.

Section 7 - TERMINATION OF UNACCOMPANIED HOUSING

7.1 Notice. You are required to give UPH Management 30-day notice when you are terminating your room. Prompt notification to UPH Management will allow us to make all necessary appointments required to clear your room and give you ample time to meet termination cleaning standards.

7.2 Pre-final Inspection. The purpose of this inspection is to assist you in preparing for your final inspection. We will review checkout procedures and cleaning guidelines with you as well as identify items in your room that require maintenance, and damages that are beyond normal wear and tear.

7.3 Final Inspection. The purpose of the final inspection is to ensure you have met all cleaning standards, and the room is clear of all your personal items. If you pass your final inspection, UPH Management will take your room keys and have you sign the necessary paperwork required for you to complete the out processing. You will be required to schedule a date/time to have the room re-inspected if you fail your final inspection. Same day re-inspections are not guaranteed if there is a scheduling conflict.

Section 8 - UNACCOMPANIED HOUSING ACTIVITIES

8.1 Dormitory of the Quarter. A Dorm of the Quarter competition has been implemented in an effort to promote Quality of Life (QoL). All dormitories will compete against one another with prize money going to the first, second, and third place winners to spend on improvements to their dormitory. Past winnings have been used to purchase such items as sectionals, recliners, TVs, projectors, and surround sound systems.

8.2 Dormitory Council. The role of the Dormitory Council is to provide a forum for dormitory residents to discuss issues within the dormitories and ways in which to improve the quality of life for all Airmen residing in the dorms. The council will also act as liaison between residents, First Sergeants and UPH Management.

8.3. Quarters Improvement Committee (QIC). The QIC is the installation's primary forum for identifying facility requirements for permanent party unaccompanied and transient personnel. Dormitory Council members are encouraged to attend the QIC to submit suggestions for recreational activities and present solutions for problem areas.



U.S. AIR FORCE