2014

SPANGDAHLEM AB FAMILY HOUSING BROCHURE

INTRODUCTION AND WELCOME

Welcome to Spangdahlem Military Family Housing!

The following pages explain Air Force responsibility for your home as well as what we expect from you. It is impossible to itemize all details of our responsibility and yours, however, if you are considerate of your neighbors and treat your home as any prudent owner would, we assure your relationships in housing will be enhanced at all levels. Because your home represents a substantial investment by the United States Air Force as well as all taxpayers, we must diligently work together to care for your home and property.

We ask you to acknowledge receipt of this housing brochure on an AF IMT 227, Quarters Condition Inspection Report, when we assign your home to you or when you receive your keys. You can also visit our website, http://www.housing.af.mil/spangdahlem/, for more information about the base and surrounding areas.

We are pleased to have you with us and hope your stay is pleasant.

***NOTE**: Spangdahlem AB (SAB) phone numbers throughout this brochure will be in the non-DSN format (i.e. 06565-61-6686). SAB numbers can also be dialed from a DSN line by replacing 06565-61 with 452 (i.e. 452-6686).*

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SECTION A: AIR FORCE RESPONSIBILITIES

The Air Force will provide maintenance and repair, refuse collection and disposal, basic pest control, fire and police protection, grounds maintenance for common areas, and snow removal from streets.

Initial inspections

With your assistance, a housing representative will perform an initial inspection to identify and document discrepancies in your home and appliances. Note all discrepancies on an AF IMT 227, Quarters Condition Inspection Report. The Housing Office will perform this initial inspection at the time of assignment or within 10 duty days of assignment to quarters to protect you from liability for any pre-existing damages.

Maintenance and repairs

The (CE) Civil Engineer Customer Service desk can be contacted (06565-61-6686) when an appliance or major fixture needs repair. The type, brand, model, and year of the appliance along with your location will be required to place a job order.

CE Customer Service will provide you with a job order number and an estimate on a response time.

The categories of maintenance service relating to family housing are broken down below and the category determines when you can expect the service to be scheduled.

SERVICE CALL	DEFINED AS
Priority 1 Emergency	▪ All/Only unscheduled work (24hrs/day) ▪ Work only to fix the emergency and sustain service ▪ Poses imminent life/health/safety risk ▪ A structural, utility, or mechanical problem that could cause loss of life or property ▪ Complete utility failure (electricity, gas, heat, water, sewage, or air-conditioning) ▪ Roof leak directly impacting facility
Priority 3A-3C	▪ High, medium, and low mission/equipment sustainment ▪ Scheduled sustainment work and/or alleviates fire or safety deficiency
Priority 4A-4B	▪ Work that does not contribute to mission sustainment. i.e. Irrigation, lighting upgrades, replacing carpet or ceiling tiles, landscaping

Refuse collection and disposal

SAB provides refuse collection in the housing area. The schedule for pickup can be seen below. Normal household trash, recycled clean paper and glass have designated containers for disposal.

Pickup dates may change due to German and/or American holidays. If a holiday falls on a pickup day, the pickup generally will occur the following day. Contact the Housing Office (06565-61-7943/7488) or CE Service Contracts (06565-61-6183) for additional dates.

Bulk waste is defined as lumber, furniture, boxes, crates, mirrors, and similar items.

To dispose of these items you must schedule a pickup date by coordinating with the CE Service Contracts.

The Base Recycle Center (BRC) accepts electronics, compost, household chemicals, such as alkaline dry cell batteries, aerosol spray cans, fluorescent light tubes, and used cooking oil.

Contact CE Customer Service (06565-61-6686) for the disposal of dead animals found on base (other than pets). The Veterinary Clinic at bldg 559 (06565-61-9388) may be contacted for help with disposing of deceased pets.

BRC Hours of Operation

Open: Mon-Fri 0900-1200
Closed: Sat - Sun
American Holidays
Down Days

Refuse Collection Schedule

	Spangdahlem MFH multiplex buildings	Spangdahlem MFH town houses	Bitburg MFH
Trash Pickup	Monday, Wednesday, Friday **See Notes 1, 3 & 5**	Wednesday **See Notes 1, 3 & 5**	Tuesday & Friday **See Notes 1, 3 & 5**
Paper Recycling	Monday & Thursday (every other week) **See Notes 2, 3 & 5**	Monday (every other week) **See Notes 2, 3 & 5**	Monday & Thursday **See Notes 2, 3 & 5**
Bulk Waste Pickup	First Thursday of each month **See Note 3**	First Thursday of each month **See Note 3**	First Thursday of each month **See Note 3**
Glass Dome Locations	Throughout Housing **See Note 4**	Throughout Housing **See Note 4**	**N/A**
Yellow Bag Pickup	**N/A**	**N/A**	**N/A**

On-Base Industrial Use	**Both On and Off Base Residential Waste**
Treated Wood	On-Base: use recycling bins in housing area
Clean Wood	Off-Base: use off base refuse/recycling services
Electronics	-
Paper	**EXCEPTIONS:** Valid DoD ID holders may also drop off
Household Chemicals	Electronics
Plastic	Household Chemicals
Metal	Compost
If members are PCS'ing in/out they can use the BRC with a copy of their orders	

Notes:

1. Green containers are for normal household waste and are labeled **"TRASH ONLY"**
2. Blue containers are for clean paper and are labeled **"THE BLUE DRUM" or "PAPER ONLY"**
3. Bulk waste, household Haz-waste & recyclable items can be delivered to the BRC *during operating hours*
4. Glass dome containers may be used only between 0800-2000 daily due to the noise
5. Do not place bags out for scheduled pickup until the night before

Keys/Lockouts

If you are locked out, call 06565-61-6686. Locked-out residents must provide identification.

Lost, stolen or missing keys must be reported immediately to the Housing Facilities Section, 06565-61-7488 or 7943. For security purposes, a new lock cylinder will be required and you will be charged installation.

Duplicate keys may be requested by completing an AF IMT 332, Base Civil Engineer Work Request, and obtaining approval from the Housing Management Facilities Section in Bldg 454 (06565-61-7943).

Grounds care

Bitburg and Spangdahlem Military Family Housing (MFH) units: Common area grounds are maintained by grounds maintenance personnel. If you have a concern with the services, please contact the CE Customer Service at 06565-61-6686.

Spangdahlem duplexes and townhomes: Residents are responsible for the areas inside their fences, and garden beds outside their front doors.

Snow removal

Streets in housing areas are narrow. Please use only designated parking areas and allow for the use of snow equipment when parking. Please do not park at the end of a cul-de-sac during wintertime. Snow may pile up from snow removal activities.

Government Appliances

Appliance problems should be called in as a service call to CE Customer Service at extension 452-6686 or Comm - 06565-61-6686. These appliances are assigned by serial number and recorded on your AF IMT 227. If you have appliance problems, do not attempt to perform repairs or adjustments.

Housing U-Fix-It Store

U-Fix-It store items are available only for those members living in Spangdahlem and Bitburg military family housing units. The store can provide residents with a limited selection of materials for routine maintenance (06565-61-7154, Bldg 454 behind Housing Management Office).

Heating Policy

According to Air Force policy, the heating season is not fixed to specific dates since regional temperatures vary and a more flexible policy allows for energy conservation.

Civil Engineer heating technicians cannot turn heat systems on and off daily to match changes in weather conditions; so once accomplished, systems remain on/off. **NOTE**: Warm weather can occur through October and cold weather can occur through May.

SECTION B: RESIDENT RESPONSIBILITIES

All residents living in government owned housing are responsible for the upkeep of common areas on an equitable basis and to participate in the Base appearance program. Practice common courtesy as good neighbors and respect each other in order to promote harmony and eliminate discord.

Major duties to be performed by the residents:

Daily requirements include:

- Control and clean dumpster areas, glass dome areas
- Keep orderly condition of their assigned trash collection point.
- Pick up litter in and around buildings.
- Control of basement hallways, stairwells and other common areas by not allowing items to collect that will be a hazard.
- Keep all personal items in designated storage areas.
- Snow removal and salt treatment on sidewalks in icy weather.

Weekly requirements include:

- Cut and water the grass and edge sidewalks (as applicable)
- Weed the flowerbeds (as applicable)
- Responsible for their assigned trash collection point
- Sweep parking areas and walkways
- Clean basement window sills
- Inspect exterior of building for safety and security problems
- Clean up/around playground area (as applicable)
- Clean up/around bus stop shelters

PLEASE

- Do not send children to dispose of trash if they are too small to reach/properly operate the lids
- Dispose of waste material in proper designated waste containers
- Leave stairwell waste containers in their assigned locations
- Do not overfill containers
- Do not place bags on the ground around containers
- Do not place discarded furniture or other bulk items in/around waste containers
- Keep waste container lids closed

Inspections

Each sponsor is expected to maintain the exterior of their unit to Air Force standards at all times. Inspections are conducted continuously, weather permitting. The Housing Office issues discrepancy notices to residents, building supervisors, or block monitors for buildings/yards not with the housing policies. Please make arrangements to take care of your area of responsibility when you plan to be away from your house for more than 3 days at a time.

Social Visits

Family housing units may not be jointly occupied by more than one family. A relative of the member or spouse is not considered a social visitor, regardless of the length of stay. Bona fide social visits of 30 days or less do not constitute joint assignment of family housing. Social visits of military personnel assigned to the installation and civilians residing outside the commuting area are limited to 30 days, and those residing within the commuting area are limited to 2 days. The Fighter Wing Commander (FW/CC) may authorize an extension to the 30 days. Personnel authorized Overseas Housing Allowance (OHA) or Living Quarters Allowance (LQA) who visit more than 30 days must forfeit OHA or LQA.

Live-in child care

Residents may employ a live-in childcare provider with prior approval from the FW/CC. This request requires coordination with the Legal Office and Security Forces. Approval of a live-in childcare provider does not constitute an additional bedroom entitlement. For additional information, please contact a housing counselor at 06565-61-6560.

Maintenance and repair

You are responsible for simple maintenance and repair of your home, as required by the Air Force. We expect you to take prudent care of your home and will hold you responsible for routine maintenance, simple repairs, and housekeeping. This would include: changing light bulbs, securing door stops, cleaning stove burners, plunging toilets and sinks, and basic insect control. If materials are needed for minor maintenance and repair please visit the Housing U-Fix-Store located in bldg. 454. Housing Maintenance may perform this work when your home is vacant or when emergencies arise. The Air Force has also established cleaning standards, and the standards are equitably applied regardless of your grade or position.

Leave or extended TDY

If your home will be unoccupied for extended periods (over 3 days), you must arrange security, prudent care, and periodic inspections of your home. This includes yard maintenance, picking up newspapers and debris, and physically checking the inside of the home to ensure there are no water leaks, gas leaks, vandalism, etc.

You MUST notify the Housing Office in writing of your absence informing us where you can reached, as well as whom in the local area will have a key to your unit in case of an emergency. Leave your heat on low and turn off the water valves to your washer and dishwasher. This is especially important during cold weather season.

Pest Management

According to DoD Instruction 4150.7, *DoD Pest Management Program*, residents are responsible for controlling minor pests in their quarters, such as ants, mice, flies, and so forth. You are expected to take all measures to prevent and control insects by ensuring there are no exposed food sources (pet food in yards or garages, food waste in open trash cans, etc.) and by using treatments sold in the commissary or BX. Should infestations occur, which are beyond your capability to control, please contact CE Customer Service (06565-61-6686).

Resident liability

Military and civilian residents are held liable for loss and damage to their assigned Family Housing unit. This includes loss and damage to equipment, furnishings, grounds, and exterior facilities caused by the abuse or negligence of the member, dependents, guests, pets, or for failure to clean an assigned unit satisfactorily upon termination, per 10 U.S.C. 2775 and DoD Regulation (DoDR 7000.14). Liability is determined in accordance with 10 U.S.C. 2775 and AFMAN 23-220, Reports of Survey (ROS) for Air Force Property.

AFMAN 23-220 requires the Air Force to investigate and report damages or losses to government-owned housing of $500 or more. The Commander may, however, initiate a ROS for damages or losses under $500 as appropriate for the circumstances. The ROS process may be disregarded when the value is less than $500 and the member is willing to pay for the damages. If the resident does not pay voluntarily, the Housing Office will request a ROS. With approval of the Housing Office, you (the resident) may repair the damage, pay a commercial contractor to repair the damage, or allow the housing maintenance contractor to repair the damage and reimburse the Government. In any case, the repair must have Government approval before a housing inspector clears you from Family Housing.

Insurance

We highly recommended you purchase commercial renters insurance to protect yourself and your property in case of a major loss. Such insurance should clearly specify the personal liability coverage for loss or damage involving Government Quarters, furnishings, equipment, grounds, and exterior facilities. A common policy for this coverage would likely be a renter's insurance policy, which would cover your personal property as well as a personal liability for Government property.

Damages to housing

Damages to housing beyond reasonable fair wear and tear are your responsibility. The sponsor should confer with the housing inspector to determine how repairs or replacements can occur. All repairs must meet Air Force standards. Please contact a Housing Inspector if you have questions (06565-61-7488).

Trampolines

Personally-owned trampolines are authorized in units with private yards; this does not include multiplex units or stairwell housing. Residents must submit form AF IMF 332 for approval through the Housing Office. For safety, trampolines will only be allowed in the back yard, on a flat surface. Trampolines should be compatible in size to the home's backyard and must be located a minimum of 6 feet from any structure or appurtenance, i.e., fences, sheds, trees, etc.

The tops of all trampolines must be fully caged and encased in protective padding, including the springs. Trampolines must have side netting.

A parent must supervise children under the age of 10 who are playing on the trampoline. Residents should secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage. Trampolines left outdoors unattended or overnight must have a surrounding fence. Trampolines must be removed by resident when house is vacated. Any bare areas in the yard need to be tilled and reseeded. It is highly suggested you contact the Legal Office regarding potential liabilities for personal injury before buying and installing a trampoline. The Federal Consumer Protection Agency recommends against trampolines because of the corresponding high injury and death rate.

Swimming/wading pools

Only above-ground swimming pools with a maximum depth of 14 inches are authorized in housing. Pools must be emptied and taken inside when not supervised. It is also recommended that residents contact the Legal Office regarding potential liabilities for personal injury before installing swimming pools.

Waterbeds

Permission to use a waterbed in Government-controlled housing must be requested by submitting form AF IMT 332 to the Housing Facility section. A housing inspector must approve the use of waterbeds to insure the weight does not exceed structural standards for each unit. Additionally, any damages caused by a waterbed (to include water damage to other units) are resident responsibility. It is recommended that appropriate insurance be purchased to cover such damages should they occur.

Telephone jacks

To get your telephone service started, or any other additional repair work done, please go to Deutsche Telecom in Bitburg or call the TKS Office (06565-93-3844).

Lead-based paint management

US Federal Legislation has been enacted to control exposures to lead in air, water, and soil. Lead compounds in paint applied to facilities can be a source of hazardous exposure to lead for military and civilian employees, their families, and contractors performing work in facilities. Ingestion of paint chips or dust containing lead can cause adverse health effects in children and adults. However, children are at a greater risk of lead poisoning due to a lower body weight, developing nervous system, and greater tendency to ingest paint chips/dust.

Results of the lead-based paint survey accomplished 1996 at Spangdahlem AB:

- Bitburg MFH: Buildings with lead-based paint previously identified in 1996 have been eliminated during renovations in 2001-2004.
- Spangdahlem MFH: Lead-based paint previously identified in 1996 has been encapsulated in stairwells in Buildings 424 and 425. If stairwell paint begins to chip, please contact the Housing Facilities Office (06565-61-7488/7943).

What you can do to protect your family from lead hazard?

- Get your young children tested for lead, even if they seem healthy.
- Clean up paint chips immediately.
- Clean floors, window frames, windowsills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner or a cleaner made specifically for lead. REMEMBER: NEVER MIX AMMONIA AND BLEACH PRODUCTS TOGETHER SINCE THEY CAN FORM A DANGEROUS GAS.
- Wash children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing windowsills or other painted surfaces.
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron and calcium, such as spinach and low-fat dairy products. Children with good diets absorb less lead.
- Call in a work order to Housing Maintenance about fixing surfaces with peeling or chipping paint that may contain lead.
- Don't try to remove lead-based paint yourself.

Energy conservation

Turn off lights, appliances, faucets, and transformers when they are not in use! The need to conserve energy is a top priority for the Air Force and for the 52d Fighter Wing. Notify Housing Maintenance to report all needed repairs involving utilities and buildings, such as water dripping, loose-fitting doors, malfunctioning closing mechanisms, latches, and window seals/caulking.

Water use

Excessive water use results in increased costs for everyone and can limit our fire fighting capability, so we ask everyone to conserve. The most effective measures include turning water off when you are not directly using it, collecting a full load of dishes or clothes before washing, and notifying Housing Maintenance to report dripping/leaking faucets and/or malfunctioning toilets.

Heat

Recommended heat settings are between 65°F and 68°F (18°C to 20°C), or setting your radiators at level "3." Kindly do your part to prevent wasting fuel! Shut doors and turn down radiators in rooms not being used. Draw your drapes, shades, and close rolladens on cold nights, but open window treatments when the sun is shining.

> **IMPORTANT**: Never turn off all heat in your quarters when on leave during winter months as this could cause water lines to freeze, break, and potentially flood your unit.

Air conditioning units

Statistics collected on climate in Germany determined housing should be built to mirror units found in the off-base community. Therefore, air conditioners are not allowed in government-

owned units. A cool home is possible if residents will take steps to close rolladens to block out the sun's direct rays, close windows once outside air temperatures exceed indoor temperatures, and use portable fans if needed.

Electricity

Saving energy is everyone's responsibility! You can help conserve electricity by minimizing the use of all electrical appliances and lights, especially during the peak demand period (1100 to 1300 weekdays) in the winter months.

Regular light bulbs should be replaced by energy-saving bulbs. Most Housing light fixtures are designed to accommodate 60-watt 220V bulbs. Use the proper size light bulb for the fixture. Turn off or unplug transformers, and turn off lights and appliances when not in use. Use the washer and dryer with one full load rather than several small ones.

Recycling

In 1993, Germany made recycling mandatory for all residents, including US Forces. Listed here are some of your recycling responsibilities. In general, burning leaves or any trash is forbidden, and it is your legal responsibility to safely discard any material which could have an effect on our environment. All on-base residential trash gets sorted into recycling categories once it is dumped at the refuse stations off base. Therefore the only recycling efforts required from base residents are for Glass and Paper as listed below.

Recycling collection point is at the BRC at Spangdahlem, Building 64. The BRC hours and general description of operations can be found in Section A of this brochure.

> **NOTE**: The base recycling center will not accept automotive products such as lead acid batteries, motor oils, transmission or brake fluid, empty hazardous material storage containers, tires, etc. Take these items to the 52 FSS Auto Hobby Shop (Bldg 189) for proper disposal (06565-61-6842).

Glass

All glass food and beverage containers and other glassware must be recycled at a glass recycling bin. Do not deposit porcelain and ceramic items or light bulbs in glass bins. Glass collection bins are specifically for manageable glass items such as bottles or jars and are not to be used for large items such as windshields or mirrors. Remove all corks and lids before placing glass in collection bins. Glass collection bins throughout Spangdahlem MFH and local villages and cities. Due to the resulting noise, glass bins may be used only between 0800-2000 daily.

Paper

Clean paper such as newspapers, magazines, egg cartons, and cardboard must be recycled. Do not recycle greasy pizza boxes or used paper towels.

Key points to remember: Do not put paper into plastic bags. Place paper directly into the blue paper container. Empty cardboard containers must be flattened to conserve

space. We pay for recycling disposal by volume, rather than weight. We can save enormous amounts of space and money by crushing or flattening all items.

Shoes/Clothes

Containers for old shoes/clothes are located by the Spangdahlem commissary and the BRC.

Bulk waste

Bulk waste is defined as large items such as sofas, mattresses, tables, and chairs, etc. Electronic appliances, car tires, and other auto parts **MUST NOT** be included in regular trash or bulk waste pickups. It must be disposed off at the Auto Hobby Shop or the BRC.

RESIDENTS MUST CALL DSN 452-7943 to schedule a bulk waste pick-up before the 23d of each month for the following month. Do not place bulk items in any of the trash enclosures. Place them on the curb nearest your residence without hindering traffic, sidewalks or crosswalks. Please do not place bulk waste items outside until early morning on the day of scheduled pickup.

Batteries (All Types)

Drop off normal dry cell batteries (A, C, D, AA, etc.) in the green and white cardboard containers located near the Exchange, Post Office, and Commissary entrances, or turn them in at the BRC.

German law requires businesses selling automotive batteries to accept the old battery for turn-in at the time of purchase. The 52 FSS Auto Hobby Shop (06565-61-6842) will accept batteries from junked cars and during the purchase of a new battery. NOTE: The battery must be in decent shape (not cracked, leaking etc.) for FSS to accept.

For instruction on discarding batteries that do not fall into one of the above categories (i.e. lithium or nickel-cadmium), please contact CE Environmental (06565-61-7257).

Automotive fluids

Automotive fluids, such as antifreeze and oil, pose significant threats to the environment. Placing these items in the trash or pouring them down the drain can result in legal and disciplinary actions and fines of up to € 400. The garage performing the maintenance work should retain these fluids. If you use the 52 FSS Auto Hobby Shop, they have collection facilities for these fluids.

Base residents shall not perform major automotive work (*involving oils, engine or transmission fluids, or grease*) in the housing areas. The Auto Hobby Shop is available for this type of work. Only minor maintenance such as changing headlights and replacing air filters or spark plugs is allowed.

Washing vehicles <u>IS NOT</u> allowed in the housing areas. This is due to the contamination of the ground water. Please use the wash rack at Bitburg or one in the local community or Spangdahlem to wash your car. If you have any questions, please contact CE Environmental (06565-61-7257).

Household chemicals

Waste items such as batteries, aerosol cans, paints, and automotive fluids **MUST NOT** be thrown in the trash or be emptied down the drain. If there is more than 25% of the product left in its original container, either share it with your neighbors or bring it to the BRC free issue locker. Valid DoD ID cardholders are invited to stop in and pick up items from the BRC instead of purchasing new items. **Do not place hazardous materials at dumpster locations or abandon them anywhere else.**

CARE OF HOUSING, INTERIOR

Kitchen

Special attention is needed to maintain your kitchen appliances, walls, and cabinets. Please do not place hot utensils on countertops as this can cause permanent burn damage. Use a cutting board to prevent knife cuts on counter tops. Use only regular shelf paper in drawers and cupboards. Adhesive-backed paper will damage surfaces when removed and leave a sticky residue. Clean walls periodically to prevent surface grease buildup. Do not place decals on kitchen cabinets or drive any type of nail or hook into cabinet doors. We recommend only liquid cleaners for wood cabinets; powdered abrasive cleaners will scratch them.

A fire extinguisher should be mounted in/near your kitchen. Check it regularly. If it needs to be recharged or replaced take it to U-Fix-It store located in bldg. 454 to change it out.

Ranges

Keep ranges free of all dirt, burned-on grease, and drippings at all times. Commercial stove cleaner is recommended for this purpose. Never use oven cleaners to clean the top burners of electric ranges because they could cause the burners to short out and present a fire hazard.

Vent hoods

You are responsible for periodically cleaning or replacing vent hood filters. The metal filters should be cleaned and the plastic wool filters should be changed occasionally.

Refrigerators

Clean the inside of refrigerators regularly with water and baking soda solution, rinse and dry. Clean the refrigerator gasket often. Do not use any metal instruments or devices such as a knife to aid in defrosting. The use of hot water in a pan is recommended, if defrosting must be done quickly. Also, keep the area around the appliance open for ventilation purposes. Almost all refrigerators are frost-free refrigerators and defrost themselves.

Appliances

Please report government-furnished appliance problems immediately to the Housing Maintenance office (06565-61-6686). Do not attempt to make repairs or adjustments. Check electrical cords and appliances periodically for damage. Use of privately owned appliances

is allowed; however, government-furnished appliances must remain in the assigned unit. Housing Maintenance cannot repair privately owned appliances.

Bathrooms

Keeping the bathroom window open as much as possible will help combat mildew. Please do not use abrasive or powdered cleaners such as "Ajax, Comet," on vanity cabinets. Prevent and maintain tiled bathroom walls and floors by using a bleach and water solution to keep mildew and mold at bay. Mold can easily spread if surfaces are not properly cleaned and maintained. Flushing such items as cotton balls, paper towels, disposable cleaning wipes, tampons, sanitary napkins, disposable diapers, etc. down the commode could cause a plumbing problem and would be considered resident damage. Periodic cleaning of commodes will prevent calcium deposit buildup. Fiberglass tubs and showers should only be cleaned with a non-abrasive cleaner like "Soft Scrub" (or equivalent) to protect the surface.

Floors

Too much water can damage any floor, especially wood. Only use cleaners and wax specifically labeled for wood floors, stairs, etc. Use only standard waxes like "paste wax" on wood floors. Quality wax removers can prevent wax build-up and should be used. Also, pay special attention to corners and baseboards for dirt buildup. It is recommended that floor protector pads be placed under every leg of furniture to prevent gouging and scratching, especially on wood or soft marble floors. Do not use acrylic wax such as "Future" on vinyl floors or wooden parquet floors.

Carpets

Stairwell residents are allowed to install carpeting at personal expense. Wall-to-wall carpeting is permitted; however, do not use any glue or tacking strips when installing the carpet, as these damage the floor. If the carpet lies on top of a wooden parquet floor, please realize that spills on the carpet may damage the wooden floor underneath. Clean up spills immediately.

Walls

Use mild soap and warm water to keep your walls clean. If you install wallpaper, borders, decals, or similar adhesive items to the walls, you will be responsible for the removal and the repair of the walls prior to final termination of your unit. The new resident moving into your house may accept responsibility for these items. To accept responsibility, the new resident must provide a letter to the Housing Office specifically stating each item they are willing to accept. If items are not specifically contained in the letter, then the items will be required to be removed before you can clear your house. Only use nails or building-type hangers to hang items on walls. Do not nail near windows, electrical switches, or outlets. Electrical wires are located inside the walls vertically and horizontally of all switches and outlets extending upwards to the ceiling. Nailing or drilling within this area could damage wiring or present an electrical shock hazard. Doorstops on all doors will help prevent damage to the walls.

Pictures, mirrors, clocks, shelves, etc.

Hanging and installing these types of items are your responsibility, and you should do it by installing commercial devices known as "bulldog grip" or "molly bolts". Ordinary nails can be used for lightweight pictures. When you vacate quarters, these hangers or nails must be removed so Housing Maintenance can fill the remaining holes.

Windows and doors

Windows, both inside and out, should be cleaned with a window cleaner such as "Windex" (or equivalent). The inside surfaces of windows in military family housing are covered by a film to prevent the glass from splintering. Don't use any scraping tools to clean this inside surface. Both the inside and outside of rolladens should be cleaned with lukewarm water and mild detergent. It is your responsibility to hang your own curtains and drapes. You are also responsible for reporting broken windows. Housing Maintenance personnel may replace windows; replacement costs will be determined on a case-by-case basis.

Mold/mildew

If you reside in a newly constructed single or duplex unit on Spangdahlem AB, mold or mildew should not be a problem as these units are equipped with a ventilation system. The ventilation system is pre-set to protect your home from mold/mildew.

For Bitburg and Spangdahlem stairwell residents, there is no ventilation system. You **must open your windows daily for at least 30 minutes** to promote cross ventilation and prevent mold or mildew. Mold and mildew results when household humidity is not properly managed; therefore, airflow in stairwell housing should be properly managed by residents. The temperature and the amount of water vapor in the air can cause condensation on the windows and walls, which absorb moisture. If not corrected, this moisture will result in a fungus, which we refer to as mildew. The resulting mildew will then damage the window frames and walls. Since the damage is controllable, it is considered negligence on the part of the resident if it is allowed to continue and cause damage. The cost of this damage can be expensive and will be paid by the resident. Most buildings are built with concrete outer walls, which can absorb moisture and retain coolness which can promote the growth of mildew.

The amount of furniture you have can also affect air moisture. To prevent dampness and mildew in your home, you should allow one to two inches between the wall and the furniture.

Plumbing

Report plugged drains and leaks immediately to the Housing Maintenance office (06565-61-6686). Do not dispose of coffee grounds, grease or oils in kitchen sinks or basins.

CARE OF HOUSING, EXTERIOR

Damage to yards

Damage by a pet, from a U-fix-it project, etc. must be repaired at your own expense before vacating your house.

Grass mowing and edging

Residents are responsible for maintaining yards out to their property line. Grass should not exceed 3 inches in height. Edge grass along sidewalks, cracks, and crevices in such a way as to create a nice and neat appearance. Please do not dig a trench when you edge. Remove grass from cracks in sidewalks, driveways, and doorsteps, including the cracks on the bottom side of the curb where it meets the street. The MFH area standard is to present a neat, clean, and attractive appearance at all times.

Lawn-care equipment

Military Family Housing residents can borrow a lawnmower from Housing Maintenance while in a PCS status, either before household goods arrive or after household goods are shipped. Please call the Housing Maintenance office (06565-61-6686) for information.

Snow removal

It is your responsibility to remove snow and ice from entrances, walkways, driveways and sidewalks to your building. Stairwell residents: Please contact your building or stairwell leader for the snow removal plan.

Common areas

Keep yards free of debris, clutter, and obstructions. The U-fix-it stores provide seed and fertilizer for government-owned housing units. Building Leaders direct the proper care, cutting and trimming of yard areas. Yard care equipment should be stored in a basement storage area or garage. Building Leaders will ensure that work assignments are given to all tenants equally. These yard duties include the removal of dirt, grass, and weeds from the parking lot areas, curbs and sidewalks and cleaning of the ditches. Pay particular attention to cleaning up broken glass around the glass collection domes.

Playgrounds

Please keep these areas clean of all trash. Fenced-in playgrounds are only to be used by toddlers, two to five years of age with adult supervision. Children up to the age of 12 years can use all other playgrounds. Pets are prohibited in playgrounds.

Holiday decorations

Decorations must be appropriate, safe, and not be offensive to others. Decorations of any type placed in a stairwell area shall be coordinated with each resident in their respective stairwell. If any resident does not concur or if it does not meet fire/safety requirements, then the decoration cannot be placed in the stairwell. All stairwell decorations must be coordinated with Area Leaders upon receiving all residents' concurrence. Members may decorate their individual yards and balconies without their neighbor's permission.

Decorations may not be displayed earlier than four weeks prior to the holiday and must be removed within two weeks after the occasion. Electric powered or glowing decorations are permitted at night from 1800-2200. Nails, permanent attaching devices or anything that damages the outside plaster, are not permitted.

Tents and canopies

Permanent tents and canopies are not allowed. In the case of special activities or events, tents or canopies may be installed for up to 72 hours.

SECTION C: FIRE PROTECTION

The 52 CES Fire Department is responsible for firefighting operations in Spangdahlem and Bitburg housing areas. The Fire Department always stands ready to respond at a moment's notice. The phone number for Bitburg or Spangdahlem Housing is 06565-61-117 or DSN 117.

Fire Reporting

In Spangdahlem and Bitburg Family Housing

For **EMERGENCY** Fire/Medical at Spangdahlem/Bitburg call 06561-61-117. If a fire occurs in your home, notify the base Fire Department at Spangdahlem AB or Bitburg Housing Fire Station. Follow the "SPEED" checklist instructions.

S — **SOUND** the alarm
- Alert personnel to evacuate from the fire location

P — **PHONE** the Fire Department by dialing 117 from a military phone, or 06565-61-117 from a commercial phone, and give the dispatcher your:
- Phone number
- Building number
- Location of fire (stairwell)
- Type of fire (electrical, chemical, etc.)
- Name
- Persons unaccounted for, if any

E — **EXTINGUISH** fire, if possible
- Use dry chemical on everything
- Use water on wood, paper

E — **EVACUATE** the facility/area
- Close the windows and doors
- Leave the fire scene and remain clear of roads

D — **DIRECT** firefighters to the fire location and explain situation

Fire Prevention Program

The Fire Department is responsible for instructing MFH residents in the procedures to follow in case of fire. The Fire Department computerized briefing will inform you on fire prevention and emergency procedures to follow in case of fire. The briefing will be conducted in the Housing Office when you accept quarters. As head of your household, you, in turn, should instruct all members of your family on fire prevention. **Spangdahlem Air Base Instruction 32-2001, Fire Prevention Program**, can provide valuable information on fire safety and prevention.

Fire evacuation plan

Develop a home fire evacuation plan outlining primary and alternate routes of escape. Establishing and practicing your escape plan as a family activity may save the lives of your loved ones. Please make the Fire Department aware of handicapped family members. Do these things NOW, while you have the opportunity!

Smoke detectors

Smoke detectors will be checked at the initial inspection of your quarters. Check the smoke detectors at least once a month. Report faulty detectors immediately to CE Customer Service (06565-61-6686).

Fire extinguishers

Portable hand held extinguishers will be checked at the initial inspection of your quarters. Check the extinguisher at least monthly. Immediately report unserviceable extinguishers to CE Customer Service (06565-61-6686).

Chimineas

Chimineas, commonly referred to as wood-burning Mexican chimneys or fireplaces, may be used in duplex units only. When used, they must be placed a minimum of 10 feet (2.5m) away from the housing unit and the top vent opening will be covered with a safety screen to prevent hot embers from escaping. Chimineas must also be placed on a stand to prevent undue injury and must be attended by an adult.

Open "pan" style fire pits

Similar to Chimineas open "pan" style fire pits may be used in duplex units only. When used, they must be attended by an adult and must be placed a minimum of 10 feet (2.5m) away from the housing unit and the top will be covered with a safety screen to prevent hot embers from escaping.

NOTE: Open campfire style pits do not fall in this category therefore, are **NOT** authorized.

When it comes time to actually start a fire, there are a few things to keep in mind: 1) Keep your fire small, 2) check the weather forecast (avoid windy conditions that can blow embers), 3) pick up leaves and other combustible materials around the pit, 4) always have a container of water nearby and a garden hose on standby.

Outdoor gas/charcoal grills

You may use grills on balconies and individual yards. Only adults should light and attend grills. Keep grills at a reasonable distance from all flammable structures. Check propane fueled grills for leaks by applying soapy water on all connections. Bubbling will appear on a line if gas is escaping. Do not operate gas grills until leaks have been stopped. Keep all flammables away

from the fire source, do not use gasoline to start fires, and keep children away from the fire at all times.

Cooking appliances

NEVER LEAVE COOKING UNATTENDED, especially when cooking with grease or anything that produces its own grease. This is the Number 1 cause of household fires. Should a grease fire occur, cover the burning pan with a lid, turn off the appliance and call the Fire Department.

NEVER USE WATER, FLOUR, BAKING SODA, SUGAR, ETC. TO EXTINGUISH FLAMES! DO NOT ATTEMPT TO MOVE THE PAN!

Clothes dryer

You should check and clean the clothes dryer lint traps with every load of clothes. Never place plastic articles in your dryer. Never leave your home with the dryer operating. Periodically clean the dryer vent hose and vent discharge.

Electrical/ Power equipment

Inspect electrical cords regularly to ensure they are in good repair, and not taped or frayed. Never put electrical cords under carpets or similar objects, because the cord may become damaged, overheat, and start a fire. Never refuel lawn mowers and edgers while the motor is running. Allow equipment 30 minutes to cool before refueling.

Storage areas/cages

Storage of gasoline and other flammable liquids is limited to one gallon. Store gasoline in an approved Underwriters Laboratory (UL) or equivalent container in the lawnmower storage room.

Other items equipped with fuel/gas or oil tanks may **NOT** be stored in basement storage areas in Spangdahlem/Bitburg stairwells. Building supervisor rooms have fire-protected metal doors and should be used for this purpose. The areas under stairways or under balconies will not be used as a storage area. Stored materials will be more than 18 inches from all light fixtures and interior fire doors. Basement hallway doors must remain closed at all times. Storage rooms underneath wet cell towers at Bitburg housing are designated for storing motorcycles, mopeds, etc. Smoking is not authorized in any storage area.

Housekeeping

Housekeeping, both in quarters and storage areas, is extremely important in the battle against fires. Keep trash from accumulating in closets, attics and storage areas near wall heaters and hot water heaters. Never use 220 volt equipment, such as curling irons, hairdryers, etc., in a 110 volt outlet…. fire and injury can result.

SECTION D: SECURITY FORCES

The 52 FW/CC is responsible for the control and safeguarding of all base property. Security Forces are always ready to respond to emergencies such as a crime in progress or accidents. The SF's will also assist you in security awareness education. If you have questions, please call the Security Forces Squadron (06565-61-6666).

Crime stop

For emergency reporting of a crime in progress, telephone 06565-61-114.

Visitor reception and registration

You are required to sign onto the base any visitors who are non-US military personnel or non-US military dependents at the Visitor's Control Center (bldg 505) at Spangdahlem AB or the Main Gate at the Bitburg Annex during duty hours. During non-duty hours you must use the Main gate at both Spangdahlem AB and Bitburg Annex. After meeting registration requirements, the Visitor's Control Center personnel or gate guards will issue your visitors a pass. Personnel expecting a large number of visitors (four or more) must provide a letter with all names at least five duty days in advance. This letter must contain the names of the visitors, their passport or German Ausweiss number, place to be visited, or function to be attended. You must submit this letter through your Unit IACS Approving Official.

Parking

On-base stairwell residents are assigned one designated parking space per family/unit only. Visitor slots are for use on a first-come first-serve basis. Only vehicles in operating condition with current registration are permitted in the housing area. Prohibited parking areas include sidewalks, grass, seeded or dirt areas, and within five feet of a crosswalk, or within 15 feet of a fire hydrant. All trailers are prohibited in the housing area except during temporary loading and unloading (up to one day). Contact 52 SFS (06565-61-6666) to report inoperable vehicles in the housing area.

Do not park in front of trash enclosures (collection points). Contractor will not pick up trash if vehicles are blocking trash enclosures/receptacles.

Recreational vehicles (RVs)

There is no designated parking for recreational vehicles and utility trailers in housing. Contact 52 SFS/S5L (06565-61-4030) Mon-Fri, 0730-1630 for RV or utility trailer parking needs. This office is located in Building 127, second floor.

Fireworks and firearms

Fireworks are prohibited in all Spangdahlem Air Base areas, to include Bitburg, unless being used by authorized professionals, such as during Fourth of July activities. Storage of gunpowder and other reloading materials in base facilities is also prohibited. For information on firearms in family housing, please contact the Security Forces Desk Sergeant and reference Army in Europe Regulation 190-6 dated 20 Jul 06, *Military Police --Registration and Control of Privately Owned Firearms and other Weapons in Germany*.

SECTION E: GOOD NEIGHBORS

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

Noise control

Excessive noise is the primary complaint received by the Housing Management Office. Many Air Force personnel work shifts and must sleep during the day. Please be considerate! Quiet hours for Spangdahlem and Bitburg Housing are from 2000-0800 daily. During quiet hours, there are to be no loud noises, to include stereos, lawn mowers, saws, etc., where noise might disturb other residents. Many complaints can be avoided by informing your neighbors prior to having a party or by inviting them.

Lawn mowing is NOT permitted during the following hours: 1300-1500 and 1900-0800. Quiet times must be adhered to at all times. During the quiet hours you can listen to music, but it cannot disturb your neighbors.

Complaint procedures

Please speak with your neighbor first before reporting them to Security Forces with a complaint for loud noise, barking dogs, etc. If a compromise cannot be reached, please contact your Stairwell/Building Leader next. However, if safety or property is at imminent risk, or you have questions about law enforcement, contact the Security Forces Desk (06565-61-6666). Refer to the Housing Leader Program in Section H.

Flags

The following flags may be flown in housing: US, German, state and school. Any other type of flag must be approved by the MSG/CC. If you fly the US flag in housing please make sure you know the rules for displaying a flag. The flag if properly lighted may be flown during night hours. Your porch light does not meet the requirement for proper lighting of the flag. Do not permit the flag to touch anything beneath it. Do not fly a flag that is torn, soiled or damaged. The US flag is flown above any other flag.

Control of children

Do you know where your children are? Members are responsible for the conduct and welfare of their children and for their supervision. The standards for supervision guidelines for Children and Youth of the Eifel Community are as follows:

Eifel Community Base Child and Youth Supervision Guidelines						
Age of Child	**Can Be Left w/o sitter 2hrs or less?**	**Can Be Left w/o sitter in quarters for more than 2 hours?**	**Can Be Left alone overnight?**	**Can Be Outside un-attended (includes play ground)?**	**Can Be Left in car un-attended?**	**Can Babysit?**
Newborn-4yrs	No	No	No	No	No	No
Ages 5-6	No, except at age 6 may walk to & from school	No	No	Yes; on playground or in yard with immediate access (visual sight/hearing) to adult supervision	No	No
Age 7-9	No; except may walk to & from school	No	No	Yes; with ready access to adult supervision who assumes responsi-bility for the child.	Yes; except in hot weather; keys removed & hand brake applied; 15 min in other weather; adult within sight	No
Age 10-11	Yes; with ready access to an adult supervisor who accepts responsibility for the child	No	No	Yes	Yes; keys removed & hand brake applied	No; Age 10 years old. Yes; 11 years old/6th grade max 2 hours, Red Cross Babysitting Training mandatory
Age 12-15	Yes	Yes; can be left alone for up to 12 hours during daytime hours before curfew No; after curfew	No; for 12-14 years old. Yes; 15 years old / 9th grade may be left alone overnight with access to adult supervision; sponsor must be in local area	Yes	Yes; keys removed & hand brake applied	Yes; Red Cross Babysitting Training is strongly recommended.
Age 16 (High school Grad)	Yes	Yes	Yes; age 16 may be left alone for short TDYs or leaves, not to exceed 48 hours. Must have access to an adult supervisor who accepts responsibility for the child & who makes periodic checks. Power of Attorney must be in place.	Yes	Yes	Yes; Red Cross Babysitting Training is strongly recommended.

NOTE TO PARENTS/GUARDIANS

The ultimate responsibility for the care, supervision, and well being of our children remains with you, the parents or guardians. In all instances, you should exercise good judgment in ensuring your child's ability to demonstrate the appropriate behaviors and skills necessary to provide self care and appropriate care of others if/when indicated.

Any child left responsible for self or others should know:

1. Their family's emergency plan.
2. Parents' phone number(s) -- work, home, cellular, etc.
3. The availability of the parent or adult responsible for the child during the time the child will be left alone and/or babysitting.

*** Special considerations should be given to children who have special needs. They may require more supervision than what is outlined in these guidelines.

*** Please ensure you verify the individual(s) responsible for your child in advance when your child will be alone.

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

Children's curfew hours

Curfew hours for children 12 years and younger

- On school days, from 2100 until 0500
- On weekends and non-school days, from 2200 until 0500
- During summer vacation, from 2200 until 0500

Curfew hours for youth between 13 and 17 years of age

- On school days, from 2330 until 0500
- On weekends and non-school days, from 0030 until 0500
- During summer vacation, from 0030 until 0500

Pet Ownership and Control

All pets must be registered within 14 days of arrival on base with the base veterinarian (bldg 559). The base policy is no more than **two** pets per unit. You must leash your pet when outside your home or fenced yard, unless they are in one of the designated dog parks. Please ensure cleanliness of your pet's area to control and prevent vermin infestation.

There are no designated pet relief areas in Spangdahlem and Bitburg housing. All animal feces must be picked up immediately, to include the *dog parks*. Common sense must prevail when walking pets. Please don't allow pets to relieve themselves in "high play" areas.

Per AFI 32-6001 para 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 guidance, 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:

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

Aggressively running along a fence line when people are present. Biting or scratching people.

Escaping confinement or restriction to chase people.

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

Pets must be secured with leashes or under positive control while outdoors, except in fenced patios and yards.

Pets must not be left tied or unattended in exterior appurtenances or unfenced yards, or allowed to run loose outside fenced yards.

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

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.

Breeding animals for show or commercial purposes and the operation of a commercial type kennel in housing are also prohibited. Dog/animal shelters and runways must be properly maintained. Submit an AF IMT 332 to CE Customer Service for approval of these structures. Do not purchase any materials until AF IMT 332 is approved.

In addition German law prohibits certain breeds as well as cross breeds among them or with other dogs must not be introduced or imported into Germany. This applies to Pit Bulls identified in AFI 32-6001, para. 2.31.2.1. Alano, American bulldog, Bullmastiff, Dogo Argentino, Dogue de Bordaux, Fila Brasiliero, Mastiff, Mastin Espanol, Mastion Napoletano, Perro de Presa Canario, Perro de Presa Mallorcin, Rhodesian Ridgeback, Tosa Inu.

SECTION F: WEATHER AND CLIMATE SITUATIONS

The Eifel area is subject to severe winter weather and temperatures. You can prevent unnecessary damage by following these procedures:

1. Remove water hoses from outside water faucets whenever the outside temperature is expected to fall below 35 degrees Fahrenheit.
2. Secure all items in the yard that high winds could lash against the house. Ensure storage shed doors are locked to avoid wind damage.
3. Close rolladens when high winds occur.
4. If you have power or heating problems in your quarters, immediately inform Housing Maintenance.
5. Road Condition HOTLINE: DSN: 452-COPS (2677); Comm: 06565-61-2677 or view on the Spangdahlem website: www.spangdahlem.af.mil.

Road Conditions	
Green	Normal driving for all vehicles. Operations will continue as normal. Base services are open. Personnel will report as normal.
Amber	Roads are moderately hazardous. Exercise caution. Operations will continue as normal. Base services are open. Coordinate any delays with supervisor.
Red	Roads are very hazardous. Exercise extreme caution if required to drive. Report for duty only when safe to do so. Coordinate delays with supervisor.
Black	Roads are extremely hazardous. Avoid driving. Operations are canceled; base services closed.

The public address system "Giant Voice" is activated at specific times of the day throughout the week. Reveille: 0700, Mon-Fri. Retreat: 1700, Mon-Sun. Taps: 2100, Mon-Sun.

Tornado warnings will also be broadcast to general base populace via Giant Voice along with a steady siren.

Verbal announcements of alarm conditions, mission oriented protective posture (MOPP) during local exercises at Bitburg and Spangdahlem will also be heard over the base public address system in conjunction with colored flags posted on flagpoles, vehicles or buildings.

For additional information, listen to AFN 105.1(FM) on your radio or the Spangdahlem local television channel.

SECTION G: COMMUNITY/RESIDENTIAL ACTIVITIES

Yard sales

Conducting yard sales within MFH is only allowed in connection with PCS moves. The yard sales can be held on Saturdays only and must be coordinated with building leaders to schedule common use area. The Housing Office has signs that you may post the day of your sale only. You may post your own sign only after approval from the Housing Office. Again, residents may post a sign in front of their unit or stairwell during the hours of the sale**; however signs cannot be posted anywhere else on base. This includes signs on "Stop" signs or any other street sign, light poles, or trees.**

Home-based Business (HBB)

Operating a HBB (e.g., Pampered Chef, Tupperware, Stampin' Up, etc.) is not allowed without written approval from 52 MSG/Resource Advisor. This includes private invitations into MFH. Individuals in possession of DOD, NATO ID cards and installation passes are not authorized to conduct business until they have received appropriate approval.

Individuals requesting permission to operate a HBB will need to submit a written request to the 52 MSG Resources Advisor (52 MSG/CCR, 06565-61-6015).

Solicitation in MFH

Solicitation, fund-raising, scout activities, school sales, etc., requires approval from the 52d Mission Support Group Commander.

SECTION H: AREA/BUILDING LEADER PROGRAM

Area Leaders (AL)

This is the highest-ranking building leader in the particular geographic area. ALs are active representatives of the Mission Support Group Commander (MSG/CC), and are empowered to resolve resident disputes. However, under extreme circumstances, ALs will make written recommendations to the Housing Director as appropriate. To be an AL does not release members from any required duties as a resident.

An AL will be appointed approximately one month after accepting quarters and will be released from his/her duties if a higher-ranking individual accepts quarters in the responsible area, or 2 month prior to PCSing. If moving within the local area (i.e. other government housing or economy housing), they will be released 2 weeks prior to their move.

Area Leaders are expected to:

- Be a communication conduit for all important announcements to Building/Block Leaders.
- Establish Building Leader (BL) email group.
- Communicate information to BLs and similar actions.
- Hold mandatory semi-annual (or more frequently as required) meetings with BLs.
- Assist in mediating resident disputes, if elevated to that point.
- Ensure/enforce base clean-up actions are performed in compliance with base standards.
- Ensure a snow removal plan is accomplished.
- Monitors the trash collection points within their area.
- Transfer duties and responsibilities to the next highest-ranking BL during your absence for longer than two weeks. The temporary assignment will be reported to the Building/Block Leaders and the Housing Office Facilities Section, bldg 454 (06565-61-7943).

Building or Block Leaders (BL)

This is the highest-ranking member in a building or block. BLs are also representatives of the MSG/CC. Their duties are to promote harmony, reduce discord, and monitor compliance with the housing brochure and housing directives. Resident disputes that cannot be resolved by the BL shall be referred, as appropriate, to the members' respective First Sergeants and ALs. Being a Building Leader does not release members from any required duties as a resident.

A BL will be appointed approximately one month after accepting quarters and will be released from his/her duties if a higher-ranking individual accepts quarters in the responsible area, or 2 month prior to PCSing. If moving within the local area i.e., other government housing or economy housing, they will be released 2 weeks prior to their move.

Building Leaders will be expected to:

- Assist the AL to administer his/her responsibilities.

- Assist in resident disputes resolution as necessary.
- Responsible for their assigned trash collection point.
- Submit a brief statement to the Area Leader on any resident who fails to comply with the policies described in the housing brochure and housing directives.
- Transfer duties and responsibilities to the next highest-ranking Stairwell Leader (SL) (where applicable) or during any absence longer than two weeks. The temporary assignment will be reported to the AL and the Housing Office Facilities Section, bldg 454 (06565-61-7943).
- Assign SL to each stairwell in the building (Spangdahlem or Bitburg) or where applicable, assigns BL as Building Leader.
- Visit every new resident upon assignment to quarters. Inform them of policies governing to laundry schedules, how common areas are maintained, resident meetings and how to resolve a complaint.
- Accomplish and lead semi-annual resident meetings.
- Controls common areas and reports any safety and fire hazards. Eliminates storage of items in basement hallways, underneath staircases and in front of entrance doors that block off or hinder access.
- Request repair/replacement of inoperable or broken items in common areas.
- Determine equitable distribution of undesignated storage cages in basements.
- Keep constant control and advise residents to fulfill their duties as military family residents.
- Schedules a Snow Removal Plan.
- Maintain neat building/housing appearance, including interiors and exteriors. Investigate unauthorized trash dumping and report to the Environmental section, bldg 119 (06565-61-5125).
- Post and periodically update the names and addresses of the BLs and AL in every stairwell. Phone numbers will be provided with authorization from the appropriate BL and/or AL.
- Supplement base guidance for their particular building as necessary to maintain safe and healthy living standards. A copy of this guidance will be forwarded to the Housing Office Facilities Section, bldg 454, and the appropriate AL.
- Be responsible until the last resident moves out should a building become vacated (for major renovation).

Stairwell Leaders (SL)

This is the highest-ranking member in a stairwell. SLs are representatives of the BLs. Their duties are to promote harmony, reduce discord, and monitor compliance in accordance with the housing brochure and housing directives. Resident disputes that cannot be resolved by the SL shall be referred, as appropriate, to the Building/Block Leader. Being a Stairwell Leader does not release member from any required duties as a resident.

A SL will be appointed approximately one month after accepting quarters and will be released from his/her duties when a higher-ranking individual is accepting quarters in the stairwell, or 2 months prior to PCSing. If moving to another location within the local area i.e., other Government Housing or economy housing, they will be released 2 weeks prior to their move.

Stairwell Leaders will be expected to:

- Assist the Building/Block Leader to administer of his/her responsibilities.
- Responsible for their assigned trash collection point.
- Submit a brief statement to the Building/Block Leader of any resident who fails to comply with the policies described in the housing brochure, and housing directives.
- Transfer duties and responsibilities to the next highest-ranking member during any absences longer than two weeks. The temporary assignment will be reported to the BL and post the transfer of duties for residents' information.
- Visit new residents upon assignment to quarters. Inform them of policies governing laundry schedules, common area maintenance, and resident resolution.
- Post duty-schedules (yard, laundry room etc.) in every stairwell informing residents on what their required duties are, and when they must be accomplished.
- Control and advise residents of their duties as military family housing residents.
- Control basement hallways, stairwells and other common use areas preventing safety and health hazards.
- Be responsible until the last resident moves out should a building become vacated (for major renovation).

Exemptions

Group commanders, squadron commanders, chaplains, all Chiefs (E9s) and First Sergeants are exempt from AL, BL and SL positions.

Complaint Procedures

1. Neighbors should first try to work out their disputes between themselves. If that does not solve the problem, or no agreement can be made, then:
2. The SL will assist in resolving their dispute. He/she should set up a meeting with both parties and try to resolve and or negotiate problems in accordance with established policies and regulations. If the dispute or complaints cannot be resolved at this level, the SL should prepare a brief statement and contact the BL.
3. The BL will examine the situation, set up a formal meeting with the residents and their First Sergeants to either negotiate or advise further action in accordance with established policies and regulations, or common courtesy.
4. If the problem is still not solved, the BL will notify the AL and same procedures as in para 3 above will be performed at the AL level.

As a last level of appeal, if the AL cannot facilitate a fair resolution, the Housing Element will seek a resolution from the MSG/CC.

SECTION I: U-Fix-It WORK (06565-61-6119, Bldg 120).

We allow "U-fix-it" work in MFH if the proposed work is relatively simple and is mainly for your benefit. U-fix-it work must not create added maintenance or repair costs. Residents must remove U-fix-it work before final termination unless accepted in writing by the incoming resident, or by the Base Civil Engineer (BCE). When removing U-fix-it work, residents must restore the house or area to the original condition. If you have any specific questions about your unit ask your housing inspector at your pre-final inspection.

Requesting U-Fix-It work

All U-fix-it work requests require completion of an AF IMT 332. **IMPORTANT**: **Do not purchase supplies until the AF IMT 332 is approved.** Do not attempt to do U-fx-it work without knowing the standards and receiving approval beforehand.

Satellite dishes and antennas

Residents are to request permission to install a satellite dish through the Housing Management Office in writing. If approved, a certified contractor must accomplish the installation and Housing Management Office (Facility Section) must inspect the final work.

Installation of satellite dishes

The resident must follow all procedures listed below prior to the installation of a satellite dish at any Spangdahlem AB MFH unit. The dish must be installed and removed by an approved contractor. Requirements include:

- An AF IMT 332 must be submitted to the Housing Office Facilities Section. The request must state the work will be done as "U-fix-it".
- The location of a satellite dish must be approved by the Housing Office Facilities Section prior to installation. If reception can be accomplished using a satellite dish stand, the satellite dish shall **NOT** be mounted to the facility.
- Once the request has been approved, the resident will provide the name of a contractor approved to install the satellite dish. Residents are **NOT** allowed to install the satellite dish themselves. The resident is responsible for all costs associated with the installation and removal of the satellite dish by the contractor.
- The satellite dish must be removed prior to vacating the quarters by an approved contractor and all associated hardware. All holes must be filled and the entire area returned to its original condition to include matching the paint.

Disposition of U-fix-it improvements

When you get ready to move, you must remove ALL U-fix-it work before final inspection unless the incoming resident accepts the U-fix-it project/item, in writing. Any U-fix-it help work that is accepted must already have an approved AF IMT 332 on file and the new resident must agree to take on the responsibility of removal once they terminate the unit. If there is not a new resident projected into the unit or if the new tenant does not agree to taking on the responsibility, you must remove your U-fix-it project, and restore the area to its original configuration. Consult with the housing representative at your pre-final inspection about removing U-fix-it work or transferring the project, and restoring surfaces.

SECTION J: TERMINATION OF FAMILY HOUSING

Giving notice

It is necessary to give a minimum of 40 days notice to vacate family housing. Exceptions can be made with short notice PCS or separation orders. Housing is one of the only agencies that can begin your out-processing without a copy of orders. At the time you notify us, we will schedule your pre-final inspection. Your Housing Office can be of great assistance in your coming move. Ask about the availability of MFH and community housing at your next location and the advanced housing application procedures.

Temporary Lodging Allowance (TLA)

Once you receive your port call date, a housing representative will advise you and schedule your final inspection. Members residing in government assigned housing are only authorized up to 3 days of Temporary Lodging Allowance. It will be critical to work closely with the Housing Office to ensure a smooth exit from the installation.

Pre-final inspection

Housing Office personnel will brief you regarding the clearing and cleaning standards to help you with a smooth transition out of your government home. An inspector will identify areas requiring normal maintenance and any damages beyond fair wear and tear. This will provide you the time to make the necessary corrections yourself if you so desire or pay the current government shop rate that is applicable. Your pre-final inspection is designed to assist you in preparing for your final inspection and includes a handout designed to answer most of your questions.

DOD policy does not, and will not, allow AF members to abuse or neglect their assigned quarters. Public Law 99-167, as amended by the 1985 Military Conservation Authorization Act, holds members of the Armed Forces liable for damages and for the cost of cleaning made necessary as a result of their failure to clean.

Final inspection

Your final inspection will normally occur within the last three days of your departure. Upon passing the final inspection and clearance by your Building or Block Leader and Housing Maintenance, the housing inspector will complete the paperwork to start your Basic Allowance for Housing (BAH)/OHA status.

Standard Cleaning for Military Housing: You are required to meet the following minimum acceptable standards at the final inspection:

- Remove all personal items prior to final inspection.
- Replace all broken light globes and burned out bulbs.
- Remove all s U-fix-it items; unless there is an approved AF IMT 332 and the new resident has accepted the items in writing.
- Sweep storage areas; remove any accumulated trash.

- Remove cobwebs, crayon and pencil marks, and food from walls, ceilings and doors. Remove all nails and hooks, but do not fill the holes. Remove all stickers and contact paper, to include the adhesive. Remember, your taste may differ from the next resident. Address any questions you have at the pre-inspection.
- Defrost the refrigerator and remove any accumulated or dried on food. Unplug refrigerator and leave door open. Empty drip pan and sweep up any debris underneath. Clean the stove (oven, range and hood) so that it is free of grease and burned on residues. It is not required to be spotless. You do not have to clean the door gasket, and you don't have to take the stove apart to clean the hinges. Clean dishwashers of any food and wipe them down. We also realize that you will continue to use the appliances until you depart; however, you still need to wipe them down for the final inspection.
- Remove any excessive build up of dirt in bathroom.
- Wipe down washers, dryers and hot water heaters, including all surfaces, filters, etc. Again, the standard will be clean to the eye.
- Sweep clean balconies, patios, storerooms, terrace areas, carports, and garages as normal. This means removal of oil spills, stains, grass, and accumulated debris. Accomplish normal yard maintenance for all Spangdahlem AB dwellings.

Note: We have tried our best to develop "common sense" standards, similar to what a downtown landlord would use, to reduce any stress from clearing government quarters.

SECTION K: THREE STRIKES POLICY

SUBJECT: "Three Strikes" Housing Policy Infraction

1. In accordance with the 52 FW "Three Strikes" Housing Policy, you, or a member of your household, were found to be in violation of the 52 FW Military Family Housing (MFH) rule(s) as noted below by:

_____
Rank/Full Name/Title

2. A copy of this infraction letter will be documented and filed in the Housing Office Facility folder. As per the "Three Strikes" policy, a third infraction letter associated with your household for either the same repeat or uncorrected infraction(s) or a different infraction will be sent to your unit commander. A fourth infraction letter may be cause for your eviction from MFH. You have 10 calendar days to correct any deficiencies noted below; failure to comply will result in your receiving another infraction letter. If you have questions regarding this letter or the "Three Strikes" policy, please call 06565-60-7942/7943.

52 MSG, Colonel, USAF
Commander

- Improper disposal of trash, bulk trash, debris or recyclables
- Failure to pick up and properly dispose of pet waste
- Failure to restrain pet with leash while outside
- Menacing pet
- Exterior light left on during daylight hours
- Dead plants on balcony; overly cluttered balcony/yards
- Items left outside, in stairwells, or unsecured in basement
- Failure to remove holiday decorations 2 weeks after holiday
- Excessive noise during quiet hours
- Unauthorized parking/air conditioner/tent/canopy
- Working on private vehicle in housing area
- Inoperable/unregistered private vehicle in housing area
- Failure to participate in mandatory building/area clean-up without valid justification
- Failure to mow grass (Spangdahlem Townhouses)
- Failure to edge along sidewalks, driveways, roadways and fences (Spangdahlem Townhouses)
- Failure to remove snow and ice

SECTION L: TELEPHONE NUMBERS

***NOTE**: Spangdahlem AB (SAB) phone numbers throughout this brochure will be in the non-DSN format (i.e. 06565-61-6686). SAB numbers can also be dialed from a DSN line by replacing 06565-61 with 452 (i.e. 452-6686).*

POLICE	
Spangdahlem AB Security Police	**06565-61-6666 DSN: 114**
Crime STOP	06565-61-114 to report a crime in progress
FIRE DEPARTMENT & AMBULANCE	
SAB Housing Fire Dept	06565-61-6069 DSN: 452-6069
SAB Emergency Fire/Medical	**06565-61-117 DSN: 117**
Bitburg Housing Fire Dept	06565-61-9341 DSN: 452-9341
Bitburg Emergency Fire/Medical	**06565-61-117 DSN: 117**
HOUSING OFFICE *Mon, Wed-Fri 0800-1600; Tues 0830-1600*	
Housing Management Assistance (SAB, Bldg 454)	06565-61-7133
SAB Housing Inspectors (SAB, Bldg 454)	06565-61-7488
Bitburg Housing Inspectors (Bitburg, Bldg 67)	06565-61-9003/9005
Furnishings Management Office (SAB, Bldg 454)	06565-61-6802/6172
SERVICE CALLS/Government Owned Housing *(Bitburg & SAB)*	
U-fix-it Store (SAB, Bldg 120)	06565-61-6119
Housing Maintenance (SAB, Bldg 454)	06565-61-6242/6687
CE Customer Service (SAB, Bldg 120)	06565-61-6686
CE Utilities Manager (SAB, Bldg 115)	06565-61-6960
OTHER PHONE NUMBERS	
Auto Skills/Hobby Shop (189)	06565-61-6842
Base Civil Engineer	06565-61-6302
Command Post	06565-61-6141
Base Recycling Center (BRC, Bldg 64)	06565-61-7460
Environmental Element	06565-61-7257/6082
Veterinary Clinic (SAB, Bldg 559)	06565-61-9388

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