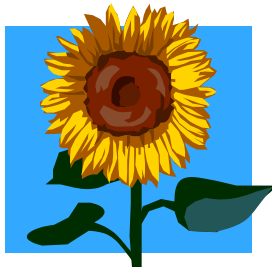
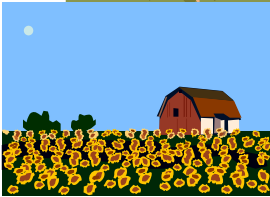
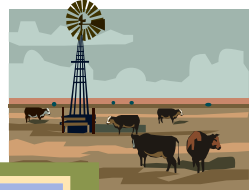


MCCONNELL AIR FORCE BASE

MILITARY FAMILY HOUSING BROCHURE



1 September 2009



Civil Engineering

FAMILY HOUSING BROCHURE

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: Maintain and dispose of records according to the Air Force Records Disposition Schedule, accessible on-line at <https://webri.ms.amc.af.mil>

OPR: 22 CES/CEAC

Certified by: 22 ARW/CC Col James W. Crowhurst

Supersedes MAFBP 32-6001, 1 July 2005

Pages: 32

Distribution: F

INTRODUCTION:

Welcome to McConnell Air Force Base Family Housing. We are pleased to have you with us and hope your stay will be pleasant. It is impossible to itemize all details of our responsibility, or yours. The following pages explain the Air Force responsibility for your home as well as what we expect from you. If you are considerate of your neighbors and treat your home as a prudent owner would, we assure your relationships in housing will be enhanced at all levels. Because your home represents a substantial investment by the United States Air Force as well as all taxpayers, we must diligently work together to care for your home and property.

THIS PAGE IS INTENTIONALLY LEFT BLANK

TABLE OF CONTENTS

SECTION A – Air Force Responsibilities.....	6
Appliances.....	7
Base Self-Help Store.....	8
Filters.....	8
Grounds Care.....	7
Initial Inspections.....	6
Lockouts.....	7
Maintenance and Repairs.....	6
Privately Owned Appliances.....	7
Refuse Collection and Disposal.....	7
Snow Removal.....	7
SECTION B – Occupant Responsibilities.....	9
Care of Interior.....	12
Damage to Quarters.....	10
Determining Replacement Costs.....	10
Energy Conservation.....	11
Environment.....	11
Inspections.....	15
Insurance.....	10
Leave or Extended TDY.....	10
Liability for Damage to Family Housing.....	10
Repair Costs.....	11
Social Visits.....	9
Uninvited Solicitation on McConnell AFB.....	16
SECTION C – Fire Prevention.....	17
Barbeque Grills.....	18
Basements.....	18
Clothes Dryers.....	18
Cooking Appliances.....	18
Fire Evacuation Plan.....	18
Fire Reporting.....	17
Gasoline Storage.....	17
Housekeeping.....	18
Instructions on Prevention.....	17
Power Equipment.....	18
Smoke Alarms.....	17

SECTION D – Security Forces.....	19
Crime Stop.....	19
Firearms.....	19
Fireworks.....	19
Parking.....	19
Visitor Reception.....	19
SECTION E – Good Neighbors.....	21
Control of Children.....	21
Motor Vehicles.....	22
Noise Control.....	21
Other Animals.....	22
Pet Control.....	22
Repair Work.....	22
SECTION F – Special Situations	23
Blizzards and Ice Storms.....	25
Floods.....	25
Force Protection (FPCON).....	24
Preparing Your Home for Inclement Weather.....	26
Storm Damage Insurance.....	26
Tornadoes.....	24
Warning and Notification System.....	23
SECTION G – Community/Residential Activities.....	27
Business Enterprises.....	27
Lawn/Garage/Carport Sales.....	27
Pedestrian Bridge.....	27
Solicitation in Military Family Housing.....	27
Swimming/Wading Pools.....	27
Yard of the Month.....	27
SECTION H – Self-Help Work.....	29
Basements.....	29
Basketball Goals.....	29
Disposition of Improvements.....	29
Painting of Interior Walls.....	29
Requesting Self-Help Work.....	29
Satellite Dishes.....	30
Standards and Specifications.....	29
Storage Sheds.....	30

SECTION I – Termination of Family Housing..... 31
 Giving Notice..... 31
 Prefinal Inspection..... 31
 Final Inspection..... 31

APPENDIX A– DETERMINING REPLACEMENT COST..... 32

APPENDIX B– DETERMINING REPAIR COST..... 32



SECTION A AIR FORCE RESPONSIBILITIES

In support of your government-owned military family housing unit, housing management will provide maintenance and repair, refuse collection and disposal, basic pest control to protect Air Force assets, fire and police protection, grounds maintenance for common areas and snow removal from streets.

1. **INITIAL INSPECTIONS.** A housing representative will perform an initial inspection to identify and document any discrepancies pertaining to the unit and appliances prior to the occupant accepting keys. Occupants are afforded an opportunity and strongly advised to inspect their quarters and identify any additional discrepancies in writing to the Housing Office within two weeks of key pick-up.

2. **MAINTENANCE AND REPAIRS.** The 22d Civil Engineer Squadron (CE) has the primary responsibility for the maintenance of your home. Maintenance and repair is accomplished here at McConnell AFB by a Housing Maintenance contractor. To request repairs, the service call number is 681-1047. An answering service for emergencies is available at this number 24 hours a day. When you contact housing maintenance during duty hours you will receive an approximate date and time the work will be done. There are three categories of service: emergency, urgent and routine. The category determines when you can expect the service to be scheduled:

Service Call	Response Time	Defined As
Emergency	Respond within 1 hour and work until repair is complete or downgraded.	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 such as electricity, gas, heat, water, sewage or air conditioning (dependent upon ambient temperature).
Urgent	Complete repairs within 5 calendar 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	Complete repairs within 20 calendar days.	Work of a routine nature that does not meet the criteria of emergency or urgent.

3. REFUSE COLLECTION AND DISPOSAL. Trash is picked up once each week on Tuesday for all of Southwind housing. Trash carts are government provided. You are responsible for cleaning the carts. Place trash and garbage exceeding the trash cart capacity, in a plastic bag, bundle or tie it up and place at curbside the morning of pick-up service. Pest Management will dispose of dead animals found on base, other than house pets (phone number 759-4229). Removal of deceased house pets is the occupant's responsibility.

4. LOCKOUTS. A courtesy key is normally maintained for your house at the Security Forces Bldg. 1115. Southwind residents will need to have their military identification card with them when requesting a key to their house.

5. GROUNDS CARE. The government will maintain grounds beyond 50 feet of your home or a reasonable natural boundary, which the housing representative will identify to you during initial key pick up. The government will also prune trees and shrubs beyond your capability and will provide grass seed.

6. SNOW REMOVAL. Snow and ice removal around quarters' entrances, driveways, fire hydrants and sidewalks are the occupant's responsibility. The base civil engineer will take care of other areas after priority items are completed and equipment becomes available. If sidewalks and driveways are not properly cleared of snow and ice, postal delivery and maintenance services may not be accomplished. **If snow is expected, please don't park on the street. snow removal equipment needs access to streets.**

7. APPLIANCES. Stoves, refrigerators and dishwashers are government furnished and serviced. If you have problems, call 681-1047 for repair. Please do not attempt repairs or adjustments yourself.

8. PRIVATELY-OWNED APPLIANCES. Government appliances or personal appliances may be stored in the basement during assignment to the housing unit. If the refrigerator is stored in the basement, it must remain plugged in and turned on. Personally-owned appliances may be stored at government expense. Government-furnished stoves and refrigerators are assigned to a particular unit and must remain inside the quarters. You must notify the Housing Management Office at 759-3910 within 30 days of move in, if storage of your personal appliance is desired.

9. **FILTERS.** Air conditioning and heating filters are government furnished. Residents are responsible for the periodic change (once every three months) of disposable filters. Replacement filters are available and may be picked up from the housing maintenance contractor, Monday through Friday, from 0730-1630. The housing maintenance contractor will be able to determine the correct filter size when you provide your housing address to the maintenance personnel.

10. **BASE SELF-HELP STORE.** Residents are responsible for simple maintenance and repair of your home, as required by the Air Force. We expect you to take prudent care of your home and hold you responsible for routine maintenance, simple repairs and housekeeping. To help maintain your home, you may select from a variety of items from the self-help store, such as gate latches, gutter guards, sink stoppers, toilet repair kits, range exhaust fan filters, carbon monoxide detectors and shower heads. Housing maintenance may still perform this work when your home is vacant or when emergencies arise. We encourage you to use the self-help store to get supplies to assist you with maintenance and simple repairs.

SECTION B
OCCUPANT RESPONSIBILITIES

1. SOCIAL VISITS. Government family housing is intended for use by the military member and his/her bonafide family members only. All guests on McConnell AFB are the responsibility of their sponsor and the sponsor will be held responsible for their actions.
 - a. Government family housing was designed to be a single-family unit. For health purposes, the size of the family determines the size of the quarters authorized. Blood relatives may reside in base housing as occupants with the approval of the mission support group commander. They will not be considered when determining the number of bedrooms authorized, unless they are legal dependents.
 - b. Unmarried adults are not permitted to live together in family housing. In other words, a single parent in housing with children, may not have a live-in girl/boyfriend in government housing.
 - c. Your bonafide guest may visit up to 30 days and Bonafide guests do not constitute joint occupancy. The installation commander may authorize extensions. The Housing Flight can explain how to request approval.
 - d. Military members living in base housing as a “guest” and drawing BAH for more than 30 days are in violation of Air Force regulations and must forfeit BAH. Visits by military members are limited to 30 days per year.
 - e. A military person stationed at McConnell AFB cannot be considered to be a guest of another military member who is assigned to family quarters at McConnell AFB.
 - f. Any military member living in housing without dependents, or a spouse living in housing without a military sponsor is in violation of AFI 32-6001 and must terminate quarters within 30 days. In the event of a separation or divorce, a civilian court cannot legally remove the military member from MFH and leave the dependents in residence. In the event of a death of a dependent, which qualified them for BAH at the “with dependents rate”, members should terminate occupancy of FH within 90 days following the death.
 - g. Violations of these policies should be reported to the Housing Office at 759-3171 immediately. Notice to terminate quarters will be sent to anyone found to be in violation.

2. **LEAVE OR EXTENDED TDY.** If you plan to be absent longer than seven days, you should arrange for security and prudent care of your home. If you are planning to be gone longer than seven days, you can fulfill this responsibility by notifying the Housing Office, in writing, of your intended absence and the name of the person you designate to perform normal maintenance, and to whom you have given access to your home. You are still responsible for the condition of the grounds around your unit during your absence. Also, notify Security Forces at 759-3976 for patrol purposes.

3. **LIABILITY FOR DAMAGE TO FAMILY HOUSING, EQUIPMENT AND FURNISHINGS.** You may be held accountable and liable for loss or damage to the family housing structure, equipment and furnishings if you, your dependents or your guests cause the damage through abuse or neglect. While the amount of liability is limited to one month's basic pay in cases of simple negligence, you may be liable for the full amount of damages or loss for willful misconduct or abuse. DFAS-DER7000-8 provides guidance on how to determine responsibility and financial liability

4. **INSURANCE.** We encourage you to consider buying renters insurance to cover your personal liability for government property and your personal property if you have a major loss while residing in family housing. Renters insurance should clearly include personal liability coverage for loss or damage to family housing, furnishings and equipment. You may be able to obtain only liability coverage for government property without insuring your personal property. The Housing Office or Legal Office can answer specific questions.

5. **DETERMINING REPLACEMENT COSTS.** In determining replacement costs, use the lower amount determined by either of the following procedures: Multiply \$37 per square foot times the gross floor area shown on the real property record (the Housing Office will provide this to you from their 7115 report). Or the amounts shown in the Appendix A.

6. **DAMAGE TO QUARTERS.** When damages beyond reasonable wear and tear are determined to be your responsibility, you must meet Air Force standards when completing the repair or replacement. The Housing Office staff can fully explain your options to repair or replace damaged items and the method of payment.

7. REPAIR COSTS. Appendix B is a representative list of most commonly damaged or destroyed items. The list is not all-inclusive, but it is intended to show typical costs. These costs may vary, depending upon circumstances encountered. Costs include labor and materials.

8. ENERGY CONSERVATION. As a housing resident, we need your assistance in conserving energy. Fewer dollars for housing and rising utility costs require us to use good judgment and do what is prudent and practical to conserve utilities.

a. Water. Normal and reasonable use of water is not restricted. However, since excessive usage results in increased costs, we must eliminate waste. Watch the base bulletin for lawn watering schedules, when restrictions are required. McConnell residents will comply with Wichita watering schedule.

b. Heating and Cooling. Conserving these resources will result in large monetary and heating fuel savings for the installation without jeopardizing your health. Please help to minimize the fuel waste. Water heater settings should not exceed normal settings (140 degrees). If anyone in your family has a health condition necessitating emergency service for air conditioning or heating, please furnish the Housing Office a copy of the medical documentation.

c. Electricity. You can help to conserve electricity by minimizing the use of electrical appliances and lights, especially during the peak demand hours of 1200 to 1800 hours. Do not leave outside lights on during daylight hours. It is especially important that you use the proper watt light bulbs in all in-house fixtures.

9. ENVIRONMENT.

a. Recycling. All occupants are encouraged to participate in recycling. Recycling is collected curbside once each week on Thursdays for all of Southwind housing. Recycling carts are government provided. You are responsible for cleaning the carts. Recyclable materials need to be sorted and should be placed into the recycling cart provided. Residents may refer to recycling literature given at move-in or pick up a list of current recycling information at the Housing Office. Questions concerning your recycling collection may be directed to the Quality Assurance Evaluator (QAE) at 759-5756 and Recycling Program Manager at 759-4445. Furniture, mattresses, box springs, televisions, stereo equipment and electronics, if in serviceable condition, may be donated to organizations such as Salvation Army, Goodwill, and Disabled American Veterans (DAV). Some organizations will pick up usable items free of charge.

b. Bulk Pickup. Our current refuse contract provides a quarterly bulk pick-up of household items such as broken furniture and small appliances. The contractor will not pickup any item that is over 70 pounds. Therefore, please break down any large item to meet the weight limit. Normally a bulk pickup will be scheduled in January, March, June and September. The exact date will be published in the Daily Refueler.

c. Lawn Waste. Lawn waste (grass clippings and leaves) should not be raked and bagged. Allow these items to return to the soil. Mulching blades or more frequent mowing may be required to maintain an acceptable appearance. You may also consider using leaves in flowerbeds. Small tree branches or cuttings may be taken to the compost trailer located at the Youth Center in housing.

d. Car Products. Do not pour engine oils, engine coolants, car grease and other similar products into the plumbing, drainage, sewer system or on the ground. Some local garages will accept used motor oil. The Auto Hobby on base will only accept from internal customers.

10. CARE OF INTERIOR. Residents are responsible for routine maintenance and minor repair. These tasks include, but are not limited to, insect control, changing light bulbs, changing or cleaning filters, clearing simple drain clogs, plunging toilets, replacing sink stoppers, replacing oven/stove knobs, replacing toilet seats, replacing shower heads, securing door stops and securing loose door knobs. Additionally, residents are responsible for the repair of marked or marred walls, woodwork, cabinets, floors and other appliances and similar damages that can be avoided through reasonable care.

a. Kitchen. Give special attention to maintaining appliances. Cabinets, ovens, broiler units and top burners should be cleaned regularly to prevent grease buildup, which becomes a fire hazard. Ensure you protect the vinyl flooring with newspapers or cloths when using chemicals to clean the oven because the chemicals will damage the flooring. Interiors of refrigerators should be cleaned regularly with water and baking soda solution, rinsed and dried. The exterior and door gasket should be cleaned frequently to remove oil and grease. Do not use gritty or harsh detergents when cleaning. To avoid jamming the cutting mechanism in the garbage disposal, avoid placing fibrous material, such as onions and celery in disposal. Also grease in the garbage disposal can solidify in the pipes and cause stoppages. Be careful to keep hot pots, pans and utensils off countertops to avoid permanent damage. We recommend you use non-adhesive shelf paper in drawers and cupboards to avoid damaging surfaces upon removal. Clean walls periodically to prevent grease buildup.

b. Bathrooms. Walls and shower doors in the tub/shower area should be cleaned periodically with a product to combat mildew. Only flush toilet tissue and human waste down the toilet. Flushing other items may result in a stopped up sewer drain, an unexpected service call and sewage flowing into your basement. Occupants may be charged for a service call, if improper items being flushed cause stoppage.

c. Floors. Excessive water from spills, over watering houseplants, or pet accidents can cause damage to any floor, especially wood. Never shampoo or steam clean area rugs or carpets while installed on hardwood floors. Damage will most certainly occur. Pay special attention to corners and baseboards for dirt and wax buildup.

d. Carpet. In units with government-installed carpet, frequent (weekly) vacuuming, annual cleaning and walk-off mats for heavy traffic areas will keep the carpet in good condition for many years. Occupants in Capehart units are permitted to install carpeting at their own expense. Damage to floor caused by the carpeting will be the occupant's responsibility. Carpet may not be nailed or fastened to the floor in any way. Carpet tape residue is very hard to remove from wood floors without damaging the floor and is not recommended. If you choose to use carpet tape, you will be responsible for removing the tape and repairing the damage. As an alternative you might consider a bound carpet.

e. Walls. Care must be taken to prevent marks on walls with crayons, pencils, lipstick or other foreign materials. Use mild soap and warm water to keep your walls clean. Do not apply adhesive backed, materials or decals to walls as these cause damage upon removal. Use nails or picture type hangers only. Make sure there are doorstops to prevent damage to the walls. Wallpaper and borders are allowed with an approved AF Form 332; however, they must be removed and original condition restored before termination.

f. Windows. Residents are responsible for cleaning the exterior of windows. The windows may be cleaned from the inside by tipping toward you.



g. Insect Control. Occupants will control the following pests when they occur in their quarters: Cockroaches (also known as water bugs, croton bugs and palmetto bugs), ants (except for carpenter ants), centipedes, crickets, earwigs, firebrats, flies, silverfish, sow bugs, mice and miscellaneous flying and crawling insects that are not health hazards nor destroy Air Force property. All of these pests can be controlled using self-help products from Entomology or with over the counter insecticides available at many area retailers including the BX and Commissary. Occupants are also responsible for control of insects and other pests that attack their indoor plants, flowerbeds or other ornamental plants. Control of venomous disease-carrying insects is the responsibility of the government. Any painted surfaces that start peeling should be checked by the occupant to see if the paper from the sheet rock is missing. If it is missing, call the Housing Inspector at 759-3174 or the QAE at 759-3169 immediately for a termite inspection. When using pesticide remember to follow the label instructions carefully. Unusable residual pesticides that require disposal may be taken to the Sedgwick County Household Hazardous Waste Facility located at 801 Stillwell, Wichita KS (660-7464).

11. CARE of EXTERIORS

a. Air Conditioners. Periodically clean the condensing (outside) unit with a garden hose to prevent premature failure of the unit, save energy and keep your quarters cooler. Simply spray the coils in a downward direction to wash leaves and debris off of the unit. Do not force the debris deeper into the coils. Keeping your doors and windows closed while cooling your home will also keep the air conditioning working longer and better. Remember, a broken air conditioner is NOT an emergency unless the ambient temperature is above 90 degrees. The response time for an air conditioner being broken for a medical exemption is 30 minutes. However, the occupant must have the medical exemption on file before notification of emergency service.

b. Grounds care. You must care for grounds up to 50 feet from your dwelling or a reasonable natural boundary. The boundary may be identified as either halfway between your home and the adjoining home, a line marked by shrubbery or trees, or a fenced area. If your yard is fenced inside the 50-foot line or inside the natural boundary, you must maintain both sides of the fence up to the natural boundary. You are expected to maintain a neat, well-kept lawn. Family housing areas are periodically inspected according to the standards listed below.

c. Flower Beds. You may plant flowers. Do not plant seeds or beans that are poisonous or which can be a hazard. Keep your flowerbeds neat and clear of weeds and grass.

12. INSPECTIONS. Each occupant is expected to maintain a neat appearing lawn. The base will inspect the appearance of all military family housing areas. Inspections are based on the standards listed below. We issue discrepancy notices to occupants not meeting appearance standards and assess points as noted below. Twelve (12) points within one calendar year (1 Jan to 31 Dec) could mean a directed move off base. Yard inspections will be conducted the day after trash pick up, although inspections may be conducted at any time if the appearance of your yard warrants it. Do not bag grass clippings or leaves. Either mulch the clippings or mow often enough to prevent mounding or windrowing.

Inspection Standards for Family Housing

Item	Standard	Pts
Grass Mowing	This should be accomplished weekly and may require additional mowing for a nice appearance depending on the type of grass established. Grass clippings must not be left in street, on sidewalks, driveways, etc.	2
Edging	Edge sidewalks, driveways and upper and lower parts of curb. Edging should not exceed 1 inch in width.	2
Patios	Patios must be neatly arranged. This area must not be cluttered	3
Trimming	Trim grass around foundation of house, porches, carports, doorsteps and fences. As tree seedlings/saplings start to grow in the yard, window wells, and around house foundations, they are to be removed	2
Bushes	Trim grass and vegetation out from under shrubbery to present a neat appearance. Occupants are responsible for trimming bushes and shrubs up to six feet in height.	2
Carports	Carports must be neatly maintained. These areas must not be cluttered or unattractive. Building materials, boxes, etc., are to be stored in appropriate areas, not the carport.	3
Recreational Vehicles	Boats, trailers, inoperable vehicles, etc., will not be stored in the housing area. Storage parking is available from 22 SVS/SVRO (Outdoor Recreation) and off-base retailers. (see section D, page 20)	4
Pets	Clean up after your pet. Ensure the animal has plenty of fresh water and adequate shelter.	1 5
Outdoor Lights/Holiday Lights	Turn off outdoor lights during daylight hours. Holiday Lights (Christmas lights) may be lit each evening 1900-2200 from Thanksgiving through New Years Day. Christmas lights must be taken down and stored prior to the 1 st of February of the next year following the holiday.	1
Trash Carts/ Recycle Carts	Remove the trash cart and recycle cart from the curb area by 0700 the day following the pickup. No carts should be curbside during lawn inspections.	1

Item	Standard	Pts
Debris	The lawn must be free of debris (paper, cans, candy wrappers, etc.). Additionally, items such as tires, plywood or other miscellaneous items leaning against the house or carport must be removed or stored.	2
Vehicles	Major repairs of vehicles are not authorized in carports, driveways and parking spaces. The Skills Development Center is available for this type work. Oil changes are allowed but the used oil must be disposed of at an oil-recycling center (reference environmental information you were given at move-in or call the Housing Office). The Skills Development Center will not take used motor oil.	4
Snow and Ice Removal	Remove snow and ice as needed from sidewalks and driveways to maintain firm walking surface.	3

13. UNINVITED SOLICITATIONS ON MCCONNELL AFB

a. Uninvited solicitors pose potential safety and security problems and are invariably a nuisance. United States Code 18, Section 1382, forbids uninvited commercial solicitations unless the mission support group commander has granted specific authorization, this includes charitable solicitations.

b. Unless you invite the person to your home, no door-to-door solicitations are permitted.

c. If someone comes to your residence to request a donation or attempts to sell something, ask if they have written authorization for the solicitation. If no proof of permission is shown, please call Security Forces at 759-3976 and inform them of the incident.

SECTION C FIRE PREVENTION

The fire department is responsible for instructing occupants on the procedures to follow in case of fire. The military member should instruct all members of the household in fire protection.

1. **INSTRUCTIONS ON PREVENTION:** You will be thoroughly briefed on fire prevention instructions before moving in. This briefing is conducted by video at the Housing Office, Bldg 2090.

2. **SMOKE ALARMS:** Inspection of the smoke alarm is performed at the initial inspection of your quarters. You are required to perform an operational test of the alarm once a month. The smoke alarms in Capehart (Brick) units are electric and do not have a battery back up for power outages. The smoke alarms in Spicer units are electric and battery operated. The occupant is responsible for replacing the batteries. If the smoke alarm beeps intermittently, the battery needs replacement. If your smoke alarm is not working notify Housing Maintenance at 681-1047 immediately. The smoke alarms do not ring into the base fire department.

3. **FIRE REPORTING: Report all fires immediately; regardless of how minor it is and even if the fire has been extinguished, to the Fire Department at 911.** Give the following information to the base fire department communications center operator:

- **BUILDING NUMBER OR ADDRESS OF THE FIRE**
- **NAME OF PERSON REPORTING THE FIRE.**
- **TYPE OF FIRE (BUILDING, GRASS, GREASE, ETC.)**

Remember: Stay on the phone until the Fire Department tells you to hang up.

Take the following actions after reporting the fire:

- **ENSURE ALL FAMILY MEMBERS ARE EVACUATED.**
- **POST SOMEONE OUTSIDE THE BUILDING TO DIRECT THE FIREFIGHTERS TO THE FIRE**

4. **GASOLINE STORAGE:** Storage of flammable liquids, i.e., paint, thinners and gasoline, is not allowed in the house. Only five gallons of gasoline, stored in an approved container, can be stored in outside storage sheds and garages. When stored in the outside storage shed, all paints, thinners, etc., will have lids intact. Ensure outside storage areas are child proof. Flammable liquids will not be used as cleaning agents. Never store large amounts of flammable liquids for future use.

5. **BARBEQUE GRILLS:** While in use, grills should be kept at least 10 feet from any structure and not under any covered area such as the carport, patio or garage. Grills should be lit and supervised by adults only. After completion of charcoal use, the hot coals will be watered down and allowed to cool overnight before being discarded.

6. **CLOTHES DRYERS:** Check and clean clothes dryers' lint traps after each use. Periodically, remove lint hose from the back of the dryer and check for an accumulation of lint.

7. **COOKING APPLIANCES:** Never leave cooking unattended, especially when cooking with grease or food that produces its own grease. Should a grease fire occur, cover with a lid, turn appliance off and call the fire department.

- **NEVER USE WATER ON GREASE FIRES!!!**
- **DO NOT ATTEMPT TO MOVE THE PAN!!!**

The kitchen exhaust fan filter should be cleaned often to prevent the accumulation of grease. The exhaust fan filter may be removed and cleaned by running it through the dishwasher.

8. **FIRE EVACUATION PLAN:** A home fire evacuation plan should be made with primary and alternate escape routes in the event of a fire. Establishing and practicing an escape plan, as a family activity, could save the life of a loved one.

9. **HOUSEKEEPING:** Keep trash from collecting in closets, storage areas, under basement steps, furnace areas and near hot water heaters. Keep combustible materials (cardboard, clothes, etc.) at least 18 inches from the furnace and hot water heater.

10. **POWER EQUIPMENT:** Lawn mowers and edgers should not be refueled while the motor is running or hot. Equipment should have sufficient time to cool before refueling.

11. **BASEMENTS:** Sleeping in basements in the Capehart units is prohibited. There is only one way out of those basements. Families that are assigned houses that have daylight windows are encouraged to practice escape routes from the daylight escape windows.

Please call the fire prevention office if you have any questions about fire prevention or the programs offered by the base fire department. The numbers are **759-3901/3904/3905/3929**.

SECTION D SECURITY FORCES

The 22d Air Refueling Wing (ARW) commander is responsible for controlling and safeguarding all base property. Security Forces personnel routinely patrol the housing area on a 24-hour basis. When notified, Security Forces will investigate all incidents. All inquiries concerning law enforcement should be directed to the Security Forces Control Center **759-3976/3978**.

1. **PARKING:** You may park your privately owned vehicles in authorized parking areas only. You may not park your car:

- Next to yellow curbs.
- On grass, seeded or dirt areas.
- Within 15 feet of a fire hydrant.

You are limited to your driveway and carport for vehicle parking. Visitors may park in the street on the designated side only. Every street has traffic lanes marked and one side is wider; parking is permitted on the wider lane side of the street. Do not park against the flow of traffic in the authorized parking areas. Be reasonable and considerate and talk to your neighbor when problems or misunderstandings occur. Do not park automobiles, motorcycles, house trailers, utility trailers, campers or boats on lawns or communal grounds in the housing area. Recreational vehicles are generally prohibited from housing areas. The designated parking area for boats, trailers and RVs is at a storage area in town or in the base RV lot area located off 31st Street. Reservations can be made with the Outdoor Recreation office at **759-4435**.

2. **FIREARMS/AMMUNITION:** Occupants in family housing are **not** allowed to store firearms in housing without registering them with Security Forces. Storage of ammunition is limited to 2500 shells. For more information on firearms in family housing, contact the Security Forces at 759-3956.

3. **FIREWORKS:** Fireworks are not authorized in the housing area.

4. **CRIME STOP:** Call **759-5100 or 911** for fast response to a crime in progress.

5. **VISITOR RECEPTION:** Visitors must be sponsored by a military member to gain authorized entrance into base housing. If you are expecting a visitor, contact the Visitor Center at **759-4713**. Your visitor will have to go to the Visitor Center, Bldg 173, at the East Gate, to receive a pass. A list of guests for special occasion parties can be submitted 72 hours in advance to 22 SFS/SPOX, at **759-5430**. The guest list will be placed at the housing gate and passes issued from the gate. When the Visitors Center is closed the phone is transferred to the East Gate.

The 22 SFS is implementing a new visitor pass program called I-Visitor starting 1 November 2004. Authorized sponsors will be able to sponsor their guests on to the installation from any computer. With I-Visitor authorized sponsors with an I-Visitor username and password will no longer be required to meet their guests at the Visitor Center to bring them on to the installation. Sponsors will be able to pre-register guests prior to their arrival. Authorized sponsors are all active duty and retired military personnel, their dependents 18 years of age or over, full-time Reservists or National Guardsmen or DoD/NAF civilian employees. Authorized sponsors with an active McConnell e-mail account will be able to sign up using the following instructions:

Follow this link to the sign up page:

<https://www.infradentity.com/giobov.xkdj?katfsn=24693637&oblbtid=59>

1. Click on the “new to I-Visitor? Click here” link at the bottom of the page.
 - a. Note: “Corporate E-mail address” must be a mcconnell.af.mil address
 - b. Company Name must be McConnell AFB
 - c. Title should be your pay grade and rank i.e. **E-5/SSgt**
 - d. Department will be your organization and office symbol. For example: **22 SFS/SFOXI**
2. After you click on the save button your password will be e-mailed to you.
3. Once you have received your password you will be able to sign in to I-Visitor.
4. The first time you log – in you will be required to change your password.
5. Please review the attached user’s guide prior to using the I-Visitor Pass Program.

Authorized sponsors without mcconnell.af.mil email address must contact an I-Visitor administrator to receive their initial log on to the program. Please direct all questions or concerns regarding I-Visitor to 22 SFS / SFOXI at 759-4484 or 759-5430.

SECTION E
GOOD NEIGHBORS

Family housing and close neighbors are synonymous. We appreciate your support and cooperation in the following areas.

1. **NOISE CONTROL:** Excessive noise is the primary complaint received by the Housing Office. Many residents work shifts and are sleeping during the day. Please be considerate. Any noise that leaves your quarters and enters someone else's is excessive, regardless of the time.

a. **Parties.** Many complaints can be avoided by informing your neighbors before having a party.

b. **Excessive stereo/television volumes.** Don't assume your neighbors enjoy the same type of music or television programs that you do -- please keep the volume down inside and outside your home.

2. **CONTROL OF CHILDREN:** Do you know where your children are?

a. **Supervision.** Your children should be closely supervised at all times. According to Defense Department regulations, children under 10 years of age should NOT be left alone in military family housing. Please reference MAFBI 31-204, Attachment 4, and McConnell AFB Youth Supervision Guidelines for further guidance.

b. **Playgrounds.** Your neighbor's yard and/or streets should not be used as your child's playgrounds. There are 11 playgrounds (Tot Lots) in the housing area.

c. **Parents are responsible for knowing where their children are at all times in base housing.** Any damages to personal or government property caused by children will be charged to the military sponsor and can jeopardize base housing privileges.

d. **Children must be at least 12 years old and possess adequate maturity to be permitted to baby-sit any children, including siblings, in base housing.** If your teenager is interested in taking a babysitting course, you may call the Youth Center at 652-4070 for the schedule of their next course. You may also call the local Red Cross office at 268-0800 for their schedule of babysitting courses.

3. PET CONTROL:

a. Two un-caged pets per household are allowed without an approved waiver. All dogs and cats residing in McConnell housing must have microchips and be registered with the McConnell veterinary clinic. In addition these pets must have a collar with proof of current rabies vaccination. If microchips are implanted off base proof must be provided to the McConnell veterinary clinic.

b. Pets will be leashed or contained inside a fenced area when outside of your home. You must ensure cleanliness of your pet's area to control and prevent vermin infestation. Feces will be picked up at least weekly. While walking your pet, carry a scooper with you to clean up feces from other people's yards and common areas.

c. Controlling a dog by chaining it in your yard is not sufficient. Small children do not understand property boundaries and often have no fear of pets. Therefore, if you have an animal, you must take appropriate action to keep the animal under positive control. Likewise, parents must control their children to ensure they don't attempt to pet a strange animal or taunt the animal to aggressive behavior. Any animal attack, regardless of the circumstances, may be grounds for removal from the base.

d. Do not let your pet become a neighborhood nuisance. Excessive barking can be considered a nuisance.

e. No resident will abuse, mistreat, neglect, abandon, cause or permit an animal to be treated in a cruel manner. All persons having custody of a pet must provide it with proper food, drink, shelter (especially during inclement weather) and veterinary care.

4. OTHER ANIMALS: Farm, ranch or wild animals are prohibited. Breeding or raising of animals in family housing for shows or commercial purposes is prohibited unless approved by the mission support group commander. Operation of a commercial type kennel in government quarters is prohibited. Local and state laws govern exotic pets. However, because you can buy it in Kansas doesn't mean you can own it in base housing.

5. REPAIR WORK: Major repair work (painting, body repair, etc.) on your vehicle/boat is not authorized in the housing area. The Auto Skills Development Center or some other location of your choice should be used for this repair work. This not only maintains the desired appearance in the housing areas but also is considerate of your neighbors.

6. MOTOR VEHICLES: All motor vehicles owned by housing occupants must have a current license plate.

SECTION F
SPECIAL SITUATIONS

1. WARNING AND NOTIFICATION SYSTEMS:

a. **ALERT SIGNAL:** A three to five minute steady tone. This means that some emergency or disaster situation either exists or is likely to exist in a short time. It is important that you learn as soon as possible what disaster situation you are being alerted for; it may be an earthquake, tornado, very high winds, flood or any other situation or combination of situations. You should immediately turn on a radio or local television and listen for loudspeaker vehicles. Learn the situation and determine what you can do to protect yourself and your family and then take whatever actions you can to get protection. Don't tie up the phone lines by calling the base for information. The actions you should take will depend on the particular emergency, but the first action, in all cases, would be to get your children and pets into your house and turn on a radio or television.

b. **ATTACK WARNING:** A three to five minute wavering tone or a series of short blasts of the base siren. This signal means that an attack is expected at any time, and everyone should take shelter or other protective action immediately. It may be given by the local FEMA (Federal Emergency Management Agency) sirens or by the McConnell AFB sirens and will probably be supplemented by Security Police loudspeaker vehicles driving through the base housing area. This signal may also be given over the local radio and television stations. It is important to understand that if you hear this warning signal, you should take shelter immediately as instructed in the following paragraph.

- McConnell AFB personnel may be directed to take protective shelters during an attack in Bldg 48 (KSANG), Bldgs 319, 340, 342, 350, Education Center (EC) basement, Medical Clinic basement, and Bldg 1 (Wing Headquarters).
 - All personnel, except those designated as emergency essential, will take shelter in the nearest available shelter.
 - All family members living in base housing or off base will, if time permits, be relocated as part of the Kansas/Sedgwick County Relocation Plan. If time does not permit relocation, families that live in base housing will shelter in the basement of their homes.

- Do not try to get your children from school. If time permits, all public facilities and schools will be closed and your children returned to you. If not, they will be sheltered in school.
- Do not call the base. All lines will be required for emergency operations.
- You should consider bringing any required medications and food for babies or small children into the shelter.

c. **TEST OF BASE SIRENS:** Every Monday at 1200 (noon), a wavering or steady tone (not to exceed 20 seconds duration) will test the system to ensure it is operational.

2. **FORCE PROTECTION CONDITION (FPCON):** Terrorist threat conditions are used to alert all personnel of the current possibilities of terrorist activities. Each FPCON level directs personnel to take specific actions to protect themselves, facilities and resources. In most cases, the Security Forces will alert all residents of the current FPCON level. For your information the following is given to let you know the meaning and action for each FPCON level.

a. **FPCON ALPHA:** This condition applies when there is a general threat of possible terrorist activity against personnel and facilities, the nature and extent of which are unpredictable.

b. **FPCON BRAVO:** This condition applies when an increased and more predictable threat of terrorist activity exists.

c. **FPCON CHARLIE:** This condition applies when an incident occurs or intelligence is received indicating some form of terrorist action against personnel and facilities is imminent.

d. **FPCON DELTA:** This condition applies in the immediate area where a terrorist attack has occurred or when intelligence has been received that terrorist action against a specific location or person is likely.

3. **TORNADOES:** A tornado is a weather phenomenon somewhat unique to the United States. Over 80% of the tornadoes that appear throughout the world appear within the borders of the United States. **They may occur anywhere, at any time, in any season.** They **usually** occur between 3:00 PM and 7:00 PM on hot, sticky days, with southerly winds, and a threatening, ominous sky. They are usually highly localized, normally 200 yards to one mile wide, and usually travel a path 5 to 50 miles in length at 25 to 40 miles per hour.

Tornadoes appear as funnel-shaped clouds spinning rapidly and extending toward earth from the base of a thundercloud. The following are examples of tornado safety rules:

a. When a tornado **Watch** is announced:

(1) Keep your radio or television on and listen for the latest weather service warnings and advisories. If power fails, use portable battery radios or your car radio.

(2) Keep watching the sky, especially to the south and southwest.

b. When a tornado **Warning** is announced a tornado has been sighted in the area:

(1) Your best protection is an underground shelter or basement, or a substantial steel-framed or reinforced concrete building.

(2) If you are unable to get to the basement, take cover under heavy furniture on the ground floor in the central part of the house. Stay as far from windows and doors as possible.

(3) If you are outside in open country, take cover and lie flat in the nearest depression, such as a ditch, culvert or ravine.

(4) If you are in an office building, get to an interior hallway on the lowest floor or to a designated shelter area. Stay away from windows.

(5) Do not remain in a trailer or mobile home if a tornado is approaching. Take cover elsewhere.

4. **FLOODS:** The Wichita area has experienced floods in the past and may experience more in the future. The physical location of McConnell is not in the flood zone. However, the possibility does exist that you may be in an area where flood conditions could occur. Your best protection from a flood is to evacuate to higher ground. Do not attempt to drive over a flooded road; you could become stranded or trapped, if your car stalls while in flowing water, abandon it immediately.

5. **BLIZZARDS AND ICE STORMS:** McConnell's geographic location makes it subject to blizzards and ice storms. Should this occur, some utilities may be disrupted and you may have to remain in your house for some time. During winter months you should keep extra canned goods on hand in case you become house bound for more than three or four days.

6. **STORM DAMAGE INSURANCE:** Personnel whose vehicles are parked in the housing area should ensure they have adequate comprehensive insurance coverage. “Storm Damage” costs are not covered by Air Force claims rules unless the area is declared a federal disaster area or it is determined that an Act of God was truly extraordinary.

Please remember that the military sponsor is responsible for preparing family members for disasters. We encourage you, as a family, to prepare for disasters through discussion and by reviewing this data. McConnell Air Force Base Instruction 21-106 is available on the base intranet home page to provide you with more detailed emergency action plans that you may wish to consider.

7. **PREPARING YOUR HOME FOR INCLEMENT WEATHER:** McConnell is subject to severe cold and winter snowstorms. It is advisable to prepare your home for freezing temperatures to alleviate unnecessary damage due to freeze-ups. To prevent damage to your home from severe old weather condition, the following procedures are necessary.

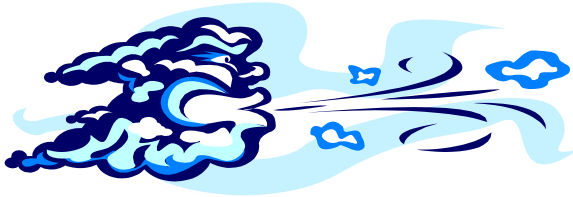
a. Remove water hoses from outside water faucets whenever the outside temperature falls below 35 degrees. Failure to do so may cause bursting of pipes inside the house. Occupants are responsible for damage, if water hoses are not removed.

b. Close crawl space foundation vents.

c. If your kitchen or bathroom sink is located on an exterior wall, open cabinet doors under sink whenever extended periods of extremely cold weather is predicted. Also, let your faucet run in a slow steady stream. This will prevent pipes from freezing.

d. If you have a power failure or a non-functioning furnace, immediately call the housing maintenance contractor at 681-1047

e. Should you be absent from your quarters overnight or longer during cold weather, it is wise to have a neighbor or friend check your quarters daily.



SECTION G
COMMUNITY/RESIDENTIAL ACTIVITIES

1. **LAWN/GARAGE/CARPORT SALES:** Sales must be requested in writing at the Housing Office. You will be given a numbered form that must be posted during the sale. You will also get an address board to hang on the garage sale sign located near the entrance to base housing. No other signs may be posted in the housing area. The signboard must be returned to the Housing Office the first working day after the sale. All areas must be cleaned up following the sale.
2. **YARD OF THE MONTH:** Many family housing residents enjoy taking special pride in maintaining their homes and the Air Force likes to recognize these special people. As part of our community inspection program from May to September, the base selects "yard of the month winners." Base-wide recognition is given to the winners. Show your pride and compete!
3. **BUSINESS ENTERPRISES:** Some businesses for profit may be conducted from your military family housing unit. Permission to conduct any such enterprise must be requested in writing through the housing manager. This request is then forwarded to the Legal Office and the mission support group commander for coordination and approval. Information is available through the Housing Office.
4. **SOLICITATION IN MILITARY FAMILY HOUSING:** All solicitations, fund raising, scout activities, school sales, etc., require the advance written approval of the mission support group commander. More information on the process is available by calling 759-3500.
5. **SWIMMING/WADING POOLS:** Pools that contain 18 inches or more in depth of water are not approved for the base housing area. Small wading pools can be used without prior approval and should be emptied when not in use. Wading pools should be located in backyards within the privacy fences. Lawns must be restored to the original condition when pools are removed.
6. **PEDESTRIAN BRIDGE:** The use of the bridge is primarily for Southwind residents.
 - a. Access to the bridge is controlled by a Pedestrian Bridge access card. You must go to the Visitor Center to have a card issued for use on the Pedestrian Bridge card reader. The Visitor Center hours are Monday – Friday 0600 to 1945, Saturday – Sunday 0800 to 1545. If the card is lost, Security Forces must be notified immediately. There will be a charge for replacement cards. Cards should be safeguarded just like house keys.

b. A responsible person (16 years and older) possessing a valid ID or accepted entry credentials must accompany any dependent under the age of 10. Only family members are permitted to use your access card to gain access to the bridge.

c. No motorized vehicles will be authorized on the bridge. For safety concerns all bicycles, scooters and skateboards etc., will be walked across the bridge. No riding or playing on the ramps. This type of behavior will result in access to the bridge being denied.

d. It is recommended that housing residents walk to the bridge but if you must drive your car, you CANNOT block or park in driveways. Parking is permitted only on the double lane side of the street.

e. Be respectful of the area adjacent to the bridge. Use sidewalks and pathways. No loitering or littering is permitted. If you walk your pet across or around the bridge you will be responsible for cleaning up after your pet.



SECTION H SELF-HELP WORK

We authorize self-help work in family housing if proposed work is relatively simple and is primarily for occupant benefit. Normally, a self-help project is to improve living conditions. Self-help work must not generate additional maintenance, repair costs, or add square footage to a unit. In addition, if your home has siding covering the overhang or carport ceiling, do not, repeat, do not drill holes, install nails or penetrate the siding for a self-help project.

1. **REQUESTING SELF-HELP WORK:** All self-help work will be authorized on an AF Form 332 accomplished by the occupant and coordinated with the Housing Office. No self-help work should be accomplished without first processing this form. Self-help work is normally approved for utility sheds, fences, antennas, ceiling fans, landscaping, etc. If you have questions you may call the housing office at 759-3174/3172/3910.
2. **STANDARDS AND SPECIFICATIONS:** The standard for each authorized self-help project is available at the Housing Office. The POC for ceiling fans is the Housing Office. The POC for antennas is the Communications Squadron; all other work is cleared through the Housing Office. No wiring will be done except by a certified electrician.
3. **PAINTING OF INTERIOR WALLS:** This type of work requires an approved AF Form 332 before accomplishing. Painted surfaces will be restored to the original color and type of paint before termination. All materials will be provided by the occupant.
4. **DISPOSITION OF IMPROVEMENTS:** Self-help work installed by an occupant must be removed before final termination unless accepted, in writing, by the incoming occupant or the Housing Office. When removing self-help work, your house or area must be restored to the original condition. Ask your housing representative during your pre-final inspection if you need to remove any improvements done to your unit.
5. **BASEMENTS:** Partition walls, ceilings and other projects to change the appearance or function of basements are not authorized. Existing walls and improvements to basements will be removed when they become damaged or upon termination of current occupants.
6. **BASKETBALL GOALS:** Occupants may install pole type (free standing) goals, with an approved AF Form 332, next to the driveways. Under no circumstances will basketball goals or backstops be mounted on or attached to the housing unit or carport.

7. STORAGE SHEDS: Small storage sheds (8'X10") are authorized with prior approval on an AF Form 332. Residents should contact the Housing Office for storage shed specifications and authorized placement prior to purchase. Only approved wood construction storage sheds will be authorized outside of the government privacy fences. Storage sheds that are in need of repair and become severely worn will be removed at occupant's expense. All lawn areas will be restored upon removal of the storage shed.

8. SATELLITE DISHES: Only the 18" Direct Digital Satellite (DDS) dishes are approved for the housing area. These dishes will not be visible from the street or mounted to any government structure (fence, house, carport, etc.). An AF Form 332 will be accomplished prior to installation. Allow five to ten duty days for processing.

DO NOT DO SELF-HELP WORK WITHOUT KNOWING THE STANDARD AND HAVING PRIOR APPROVAL



SECTION I TERMINATION OF FAMILY HOUSING

1. **GIVING NOTICE.** We require 40 days notice of your vacating date (short-notice PCS excepted). If you know you are leaving, you should not wait for orders. Call or visit us for departure arrangements. At the time you notify us, we will schedule your pre-final and final inspections.

Your Housing Office can be of great assistance in your upcoming move. Ask about availability of family housing and community housing at your next location.

2. **PREFINAL INSPECTION.** This inspection is designed to assist you in preparing for your final inspection. It includes the review of checkout procedures and an opportunity to answer any of your questions. During the inspection, the housing representative also identifies normal maintenance to be accomplished after you move out and identifies damages above fair wear and tear. Replacement of locks, if necessary at termination, when keys are missing, will be occupant responsibility.

a. A list of trained cleaners is available at the Housing Office. If you choose to use a contract cleaner from the list, occupants can be assured that they will pass final inspection. We also have a standard contract you may use.

b. If you need a substitute to stand in for you at your final inspection, notify the Housing Office in advance and necessary guidance will be afforded to you.

THE RESPONSIBILITY FOR FINAL CLEARANCE FROM BASE HOUSING RESTS SOLELY WITH THE OCCUPANT.

3. **FINAL INSPECTION.** This is not a “white-glove” inspection. However, the house and grounds must be clean and ready for the next family to move in. The final inspection ensures that the standards of cleanliness are met and identifies additional maintenance needs. If you fail your final inspection, the Housing Inspector will set up a re-inspection as soon as the schedule will allow. It may be the next working day or it may be the same day.

Have the Housing Maintenance Contractor disconnect your gas stove **BEFORE** your final inspection. The contractor needs **48-hours** notice. The Housing Maintenance Contractor number is **681-1047**.

JAMES W. CROWHURST, Colonel, USAF
Commander, 22d Air Refueling Wing

**APPENDIX A
DETERMINING REPLACEMENT COST**

Grade	Bedrooms	\$000
E1/E6	2	145
	2 (Modified)	160
	3	175
	4	210
	5	250
E7/E8 and O1/O3	2	160
	2 (Modified)	180
	3	200
	4	230
	5	270
E9	4	260
O4/O5	3	220
	4	250
O6	4	270
O7/O10	4	360
O7/O10 (Special Command Position)	4	395

*Pricing from AFCESA. In no case should member liability for damages caused by gross negligence or willful misconduct exceed the amount the Air Force is authorized to spend on replacement construction.

**APPENDIX B
DETERMINING REPAIR COST**

Broken Windows	
Standard 40x24-5/8	\$137.50
Basement (Capehart)	\$49.00
Basement (Spicer)	\$103.98
Replacement Doors	
(Closet bi-fold, 3'0")	\$76.23
(Closet bi-fold, 4'0")	\$93.28
(Closet bi-fold, 5'0")	\$100.98
(Closet bi-fold, 6'0")	\$105.38
Replacement Doors	
(Interior Hollow-core Oak 2'6")	\$79.98
(Interior Hollow-core Oak 3'0")	\$126.39
Replacement Door Lock	\$39.25
Replacement Window Screen	\$32.50
Replacement Patio Door Screen	\$48.75
Replacement Window Screen Frame	\$25.00
Replacement Patio Screen Frame	\$65.00
Replacement Aluminum Storm Door	\$156.50
Replacement Miniblinds	
24x60 (Capehart)	\$32.35
39x84 (Capehart)	\$43.23
42x50 (Spicer)	\$42.85
Carpeting	\$24.21 Sq Yd
Replace Privacy Fence Boards	\$28.25

USEFUL TELEPHONE NUMBERS

AMBULANCE	911
CRIME STOP	759-5100
DIRECTORY ASSISTANCE (On Base)	759-6100
DISASTERS (Fire Department)	759-3901/3904
ENTOMOLOGY/PEST MANAGEMENT	759-4229
FAMILY HOUSING OFFICE	759-3910/3174/3172
FIRE DEPARTMENT (To report a fire)	911
FIRE DEPARTMENT (Technical Services/Non-emergency)	759-3902
HOSPITAL (Appointment Desk)	691-6300
LOCKOUTS (Fire Department)	759-3902
MAINTENANCE QUALITY ASSURANCE EVALUATOR	759-3169
MAINTENANCE SERVICE CALLS	681-1047
SELF HELP STORE	681-1047
TRASH PICK UP	759-5756
VISITORS CENTER	759-4713