



Family Housing Resident Brochure

for on base community
residents

RAF Alconbury
RAF Brampton

Building 572
RAF Alconbury

TEL: 01480 843518
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2011

INTRODUCTION

Welcome to Military Family Housing (MFH) at RAF Alconbury

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.

It is impossible to itemize every small detail of government and occupant responsibility, the following pages explain the Air Force's responsibility toward your home as well as what is expected from you. Please keep your home free of maintenance headaches and help us by maintaining the overall housing area appearance. Our goals will be achieved if you leave your home in, as good, or better, condition for its next occupant as it was when you moved in. If you are considerate of your neighbors and treat your home as if you were the homeowner, we can assure the relationship will be enhanced at all levels.

We sincerely hope that your stay in family housing is both pleasant and rewarding.

The Housing Staff

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Section A – 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 the keys are officially accepted by the new resident. Once you sign for the house and accept the keys, your Housing Allowance will terminate.

Please 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 MFH unit will be identified. An AF Form 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 after this inspection, should be reported to the housing representative within 15 calendar days of move-in. These discrepancies will be filed with the AF Form 227. Other necessary forms, such as BAQ Housing Allowance and Conditions of Occupancy will be completed during this Inspection.

Please Note: Should the military member assigned to the housing unit be unable to attend this initial inspection due to TDY or Mandatory Base Exercise duties, the spouse, or an appointed member must be provided with a Special Power of Attorney specifically stating that all housing related forms and BAQ allowances can be signed in their absence.

MAINTENANCE AND REPAIRS: All Military Family Housing (MFH) Units are maintained by the Civil Engineer Squadron.

CE Customer Service:
Alconbury/Brampton

01480-843163

The appropriate Civil Engineer Department will instruct the contractor to perform all reported and scheduled maintenance and repairs, necessary to protect and sustain the condition of the MFH Area and Units and to provide quality responsive customer service to all MFH residents.

Maintenance Category	Response Time	Defined As
Emergency	1-4 Hrs	Overflowing drains, broken water pipes, electrical components, utility failure, structural, utility, mechanical, damage affecting health, safety, security or mission
Urgent	< 5 days	Electrical outage, plumbing leaks or stoppages
Routine	< 30 days	Window repair, floors, counters, cabinets

REFUSE COLLECTION: We must all work together to keep our housing areas free of litter and unsightly trash receptacles.

Please place your wheelie bins at the nearest point of the street curb by 0600hrs on the day of collection and return them to the trash closet or out of view from the front of the housing unit by the end of this day. Residents that live in an area that uses a wheelie bin system must ensure that all trash is safely stored within the container and not balanced unsafely above the lid. Residents with excess trash will either have to dispose at the local council household waste site, or carry over to the next collection day. Do not place excess bags on the ground around the bin.

Stockpiles of cardboard boxes will not be collected. Ensure furniture packers remove cardboard boxes, dispose of at household waste sites, or take to base recycling areas where cardboard recycling is permitted. PLEASE wrap broken glass to ensure the safety of the crew. Please refer to the table below for the general collection day.

	Monday	Tuesday	Wednesday	Thursday	Friday
Alconbury			X		

General Waste Bin (X): General household waste, pet waste, diapers, glass and cooked food. You will be notified whenever schedules change due to public holidays.

RECYCLING: With the growing concern about our environment and a new tax imposed on the use of land fill sites, please recycle as much refuse as possible. Recycled items include: **CARDBOARD, PLASTIC, ALUMINUM, METAL, WOOD, PAPER, NEWSPAPER/MAGAZINES, INK CARTRIDGES, TEXTILES, GLASS**

Most local councils offer various types of recycling services and facilities. Your area may have a special recycling bin provided and you may have already seen recycling collection points near the area in which you live. Most large grocery and Do It Yourself (DIY) superstores will have various collection facilities located in their car park areas.

Large items of furniture may be disposed of by contacting Shifting Old Furniture About (SOFA). This organization manages a program to distribute unwanted furniture and household items to needy families in the local area. Please contact 01223-576535 in Cambridge or 01733-562984 in Peterborough.

Never place electrical equipment: TV's, videos, computers, etc. in any dumpster. Proper waste and recycling procedures can be found in the Tri-Base Solid Waste/Recycling Guide published by 423 CES/CEAN. This office may be reached at **01480 843168**.

ABANDONED/UNUSED VEHICLES: For vehicles that appear to be abandoned in the MFH areas, please contact the Security Forces Service Desk on **01480-842400**. If your vehicle has failed an MOT and is beyond repair, please do not abandon the vehicle. You can facilitate its removal by contacting a local scrap merchant. Show pride in keeping your neighborhood looking nice. The Statutory Off-Road Notification or SORN declaration is not permitted in the housing area. **DO NOT LEAVE UNTAXED VEHICLES IN THE MFH AREA.**

LOCKOUTS: An emergency key for your housing unit is maintained at the Housing Office during normal duty hours. For lock outs that occur after duty hours, please call customer service. Replacement of lost keys is your responsibility. CE will cut replacement keys, providing an AF Form 332 is submitted to the CE Customer Service Desk in Building 548, Alconbury. Key replacement is a chargeable item. If all keys are lost, lock replacement is required at the expense of the resident

GROUNDS CARE: Normally common areas beyond 50 feet from your unit are government or contractor responsibility. These services include grass cutting and landscaping to shrubs and trees, but not litter collection. Litter should be kept under control by all residents of MFH. A housing representative will identify your area of responsibility at your initial assignment inspection. Each resident is expected to maintain a neat and orderly garden.

WEEKLY INSPECTIONS: Housing Inspectors will conduct weekly inspections on Tuesdays. Should inclement weather or a holiday prevent a Tuesday inspection, it will be rescheduled for the following workday. If a resident receives a courtesy notice for the outside appearance or parking violation, a re-inspection will be accomplished the following Friday. Inspections are based on standards listed throughout this brochure. Discrepancy notices are issued to residents not meeting appearance standards. Repeated discrepancies are not acceptable and could lead to termination action. **Please refer to the section entitled Failure to Comply with Housing Standards for details.**

SNOW REMOVAL: Snow removal will only be performed if the streets are completely clear of vehicles. It is your responsibility to remove all ice and snow from your designated parking area and the sidewalks for your quarters.

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 to CE customer service at **01480-843163**.

FILTERS: Heating and stove filters are government furnished. Residents are responsible for periodic changing of the filters. The stove-top filter should be changed twice per year and the heating monthly, when in use.

Section B – Resident Responsibilities

SOCIAL VISITS: Housing residents are responsible for their guests. Your guests may visit up to 30 days and do not constitute joint occupancy. The installation commander may authorize extensions. Please notify the Housing Office if you plan to have guests for more than 30 days.

LEAVE OR EXTENDED TDY: If you will be absent from your home for more than seven days, you must make arrangements for security, prudent care (including lawn care) and periodic inspection of your home. Please inform the Housing Office of intended dates of absence. Include the name, address and phone number of the person who has agreed to watch your home and perform normal and emergency housing responsibilities. Do not turn off your heating unit during winter months; this could cause your pipes to freeze. Simply set the thermostat at approximately 60F/15C.

MAINTENANCE AND REPAIR: As required by Air Force, you are responsible for the simple maintenance and repair of your home. We ask you to take prudent care of your home and be responsible for routine maintenance, simple repairs, and housekeeping, such as changing light bulbs, securing door stops, replacing sink stoppers, cleaning stove burners, plunging toilets and sinks, and basic insect control. The Air Force has also established cleaning standards and we apply the standards equitably, regardless of grade or position.

LIABILITY FOR DAMAGE TO FAMILY HOUSING, EQUIPMENT AND FURNISHING: You can be held accountable and liable for loss or damage to Family Housing structure, equipment and furnishings if you, your dependents or guests cause the damage through abuse or neglect. While the amount of liability is limited to 1 month's basic pay in cases of simple negligence, you may be liable for the full amount of damages or loss of willful misconduct or abuse. AFMAN 23-220 provides guidance on determining responsibility and financial liability. It also explains when claims may be waived or limited; for example, if your dependent or guest causes the damage and you had no opportunity to prevent the damage. It establishes procedures for processing reports of survey, requesting consideration and appealing un-waivered claims, as well as explaining how to request for remission of debts.

INSURANCE: Renters insurance is not mandatory; however, we recommend you obtain coverage for possible damage or loss of your personal property, as well as coverage for carpet stains, grease fires, broken windows, impact damage to doors, smoke damage, possible water damage, etc. It is not uncommon to find that residents, who have incurred such loss or property damage not covered with insurance protection.

DAMAGES: Any damages in a MFH unit caused by the member, the member's spouse, dependents or guests, are the member's responsibility. Cause of the damage may be considered fair wear and tear depending on an assessment made by a Housing or USAF nominated representative.

Damage Assessment Form: Upon notification of necessary repairs, a damage assessment form will be provided to the resident with options for reimbursement. Payment or any required correspondence should be completed and returned to the Housing Office within 30 days from receipt of the form.

Example of Damages Beyond Fair Wear and Tear: Broken floor tiles, stained carpets (Kool-Aid), holes in doors, cracked toilet bowls and sinks, broken blinds/windows, burns and abrasions to kitchen countertops, damaged and/or 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, water spots appearing on ceilings, is an indication of a possible leak. Failure to report this condition makes you liable for further damage to the unit.

ENERGY CONSERVATION:

As a housing resident, we need your assistance and co-operation in conserving energy and reducing expensive utility costs. Please note the following suggestions, which will make significant dollar savings.

1. Please turn down your heat to a sensible level, such as 60F/15C during the night and during periods of absence.
2. If your house is too hot, please turn down the heat and do not open windows as a remedy.
3. Set your dryer timer for shorter periods and check to see when clothes are adequately dry.

CARE OF INTERIOR: We want you to be happy, healthy and safe in your new home. Please treat your home as if you were the homeowner. You are responsible for regular routine cleanliness, maintenance control, fire protection and general care of government equipment and appliances. The government will normally install or provide equipment for basic fire protection; however, changing out internal light bulbs, providing materials for cleaning and calling in maintenance items are the responsibility of the resident. Please observe the following recommendations:

Good Housekeeping: Furniture should not be placed in front of heating ducts that cannot be closed. Floors should remain as clutter free as possible, heating filters vacuumed regularly and areas under and behind electrical appliances free of debris and dust.

Floors:

- Keep these areas clean and clear of trip hazards such as loose extension cables
- Be careful of permanent carpet staining due to drinks such as Kool-Aid, blackcurrant juice, red wine, bleach, nail varnish, ink or various crafts paint and glues as these items can result in permanent stains.
- If you have sheet vinyl flooring in the kitchen or utility areas, 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 on tiled surfaces, as this will be difficult to remove on your housing termination.
- Do not allow pets to claw and chew at carpets.

Walls:

- Keep vents and ducts as clear as possible, especially the dryer vent channel for lint.
- Call in all loose, cracked and sparking electrical outlets and switches to your maintenance provider.
- If you notice mold build-up on your walls, please contact your housing inspector
- If you wish to attach a decorative border in a room, please use a water-based adhesive type that will be easy to remove on your housing termination. Border strips with a peel off backing are likely to cause extensive and expensive surface damage to the wall when removed. Please complete AF Form 332, Base Civil Engineer Works Request, prior to altering the unit.
- Do not paint walls unless you have received prior approval on an AF Form 332.
- Keep all dust ledges clear from build-up
- Use proper picture nails to hang pictures and do not fix them directly above an electric outlet or switch, as you may pierce a cable
- Do not use foam backed adhesive hooks on painted wall surfaces
- Do not attach bolts or hooks to doors. Most doors are hollow in design and will damage easily. Wood grain doors are difficult to repair and may require total replacement
- Do not drill holes in PVC windows or doors
- Ensure that your fire extinguisher is mounted on a wall away from the stove, preferably outside of the kitchen area, by an entry door or main hallway. This will make for safer and easier access.
- Be aware of soot build-up to walls and ceilings due to regular and continuous burning of scented candles, oil lamps and incense burners. Excessive build-up can require special wall preparation which could result in occupant liability.

Ceilings:

- Do not attach ceiling fans without a properly coordinated and approved AF Form 332.
- Do not hang heavy items or attach hooks and nails to the ceiling
- Do not climb up into the loft space, as access to this area is prohibited

Appliances:

- Ensure the stove has no grease build-up
- Regularly wash out stove drip pans and wipe under the stove top to avoid grease fires
- Ensure filter in the extractor hood is changed regularly
- Remove lint from dryer filter after every use. If not cleaned regularly, lint will build up and clog the dryer hose. If you see blue lint collecting amongst the blades of your outside vent cover, **you are at high risk for a lint fire**
- Keep your dishwashers topped up regularly with dishwasher salt. If you are unaware where this is deposited, please ask your housing inspector for assistance.
- Regularly check service hook-ups behind your appliances for signs of water leaks, loose lint hoses or possible electrical damage, such as burned outlets and damaged cables
- Avoid putting fibrous material such as onions, potato peelings, and celery in garbage disposals as this will jam the cutting mechanism.

DO NOT PUT GREASE DOWN THE GARBAGE DISPOSAL AS IT WILL SOLIDIFY IN THE PIPES AND CAUSE STOPPAGES. Always turn the water on when you use the garbage disposal unit. If the unit stops while operating, wait about three minutes, push the reset

button and try again. Never try to unblock the unit from the top when the power is turned on.

Lime Scale: It is important to prevent the build-up of lime scale in toilets and wash basins. We recommend you purchase British manufactured lime scale removal products that are readily available in most supermarkets and general stores. These products are often very efficient and economical to purchase. Please do not use bleach to eradicate lime scale, as this usually only cleans it so that it is not visible against the white ceramic surfaces. Do not use abrasives to remove lime scale and do not leave chemicals for too long on chrome fittings. Using these products can damage the fixtures.

CARE OF EXTERIOR: Pride in ownership can be demonstrated in the care and appearance of your area(s) of responsibility. It is important for everyone to demonstrate consideration and care for their housing area. It only takes a few untidy gardens on a street to affect the general appearance and ambience of the entire neighborhood. Please take a walk around your property regularly, stand back and assess whether grass cutting, fence and shed repairs, weeding, trash control or general tidying is necessary. Maybe your driveway is growing weeds or spotted with leaking oil. It is imperative these items are responded to at your earliest convenience.

Grass: You are expected to maintain a neat and well-manicured lawn. Please *keep the grass height within three inches* and free from broad weeds, moss and heavy seasonal leaf fall. Residents with pets should ensure feces are removed daily. Holes created by dogs should be filled and re-seeded at regular intervals.

Shrubs and Flower Borders: Borders and flower beds should be edged and free of weeds. The self-help store provides mulch for residents' use. (Please contact the self-help store to enquire about current availability). Dead flowers should be removed and all other plants and shrubs pruned to a manageable height. Do not allow climbing vines to grow above first floor height or up to lower level rainwater gutters and roof tiles. Pruning tools are available at the self-help store.

Trash: All trash bags, receptacles and wheelie bins must be stored in bin closets, garages, or rear gardens (out of sight from the front of the property). Please put the wheelie bins out the morning of collection and store away by 1700 on the same day. Residents should collect trash that has blown into yards and streets, including common play areas.

Windows and Patio Doors: To avoid dirt build up, wash glazed units and frames on a regular basis. If you own a pet and notice dirt build-up on your patio door, please be aware that your pet may be scratching the glass. You may be charged for glass replacement on your move-out.

Miscellaneous Items: Please store items such as bicycles, toys, garden furniture and miscellaneous items in provided sheds, closets or rear yard. Sheds and fences must be maintained in good order at all times. Garden hoses must be stored in the rear garden or on a hose reel or bracket. Never coil them around the faucet. Carports and lean-to structures are not to be used as open storage areas.

PARKING SPACES: Do not leave fuel, lubricant oil, or general fluid cans in front yards or parking areas. These are unsightly and a potential hazard to unsupervised children and pets. Do not store old tires, batteries and vehicle parts in these areas. Oil and vehicle fluid leaks should be neutralized and washed away from the surface as soon as possible.

VEHICLES: Never, under any circumstances, drive on grass or seeded areas. Do not leave unused and un-roadworthy vehicles in any parking or general housing area. **Please note that your vehicle must display a current and valid road tax disc in the front window.** Placing a Statutory Off-Road Notification (SORN) on your vehicle does not exempt you from the rules regarding leaving unused or un-roadworthy vehicles in housing areas. Owners of vehicles without road tax can be prosecuted and will be asked to remove the vehicle from the housing area. Do not carry out major car repairs or leave your vehicle on ramps or jacks in any housing area. Always park your car in the allocated space when possible. Obstructing a public foot path, or parking too close to road junctions and roundabouts is a road traffic offence. Boats, campers, RVs, caravans, large trailers and unused vehicles should be parked in designated areas and not in the housing area. Please call the law enforcement desk for details and locations of long-term parking.

GENERAL OBSERVATIONS: Please contact your maintenance contractor or inspector should you notice items such as inoperative streetlights, missing service covers, drain blockage, structural defects, storm damage and general hazards around your housing area. The appropriate authorities can be contacted for their immediate attention. Please note streetlights in MFH areas outside the confines of the Base will have an easy visible designated post and phone number on display. This information is very important to achieve a fast and effective response.

RIGHT OF MANAGEMENT TO INSPECT

Annual Inspections: The Fire Department and Housing inspectors may conduct annual safety/condition inspections of government owned quarters per 423 ABG OI 32-601. The purpose of the inspections is to ensure the safety of all 423rd ABG and tenant command personnel, prevent and minimize damages, check for structural damage, monitor proper maintenance of quarters, ensure quarters are clean and adequate for occupancy, and ensure the residents are aware of their responsibilities for assignment to government quarters. A letter from the Housing Office will notify residents with a minimum 14-day notice when their quarters will be scheduled for inspection.

Interior Inspection: The Housing Manager, Facilities Chief, Security Officer, Fire Chief and their designated personnel are authorized to enter locked dwellings with prior approval of the Installation Commander to inspect them when suspicious or unusual circumstances justify such action. This will be done only when absolutely necessary for security, safety, or health inspections.

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 C – Community/Residential Activities

MAYOR PROGRAM: Mayors are appointed by the 423rd Air Base Group Commander for each housing area. Much of the mayor's time is devoted to making the housing area a better place to live. You will be informed of the name, address and telephone number of your area mayor at your initial inspection. Mayors are responsible to the 423rd Air Base Group Commander, through the Housing Office. The 423rd Air Base Group Commander will select and appoint mayors for the following housing areas:

RAF Alconbury
RAF Brampton

Mayors are the representatives of the 423rd Air Base Group Commander when in the performance of the duties outlined in this directive and a Deputy who will act for them in their absence and assist in the performance of duties. Responsibilities will not be delegated to other than the deputy mayor. Mayors will:

- Encourage the formation of committees to advise and assist in matters concerning community relations, safety, maintenance and any other appropriate aspect concerning residents. (The Family Readiness Center will advise and assist in the formation of the residents' committee).
- Ensure the general appearance of the common areas and areas around individual quarters are maintained at an acceptable standard at all times. The Housing Office is responsible for all grounds inspections.
- Report to the Housing Office, incidents or actions involving liability for damage to, or destruction of, government property in the area. This includes parking or driving on grassed areas that result in damage to the yard.
- Receive complaints/suggestions from occupants and, where appropriate, see they are brought to the attention of the action agencies. Problems which cannot be resolved locally will be forwarded to the 423rd Air Base Group Commander through the housing manager.
- Notify area residents of school bus cancellations or delays by prominently displaying a sign or signal on a front inside window of their quarters.
- Be responsible for contacting the 423rd ABS Vehicle Operations Dispatcher, RAF Alconbury, 01480-842214, or the High School, 01480-433212, in periods of hazardous weather to determine school bus status. Delays or cancellations of school buses will also be broadcast by Cambridgeshire radio stations.
- Issue any written instructions deemed necessary to ensure compliance with the above paragraphs.
- Encourage participation in the "Yard of the Month" program.
- Support the "Neighborhood Watch" program.
- Ensure residents comply with all directives pertaining to family quarters in addition to instructions issued by the mayor.
- Caution parents on the danger of children playing in the streets and the necessity of protecting cultivated areas.

YARD OF THE MONTH: The intention of this program is to encourage ownership and pride in your home and neighborhood. We would like each housing area to be attractive and foster a sense of pride by all. We encourage landscaping efforts and through the Self-Help Store, provide flower vouchers and fertilizer. The Yard of the Month competition runs from May through September and includes all housing areas. Individuals who consistently maintain their lawns and areas in a neat and orderly manner are recognized and awarded for their hard work. Winners are chosen on the basis of creativity of landscaping and general overall maintenance and appearance of the grounds. The 501 CSW/CC, 423 ABG/CC, JAC/CC, 423 CES/CC, First Sergeant's quarters, or any evaluation team member are not eligible for awards.

The evaluation team membership will consist of: 423 ABG/CCF or designee and/or a Tenant Unit equivalent; one 423 ABG Squadron Commander or Tenant Unit equivalent; one Housing Officer or designee as advisor to the evaluation team. Judging takes place the first week of each month. Winners' details are posted on a notice board at the Base Exchange. A variety of awards are presented to the monthly winners. Yard of the Month Winner signs will be placed in the winner's yards.

BUSINESS ENTERPRISES: Some businesses for profit may be conducted from your home. Send a written request describing the business to the Installation Commander through the Housing Office. Contact the Housing Flight for additional information.

CHILD CARE: The RAF Alconbury Family Child Care (FCC) Program is administered in accordance with AFI34-276, para 1.3 which states: "Any individual caring for other families' children a total of more than 10 hours a week on a regular basis must be licensed to provide care in on-base quarters". The commander may revoke the housing privileges of individuals who do not comply with this regulation. If you are currently providing care without a license, you must cease and apply for a FCC License. (Note: If you care for 2 children for 5 hours each, that equals 10 hours of child care). Licensing is available for those living off base.

The FCC Program recruits providers to provide care for evenings, weekends, before and after school, swing shifts and to care for children with special needs including mental and physical impairments. The FCC Program accepts children and providers with chronic health problems. Advantages of becoming a licensed Air Force Family Care Provider: set your own hours, be with your own children and care for other children in the comfort of your own home, care for Military/DOD dependent children, be self-employed, have playmates for your own children, have FREE use of an extensive Family Child Care lending library with all the toys and materials you need for your home business, receive excellent child development training FREE, all while helping the needs of your military family community.

The need for quality child care for military families has never been greater and working with children is a career where one person really does make a difference!

Please contact the FCC Office located at the Child Development Centre, building 700 for more information about the FCC Program and a current list of providers, to become a licensed provider or to report unauthorized care.

Phone: DSN 268-3675, Commercial 01480 843675.

Office Hours: Monday – Friday, 08:45 – 17.45.

Closed Federal Holidays and Joint Down Days.

YARD SALES: Residents must obtain a yard sale permit from the Housing Office prior to conducting a yard sale and must ensure they do not sell tax free goods to British Nationals or other individuals who are not authorized ration privileges (anything brought with you from the United States or purchased in a Base Exchange or Commissary facility). Selling untaxed goods to any unauthorized individual is a violation of British Customs and Excise Laws and is punishable and can result in the loss of your US Forces' ration privileges. Sales are limited to only one day. Signs are not permitted to be attached to fences/posts within the housing area. Official yard sale signs are available and can be signed out at the Self-Help Store. They may only be put up within the housing area and are not permitted on the main roads and must be removed immediately after the sale.

SOLICITATION: Solicitation, fundraising, scout activities, school sales, etc, is prohibited without prior approval of the Installation Commander. Route these requests through the Housing Office, at 423 CES/CEAC.

Section D – General Information

UTILITIES: The USAF has contracts with specific utility companies to supply gas, water, oil and electricity to government housing.

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. Some companies offer incentives to encourage you to do so. They may even convince you their alternative service will save the US government bills! This action can result not only in a disconnection of the supply, but you may also become personally liable to pay for the utilities consumed.

Telephone Installation: Telephone services may be obtained by calling British Telecom at 0800-872872. You will be required to provide name, address and DEROS. This is your responsibility.

Heating: There are two main types of heating found in MFH. These are ‘Wet Systems’, which consist of water-contained radiators affixed to the walls throughout the unit and ‘Dry Systems’ consisting of forced warm air blown through duct channels within the walls. The Heating System normally comprises of the following:

Boiler: These units are not difficult to distinguish and are often found either mounted to a wall in the kitchen, utility room or garage. They may also be contained within a separate closet or boiler room. Most boiler units will have a mains electric power switch in close proximity, which must always be left on. Make this one of your first checks should you experience any sudden or prolonged heat loss.

Main 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.

Timer Control Units: These small-timer display units are only used in conjunction with gas and oil central heating systems. They may be built into the main boiler unit itself, or located by the boiler, in the utility room, or in the first floor water cylinder closet. If the timer unit has no indicator lights displayed or the LCD panel is blank, the mains power may have been accidentally switched off. Check to ensure all nearby power switches are turned on. The Housing Inspector will ensure heating and hot water supply functions on the display show there is a 24-hour or constant supply of heat and hot water provided.

Water: Kitchen cold water taps are directly connected to the mains supply and are therefore, safe to drink. However, other cold water taps around the unit, such as in the bathroom, may be fed via the holding tank in the roof space. Check with your housing inspector to determine what other taps are safe to drink from.

Water Restrictions: Please conserve and not waste water. When necessary, water grass and plants before 0900hrs or after 1800hrs in the evening during the summer months. Never leave hoses unattended. Use a valve on the end of your hose, which shuts off when you release it, this saves a lot of water when washing cars. In extreme hot weather conditions, the local Water Authority may impose a total hosepipe ban. In these circumstances, bans will be advertised in local newspapers, the Commander’s channel and on local television news. Some grassy areas will suffer and burn but these will recover very quickly when it rains.

Water Shut Off Points: In case of a flood, please ensure that you are fully aware of the location of the main water inlet shut-off point for the unit. Should a flood occur, it is important to limit any further water escape by shutting off the main water faucet. Contact maintenance as soon as possible. Please observe the following:

Housing Area	Most Common Locations of Main Water Shut Off Point
Alconbury (older type quarters)	<ul style="list-style-type: none"> ➤ Quarters with taps below the peak of the house (gable ends): shut off valve is located in the boiler room. Typically this tends to be high up and is marked ‘shut off valve’. ➤ Quarters with taps under the basic patio area: shut off valve is located in a small access door adjacent patio. ➤ Quarters with taps in the back garden by rear bedroom: shut off valve is located behind washer/dryer. ➤ Quarters with taps at front of quarters: shut off valve is located in front closet to main door.
Alconbury (newer builds)	<ul style="list-style-type: none"> ➤ Taps on boiler room: shut off valve is located just inside the boiler room (where your fuses are located). ➤ Rear garden tap shut off valve is located under the sink.
Brampton (Kyle/Horseshoe/Rectory)	<ul style="list-style-type: none"> ➤ Front tap shut off valve is located under vanity unit in downstairs washroom. ➤ Rear tap shut off valve is located in external plant room.

MISCELLANEOUS:

AF Instruction 32-6001: By order of the Secretary of the Air Force, compliance with AFI 32-6001, Family Housing Management, is mandatory.

Waterbeds: May only be assembled on the ground floor of housing units and you must accept liability in the event of damage to government property or equipment. See the Housing Office for details before installing a waterbed in your home.

Candles/Oil Burners: Occasional use of candles and oil burners are permitted in the MFH units. 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 build-up to walls and ceilings which can go unnoticed until the removal of furniture and pictures. *Build-up/blackening of wall surfaces can require special and expensive preparation, which in some cases may be at the member's expense.* If you use candles, please take care to ensure wall surfaces are cleaned and free of soot buildup.

Fire Arms: Handguns - are not permitted in the UK. For shotguns, rifles, BB guns - personnel may store these firearms in their government quarters, provided their weapons are registered at the Security Forces Pass and Registration section and the method of storage complies with British Law. In order to register a weapon, the individual MUST report, in person, to the Pass and Registration section with proof of ownership and the British Firearm Certificate of Registry, signed by the local Constabulary Chief Officer. Members who store weapons in owned, rented, leased or government housing will likely receive unannounced "Hold visit and inspection" from police constables, to ensure weapons and ammunition are properly secured in accordance with British Law. Decorative firearms should not be stored in a manner that is highly visible from the outside of the home. For further information, please contact 423rd Security Forces Squadron at 01480-842400.

Storage: Do not store items in loft/attic spaces or boiler rooms.

Television Reception: Depending on the housing area, there are various methods of receiving television and radio broadcasts. A basic range of Armed Forces Network (AFN) channels is available at no cost to residents. *Alternative cable providers are available depending on the area. All satellite dishes require an AF Form 332, Civil engineer Work Order Request, which can be obtained from the Housing Office.* For problems with AFN reception, please contact Cablecomm at 08452-300028. Their hours of operation are Mon-Thurs 0800-1700 and Fri 0800-1600. Problems can also be reported via their e-mail address at customer@MDTV.co.uk. Messages left via phone or e-mail, will be answered the next business day.

UK TV License – British law requires U.S. Forces members stationed in the United Kingdom who own equipment capable of receiving television signals to purchase a television license. The law applies to televisions that can receive any kind of signal, to include American Forces Network (AFN) programming. In addition to televisions, the law applies to any other equipment capable of receiving a television signal, such as personal computers with broadcast cards, video recorders, and set-top boxes. A TV License can be purchased at Pay-Point. The current price

(Dec 08) is £137.50 per year. Penalty for viewing TV without a license is up to £1000. More information may be found at www.tvlicensing.co.uk.

- **NTL: UK** underground cable providing range of PAL channels and telephone service. (Chargeable service). **Contact NTL for details 01223-567000.**
- **SKY SATELLITE: UK** installed satellite system, providing range of PAL channels, radio (Chargeable service). Complete AF Form 332 prior to installation. **SKY may be reached at 08705-5800874**
- **FREEVIEW:** Depending on your geographical location, a digital antenna can be mounted to the MFH unit and cabled through a Freeview converter box providing a range of PAL TV and radio broadcasts. After the initial installation cost, there will be no further charge for this service. Complete AF Form 332 paperwork prior to installation.

Exterior Electrics: These are not permitted in MFH units, 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 cable. However, an RCD safety plug **MUST** be fitted 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 prolonged periods of time. Security lights, if approved by the housing inspector, **MUST** be fitted by a fully certified British electrician. A 'Small Works' installation certificate will be signed by the electrician and provided to the Housing Office.

Christmas/Festive Lights: Should be used in moderation and removed after the holiday period. 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. Do not leave lights on during 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. If you have made every reasonable attempt to remove the insects and they still persist, call the Station Warden on 01480 843489 for assistance. Bug screens can be carefully fitted to windows as a temporary mask, as long as they are not fitted using staples, nails or strong adhesive glues. The items may permanently damage frames. For outbreaks of vermin or moles, contact your maintenance provider as soon as possible

Bird's 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 the bird is building it or while eggs and/or 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 future nesting.

Fireworks/Fires: These are not permitted in any of the housing areas.

RECREATIONAL EQUIPMENT/ACTIVITIES: Please ensure your children and their guests do areas. Such activities are distracting and hazardous around vehicle access and should be performed in suitable safe areas.

Basketball Hoops: Should be located at the ends of individual driveways, against the MFH unit, and 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 result in damage.

Trampolines: The use of trampolines requires supervision at all times. To use a trampoline:

- Ensure the trampoline is in the center of the rear garden, no closer than 3m to any fence line, gate or obstruction.
- Only allow one person to use the trampoline at any one time.
- It should be fitted with shock absorbing pads to the springs, hooks and frame.
- Parents **MUST SUPERVISE** children using the trampoline **AT ALL TIMES**.
- No children under 6 years of age should use large trampolines.
- Do not use steps to mount the trampoline.
- It must be secured and **NOT ACCESSIBLE** to neighbors, 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.

Despite all currently available measures to prevent injury, the potential for serious mishaps while using trampolines remains.

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 gal capacity. These should be emptied and turned over, or stored away immediately after use to prevent further accumulation of water or a possible accident; as 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.

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

Section E – Good Neighbors

Please be courteous to your neighbors. Be reasonable, considerate and talk to your neighbors should a problem or misunderstanding occur. In most situations, the matter can be satisfactorily resolved amicably. However, in situations where this may not be possible, please contact the housing mayor for your housing area. The housing inspector may also be requested to assist in matters that directly involve housing policy. We must all work together to maintain a civil, social and livable environment. Do your part to 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. Quiet times are from 2200hrs to 0800hrs. Please respect your neighbors, especially members who work shifts and have varying sleep patterns. A few examples of excessive noise are: prolonged periods of loud music, noisy parties, or the continual sound of dogs barking can cause significant distress to residents who simply wish to sleep or relax in or outside their homes. As a courtesy, inform your neighbors when you are going to have a party and ask your neighbor if your dog barks or howls when left unattended. Mark a couple of volume settings on your audio equipment, which are acceptable to your neighbor, depending on the time of day.

Control of children: Do you know where your children are? Please closely supervise your children and never leave children under 10 alone. Avoid using your neighbor's yard and housing area as your child's playground.

Parking: Please use the car parking spaces allocated to your housing unit. If you share an unmarked parking bay, please verify your space with the housing inspector and do not park in your neighbors spot. Never partly, or fully park on the public foot paths, 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. Remember, stains due to oil and lubricants can create a hazardous surface and you will be responsible for cleaning the area upon your termination from family housing.

Section F – Self Help

SELF HELP STORE: Provides general domestic supplies and garden items, enabling base housing residents to carry out minor repairs, improvements and beautification to their residences without the involvement of their maintenance provider. It is a way of reducing labor costs for performing minor maintenance, or mini projects that can be achieved by the housing resident.

Note: Most items can only be obtained if the broken or non-working part is taken into the Self Help store. This is often termed as a 'one for one' swap out.

Location: Bldg 548 RAF Alconbury

Phone: 01480-843089/3091
268-3089/3091

Hours:

Mon-Thur 08:00-13:00 13:30-16:30

Friday 08:00-13:00 13:30-15:30

SELF HELP PROJECTS: All projects in or outside of the MFH unit should be assessed and approved by your housing inspector prior to the start of the project. These projects can include erecting a shed, a fence, or various internal projects such as re-painting the walls, installing ceiling fans, etc. An AF Form 332 work order must be initiated at the Alconbury Housing Office prior to the start of any work. Contact the Housing Office with any questions concerning self help projects.

Pre-project Inspection:

The Inspector will 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 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 will also be necessary for excavation work, such as digging fence postholes. This is to safeguard the resident from damaging underground cables or service pipes.

Post-project Inspection:

The member must notify the inspector when a project is completed so it can be inspected. Depending on the nature of the project, the member does not necessarily have to be in attendance.

Ceiling Fans: If approved, fans must be fitted by a fully qualified British electrician. A copy of the Electric Small Works Certificate must be provided to the inspector and will be maintained in the housing file. An AF Form 332 must be approved prior to installation.

Satellite Dishes: Generally, dishes must be mounted on a pole or low level mounted slab in the rear of the quarters. If reception cannot be gained due to obstructions, such as trees and tall buildings, permission may be given to mount discretely on wall. In this case, a signed letter from the Satellite Engineer will be required. The bracket must remain on the property regardless of

whether or not the system is transferred. All cables should be hidden where possible or routed discretely, such as behind rainwater pipes or at a low level. Do not drill holes through PVC windows or doors. Holes must be drilled neatly through a cement/mortar joint from the outside, inwards. Damage to brickwork will be chargeable. In some housing areas, dishes are NOT permitted to be mounted to the property **whatsoever**. Dishes are not to be visible from main or access roads, although for extreme and technical reasons there may be some flexibility in this. Contact the Housing Office for details. An AF Form 332 must be approved prior to installation.

Landscaping/Flower Borders: 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. The purpose of the AF Form's 332 and 103, and a 'detailed' plan is so we can control what work is being accomplished. We must ensure that large, rapid growing trees are not permitted, such as Leylandi and Willow which may cause major structural damage. Small and medium sized 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 and coordinated through the Housing Office. If excavation is deeper than 6", AF Form 103 is required, and will be coordinated with Maintenance and the Cable Company. Ponds are not permitted due to the obvious safety hazards.

Window/Door Bug Screens: Residents are not permitted to drill or glue screen panels to PVC frames. An AF Form 332 will be required for this work and coordinated through the Housing Office.

Carpet/Vinyl Flooring: If a resident wishes to install carpeting or vinyl sheet flooring, careful consideration to the method of installation must be given. Damage to the underlying floor or tiles are likely when using gripper rods and adhesive. The resident or transferring resident would be responsible for such repairs. Fire safety and suitability must also be considered, prior to approval. Residents should be encouraged to seek insurance cover when installing non-fire retardant carpets and underlay. Residents living in properties that already have carpets must not remove the existing floor surfacing, unless given special permission. An AF Form 332 will be required for this work and coordinated through the Housing Office.

Painting/Redecoration: An AF Form 332 will be required for this work and coordinated through the Housing Inspector. External redecoration is unauthorized, with exception to fence and shed treatment. Internal decoration may be permitted if the following guidelines are met: walls must be painted with a water-based paint in soft pastel colors only. Paint should be brushed on thinly, leaving no heavy lines. Painting in thick layers will probably cause runs, lines, crazing and sometimes creating an orange peel effect to the surface. Such defects will be difficult and expensive to remedy. Surfaces will be lightly rubbed down first with a fine grit sand paper, undercoated and then top coat applied. Failing to do this may cause bubbling, blistering and easy marking, due to lack of adhesion to the primary surface.

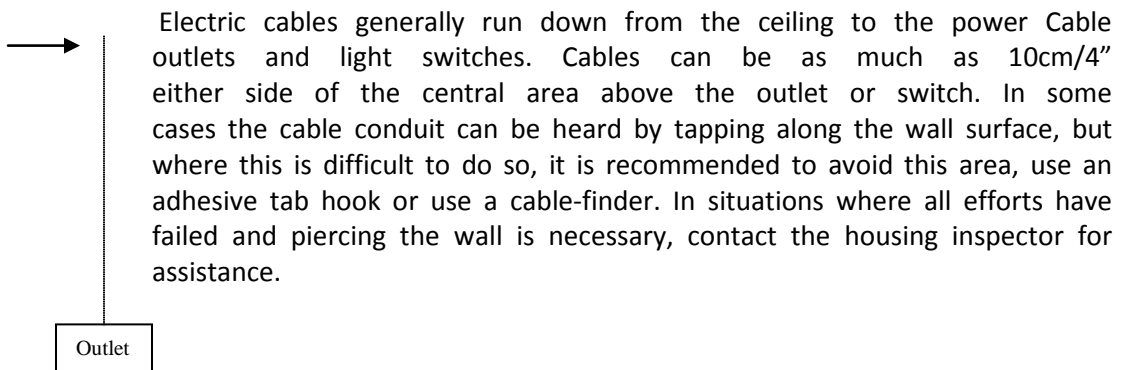
Wallpaper must be applied with a suitable water based adhesive. Border strips are to be affixed with a water-based adhesive. (Self-adhesive borders are likely to cause major damage to walls when peeling off). PVC frames, tiles, electrical outlets, ceilings and internal natural wood finish doors must not be painted.

On termination of quarters, walls, woodwork and doors, must be restored to the original color, paint specification and contractor standard. Depending on the contrast of the paint colors and the type of redecoration scheduled for maintenance, residents may be permitted to transfer responsibility only if the next resident accepts responsibility. Please note, most pastel colors can be covered over easily with two coats of quality, contractor paint.

Patio, Shed, Lean-to/Carports: These constructions are not permitted for various local planning controls, general safety or fire regulation reasons.

Hanging Pictures and Shelves: Completion of an AF Form 332 is not necessary for general picture hanging and lightweight temporary shelving. Please use appropriate picture hanging nails or hooks. Avoid using large wood nails or foam backed adhesive hooks that cause damage when removed. Always remember that many units have hidden services behind the walls, including electric cables and water pipes. Your housing inspector will advise you of the best methods of avoiding these services during the initial housing inspection.

Hidden Electric Cables:



Hidden Water Pipes:

Most older style MFH units have water pipes either surface clipped to a wall or contained within a boxed area. However, more and more modern day construction methods include concealed water pipes within the walls. The housing inspector will point out key areas to avoid during the Initial Inspection and will demonstrate the method of detecting concealed water pipes in MFH units with a wet/radiator type heating system. One method is to turn up the heating system and then place the palm of your hand around areas to the side and above the heating radiator. Normally, you will feel a distinct hot spot. Alternatively, use a pipe detector or avoid these areas altogether.

Heavy Duty/Permanent Shelving:

Contact your Housing Inspector to determine if completion of an AF Form 332 is necessary. Where possible, timber shelf supports must be painted into the wall and shelf tops installed in a manner that they can easily be removed for general decorating purposes.

Shelf tops should be coated with a durable/washable surface for ease of cleaning. Please situate shelves and cloak hooks in a safe location and not in zones or heights where prone to head or eye contact.

Section G – Pets

CONDITIONS FOR KEEPING PETS IN HOUSING

All pets must be registered with Northern Europe Veterinary Detachment upon entry and exiting the country. Registration requires submission via mail, e-mail or fax of the following:

- 1. Copy of your military ID**
- 2. Copy of your orders**
- 3. DD Form 2343 for each animal (available online or via Family Readiness Center)**

Mailing address:

NEVD Veterinary Clinic
Unit 5095 Box 280
APO AE 09461-5280
Phone: 01638-52-7097 / DSN 226-7097
Fax: 01638-52-7378 / DSN 226-7378
E-mail: NEVD.UK@lakenhealth.af.mil

Failure to register your pet may result in military disciplinary action. Unregistered pets will not be treated by NEVD with the exception of emergency proceedings.

- a. Pets (to include cats) will be on a hand-held leash when outside your home or a fenced yard. You must ensure cleanliness of your pet's area to control and prevent vermin infestation. Feces shall be picked up daily. Do not let your pet become a neighborhood nuisance because of excessive barking and invading the privacy of others.
- b. Residents are limited to two household pets providing they are under control at all times and do not disturb the peace or become a nuisance or threat to other animals, persons or property. A household pet is defined as one whose normal habitat is in the house. Large pets and those whose normal habitat is outdoors are not permitted. Pets must not be left outside quarters for extended periods or at night and during early morning hours.
- c. Pet control is defined as having the pet on a leash held by a person of sufficient size and maturity to safely direct the movement of the pet or having the pet held or confined in a house or fenced area so the pet may not leave the enclosed area. Having a pet tied in an open yard or under voice control is not sufficient control. Uncontrolled pets should be reported to the Security Forces on Base or RSCPA at 08705-555999
- d. Doghouses are permitted provided they remain in a good state of repair and are not visible from the roads. Doghouses are only permitted in yards within a fence.
- e. Exotic pets such as ferrets, snakes, alligators, wild cats, skunks, miniature pigs, etc., are not authorized.
- f. Pet owners shall not leave their pets to excrete waste matter on the lawns of other housing residents or common-use areas. Animal excretion will not be allowed to build up on one's own backyard. Pet owners are responsible to clean up excretion on a daily basis.

- g. All yards damaged by pet ownership shall be reinstated to the satisfaction of the Housing Office, at house termination or at the Group Commander's discretion, if a yard falls below normal Air Force standards or becomes offensive to neighbors.
- h. Pets should not in any way, shape or form be a burden to the neighbors; i.e., allowed to bark, yelp, run loose or excrete in neighbors' yards. Constant complaints will be cause for removal of pets.
- i. Dog runs and pens are not authorized.
- j. Farm, ranch or wild animals are prohibited. Breeding or raising of animals in MFH for shows or commercial purposes is prohibited unless approved by the 423 ABG Commander. Also, operation of a commercial type kennel in family housing is prohibited.

These rules have been endorsed by the Civil Engineer and Security Forces Commanders.

SANITIZING/CLEANING PET OCCUPIED MFH: During your stay in MFH, it is good housekeeping, to keep all interior and exterior surfaces regularly vacuumed and sanitized. This is even more essential for families that suffer with allergies. Using products such as disinfectants, pet shampoo for carpets and general deodorizers are important to keep germs and unpleasant odor at bay. Regular clearance of pet feces and external sanitizing is also very important to stop offensive smells and germs. When terminating your home, the inspector will be very strict concerning sanitizing of the housing unit and yard. Random areas of floor, carpets and yard will be closely inspected to identify remaining pet hair or traces of urination or feces. If any of these are found, you may fail your inspection.

PET ABUSE: If you are aware of any pets in your neighborhood being neglected or mistreated, contact the Royal Society for the Protection of Cruelty to Animals (RSPCA) at 08705-555999. Your call will be kept confidential and you do not have to give out your personal details.

RE-HOMING PETS: When a member is unable to retain a pet, it is imperative a new home is found as soon as possible. Most members may be able to rehome pets by advertising on the 'For Sale' board. However, when this has been unsuccessful, a re-homing center must be considered. Cats: There are two main sanctuaries used within the UK which are both charities. These are the Blue Cross and the Cats Protection League. Please contact directory enquiries or consult your telephone directory for contact numbers. Both charities guarantee to never put a healthy animal down, unless its behavior is so savage or disturbing that the likelihood of getting it into a good permanent home is slim. Try and give as much notice as possible as there may be an acceptance waiting list.

Section H – Security

REPORTING CRIME: Residents will report any criminal activity experienced or witnessed in the MFH area to the USAF Security Forces, so crime stats and appropriate responses can be assessed.

On-base emergencies should be reported to the Security Forces Desk: **01480-842400**.

If a member resides in MFH 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 offense, you should dial 999.
- If the incident is of a non-urgent nature, you should contact the MDP (Ministry of Defence Police) at 01480-843819. If you reside on the economy, you should report the matter to the local police force that covers your area, by way of the 999 system.

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 for a short visit to a neighbor, make sure you lock all doors and windows.
- Do not leave any windows open.
- Secure all ladders, steps and valuable items etc., visible in gardens. Secure shed doors.
- When you go on leave, try to make the house look as if it were occupied:
 - ✓ check your house, move your vehicle and pick up your mail. Ask friends to
 - ✓ in the evening or use timers on lamps and radios. Leave lights on
 - ✓ cancel papers, milk or other regular deliveries. Remember to
- 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 to fit a staple and hasp bracket and a good quality padlock for security on storages sheds.

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: Always secure your housing unit and all personal property.

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. You may respond differently if you are alone in the house or if there are other people there. You could make a noise and hope it scares them off, or you could keep quiet and hope they don't come into your room. You could keep a phone in the bedroom so you can raise the alarm - this may also make you feel safer. It is generally best not to challenge an intruder.

Interrupting Burglars:

If you come home and find a broken window or 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 Defence Police 01480-843819

Ministry of Defence Police

The Ministry of Defence 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 Defence 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 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***

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 with and supervise your children at all times. The housing inspectors often witness many situations where children are 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 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 for any suspected occurrences of child maltreatment or neglect. After duty hours these incidents can be reported to the USAF Security Force Desk, 01480-842400.

YOUTH SUPERVISION POLICY

Note: 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 guidelines are mandated by 501st CSW, therefore, parents are expected to fully comply.

Age of Child	Ride GOV Shuttle Alone	Left alone in QTRS for 2 hrs or less	Left alone in QTRS for more than 2 hrs	Walk to & from School	Left Alone Overnight	Outside unattended - includes playing	Left in Car Alone	Child babysit siblings in QTRS	Child babysit others in QTRS	Curfew Hours Sunday to Saturday
Newborn to Age 4	No***	No	No	No	No	No	No	No	No	N/A
Age 5 to Age 6	No***	No	No	No, except when crossing guard present at major intersections	No	Yes; housing playground or yard with immediate access (visual sight or hearing distance) to adult supervision***	No	No	No	N/A
Age 7 to Age 9	No***	No	No	Yes	No	Yes; housing playground or yard with adult access***	No	No	No	2200-0600***
Age 10 to Age 11	No***	Yes; with ready access (phone number) to adult supervisor */***	No for 10 yrs, 11 yrs only with access to adult supervision	Yes	No	Yes	Yes; except in hot weather & keys removed & handbrake applied; 5 minutes maximum in heat, 15 minutes in other weather and adult within sight	Yes; 11 yrs or 6 th grade minimum to 2 hrs maximum */**	No	2200-0600
Age 12 to Age 15	Yes	Yes	Yes	Yes	No; except children age 15 or freshman in high school may be left alone overnight with access to adult supervision; sponsor must be in local area	Yes	Yes; keys removed and handbrake applied	Yes**	Yes**; 12 yrs or 7 th grade minimum	2200-0600
Age 16 to High School Graduation	Yes	Yes	Yes	Yes	Yes; minors 16 & older may be left alone for short TDYs or leaves, not to exceed 5 consecutive days. There must be an adult available to make periodic checks.	Yes	Yes	Yes**	Yes**	2400-0600 exceptions may be made for chaperoned events or work related reasons.

* Home-alone training by the Youth Center or other source required.

** Red Cross babysitting training or equivalent required.

***Adult supervision is defined as someone who has or assumes responsibility for the child, e.g., parent, guardian, care provider, friend

**** Note: The Community Center, Fitness Center and Youth Center have facility specific Youth Supervision Policies (see facility specific policies for guidance)

Section I – Safety Awareness

REPORTING A FIRE: In many instances, delayed or improper fire reporting have resulted in excessive damage to property and loss of life. It is the duty of all military or civilian personnel who have discovered or experienced a fire, regardless of how minor in nature, to immediately notify the Fire Department. The Alconbury Housing Office must also be notified. A short visit by an inspector will be necessary to ensure any maintenance or safety checks can be promptly arranged and recorded.

FIRE/EMERGENCY REPORTING PROCEDURES:

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

REPORTING NUMBERS

On Base

Alconbury	841911
On Base w/cell phone	01480-841911
Anywhere in the UK	999

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

The building number, street address, village, and/or county you are located in. (i.e. Norfolk, Suffolk, Cambridgeshire for outlying 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

FIRE PROTECTION:

Fire Extinguishers: Each MFH unit should be furnished with a fire extinguisher, supplied by the Self-Help Store. These units come fitted with a sight gauge, safety pin and wall-mounting bracket. Should any of these items be missing, we recommend that you return it to the Self-Help Store for exchange.

It is highly recommended you not store your fire extinguisher out of sight in a cupboard, or by the side of the stove. For example, in the event of a kitchen grease fire it may not be possible to safely reach over into this space and retrieve the extinguisher for use. Mounting the fire extinguisher near an entry or exit point or in a central hallway area, makes better sense.

Fire extinguisher inspection checklist

1. Check bottle for physical damage
2. Check pressure gauge if provided
3. Check safety pin is in place and sealed
4. Keep extinguisher readily available and always in the same location preferably mounted next to the kitchen exit (not next to the kitchen stove)

Fire extinguishers operation checklist (P.A.S.S)

1. Remove bottle from mounting bracket
2. Pull safety pin
3. Aim extinguisher at base of fire
4. Squeeze charging handle
5. Sweep in a back and forth motion completely covering fire area
6. Always ensure you have a clear exit available
7. If outside, ensure you approach the fire from an up-wind direction

Carbon Monoxide and Smoke Detectors: At minimum, MFH units will have a ceiling mounted smoke detector on each floor. Newly constructed or renovated homes will have these units hard wired into the mains electricity supply. Such units may also have a built in back-up battery compartment, in case of a mains power failure. Some may have a lithium back-up battery which cannot be replaced by the resident, where as some units can be completely battery powered, needing regular replacement. The housing inspector will advise you on the basic operation and type of detector during your initial walk through inspection.

Residents who have gas, oil or fossil fuel based heating should have carbon monoxide detectors fitted. These will detect invisible and odorless carbon monoxide fumes that exceed safe levels. Contact the maintenance provider when alarms are sounding, but don't hesitate if you think the fumes from your vehicle outside may have traveled in through the door and prematurely set them off. (This is a common occurrence, as we get many calls on cold frosty winter mornings when residents are waiting for window shields to thaw).

Smoke and Carbon Monoxide Inspection Checklist

1. Test smoke detectors: battery operated (weekly), hard-wired (monthly)
2. All detectors will have a test lever or button; pull down on the lever or push in the button to test
3. Keep detectors clear of dust build-up by lightly vacuuming them annually
4. Call in work orders on any malfunctioning smoke detectors to your maintenance provider. Do not disconnect hard-wired smoke detectors.

Exit Drills In The Home (EDITH):

1. Develop a fire escape plan with primary and alternate routes of escape, and practice it with all the family members
2. Identify a meeting place outside your home
3. Check doors with the BACK of your hand before opening, if the door is HOT to the touch, do not open
4. If trapped up stairs open a window and call for help

Note: Remember that heat and hot gases rise, so keep low and crawl to safety. For other EDITH tips and or help with developing an escape plan, contact the Fire Prevention office at Alconbury **01480-843638/268-3638**.

Storage of Flammable/Combustible Liquids and Solids:

1. Keep out of reach of children, preferably 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

Other Hazardous/Flammable Materials: Should not be stored in the MFH unit. If a storage shed is available, this is where lawn mower fuel, turpentine, lighter fuel, etc. should be stored. Such fuels will be limited to 5 gallons. (Sheds should be at least 15 ft from buildings and not attached to a fence).

Smoking: If you have a designated smoking area in and around your home, please do not leave matches or lighters lying around within reach of children. It is strongly advised not to smoke in bed.

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 obstructions and materials that are easily ignitable, such as curtains, paper, clothes, etc
- Ensure all candles are secured in a suitable container and sitting on a flat surface. Never leave children alone with lit candles.

Use of Scented Plug-ins: Extreme fire hazard!

- The use of these accessories has proven to be an extreme fire hazard as they are frequently faulty and overheat. Should they be in use, we strongly advise you do not leave them plugged in at night time or when the house is empty.
- Specifically, “Glade” scented plug-ins have been banned from use in MFH and Dorms.

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.

1. 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)
2. Always dry excess water from food products before placing in HOT grease
3. Keep a tightly fitting lid next to or near by the pan
4. If fire occurs DO NOT remove the pan from the stove top
5. Place a tight fitting lid on the pan
6. Turn off the burner or heat source
7. Extinguish any fire outside the pan with an ABC Dry Chemical fire extinguisher
8. Call the fire department even if the fire is extinguished
9. Know location of on/off switches of kitchen appliances
10. Clean grease filters in exhaust fans often in order to prevent grease accumulation

BBQ/Smokers:

- Do not operate BBQ grills within 15 ft of the MFH unit and at least 10 feet 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 gas bottle immediately after use

Electrical Safety: Electrical circuits can be overloaded by the use of too many multiple adapters and/or extension cords. Limit multiple adapter use and ensure the fuse is of the correct rating and not by-passed by any means.

Extension cords should only be used as temporary wiring and not in place of fixed or properly installed wiring. Inspect all extension cords before use to ensure they are not damaged. Electrical outlets accessible to small children should be covered with approved child proof covers. Ensure properly rated transformers are used when operating 110 Volt appliances. To determine required transformer WATTAGE multiply Amps times Volts.

A 5-amp appliance will require a minimum 550-Watt transformer to properly operate the appliance. (5x110=550)

Quick Reference guide

(Always check amperage ratings on appliances)

75w- Radios and Tape recorders

300w- Small/medium fans, TV's

750w- Small Refrigerators, Hair dryers

1000w- Washing Machine, Vacuums

2000w- Microwave, Irons

3000w- Heaters, Air Conditioners

Lint: If you see blue lint blowing out of your external vent grill, your tumble dryer hose may be blocked and may trigger a fire at any point. Clean out your main filter after every load in order to prevent lint from escaping to the main hose. Occasionally, disconnect and check your hose for blockages. You should always be able to feel a nice warm steady flow of air coming through the external vent when your dryer is on.

Fire Hydrant Marking: Most fire hydrants in the UK are underground style hydrants and can only be identified by a yellow background marker with a black letter H telling you there is a hydrant in the general area of the sign/post. American style and/or barrel style above-ground hydrants can be easily identified.

Note: Do not park in front of any fire hydrant in base housing areas.

SPECIAL CLIMATE CONDITIONS: While the climate in the United Kingdom is temperate, weather conditions in the winter produce black ice and fog which create hazardous driving conditions, particularly on secondary roads. High winds are also common in winter. Local radio stations broadcast road visibility and high wind conditions on a frequent basis.

ASBESTOS: Some MFH units still have asbestos containing materials within and outside the facility **none of which are currently friable; (meaning that when intact and undisturbed will not release fibers into the air.)** Asbestos is only a health hazard if fibers enter the air where they may be inhaled.

It is recommended before any self-help work within your home is carried out, residents should contact the Alconbury Housing Office where information can be provided as to what is contained within the asbestos register for your home. Self-help projects must be submitted to the Housing Office and approved via the CE work order review process.

LEAD-BASED PAINT: Before we knew how harmful it could be, lead was used in paint, gasoline, water pipes and many other products. Now that we know the dangers of lead, most house paint is lead free, leaded gasoline is being phased out and household plumbing is no longer made with lead materials. Long-term effects of lead in young children can be severe. The younger the child, the greater the risk. The good news is there are a number of things you can do to protect your home and family from the effects of lead poisoning.

1. Clean floors and windowsills with a solution of powdered dishwasher detergent and water. (Don't forget to wear gloves). Most multi-purpose cleaners will not remove lead in ordinary dust.

2. Reduce the risk of lead paint. Make sure your child is not chewing on anything covered with old paint (This can include pieces of old furniture, which you may have recently purchased). Ensure they wash their hands before meals.
3. Do not try to remove lead paint yourself.
4. Do not bring lead dust into your home from work or from a hobby. Make sure you clean yourself up first before coming back into the MFH unit.
5. Eat healthy and do not store food in high-lead pottery. Children who get enough iron and calcium will absorb less lead.

What are we doing in the UK?

1. Prior to 1984, the use of paint containing lead was common in this country, as well as the United States. Since that time, paint containing lead has been banned from use in housing areas. Due to health concerns associated with the use of lead-based paint, a survey of installation quarters was undertaken in 1996. Results have shown a presence of lead in paint at some locations.

2. None of the MFH survey samples detected lead above an action level requiring immediate correction. This means that although lead-based paint may have been used in the past to paint wooden doors, windowsills, skirting/base boards and staircases, it has been effectively sealed during repainting of quarters as part of the on-going maintenance program. The mere presence of leaded paint does not necessarily pose a health threat: lead must be ingested or inhaled to cause damage. Young children are at most risk – they're more likely to put paint chips in their mouths or chew on painted woodwork.

3. If you notice any flaking or chipped paint in government owned or leased MFH, call Civil Engineering Housing Maintenance at RAF Alconbury 01480-843163 and they will take appropriate action. The affected areas will be inspected and assessed. If corrective action is required, the work will be prioritized and resources obtained to accomplish the required actions as soon as possible. Should any families be deemed at imminent risk, they will be relocated.

4. The Wing is proud of the proactive approach they are taking at RAF Upwood. This includes screening of children under the age of six for lead during routine doctor's visits, making educational materials available and performing inspections to minimize the potential of lead exposure to our families. If you have any further questions about the Lead Assessment Program, please contact the Upwood Clinic at 01480-844503.

DRIVING AND PARKING WITHIN MFH AREAS

Emergency response vehicles

1. When approached by emergency response vehicles, always pull over to the far left side of the road and stop.
2. Never stop in a roundabout or T-junction, continue through intersection then pull over.
3. When passing an emergency vehicle at an emergency, use extreme caution as personnel may be dismounting or working around the vehicle.
4. Always stay back at least 300 feet when following an emergency vehicle.

Parking in Housing

Parking in most housing areas is limited. Please ensure large fire/emergency vehicles can maneuver throughout the area. If at all possible, do not park on the street, especially on corners or close to junctions.

Section J – Termination of MFH

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

GIVING NOTICE: It is **ESSENTIAL** that the Housing Office receives **adequate notice** when terminating quarters. The USAF generally requires 30-45 days notice, regardless whether PCS orders, assignment paperwork or rental contracts have been issued or completed. Short PCS notice is the only exception. We understand there may be circumstances when less than 30 days notice may be given. Short notice PCS noted by the date of the orders is exempt from the 30 day requirement. Please do not wait for PSC orders, rental contracts or re-assignment paperwork to be issued before scheduling your pre-inspection.

TEMPORARY LODGING ALLOWANCE (TLA): Member is entitled to three days TLA upon departure, if living in government housing. Economy housing members are entitled to ten days.

PRE INSPECTION: This inspection is designed to assist you in preparing for your final inspection. We will explain 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. During the inspection, the housing inspector and maintenance representative identifies work the housing maintenance contractor will need to accomplish prior to the next resident moving in.

FINAL INSPECTION: This is not a "white glove" inspection, but rather an inspection to ensure you have met the cleaning standards and identify maintenance not identified at the pre-termination inspection. All personal items must be out of the unit prior to the final inspection. For PCS moves, the government contract cleaners will be to clean the quarters to a higher standard before the next occupant moves in. You were expected to maintain your assigned unit in a clean, hygienic and safe condition. Therefore, your quarters should be reasonably clean for your final inspection. The cleaning standards are listed below.

OCCUPANT CLEANING STANDARDS:

Please use the following guide notes to help you prepare for your final inspection. Most general items are covered below; however, there may be slight differences depending on the circumstances. Your inspector will advise you on any changes or specific concerns during the inspection and will gladly assist wherever possible with suggestions to ease your cleaning preparations.

- **Remove all personal belongings, including all unwanted items, garden pots, trash and wood pieces.**
- **Stove.** Remove food particles, decals and adhesive residue. Remove excessive grease. Do not use oven cleaner to clean exterior surfaces. Replace filter under cooker extractor hood. For members relocating, drip pans can be obtained from the Self-Help Store with a copy of your PCS orders.
- **Refrigerator.** Remove food, decals and adhesive residue. Place refrigerator on lowest setting with door closed. (DO NOT SWITCH OFF).
- **Dishwasher.** Remove all personal kitchenware. Remove decals and adhesive residue.
- **Dryer.** Remove and clean lint filter. Remove decals and adhesive residue.
- **Washer.** Clean surface area only.
- **Kitchen.** Remove all food particles from sink and all cabinets and wipe down. Remove all cleaning products from bottom cabinet.
- **Bathrooms.** Remove all anti-slip decals or rubber matting from bathtub and/or shower. This must be accomplished prior to the final inspection.
- **Walls/Windows.** Remove decals, decoration borders and adhesive residue, crayon and scuff marks. Remove nails or hooks from walls. (DO NOT FILL HOLES).
- **Floors.** Sweep all floors and remove debris throughout.
- **Carpets.** Carpets must be vacuumed and free of all stains. However, if you have had a pet in your home at any time, the carpet must be steam cleaned. Otherwise, you do not need to shampoo the carpets unless there is a stain.
- **Carport/Garage.** Sweep floors; remove all automotive oil stains, parts and products.
- **Light bulbs.** Replace all burned-out light bulbs. Bulbs can be obtained from the Self-Help Store. If bulbs are not in stock, it is still your responsible to obtain replacements.
- **Batteries** Provide new batteries for remote controls (units with garages).
- **Keys.** All keys issued at assignment must be returned to the inspector at the Final Inspection. Failure to do so will result in not passing your final inspection. Please make arrangements with the inspector prior to your Final Inspection to reimburse for any lost keys.
- **Grounds.** Mow grass, edge and rake garden area, remove weeds, fill holes, and trim hedges. Lawn equipment and tools can be checked out from the Self-Help Store. (Please return all checked out items prior to your Final Inspection). Remove all pet feces from exterior. (grass, patio, paths, etc)
- **Trash Cans.** Trash and recycling bins must be emptied (free of all items) and stored inside the shed.

- **Self-Help Items.** Restore and/or remove all self-help installed items such as shelving and room painting, etc. back to its original condition, prior to your Final Inspection. If the next occupant accepts any self-help work accomplished, the acceptance must be in writing, signed by both parties and a copy provided to the Facilities Section prior to the Final Inspection.

Hints: WD-40 and Goo Gone removes most adhesive residue from decals and tape. Lime-Away removes lime buildup but do not use on plastic.

Inspection Failure: It is essential that every effort be made by the resident to complete the cleaning standard by the arranged time. Maintenance has been booked in advance to perform a range of work to the unit and will rely on the unit passing inspection as scheduled. Should the inspector feel any incomplete work can be completed prior to the start of the following working day, a re-inspection may be available. If the inspector determines the cleaning has fallen short of the particular cleaning standards, the resident may be charged for any incomplete work. **NEVER** leave your cleaning until the last few days of occupancy, or put the home that you are moving out of to a low priority.

Section K – Useful Telephone Numbers

Agency	Base Ext	Commercial
FIRE DEPARTMENT		
RAF Alconbury	911	01480 841911
RAF Brampton	911	999
AMBULANCE		
RAF Alconbury	911	01480 841911
RAF Brampton	911	999
CRIME STOP		
RAF Alconbury	268 2119	01480 842 119
RAF Brampton	Serious Crime	999
	Minor Crime	0845 4564 564
DIRECTORY ASSISTANCE		
	0	01480 843 000
CLINIC APPOINTMENT DESK		
RAF Alconbury (Dental)	268 4585	01480 844 585
RAF Brampton (Medical)	268 4503	01480 844 503
FAMILY HOUSING OFFICE		
	268 3518/3519	01480 843518/3519
HOUSING FACILITIES INSPECTORS		
	268 3933	01480 843933
STATION WARDEN		
	268 3489	01480 823489
CE CUSTOMER SERVICE		
RAF Alconbury/Brampton	268 3163	01480 843163
	268 2470	01480 842470
SELF HELP		
	268 3089	01480 843089
CE ENVIRONMENTAL		
	268 3715	01480 843715
BRITISH TELECOM		
		0800 872 872
CABLECOM		
		01706 358 222
VIRGIN		
		0800 1831 234
SKY		
		08442 411 268

