

Welcome to East Anglia Regional Military Family Housing



Bldg 429, RAF Lakenheath
DSN: 226-2064/Comm: 01638-522064

<http://www.housing.af.mil/units/RAF-Lakenheath>

Find Us on Facebook: @RAFLakenheathHousingManagementOffice

Revised May 17

INTRODUCTION

Welcome to Your Home and Community!

This brochure has been designed to familiarize you with guiding rules, regulations, services and procedures which assist in making your community a better place to live.

Pleasant community living is a collaborative effort by all who live in the community and it is our mission to ensure your stay with us is an enjoyable one.

Your home represents a substantial investment by the United States Air Force and we need your help in protecting the investment and minimizing additional expenditures.

Please read the brochure carefully and use it as a quick reference guide. If you have any questions, please feel free to contact the Housing Facilities Section at 01638-522064.

*With kind regards,
The Housing Team*

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Section 1 – Air Force Responsibilities

Initial Inspection: Emergency cutoff service points, heating operations, cleaning standards, grounds care, Self-Help Program, refuse/recycle and general features of the house will be identified by a Housing Representative. A Quarters Condition Inspection Report will be completed recording any discrepancies pertaining to the condition of the property, grounds and appliances. Any discrepancies found after the Initial Inspection should be reported to a Housing Representative ***within 15 calendar days*** to amend the Quarters Condition Inspection Report.

Loaner Furniture: Temporary loaner furniture is available from the Furnishings Management Section (FMS) for up to 90 days prior to the delivery of your household goods. A temporary loaner kit consists of beds, dressers, sofas, tables and chairs. Please ensure you contact FMS at least ten days prior in order to allow time for delivery or pick-up of furniture items. Report any damages to your property prior to signing the AF Form 228.

FMS Customer Service

Bldg 73, Scampton Rd, RAF Feltwell
DSN: 226-7030/Com: 01638-527030
Email: 48ces.ceacf@us.af.mil

Appliances: Stoves, refrigerators, dishwashers, microwave ovens (if available), washers and dryers are government provided and serviced. The appliances will remain your responsibility during occupancy and are not to be removed from your quarters or placed in an external storage shed. If you have noticed any issues with the appliances, other than simple filter cleaning, please do not attempt to repair. Contact the Furniture Management Section (FMS) **Appliance Call Desk 226-7156/01638-527156** as soon as possible.

Keys: You will be issued two full sets of keys at the Initial Inspection. Children 10 years or older are authorized to have their own door key.

Lockouts: If you or a family member have locked themselves out of the home, contact Housing Maintenance at 226-2255/01638-52225. Lord's Walk residents, contact 02037-583511. The lock may have to be drilled out by Housing Maintenance or a professional locksmith which would be at your expense. **Tip:** *Leave a spare key at work or entrust one with a friend or neighbor.*

Abandoned/Inoperable Vehicles: If your vehicle is not in roadworthy condition (expired road tax/MOT, inoperable, etc.), it must be removed from the housing area. Abandoned vehicles will be impounded. Statutory Off Road Notification (SORN) vehicles will also be impounded.

Common areas: Grounds maintenance are responsible for the area beyond 50feet from your home. Responsibilities include but are not limited to: grass cutting, landscaping shrubs and trees, etc. Do not allow your pets to freely roam on these common areas, especially playground zones. Litter bins and pet waste containers will be emptied on a regular basis by Maintenance or Grounds Control. They are not responsible for picking up pet waste.

Yard Inspections: Housing Representatives perform regular area inspections to observe general appearances of yards and streets. If you persistently fail to take responsibility for your own area, you will receive a citation. Repeated citations will be forwarded to leadership for resolution which could lead to a loss of housing privileges.

1st Citation: Sent to you and your First Sergeant

2nd Citation: Sent to you and your Squadron Commander

3rd Citation in a 12-month period: Sent to your respective MSG Commander

Trash Collection: We must all work together to keep our housing areas free of litter and unsightly trash bins. Please place your trash wheeled bins (or trash bags for Ely residents) at the nearest street curb late evening the night prior or the morning of your collection day. Return bins to their storage area the same evening as collection. If you are under a wheeled bin system, you must ensure all trash is safely stored within the container, with the lid **fully** closed. Any excess trash must either be disposed of at the Local Council Household Waste Site or carry it over to the following week. Do not leave items on the ground next to the bin. Stockpiles of cardboard boxes are not permitted to be left out for the trash collectors. They may be taken to the Base Recycling Center or disposed at your Local Household Waste Site.

All wheeled bins must be clearly marked with your house number. Bins left unclaimed will be removed from the housing area by the Local Council. If your trash bin goes missing, you will be responsible for arranging a replacement from the Local Council which could incur a cost.

What is allowed in each garbage bin?

General Waste Bin: General household waste such as diapers, cooked food, plastic bags, and pet waste.

Recycling Bin: Dry recyclables such as paper/cardboard, plastic containers/bottles, and aluminum/tin cans (no Styrofoam). Items must be placed in the bin clean and loose...no plastic bags!

Compost Bin: Grass cuttings, leaves, uncooked fruit/vegetables, coffee grounds, & teabags.

***Tips:** Check with your Local Council regarding glass recycling.
They will also advise you of schedule changes, due to public holidays.*

Recycling and Trash Information: Occasionally, there may be items which will not fit into the bins or bags provided. These items must be taken to the Base Recycling Centers, to local household waste sites or arranged to be collected by the Local Council.

Housing Areas	Council	Household Waste Site
RAF Lakenheath, RAF Mildenhall, Lord's Walk	Forest Heath District Council Tel. (01638) 719284	Sign posted off the A1065 between RAF Lakenheath Gate 1 and Barton Mills 5 ways roundabout.
RAF Feltwell	Kings Lynn & West Norfolk Council Tel. (01553) 776676	Sign posted off the A1065 between RAF Lakenheath Gate 1 and Barton Mills 5 ways roundabout.
Ely	East Cambs District Council Tel 01353-863864 (General Domestic) Tel 01353-616399 Furniture or appliances	Turn into Depot Lane, off Exning Road in Newmarket Alternatively follow signs between Little Thetford and Stetham Villages.

Liberty Wing Recycling Program

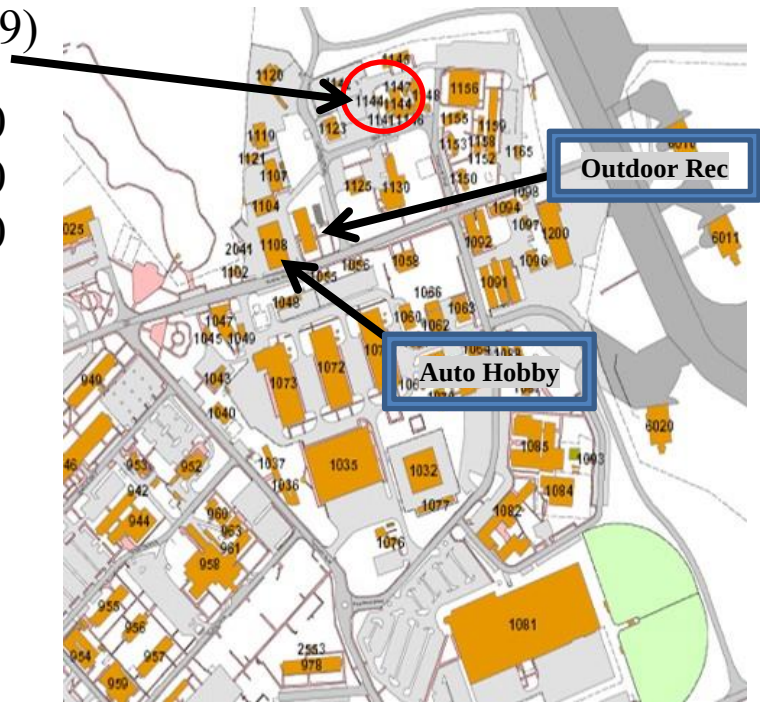
Please support our base's recycling program!

Profits support MWR efforts – recycling benefits everyone!

Accepts scrap metal, cardboard, paper, plastic, aluminum cans, printer cartridges, cooking oil, & clothing for donations!

Recycling Center (bldg 1139)

Mon-Thu	0730-1530
Friday	0730-1430
Saturday	0730-1400
Sunday	Closed



24-Hour Drop-off (behind center)

- Cardboard
- Paper, Plastic
- Aluminum Cans
- Glass



Section 2 – Resident Responsibilities

Good Neighbors: Make sure your family or visitors do not harass, cause nuisance or annoyance to the occupiers of any neighboring or adjoining premises. However, if a situation does arise, please contact each other's First Sergeants and allow them to defuse the situation. A Housing Representative may also be requested to assist in matters which directly involve housing regulations. We must ***all work together*** in order to maintain a civil, social and livable environment. Do your part to forge and maintain a good relationship with your neighbor!

Noise Control: Excessive noise is the primary complaint received by the Housing Office. General quiet times are from 2200-0800. Please respect neighbors which work swings/mid-shifts and have varying sleep patterns. Prolonged periods of loud music, noisy parties or the continual sound of dogs barking, may cause significant distress to your neighbors and conflict within the neighborhood. Be a good neighbor and please keep the noise down.

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

Parking: Please use the parking spaces (garage and driveway for Liberty Village and RAF Feltwell PIK housing) or a designated parking area allocated to you. If you share an unmarked parking bay, please verify your space with a Housing Representative. Do not park in your neighbor's space. Vehicles are strictly prohibited from parking on grass. Please do not park on sidewalks, double yellow lines or close to junctions. Emergency and trash collection vehicles must have full unrestricted access to all houses in your housing area. You are responsible for the damage you cause by incorrectly parking. Do not carry out major car repairs in the housing area or leave your vehicle on ramp, blocks or jacks. Boats, campers, RVs, caravans, trailers and unused vehicles should not be parked in the housing area. Please call the Law Enforcement Desk for details regarding storage areas on base where vehicles may be parked long term. Any automobiles violating the above instructions will receive a Housing Discrepancy Notice or Armed Forces Parking Ticket (DD Form 1408) by our Housing Parking Wardens.

Going on Leave, Deploying or TDY: If you leave your housing unit unoccupied for more than seven days, you **must** inform the Housing Office. A form may be filled out at the Housing Office or e-mail your Housing Representative. Arrangements must be made in advance for someone to visit your housing unit at least twice a week until you return. Ensure the mail is removed away from the doorway, windows and doors checked, look for water leaks on floors and ceilings during each visit. Also, ensure they maintain your lawn during your absence. In case of emergencies, provide them the maintenance contact details. Your fridge magnet should also provide these emergency numbers. During winter months (Oct-Mar), keep the main heating thermostat is set at 15C/60F to avoid frozen pipes.

The US Government is spending valuable resources and efforts to keep your housing area maintained. Please do your part and be proud of your area!

Care for Your Housing Unit: You are responsible for minor maintenance of your home. You are expected to take prudent care of your home, to include good housekeeping and garden care. Regular cleaning is required to maintain a safe and healthy environment for your family.

Floors: Clean surfaces regularly. Avoid permanent carpet staining (i.e. Kool-Aid, blackcurrant juice, red wine, bleach, nail polish, ink, or craft paint and glue). Vinyl flooring tears easily when appliances are moved. Always tilt the machine back and slide under a slip mat or piece of cardboard before moving. Clean behind and underneath your appliances periodically, especially the dryer. Do not apply heavy layers of wax to tiled surfaces as build up may be a safety hazard and also difficult to remove during your housing termination. Please avoid using “rubber backed” mats in bathrooms as these cause a permanent yellow staining if left in position for long periods.

Walls: Keep vents and ducts clear. Contact maintenance regarding all loose, cracked electrical outlets or switches. If you wish to paint or apply wall coverings, complete an AF Form 332 (Base Civil Engineer Work Request). Your Housing Representative will advise you of preparation, material specifications and your responsibilities when vacating the home. Do not purchase your items prior to approval. Caution must be applied when hanging pictures and will be explained during your Initial Inspection. Do not drill holes in to UPVC windows or doors. **Tip:** Be aware of soot/wax build-up to walls and ceilings due to burning candles, oil lamps or incense burners.

Ceilings/Attic: Do not attach ceiling fans until you have coordinated an AF Form 332 through your Housing Representative. Fans need to be installed by a qualified UK electrician and proof will be required. Do not hang heavy items or attach hooks/nails to ceilings (includes garages). Do not enter the attic space as they are not designed for storage.

Kitchen & Bathroom Cabinets: Do not drill holes into kitchen or bathroom cabinets. You may be charged for replacement. Use self-adhesive child locks which may be purchased widely on the economy.

Windows: Wash any heavy build-up on windows and frames. Paper, cardboard or tinfoil on your windows is prohibited. Use appropriate window dressings only. If you have pets, your dog may easily scratch the soft surface of the patio door glass. To avoid financial obligation to replace patio doors at your Termination Inspection, protect your glass panels.

Grass/Shrubs/Flowerbeds: You are expected to keep a neat, well-maintained lawn. Please keep the grass to a maximum of 2 inches in height and free from weeds, moss and heavy seasonal leaf fall. If you have pets, ensure feces are collected daily. Holes created by dogs will need filled and re-seeded. Flowerbed and borders should free of weeds/grass. Shrubs should be pruned to keep windows/footpaths clear. Ivy/climbing plants should be kept to a manageable height and not allowed to climb up walls. Do not remove pre-landscaped borders.

Snow/Ice Removal: It is your responsibility to clear snow and ice from footpaths, sidewalks and driveways up to 50 feet from your home.

Appliances

Stoves: Please wipe up any spills immediately. Regularly clean stovetop, burner drip pans, interior of oven and racks. This will greatly reduce grease build-up and will help prevent the risk of fires. If your stovetop lifts up, do not line this with aluminum foil as this could lead to a grease fire. Do not put the burners in your dishwasher or allow them to soak in water or get wet. Ensure burners are completely dry before re-fitting. Installing wet burners could result in tripping your main circuit breaker.

Stove Exhaust Fan: Change paper filters when excessively soiled. Metal mesh/gauze filters may be placed in the dishwasher.

Dishwasher: Keep your dishwasher regularly refilled with dishwasher salt. Some dishwashers will indicate on the control panel if salt levels are low. Others may require a physical inspection inside by unscrewing the salt filler cap found under the lower rack. Dishwasher salt may be purchased at the Commissary and on the economy.

Refrigerator: Overloading will restrict airflow and may cause your refrigerator to struggle to maintain the required temperature.

Garbage Disposal: Do not pour oil, lard, or fat down the drain. The change of temperature which occurs in the pipes will cause them to solidify. Vegetable peelings, rice and pasta will also cause blockage. During use, keep the cold water running.

Microwaves: When applicable, use the outlets labeled “Microwave” to prevent the ground floor circuit breaker from tripping. When cleaning the internal glass rotating dish, please handle with great care.

Dryers: Clear the lint filter after every cycle, otherwise, your dryer will clog with lint and become a fire hazard. If you have a condenser style dryer, clear your lint filter and empty the water container every cycle. Weekly, clear your large filter in the bottom compartment.

***Tip:** Regularly check service hook ups behind your appliances for signs of water leaks, lint escaping from hoses, possible electrical damage, burned outlets or damaged cables.*

Lime Scale: Do not allow lime scale build up in appliances or fixtures, i.e. sinks, toilet and showerheads. Do not use abrasives to remove lime scale or allow chemicals to remain on chrome fittings for too long. Follow manufacturer’s instructions when using any type of lime scale remover. Using toilet cleaners on stainless steel will cause the steel to tarnish. Your Housing Representative will be able to advise you with specific cleaning solutions.

Miscellaneous Items: Keep all privately owned items (i.e. bicycles, toys) stored in provided sheds, closets, or rear yard. Sheds and fences must be maintained in good order unless covered by the maintenance provider. Items such as garden hoses, which are regularly used, may be left in the front yard if neatly stored on a hose reel or bracket. Do not coil them around the faucet or allow them to leak due to poorly fitting or incompatible joints. Carports and lean-to structures are not to be used as open storage areas. Keep front doorways free of miscellaneous items.

Hazardous Materials: Do not leave fuel, lubricant oil, or general fluid cans in front yards or parking areas. They may be extremely hazardous. Do not store old tires, auto batteries or vehicle parts. Oil and vehicle fluid leaks should be neutralized and washed away from surfaces at first opportunity. These fluids may remain actively flammable for some time and may ignite.

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

Damages: *IAW AFI 32-6001. Para. 2.8. Cause of damage, may be considered fair wear and tear depending on an assessment made by a Housing or USAF nominated representative.* Any damages in your housing unit caused by you (the member), your spouse, dependents, guests or pets are your responsibility.

Following notification of any necessary repairs, a damage assessment form will be issued to you with options for payment. Payment or any required correspondence should be completed and returned to the Housing Office within seven days from receipt.

Some examples of potential damage charges are broken floor tiles, stained carpets, holes in doors, cracked toilet bowls, toilet seats, sinks, broken windows, burns and abrasions to kitchen countertops, UPVC products, damaged and missing appliances or equipment, over sprung door hinges, excessive wall damage, lost keys, etc. You could also be liable for damages caused by failure to report maintenance issues in a timely manner to Housing Maintenance.

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

Failure to Comply with Housing Standards: Assignment to MFH may be terminated by the 48 FW/CC with a 30-day notice if you or a family member are responsible for willful, malicious, or negligent abuse or destruction of government property.

Section 3 – General Information

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

Energy Conservation: We are all responsible in conserving energy, reducing utility bills and the carbon footprint. In order to save Government funding, please turn your heat down to 60F/15C during the night and for periods of absence. 60-70F/15-20C is a comfortable daytime temperature. Should your home become too hot, please turn down the heat and do not open windows as a remedy. Adjust radiator valves individually to a lower temperature in bedrooms rather than leave them on a high setting and open windows to cool the room down. Set your dryer timer for shorter periods and check to see when they are adequately dry. Turn off lights where possible. Portable air conditioning units are not authorized in MFH. Use window vents and ceiling fans where fitted.

Water Restrictions: Conserve water when possible. Water grass and plants prior to sunrise and after sunset. In extreme hot weather conditions, the local Water Authority may impose a “garden hose ban”. This will be advertised in local newspapers, the base magazines and mentioned on local news. If imposed during your occupancy, you cannot use your hose to: water plants or grass, wash a car, run a sprinkler, run a pressure washer, clean windows, walls, paths or patios, fill up a paddling pools, wash animals, fill or operate children’s water toys or run an ornamental fountain. It may be unfortunate some grass areas suffer and burn, but roots will survive long periods of drought and will recover very quickly during the next rainfall. Residents will not be ticketed for scorched lawns on yard inspections.

Rain Barrel (Liberty Village): They are used to collect and store natural soft/rainwater, otherwise known as ‘harvesting’. Saving a little natural water in each of our Military Family Homes is a positive step towards maintaining a reserve of soft water that can be used in times of drought or when a garden hose ban is imposed. Many household plants benefit from natural rainwater as do many plants in your flower borders. The water butt has been raised on a stand so you may place a watering can underneath the tap. You may also drain off your harvested water occasionally by attaching a hose and running it to a dry area of your lawn. Other uses may include rinsing off your car, cleaning garden tools, rinsing off muddy dog paws, soiled play toys, etc, but please do not drink from this supply. Did you know 90K liters of water falls onto your roof in a single year? Enough water to fill 473 water butts! Please enjoy the concept of displacing this water in areas of your lawn without using expensive treated tap water.

What Not to Flush: Many materials flushed or poured down the drain will harm the pipes which connect to the city sewer system. The only thing to be flushed down a toilet is human waste and toilet paper. Even if the manufacture label states “flushable” or “disposable”.

Heating Thermostat Control: Normally found mounted on the wall in the hallway or living room. The rotating dial may indicate temperature degrees in Fahrenheit or Celsius.

Celsius to Fahrenheit Conversion Formula: Double the number and add 30
(Example: 15C = 60F, 20C = 70F)

How to set your heat: Select your preferred average temperature on the dial and leave permanently in position. Most residents prefer 15-20 degrees Celsius (60-70 Fahrenheit). Check your thermostat dial should you experience sudden or prolonged heat loss.

ENVIROMENTAL MANAGEMENT



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

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

Reducing Waste



Reducing Energy Use



Reducing Water Use



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

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

WHAT DO YOU PUT DOWN THE DRAIN?

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

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

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

Bugs don't like:

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

THANKS FOR THINKING ABOUT THE BUGS!

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

Oil Tanks: If you have oil heating (RAF Mildenhall, Shippea Hill, Valiant and Washington); the contractor will track oil tank levels the 1st and 3rd Tue/0800-1200. You do not need to be home, however, please leave your gate unlocked. If you have pets, please ensure they are secured and any pet waste is removed. If the contractor is unable gain access, the oil may run low. Therefore, it is best for you, the resident, to perform checks. If oil level is below 1/3 of a tank, inform your Housing Representative or maintenance.

AFN (American Forces Network): Most MFH areas provide (AFN) television and radio service. Simply connect to the AFN outlet with appropriate cables.

AFN Europe Website: www.afneurope.net

If you need assistance setting up your AFN decoder or other issues with your service 24/7.

DSN: 312-348-1339, Commercial: 1-951-413-2339, or Email: sathelpdma@mail.mil

Local AFN Service for Satellite Issues: DSN: 226-7060 or Email: dma.feltwell.afn.mbx.afn-feltwell@mail.mil

Waterbeds are not permitted in MFH due to risk of flooding and excess pressure to load bearing structure.

Candles/Oil Burners: Occasional use of candles and oil burners is permitted in MFH. They 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 burning. Continual and excessive use of these items may create a heavy soot/wax build-up to your walls and ceilings which can go unnoticed until removing furniture and pictures upon vacating the home.

Home Business: Submit a written request to conduct commercial activity in assigned MFH to the Housing Flight Chief. The Housing Flight Chief forwards request to the Commander for approval. Approval is required before business start-up. Contact your Housing Representative for more information.

Registered Childcare: Although you or your spouse may be an approved Family Child Care (FCC) provider, **you will be responsible for any damages caused to your housing unit/yard.** The most common items found upon termination are permanent stains on carpets, damage to internal doors due to child locks and damage to lawns where play equipment has stood.

Exterior Electrics: Electric items are not permitted unless already fitted with an approved, protected external power outlet. When temporary power is required (electric garden tools, power tools, etc.), it may be supplied via an extension cord. However, a Residual Current Device (RCD) safety plug **MUST** be used between the power cord and the internal power outlet. Disconnect immediately after use. Security lights approved by the Housing Representative, **MUST** be fitted by a fully certified electrician. An Electric Small Works installation certificate will be signed by the electrician and provided to the Housing Office.

Fire Pits: Requires preapproval on a signed AF Form 332 which should be processed from the Housing Management Office.

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

Holiday/Festive Lights: Use in moderation and remove after the celebration period. Holiday lights and festive decorations (i.e. door wreaths and lights) must be removed by 6 Jan of each year. Plastic clips should be used to secure lighting. All other fixings should be done without damage to the property. NEVER climb onto the roof to hang lights. To conserve energy, do not leave lights on during the daylight hours.

Pest Control: The first step in pest control is good housekeeping. The second step is proper application of Do It Yourself (DIY) pest control products. Some pest control products, such as ant powder, may be obtained from the Base Exchange or on the economy. If you have made every attempt to remove the pest/insects and they still persist, contact Housing Maintenance or your Housing Representative.

Bird Nests: ALL bird nests are protected by the UK Wildlife and Countryside Act 1981, paragraph 1. No person can destroy or disturb nests while eggs and young chicks are present. Persons caught violating this act could face up to a £5000 fine and/or six months' imprisonment. You may safely remove the nests after the breeding season, which will discourage additional nests. When in doubt, contact your Housing Representative.

Fireworks: Are not permitted in MFH.

Yard Sales: The sale is not to continue for more than one day. Signs are not permitted to be attached to fences/posts/trees within the housing area. Official signs are available from the Self-Help store and should be removed at the end of the sale day. Yard sale boards are at RAF Lakenheath/RAF Mildenhall Exchanges.

Solicitation in Housing Areas: Fundraising, sales, activities, etc., require prior approval of the Mission Support Group Commander. These requests must be routed through the Private Organization Office.

RAFL: <http://www.lakenheathfss.com/privateorgs/>

RAFM: <http://100fss.com/private-organizations.html>

Recreational Equipment/Activities: Remind your children and their guests not to play ball games (basketball, roller hockey, skateboarding, or general activities) in the streets or parking areas.

Basketball Hoops: Should be located at the ends of individual driveways or against the housing unit. They should not be on sidewalks, roads or shared parking areas. There are basketball courts in Liberty Village, Feltwell and Mildenhall Housing Areas.

Swimming/Wading Pools/Water Features: Above ground swimming pools are authorized with a maximum size of 6 feet in diameter, 18 inches deep and no more than 320 gallon capacity. They should be emptied, turned over, or stowed away immediately after use to prevent accidents. Children can drown in less than 4cm (1½ 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 MFH.

Trampolines: “The American Academy of Pediatrics (AAP) recommends that mini and full-sized trampolines never be used at home, in routine gym classes, or on playgrounds. They should only be used in supervised training programs for gymnastics, diving, or other competitive sports. Only one person should be allowed on a trampoline at any given time.”

If you choose to have a home trampoline:

- Adult supervision at all times
- Ensure the trampoline is in the center of the yard, no closer than 3 meters to any fence line, gate or obstruction
- Fully fitted with the appropriate safety net
- Only allow one jumper on the trampoline at a time
- The trampoline should be fitted with shock absorbing pads to the springs, hooks and frame
- No children under 6 years of age should use large trampolines
- Do not use steps to mount the trampoline
- Check all equipment often
- Must be secured and inaccessible to neighbors or uninvited guests when not in use.

Bicycle Users: Protective helmets required – no exceptions.

Phones/Baby Monitors:

What is DECT 6.0?

DECT 6.0 is a technology used by many American cordless phones, baby monitors and wireless headsets.

Unfortunately, DECT 6.0 is NOT licensed for use in the UK as that frequency is used by the three mobile phone networks. The use of DECT 6.0 equipment in the UK is illegal and the use could lead to a fine of up to £5000 along with the seizure of the equipment.

Is your phone or baby monitor DECT6.0?

Many devices will have DECT 6.0 written on them. Others, may have the frequency written on the base unit (portion plugged into the phone line). The DECT 6.0 frequency bank is 1920-1930Mhz (or 1.92-1.93Ghz).

What to do if your phone is DECT 6.0?

Stop using it immediately and please do not sell it to a buyer in the UK.

Fire Arms: Are not permitted in Military Family Housing under any circumstances. It is illegal to import any firearms into the UK.

Drones: RAF Lakenheath, RAF Mildenhall & RAF Feltwell are No Fly Zones

Don't fly near airports or airfields

Remember to stay below 400ft (120m)

Observe your drone at all times – stay 150ft (50m) away from people and property

Never fly near aircraft

Enjoy responsibly

Website: dronesafe.uk

Section 4 – Self Help

Self Help Store: Provides carpet shampooers and vacuums for the first 90 days upon arrival with presentation of your orders. Also, in preparation of your Termination Inspection.

Yard maintenance equipment may be signed out on a two-day loan. All users must register using the Quarters Condition Inspection Report provided at Initial Inspection.

Self Help is located on Westbury Road Bldg 1071, RAF Lakenheath.

Hours: 0730-1630 (Mon, Tue, Wed, Fri) 0930-1600 (Thu)

Phone: 226-2577/01638-522577

Self Help Project Coordination: All projects inside or outside of the housing unit should be assessed and approved by your Housing Representative prior to the commencement. Projects may include erecting a shed, a fence or various internal projects such as re-painting, installing ceiling fans, etc. The work order (AF Form 332) must be initiated at the Lakenheath Housing Office.

Pre-Project Inspection: Housing Representative will visit and discuss the responsibilities for carrying out the project. The request on the completed AF Form 332 will be approved or disapproved.

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 (Base Civil Engineering Work Clearance Request) may also be necessary for excavation work (digging fence postholes) to avoid damaging underground cables or service pipes. The AF Form 103 must be routed through 100 CES for RAF Mildenhall MFH residents and 48 CES for all other housing areas.

Post-Project Inspection: The member must confirm project completion within 30 days to the Housing Representative which will then inspect the completed project.

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

Ceiling Fans: If approved, must be fitted by a fully qualified Electrician. A copy of the Electric Small Works Certificate must be provided to the Housing Representative for record. An AF Form 332 must be approved prior to installation.

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

Landscaping: Although we encourage you to beautify your yards by planting flowers and shrubs, we must take into consideration large scale landscaping may create a great burden for the next family and potentially cause hazards to the property. Borders are approved to enhance property (up to 18 inches in width along the front of the house) without an AF Form 332. Further landscaping must be completed in accordance with AF Form 332. Trees of any size are not permitted, as they may cause major structural damage.

Window/Door Bug Screens: Do not drill or glue screen panels to PVC frames.

Carpet/Vinyl Flooring: Contact your Housing Representative for details.

Painting/Wallpaper/Borders: Painting is discouraged. If you choose to paint, please contact your Housing Representative for application details and product specifications. The use of US specification and oil base paints are not permitted.

Patio Lean-to/Carports are not permitted.

Section 5 – Pets

Pet Abuse: If you are aware of any neglected or mistreated pets in your neighborhood, contact the RSPCA (Royal Society for the Protection of Cruelty to Animals)

24-Hour Animal Cruelty Line: 0300-1234-999

<https://www.rspca.org.uk>

Conditions for Allowing Pets in MFH: Limited to two household pets while residing in MFH. Doghouses/dog runs/pens are not permitted in MFH. All yards damaged by pets must be regularly repaired and maintained to the satisfaction of the Housing Office. This also includes sanitation and re-sodding (during winter months) and re-seeding (during summer months). Do not allow your yard to be completely bare of grass or full of holes for long periods of time.

All pets must be registered with the US Army Veterinary Clinic at RAF Feltwell upon arrival to the UK or within two weeks of obtaining a pet. The Veterinary Clinic operating hours are Mon-Fri, 0800 – 1600 and may be reached at 01638-527097.

Uncontrolled pets should be reported to the Security Forces (RAF Lakenheath/Feltwell: 01638-522333 & RAF Mildenhall: 01638-542667) or RSPCA at 0300-1234999.

IAW 32-6001

2.31.2. Residents in government-controlled housing must comply with applicable federal, state and local laws, installation-specific requirements for pet ownership, registration, control and vaccination, and adhere to the following guidelines:

2.31.2.1. Residents may not board dogs of any breed (including a mixed breed) that are deemed "aggressive" or "potentially aggressive," unless the dog is a certified military working dog that is being boarded by its handler/trainer with written approval of the Defense Force Commander or approval is obtained by the Installation Commander in writing. For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as a Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow and wolf hybrids. Prohibition also extends to other breeds of dogs or individual dogs that demonstrate or are known to demonstrate a propensity for dominant or aggressive behavior, to include having the following type of behaviors:

2.31.2.1.1. Unprovoked barking, growling or snarling at people approaching the animal.

2.31.2.1.2. Aggressively running along a fence line when people are present.

2.31.2.1.3. Biting or scratching people.

2.31.2.1.4. Escaping confinement or restriction to chase people.

2.31.3. Residents may not board exotic animals such as, but not limited to, reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, potbellied pigs, monkeys, arachnids, or any farm animal.

2.31.4. Pets must be secured with leashes or under positive control while outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards, or allowed to run loose outside fenced yards.

2.31.5. Pet owners must maintain current immunizations on all pets. Dogs and cats are required to wear a collar or harness with current rabies attached.

2.31.6. Pet areas must be cleaned regularly to control and prevent vermin infestation. Pet feces must be picked up daily or immediately if the pet evacuates outside the patio or yard.

2.31.7. Operating a commercial kennel is prohibited.

Local Law Information: Dangerous Dogs Act 1991 -

<http://www.legislation.gov.uk/ukpga/1991/65/contents>

Section 6 – Security

Reporting Crime: Report any criminal activity experienced or witnessed in the Housing area to the USAF Security Forces Squadron. Crime stats and appropriate responses can be assessed. Emergencies on base should be reported to the Law Enforcement Desk:

RAF Lakenheath & RAF Feltwell	01638-522333
RAF Mildenhall	01638-542667

***Tip:** All base DSN phones have **911** emergency number and **999** calls from on base extensions will also be connected to Emergency Services.*

Residents in MFH outside the base areas:

- Serious nature or a person is in the act of committing an offense, dial **999**
- Non-urgent nature, contact the Ministry of Defense Police 01371-854444 or DSN 238-2020
- Local police force which serves your area, dial **101**
- General advice or police issues, contact PC Glover, Community Safety Officer on 07901-773878

Member's Responsibilities: As a member, you are responsible for the actions of yourselves, spouse, children, dependents, relatives and guests.

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

Automobiles: Lock doors and shut windows when you leave the vehicle.

- Do not leave a uniform or other valuables on show inside the vehicle (a plastic bag will raise curiosity to a burglar, even if you know it is full of rubbish).
- Do not store your vehicle documents inside the car.
- Consider fitting an automobile alarm.
- Park in well-lit areas.
- Do not leave the auto running, while the vehicle is unattended.

Personal Safety: Securing your property will make you safer in your home and your belongings safer while you are out.

What can I do?

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

Interrupting Burglars: If you come home and find a broken window or a light on and you suspect 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 or use your cell phone. 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 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 only the courts can decide. This does not mean if you injure a criminal while defending yourself or your property, you will necessarily face criminal charges. If the criminal complains you have used unreasonable force, the police must investigate.

***If you still have questions, contact the
Ministry of Defence Police 01371-854444 or DSN 238-2020.***

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

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

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

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

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

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

Crime can affect YOU. Help us to help you by reporting any incident to:
01638-542020 or 01371 854444

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

Interested in joining or starting a scheme in your area:
MOD Police: 01638 542020
48 SFS: 01638-523419

Child Safety: Do you really know where your children are? Could they be playing in a vacant property or in an unsafe area? Are they respecting your neighbor's garden, vehicle or personal and government property? You must communicate and supervise your children as much as possible. Military members will be held accountable for any damages or criminal actions which 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 police and/or USAF Security Forces 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.

RAF Lakenheath: 226-8070/01638-528070 After Hours (Law Enforcement Desk): 01638-522333
RAF Mildenhall: 238-2667/01638-542667

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

Sun – Thu 2200 – 0600 Fri, Sat & Holiday 2300 – 0600

Child Supervision Guidelines:

Age of Child	Up to 4yrs	5 to 6 yrs	7 to 9 yrs	10 to 11yrs	12 to 15yrs	16 to 17yrs
Left w/o Sitter in Quarters	No	No	No	Yes; with ready access (phone number to adult supervisor)	Yes	Yes
Left alone overnight	No	No	No	No	No	Yes; may be left alone for short TDY's or leaves, not to exceed 3 consecutive days. Child must have access to adult supervision
Outside Unattended During Daylight Hours (including walking to School and playing)	No	Yes; playground or yard with immediate access (visual sight or hearing distance) to adult supervision	Yes; with ready access to adult supervision	Yes; with ready access to adult supervision	Yes	Yes
Left in a Car Unattended	No; with Only the exception of paying for gas at the outside AAFES window	No; with only the exception of paying for gas at the outside AAFES window	Yes; with keys removed and handbrake applied; 15 mins. max	Yes; with keys removed and handbrake applied	Yes	Yes
Child Sitting Siblings & Others	No	No	No	No	Yes; Red Cross babysitting training is recommended	Yes; Red Cross babysitting training is recommended

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

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

Section 7 - Safety Awareness

Smoke and Carbon Monoxide Detectors: All MFH units will have a ceiling mounted smoke detector on each floor. The Housing Representative will advise you on the basic operation and type of detector during your Initial Inspection. Please test monthly.

Storage of Hazardous Materials:

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

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

- Candles left unattended or misused have been a major cause of fires.
- Ensure the area above or around the candle is clear of materials that are easily ignitable such as curtains, paperwork, clothes, etc.
- Ensure all candles are secured in a suitable container and sitting on a flat surface.
- Never leave children alone with lit candles.
- Candle smoke build-up may lead to expensive repairs.

Kitchen/Cooking Fire Safety: Unattended cooking is the leading cause of fire loss in residential homes. The best prevention practice is not to leave cooking unattended and to apply the following simple fire prevention practices to home cooking.

- Pans should never be filled more than 1/3 their capacity, to allow for expansion when food is added (especially for the use of oil or fat).
- Always dry excess water from food products before placing in HOT grease.
- Keep a tightly fitting lid next to or near by the pan.
- If fire occurs, DO NOT remove the pan from the stovetop.
- Place fire blanket over the fire.
- Turn off the burner or heat source.
- Extinguish any fire outside the pan with an ABC Dry Chemical fire extinguisher.
- Call the fire department even if the fire is extinguished.
- Know location of on/off switches of kitchen appliances.
- Clean grease filters in exhaust fans often in order to prevent grease accumulation.

Legionnaires' Disease: Legionella is a common bacteria found in various water sources, including rivers, ponds, spas, hotel water cooling towers, but rarely domestic residential buildings. If conditions are favorable in warm stagnant water, the bacterium can grow, increasing the risks of LDB (Legionnaires' Disease Bacteria). Infection may occur when a mist or small airborne droplets of water are inhaled or aspirated through the nose or mouth, spreading the bacteria to the lung areas and eventually showing flu-like symptoms. To reduce risks around your home, we recommend ALL water outlets are flushed for two minutes, on a weekly basis, **if not in use**. If you are going on leave/TDY, you should ask the elected person looking after your home to follow this process. Some tests have shown legionella bacteria growth can be enhanced in areas of high lime/ calcium build up. This highlights the importance of keeping all shower heads free of lime-scale. The safest way to clear lime-scale without damaging the rubber seal and nozzles, is to periodically rest the shower head face down in a shallow bowl of white vinegar.

BBQ Grills/Smokers/Fire Pits: Do not operate BBQ Grills or Fire Pits within 15ft of the housing unit and at least 10ft away from all combustible structures, i.e. storage shed. Ensure all coals have burned out or have been flushed with water before leaving unattended. Do not attempt to burn paper or cardboard in these devices. Disconnect the gas bottle immediately after use. Bonfires and open fires of any kind are not permitted in MFH.

Fire/Emergency Reporting Procedures:

****ALL FIRES MUST BE REPORTED!****

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

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

Section 8 – Termination of Military Family Housing

Terminating housing will normally be anticipated in advance when a member's tour is coming to an end, when moving to another MFH, assigned to the dormitories, or when moving back to the economy.

When a member no longer lives with dependents or dependents no longer live with the member, the member must terminate housing within 30 days from date of separation. Move is at government expense.

Housing Office must receive adequate notice when terminating quarters. The USAF generally requires 40 days-notice, regardless whether PCS orders, assignment paperwork or rental contracts have been issued or completed.

Pre and Final Termination Inspections: You do not need PCS orders to book your Pre-Inspection. PCS Orders will be required when scheduling your Final Inspection. The Pre-Inspection is designed to assist you in preparing for your Final Termination Inspection. We will review the Final Inspection procedures with you, discuss your individual cleaning needs/standards, check for damage to property, provide you choices for repairs, and answer your questions. The Maintenance Representative identifies work needed prior to the next resident moving in.

Out-Processing with Pets:

Feltwell Veterinary Clinic
226-7097/01638-527097
vet.clinic2@us.af.mil

If you plan on leaving your pet in the UK, you must change the registration information to the new owner's details at the Feltwell Vet Clinic and the Pet-Log registration at 08706 066751.

Loaner Furniture: Temporary loaner furniture is available from Furnishings Management Section (FMS) for up to 90 days prior to terminating MFH. A temporary loaner kit consists of beds, dressers, sofas, tables and chairs. Loaner furniture should be delivered within five to seven duty days of the request. One authorized delivery only.

It is important you report any damages to your property on delivery and/or pick-up prior to signing for receipt of item on AF Form 228. Please contact the FMS Customer Service desk for more detailed information.

FMS Customer Service
Bldg 73, Scampton Rd, RAF Feltwell
DSN: 226-7030
Com: 01638-527030
Email: 48ces.ceacf@us.af.mil

Section 9 – Useful Contact Information

EMERGENCY NUMBERS

Fire (Off Base)	999
Ambulance (Off Base)	999
Police (Off Base)	999
Police (Off Base Non-Emergency)	101
All Emergency Services (On RAF Lakenheath/Feltwell)	01638-527911
All Emergency Services (On RAF Mildenhall)	01638-547911
RAF Lakenheath Hospital	01638-528010
RAF Lakenheath/RAF Feltwell Security Forces	01638-522333
RAF Mildenhall Security Forces	01638-542667
MOD Police Control Room	01371-854444
Defence Community Police Officer (PC Glover)	07901-773878

HOUSING MAINTENANCE NUMBERS

Lakenheath/Feltwell/Ely Mildenhall	01638-522255
Lords Walk Housing – Add Living	02037-583511
Appliance Repair ApplianceRepairCallDesk@us.af.mil	01638-527156

HOUSING MANAGEMENT OFFICE

Housing Office Inspectors	48CES.MFH@us.af.mil	01638-522064
Housing On-Base Counselors	48CES.Housingassistance@us.af.mil	01638-522000
Housing Off-Base Rentals	48CES.Referral@us.af.mil	01638-522063
FMS Customer Service	48ces.ceacf@us.af.mil	01638-527030

LOCAL COUNCILS

Ely Residents: eastcambs.gov.uk
Lakenheath & Mildenhall Residents: <http://forest-heath.gov.uk/>
Feltwell Residents: west-norfolk.gov.uk

MISC

RAFL Self Help Store (Bldg. 1071)	01638-522577
RAF Feltwell Veterinary Clinic	01638-527097
Fuels (RAFL – Duty Hrs)	01638-522220
RAFM Recycling Center 100ces.recycling@us.af.mil	01638-545551
RAFL Recycling Center	01638-523990
AFN: dma.feltwell.afn.mbx.afn-feltwell@mail.mil	