

CANNON AIR FORCE BASE



ACCOMPANIED HOUSING BROCHURE

Current as of 18 Feb 11

INTRODUCTION

Welcome to Cannon Air Force Base Family Housing. We are pleased to have you with us and hope your stay will be pleasant. You are encouraged to assume “home ownership” responsibilities. This brochure provides policy guidance for the assignment, retention, and termination of Family Housing.

The following pages explain the Air Forces and your responsibilities. Please remember to use this information as a guideline. Your stay at Cannon AFB will be enhanced by the amount of effort expended making the housing area a better place to live. Your home represents a substantial Air Force investment.

We hope you and your family find the Cannon Community an enjoyable and rewarding place to live. If you have any questions, please do not hesitate to contact the Housing Office at 784-2983.

SECTION A - AIR FORCE RESPONSIBILITIES

General: While you are assigned to family housing, the Air Force will provide the following support: maintenance, repair, refuse collection/disposal, pest/insect control to protect Air Force property, snow removal from streets, fire and police protection. Fire and police protection for Cannon Place and Cannon Meadows are provided by the cities of Clovis and Portales.

Initial Briefings: An initial briefing will be scheduled for all new housing residents. This is a mass briefing held at the Housing Office. An appointment is scheduled for you upon assignment of quarters. You should identify and document any discrepancies pertaining to your home upon acceptance of keys. Please understand that all units are getting older and there is normal wear and tear in all units. You will have 15 days after the initial briefing to submit your discrepancy list to the Housing Office.

Maintenance and Repair: The 27th Special Operations Civil Engineer Squadron/Operations Flight has the primary responsibilities for the maintenance of your home. This work is handled by contract; the service call telephone number is 784-8363. If you dial this number from a government phone, dial 99-784-8363. **Only emergency calls will be responded to after normal duty hours.** After the service call specialist receives a call or request, you will be provided a work order number, an appointment date, and time the work is to be performed. There are two categories to determine when the service is to be accomplished.

Routine – Respond within 5 calendar days and completed within 9 calendar days

Emergency – Respond within 45 minutes and complete within 24 hours. Emergency service calls are work requirements that should receive immediate attention. Some examples are:

A structural, utility, or mechanical problem that could cause loss of life or property damage
Serious damage affecting health, safety, security, or mission
Complete utility failure; electricity, gas, heat, water, or sewage

Refuse Collection and Disposal: All on-base housing areas (Gen Joe Cannon Housing and Chavez) receive refuse collection once a week provided by contract. Cannon Meadows receives refuse collection once a week provided by the City of Portales. Cannon Place refuse collection is provided twice a week by the City of Clovis. At the initial briefing, the Housing Office will inform you of the day of the week for refuse collection on your street or area. Garbage containers are government provided. You are responsible for keeping the containers clean. Refuse exceeding the garbage container capacity shall be placed in an appropriate container (plastic bag, bundled, cartons, etc.) and placed curbside the morning of pick-up services. Appropriate containers are not to exceed 70 pounds. **Note: Cannon Meadows Residents** - all refuse must be in the garbage container or hauled to the local landfill, items outside the container will not be picked up from the refuse collector. Holiday collections for Gen Joe Cannon Housing and Chavez will be as follows. If holiday falls on:

Monday;	Tuesday;	Thursday;	Friday;
Scheduled Monday Collection changes to Tuesday	Scheduled Tuesday Collection changes to Wednesday	Scheduled Thursday Collection changes to Friday	Scheduled Friday Collection changes to Monday

To verify collection days or if you have questions, please contact CE Maintenance Engineering at 784-6437.

Organic waste shall be bagged (cut limbs into 6 foot lengths, tie in bundles and limit to 70 pounds) and placed at curbside for pickup on your scheduled day for refuse collection (Gen Joe Cannon Housing and Chavez).

The disposal of dead animals found on base, other than house pets, is a 27 SOCES responsibility; call CE Service Call at 784-2001.

Disposal of household hazardous materials and appliance (i.e., refrigerators) should be coordinated through 27 SOCES/CEAN, bldg 355, or call 784-4820. Engine oil can be recycled at the Auto Skills Center, bldg 494, 784-2170.

Recycling: A recycling container is provided by the refuse contractor or by calling 784-6685. Key recyclable items to separate from your trash include but not necessarily limited to; paper products (pastel paper, post-it notes, computer paper and envelopes), newspaper (separated or bundled), corrugated cardboard, brown paper bags and books (e.g., magazines, phone books, catalogs). Plastic bottles stamped with either a #1 PETE or a #2 HDPE, glass containers of all colors, tin cans and aluminum cans should be rinsed clean and free of food contaminants. Bulk recycling can be taken to the recycling center collection points on CAFB or call 784-6685 to coordinate pickup.

Recyclables are collected on your scheduled refuse pick-up days in family housing. For more recycling information, visit the Cannon AFB website or call 784-4820.

Lockouts: The housing maintenance contractor maintains an emergency key for your unit. If you are locked out of your home, you should:

Contact your spouse for entry.

Go to the housing maintenance contractor during normal business hours (0700-1600) and sign out a key (return key within 48 hours).

You may call the housing maintenance contractor to respond. A reasonable response time must be considered and charges may be assessed.

You will need to verify you reside in or are authorized access to the unit. This may be done by presenting your military identification card. If the individual requesting access is a dependent, the dependent's identification card shall be checked to verify that the military member to whom the quarters is assigned is the individual's sponsor. If there is any question about the identity of the individual requesting access to the unit, the Housing Office or Security Forces shall be contacted to verify that access is authorized. The cost for replacing keys and locks is your responsibility.

Grounds Care: You are responsible for a minimum of 50 feet in all directions around your unit, to include all fenced areas, ½ way between the units and to the center of the street even if it is beyond 50' to include all improved (flower beds, rock gardens, grass areas etc). Normally, common areas beyond 50 feet from your unit are government responsibility, unless in a fenced-in area (such as the back yard), then it is your responsibility. You will maintain/prune trees up to 6'. Major pruning is the Housing Maintenance contractor's responsibility. The Housing Office will inform you of your area of responsibility at your initial Move-In Briefing and a more detailed list is provided on pages 9 and 10.

Snow and Ice Removal: You shall remove snow and ice from your sidewalks and driveways within a 24-hour period. Base snow removal equipment is assigned in the following order: flight-line, base streets, and the housing area. De-icing material for snow/ice removal of sidewalks is available at the contractor provided self help store.

Appliances: Ranges, refrigerators, and dishwashers are government furnished and serviced. These appliances are assigned by serial numbers. Report any problems to the housing maintenance contractor at 784-8363. The appliances should remain clean, serviceable and connected inside the house at all times. If the range in your quarters is equipped with a self or continuous cleaning oven, do not use oven cleaner as it will damage the surface of the oven and may have to be replaced. Removal of government owned refrigerator shall be approved by the Housing Office prior to installing your personal refrigerator or you may be held liable for damages and replacement cost.

Washers and Dryers: You may install and connect privately owned washers and dryers to government furnished hook-ups. You are responsible for all maintenance and repair on privately owned equipment and appliances. You may be held liable for damages caused by privately owned washers and dryers.

Filters: Air-conditioning and heating filters are furnished by the housing maintenance contractor. Filters shall be changed every 30 days. If problems occur due to dirty filters, you

may be charged. **Caution:** If you must remove the panels from your furnace to change the filter, ensure they are replaced in their original position. Carbon monoxide could enter your home if the panel is incorrectly installed. If you have questions regarding the installation or location of the filter, call the housing maintenance contractor at 784-8363.

Contractor Self-Help Store: The self-help program was designed to assist you in assuming a “home ownership” attitude by performing work that is primarily for your benefit and improves the housing unit. Numerous assorted items are available for maintaining your home, such as touch-up paint, plumbing items, assorted hardware, filters, grass seed, fertilizer, lawn mowers, weed eaters, carpet shampooers, rakes, and shovels. Hours of operation at the self-help store, bldg 1404, are Monday–Wednesday–Friday, 0700-1700 and Tuesday & Thursday 0700-1600.

NOTE: All interior and exterior alterations in FAMILY HOUSING WILL BE APPROVED PRIOR TO ACCOMPLISHMENT (Section H, Self-Help Work). For further information, contact the Housing Office Facilities Section at 784-7533 or 784-7531.

SECTION B - RESIDENT RESPONSIBILITIES

Social Visits: You are responsible for your guests. Government housing is considered single-family housing for occupancy; additional families may not reside in your assigned quarters. Guest visitations from outside the commuting area are limited to 30 days and those residing within the commuting area are limited to 2 days. Stays for duration of more than 30 days must be pre-approved by the Housing Manager. Visitors who are military members may not stay more than 30 days without the loss of their housing allowance.

Leave or Extended TDY: If you are absent from your housing unit, leaving it unoccupied for extended periods (over 2 days), you shall make arrangements for the security and prudent care of your unit. The house sitting form is to be completed by calling 784-2983 or by visiting the Housing Office. The following information is required: Name and rank of the person who will be responsible for your quarters along with their address, work/home phone number and squadron. This person is also responsible for maintaining your yard IAW grounds care standard listed in this brochure. The Housing Office will also require the occupant’s emergency contact phone number.

Maintenance and Repair: You are responsible for simple maintenance and repair of your home, as required by Air Force. We expect you to take prudent care of your home, and hold you responsible for routine maintenance, simple repairs, and housekeeping, such as changing light bulbs not to exceed 19 watt CFL (provided by self help store), replacing heater and air conditioner filters, securing door stops, replacing sink stoppers, cleaning stove burners, plunging toilets and sinks, and basic insect control. We encourage you to use the contractor self-help store to get supplies to assist you with maintenance and simple repairs. The Air Force has also established cleaning standards and we apply the standards equitably regardless of your grade or position. Cleaning standards are minimized for homes scheduled for major renovation.

Liability for Damage to Family Housing, Equipment and Furnishings: Members of the Armed Forces occupying family housing may be held liable and accountable for loss or damage

to family housing, equipment or furnishings caused by the abuse or negligence of the member, the member's dependents, the member's guests or the member's pets. While the amount of liability is limited to one month's basic pay in cases of simple negligence, members are usually liable for the full amount of damages or loss in cases of willful misconduct or abuse. AFI 32-6001, AFHNBK 32-6009 and AFMAN 23-220 provide guidance on determining responsibility and financial liability. It also explains when claims may be waived or limited; for example, if you're dependent or guest causes the damage and you had no opportunity to prevent the damage. It also establishes procedures for processing reports of survey, requesting reconsideration and appealing un-waivered claims. It also explains how to request for remission of debts.

Insurance: We highly encourage you to consider buying commercial renters insurance to cover your personal liability for government property and your personal property in case you have a major loss while residing in Family Housing. Renters insurance should clearly include personal liability coverage for loss or damage to family housing, furnishings and equipment. You might be able to obtain only liability coverage for government property without insuring your personal property. The Housing Office can inform you about replacement value of your home, based on net square footage and grade, authorized by public law. Contact the Judge Advocate Office for answers to specific questions.

Determining Replacement Cost: In determining replacement cost, the housing staff should advise you to use the lower amount determined by either of the following procedures:

Multiply \$37 per square foot times the gross floor areas shown on the real property record. Or use the amount shown in the table below:

<u>GRADE</u>	<u>BEDROOM</u>	<u>\$000</u>
E1-E6	2	42
	3	53
	4	59
E7-E9/01-03	2	42
	3	59
	4	64
04-05	3	62
	4	68
06	4	75

Example: A TSgt occupies a unit designated on real property records as a company grade 3 bedroom, or (distributed for assignment purpose to a junior noncommissioned officer) which has 1537 square feet (gross): $\$37 \times 1537 \text{ square feet} = \$56,869$ or from the chart \$53,000. In this case, the member's liability is limited to \$53,000 (the lesser amount), in which case the member may wish to obtain insurance for \$53,000. In no case should a member's liability for damages caused by gross negligence or willful misconduct exceed the amount the Air Force is authorized to spend on replacement construction.

Damages to Housing: Damages beyond reasonable wear and tear are usually your responsibility. If repair or replacement is completed by you, it shall meet Air Force standards and be accepted and approved by a housing office representative. If the repairs are not accepted, you will be held liable for repair or replacement. The housing staff can fully explain your option to repair or replace damaged items and the method of payment.

Repair Costs: The following is a representative list of most commonly damaged or destroyed items. The list is not all-inclusive, but is intended to show typical cost. The cost may and will vary, depending upon circumstances encountered. Cost does not include labor, which can vary from year to year. The housing staff can provide current cost for labor.

<u>Item</u>	<u>Cost</u>
Counter Top	\$9.90 per ft
Exterior Door	\$55.00
Interior Door	\$28.00
Storm Door	\$129.95
Patio Door Glass	\$140.77
Floor Tile	\$1.00ea
Outer Door Locks	\$10.00
Passage Doorknobs	\$9.00
Toilet	\$92.00
Lockouts	One-Hour Labor
Re-Key Lock	½ Hour Labor Per Lock
Window Glass	\$7.75 sq ft

Other types of damages you may be responsible for includes, but are not limited to, damage to the yard or house caused by pets including carpet and damages resulting from waterbeds. The resident will be held liable for damage to carpet, pad and sub-floors if pet odors, urine odors, stains are detected and cannot be removed.

Energy Conservation: We expect your assistance in conserving energy. Fewer dollars for family housing and rising costs require us to use common sense to do everything possible to conserve utilities.

Watering Policy: This policy is not intended to restrict normal and reasonable use of water. However, excessive usage results in increased costs and depletion of natural resources. It is necessary all waste be eliminated. When watering lawns, control the flow of water to prevent watering of sidewalks and streets. No watering hours have been established between 1100 and 1700 to prevent watering during the hottest part of the day. House numbers ending in even numbers, water on even calendar days and house numbers ending in odd numbers, water on odd calendar days. **Example:** 1644A/B Market Loop water on the 2,4,6,8, etc. calendar days, while 1645 A/B Market Loop water on the 1,3,5,7, etc. calendar days. Local landscaping companies recommend watering to a depth of ½ to ¾ inch or approximately 30 to 45 minutes. Sprinklers should be moved frequently so water does not run into the street.

Heating and Air Conditioning: The recommended temperature settings are as follows: Heat (Day 68–72F, Night 63-68F), Air Conditioning (Day 70 - 78F, Night 72 – 80F). Conservation efforts result in large monetary fuel savings without jeopardizing the health of any individual. Do your part to prevent waste.

Electricity: We can work together to conserve electricity by eliminating unnecessary use. You can help by minimizing the use of electrical appliances and lights, especially during the peak demand periods of 1100 - 1300 and 1600 - 2200. Exterior lights may be left on throughout the night for security purposes but should be turned off during daylight hours to conserve electricity.

Environment: Engine oils, engine coolants, car grease, oils, or other hazardous household products must not be poured into the plumbing, drainage systems, streets, driveways, carports or on the ground. Members could be fined if found in violation of environmental hazardous materials laws. Call SOCES Natural Resources Management at 784-1092 for proper disposal instructions.

Toxic Materials: Each new resident is given a Disclosure of Information on Potential Environmental Hazards letter to sign with regards to Asbestos, Lead-Based Paint, Mold and Radon as well as EPA brochures at the time you accept the offer for base housing from the Housing Office.

Kitchen grease: Kitchen grease will not be deposited in sinks or commodes as this creates problems for the wastewater distribution and treatment system. Grease will clog sanitary sewer lines and can adversely affect the water treatment plant. Place grease in containers and throw out the cooled grease with other household trash.

Burning Refuse: Burning of leaves or any other type of refuse is strictly prohibited.

Care of Interior

Kitchen: Special attention should be given to cleanliness and maintenance of appliances, cabinets, floors and walls. Oven and broiler units should be cleaned regularly as well as top burners to prevent grease buildup, which becomes a fire hazard. Cooking hood filters should also be cleaned and replaced at regular intervals. The interior of refrigerators should be cleaned frequently to remove food deposits. Avoid gritty or harsh detergents when cleaning. Do not put onions, celery, and/or potatoes etc in the garbage disposal; this jams the cutting mechanism. Hot utensils should not be placed on counter tops as this can cause permanent damage. The use of non-adhesive shelf paper in drawers and cupboards is recommended. The walls should be cleaned at periodic intervals to prevent surface grease buildup.

Bathrooms: The walls in the tub and shower area have a tendency to mildew and should be kept dry as much as possible and cleaned periodically with a product to combat mold/mildew. Toilet bowls, faucet handles, and waterspouts need periodic cleaning to remove calcium build-up.

Floors: Excessive water can cause damage to any floor. A quality wax should be used to prevent build-up. Pay special attention to the corners and baseboards for wax buildup.

Carpets: You are permitted to install carpeting at your own expense. Wall-to-wall carpeting cannot be permanently installed. Double-sided tape will hold carpeting in place; however, the tape must be removed when terminating. Use care when removing the tape. Government installed carpets shall be kept clean and free from stains. You will be liable for all damage to carpet caused by pets.

Walls: Use of mild soap and warm water is recommended for cleaning walls. Use of nails or hangers is permitted. Painting is allowed; however, upon termination and at your expense, walls must be returned to their original color condition.

Blinds/Window Coverings: You should occasionally dust and clean all window coverings. This is especially important in kitchen areas or in households with smokers. This requirement will help preserve the blinds.

Windows: You are responsible for keeping windows and window tracks clean of cobwebs and blown-in dirt.

Attic: For safety purposes, the attic shall not be used for storage (**DO NOT ENTER OR USE THE ATTIC**).

Metal Doors: Nails, hooks and screws shall not be used on metal doors. This can damage the door and you may be held liable for damages.

Insect/Pest Control: You are expected to take measures to preclude and control nuisance pests (ants, roaches, beetles, spiders, fleas, ticks, wasps, mice, etc). Bait stations, traps, and flying insect sprays are available at the contractor self-help store, bldg 1404, 784-8363. If infestation is beyond the resident's control or if you have wasps, dangerous spiders, or reptiles call 784-8363.

Care of Exterior

Furnace/Water Heater/Mechanical Rooms: DO NOT USE THESE ROOMS FOR STORAGE TO INCLUDE ANY FLAMMABLE ITEMS. You will be held liable for damages cause by improper storage. Periodically clean these areas to include wiping off units and cleaning out cobwebs.

Grounds Care: You must care for the grounds up to 50 feet from your dwelling, or a reasonable natural boundary, and to the street in front of your house. The boundary may be identified as either halfway between your home and the adjoining home, a line marked by shrubbery or trees, or a fenced area. If your yard is fenced inside the 50-foot line or inside the natural boundary, you must maintain both sides of the fence up to the natural boundary or the 50-foot line. You are expected to maintain a neat, well-kept lawn. Family housing areas are inspected each Tuesday according to the standards listed in the following table. Although Tuesday is the "official day" set aside for inspections, discrepancy notices can, and will be, issued any time blatant violations are observed. Examples are; cluttered carport, trash on lawn, newspapers left in driveway. Repeated discrepancies are unacceptable and may lead to termination actions.

Inspection Standards for Family Housing:

	STANDARD
Lawn	Grass will be neatly trimmed. Area will be free of weeds, leaves, and pine needles. Edge along driveways and sidewalks. Trim grass and weeds along foundation of house, steps, fences, and air conditioners. Remove grass/weeds from sidewalks, driveways, and curbs.
Shrubs and bushes	Trim throughout the year to a uniform shape and height (less than 6 ft). Residents have responsibility for all trees/shrubs less than 6 ft tall. Anything planted beneath a window will be maintained below the ledge of the window.
Exterior Housekeeping	Free of debris, tumbleweeds, paper, trash, tree limbs, and clutter. Toys and other personal items stored when not in use. Pet feces removed daily.

Discrepancy Notices:

Courtesy notice goes to occupant only.

First notice goes to occupant and to the member’s First Sergeant.

Second notice goes to occupant and to the member’s First Sergeant/Commander with pictures and eviction paperwork is started.

Third notice in a 90 day period may result in housing termination action. Member’s First Sergeant/Commander is once again forwarded all applicable details concerning the occupant’s failure to maintain acceptable standards. A recommendation for housing termination may be forwarded at this time, as well.

Friendly Reminders: “**Friendly Reminders**” are frequently left by a housing representative. These are left to call attention to a condition that requires your attention **before** it becomes a discrepancy. These reminders do not count as a discrepancy, but they do contribute toward a pattern of adverse conduct or behavior.

Waterbeds: Waterbeds are not authorized on the second floors of Cannon Meadows (Clovis 801 Leased) housing. Waterbeds are authorized in all other housing areas.

Miscellaneous: Do not attach window boxes or other personal fixtures to the exterior of the house. TV antennas and satellite dishes cannot be attached to the exterior of housing units without prior approval from the Housing Office. See Section H for requesting Self-Help work. Only umbrella type clotheslines are authorized. You may obtain one by calling the housing maintenance contractor at 784-8363.

Disconnect water hose from hose bibs during the winter months to prevent damage to government property. You may be held responsible for damage due to failure to remove hoses.

Disposal of Personal Property: Do not place furniture, appliances or trash on the court medians or any other area of housing. A roll-off dumpster is located for your use located by Housing Maintenance, bldg 1404. Items shall be placed in the dumpster, not dumped on the ground. Cannon Meadows and Cannon Place residents are encouraged to use their local landfills.

Telephone and Television Cable/Dish Service: Contact your local providers for service. If there is a problem with the phone/cable lines inside the unit, contact the housing maintenance contractor at 784-8363. Note: Satellite dishes require an approved AF IMT 332, Base Civil Engineer Work Request, through the Housing Office prior to installation.

Gardens in Housing: Gardens are authorized within your back yard area and shall not exceed 100 square feet (length x width). Gardens need to be maintained at all times and the area returned to original condition prior to termination.

Exterior Holiday Lighting: Lights are not permitted on rooftops. They can be placed along the roof edge or overhang. Use UL listed for outdoor lighting only. Nails and staples cannot be used to attach electrical lights. Decorations may not be attached to shingles at any time; use of shingle tabs or attachment to eaves/overhangs is permitted. When attaching non-electrical decorations to the exterior, only wood trim can have holes (using staples or nails). Do not put holes in stucco, metal or vinyl finishes. Lighting and displays will be removed by 15 November for Halloween, 15 January for Christmas/yearend holidays and two weeks after any other holiday.

SECTION C - FIRE PREVENTION

General: The Fire Prevention Office conducts fire prevention briefings, which cover the procedures to follow in the event of a fire. You should instruct all members of your family in fire prevention. This will be included in your move-in briefing. Any questions concerning fire prevention should be directed to the Base Fire Department, Fire Prevention Section at 784-4490.

Fire Reporting: If a fire occurs in your home, immediately call **911**. Give them your name, house number and street name, do not hang up until the information has been received and you have received instructions from the operator to hang up.

Report all fires regardless of size or location to the Base Fire Department, Fire Prevention Section at 784-4490.

Fire Evacuation Plan: A home fire evacuation plan should be made with primary and alternate routes of escape. Establishing and practicing your escape plan, as a family activity, may save the life of your loved ones. The fire department should be made aware of handicapped family members.

Smoke and Carbon Monoxide Detectors: Prior to you moving into your quarters, an inspection of the detectors was performed. You are required to perform an operational test of the detectors periodically, at least once a month and the day you move into your unit. Key inspection points should include:

- Power indicator light is lit.
- Detector is securely mounted to the ceiling.
- Push the test button, when the alarm sounds, release the button. Do not blow smoke into the detector as it will damage the unit over time.

Your detectors are an important part of the household and should be operational at all times for you and your families' safety; it is your responsibility to ensure they are operational.

Every three months the detector should be cleaned. Use a vacuum cleaner to remove dust from the open areas of the detector. Should you note any deficiencies during the monthly test, or while cleaning, contact the housing maintenance contractor immediately at 784-8363.

Storage of Flammable Liquids: You should not store more than three (3) gallons of flammable liquids in outside storage areas. Outside storage areas should be child proof and approved (plastic or metal UL) containers should be used. Flammable materials should never be stored in the home. Do not store flammables or any materials in the mechanical rooms.

Barbecue Grills & Manufactured Fire Pits: Only adults should light grills/fire pits and supervise their use. When in use ensure grills/fire pits are kept away from the building overhangs, siding and porches and shall always be kept at least 15 feet from structures. You may be held liable and charged for all damage to the housing unit caused by grills/fire pits.

Clothes Dryers: Lint traps in clothes dryers should be checked and cleaned before or after each operation. Plastic articles should never be placed in dryer.

Cooking Appliances: Never leave cooking food unattended. DO NOT use the bottom drawer below the gas oven for storage. Should a fire occur, cover the burning pan with a lid, turn off the appliance and call 911. Never use water on a grease fire! Do not attempt to move the pan! Kitchen exhaust fan filters should be cleaned often to prevent accumulation of grease.

Power Equipment: Lawn mowers, edgers and weed eaters should not be refueled while the motor is running. Equipment should have sufficient time to cool before refueling. Power equipment will not be stored in the front yard or in the carport.

Housekeeping: Trash should not accumulate in closets, storage areas, mechanical rooms, or near any type of heater. Ensure all trash is discarded weekly on your designated trash pick-up day.

Furnace/Mechanical Rooms: Do not store any items in the furnace or mechanical room. The furnace and water heater should be easily accessible to housing maintenance personnel. Ensure light is operational in this room.

SECTION D - SECURITY FORCES

General: The installation commander is responsible for the control and safeguard of base property. Routine patrolling of the housing area is accomplished by Security Forces. When notified, Security Forces will usually investigate any incident. Inquiries concerning law enforcement should be directed to Security Forces at 784-4111 or 784-4112.

Recreational Vehicle Parking: All vehicles in family housing belonging to residents will have current tags. Residents who own recreational vehicles (boats, motor homes, campers, trailers, jet skis, etc.) have the option of parking these in their drive way, garage or carport. RV spaces can be rented by contacting Outdoor Recreation at 784-2773. Recreational vehicles may be temporarily parked in the housing area for up to 24 hours to allow you to clean, load and unload the vehicle. When guests traveling in RVs visit in the housing areas, residents will inform the housing office in advance. Information provided shall include type of RV and length of stay not to exceed seven days. For extended visits beyond seven days, guests will be asked to park RVs off base.

Prohibited Vehicle Parking Areas Are: On lawns, common grass areas, to include seeded or dirt areas (no off-road parking is permitted). Parking of recreational vehicles, including trailers, boats, or motor homes in the street, free parking areas, court medians and vacant family housing units is also prohibited.

Visitor Reception: For pre-registration of a guest, call the Visitor's Center at 784-2400. Give your name, type of vehicle arriving and approximate time of guest arrival. **During FPCON Bravo and higher, you must be physically present to register your guest(s).** Also, during FPCON Bravo and higher conditions, you will be required to escort your visitors at all times.

Firearms and Fireworks: You are required to register all firearms kept in government quarters with Security Forces. Use of fireworks and discharge of any firearm is prohibited on the installation.

Crime Stop: Call 911 to report a crime.

SECTION E - GOOD NEIGHBORS

Family housing and close neighbors are synonymous. Violation of the following could result in removal from military family housing. Your support and cooperation in the following areas are necessary:

Noise Control: Excessive noise is the primary complaint received by the Housing Office and Security Forces. Many residents work shifts and sleep during the day. Please be considerate.

Parties: Many complaints can be avoided by informing neighbors prior to having a party.

Excessive Stereo and Television Volume: Don't assume your neighbor enjoys the same type of music or television programs you do. Keep the volume down.

Domestic Disturbance/Altercation: If Security Forces or the police department respond to your residence, a warning or eviction letter may be issued.

Control of Children: DO YOU KNOW WHERE YOUR CHILDREN ARE?

Supervision: Your children should be closely supervised at all times. Children under 10 years should never be left alone. Minors, age 10 and up may be left alone in quarters by themselves. However, children ages 10 and 11 **may not** be left alone overnight. Children age 12 to 14 may be left alone overnight provided the sponsor is within the local area (i.e. shift work). Children age 12 to 14 must have access to adult supervision through work phone numbers, neighbor's phone numbers, and emergency phone numbers. Minors age 15 and up may be left alone for short TDYs or leaves, not to exceed 5 consecutive days. These minors must have some type of adult supervision available to make periodic checks.

Child Sitting: Minors age 11 and older may child sit for their immediate family members only. Minors age 12 and older may child sit for other family's children. Red Cross baby-sitting training is strongly encouraged prior to any person child sitting.

Family Day Care Program: Before starting a child care program; application must be made to the Child Development Center. Contact 784-6560 for further information regarding home day care in Family Housing.

Playgrounds: Your neighbors' yard or the street should not be used for your child's playground. Children are to play in a neighbor's yard by invitation only. You are authorized to control the use of your yard. There are many playgrounds in the housing areas for children. No child under the age of 5 may be left outside unattended. Children age 5 and 6 may be left unattended at playground areas or in their yard provided they have immediate access to adult supervision. Immediate access is defined as within eyesight or hearing distance. Children age 7 to 9 must have access to adult supervision. Access is defined as having ability to quickly contact someone in case of emergency and the sponsor knowing the child's location. Children age 10 and up may be outside without direct adult supervision. Your assistance is needed to maintain our playgrounds, please report any needed repairs or acts of vandalism to the housing maintenance contractor at 784-8363 or to the Housing Maintenance Quality Assurance Evaluator at 784-0796.

Curfews: For children under 18 years of age, the Cannon Air Force Base curfew is as follows: Weekdays: 2300-0500. Weekends: Saturday and Sunday nights and evenings before Federal Holidays 2400-0500.

Cannon Meadows and Cannon Place: You will comply with the local curfew ordinances. During curfew hours, children shall be accompanied by adult supervision. If employed, the minor will have 30 minutes to return to their quarters after work completion. A minor participating in an official function that extends after curfew will have 30 minutes to return to their quarters after the function terminates.

Tennis Courts: The surface of tennis courts is not designed for bicycles, skateboards, etc.

Pets: Domestic animals such as dogs, cats, fish and birds, as well as rabbits are allowed as pets. You will be held liable for all injuries or damages caused by your pets. The following animals are **not** authorized in government housing: farm animals such as pigs, chickens, ducks, etc., and exotic, wild or game animals such as snakes, ferrets, skunks, etc. Domestic rabbits should be caged at all times when outside due to neighborhood dogs. Wolf-hybrid dogs are not authorized in government housing, as the rabies vaccine had not proven effective on these animals. **Only two pets are permitted per household.** Upon registering for base housing you will need to register any dogs and cats you have and provide proof of current vaccination for rabies from your veterinarian. Any additional pets after move-in or boosters to current pets will need to be updated at the housing office.

Pet Control: Unsupervised pets will not be tied or chained outside of your back yard. You will ensure the cleanliness of your pet's area to control and prevent vermin infestation. Feces will be collected and discarded daily. You will be charged for damages to the unit caused by urine and feces. You should not let your pet become a neighborhood nuisance because of excessive barking, invading the privacy of others or soiling other yards and common areas. Violation could result in removal of your pet from government quarters.

Should a pet bite someone or another animal, it will be banned from the housing area. If a pet shows a violent, aggressive or vicious demeanor it could also be banned from the housing area. Excessive complaints concerning your pet may be grounds for removal too. If your pet gives birth to a litter, you have 12 weeks to place the litter. Breeding animals in family housing for show or commercial purposes is prohibited.

Parking: There is only one parking space allocated to each housing unit due to limited space. Visitors and additional vehicles will not be parked in vacant housing units. Be reasonable, considerate and talk to your neighbor when problems or misunderstandings occur. No parking on lawns, common grass areas, seeded or dirt areas (no off-road parking is permitted).

Vehicle Repairs: You may not perform major repairs on automobiles or recreational vehicles in the housing area. The Auto Hobby Shop may be used for this repair work. For safety reasons, vehicles on jacks or jack stands must be attended at all times. Vehicles may not be left on jack stands. This not only maintains the desired appearance in the housing area but also is considerate of your neighbors.

SECTION F - SPECIAL CLIMATIC CONDITIONS

Location: Clovis has a semi-arid climate with distinct seasonal changes. Summer days are hot. Summer nights are comfortable, usually dropping to the low 70's. Winters are generally mild, sunny and clear, with shade temperatures usually rising to 50 degrees. Night temperatures in the winter usually drop near freezing. The temperature fails to rise above freezing, in normal winter, only on an average of four days. High winds are frequent to this area.

Average Temperature:

Average Winter Temperature	45 degrees
Average Summer Temperature	86 degrees
Average Relative Humidity	50%
Annual Rainfall	16 inches
Annual Percent of Sunshine	75%
Altitude	4300 feet

Emergencies: In case of inclement weather or any other peacetime disaster threats, there will be a 3 to 5 minute steady tone from the base warning system. You should monitor radio, TV, or Base Public Address System for instructions.

SECTION G - COMMUNITY/RESIDENTIAL ACTIVITIES

Yard Sales: These sales are permitted. You may place signs announcing the sale in front of your quarters, or at the entrance to your specific housing area. Signs may be placed no earlier than 24 hours prior to the sale, and must be taken down no later than 24 hours after the sale. Signs will not be posted along the roads leading to/from base entry points to include bus stops, post office boxes, telephone poles etc.

Business Enterprises: Personal businesses may be operated within the housing areas provided the Mission Support Group Commander has approved your request. Any changes or damage to government property caused by your business must be repaired prior to termination of government quarters. Samples of required paperwork are available through the Housing Office.

Solicitation in Family Housing: Solicitation in family housing, to include Joe Cannon Estates, Chavez Manor, Chavez West, Cannon Meadows, and Cannon Place will require approval from the Mission Support Group Commander through Public Affairs.

SECTION H - SELF-HELP WORK

General: Self-help work in family housing units may be approved if the proposed work is relatively simple and is primarily for your benefit. Normally, a self-help project is to improve living conditions. Self-help work should not generate additional maintenance or repair costs. Example, if your home has aluminum/metal siding covering the overhang or the carport, do not drill holes or install screws, nails or hooks for a self-help project. This will damage the metal siding and you may be billed for the repairs.

The government will not be responsible for costs incurred for removal, reinstallation or relocation of any self-help project.

If removal, reinstallation or relocation is required, you will be required to do so in a timely manner (normally within 7 calendar days of notification) to not hinder maintenance or construction. Failure to remove or relocate a self-help item in a timely manner may constitute removal by the government and the resident may be held liable for expenses.

Requesting Self-Help Work: Self-help work shall require completion of AF IMT 332 and approval by a Housing Office Representative. **No work will be accomplished until written approval is received.** Examples of self-help work normally approved: storage sheds, fences, antennas, and satellite dishes.

Standards and Specifications: The standard and pre-made packages for most authorized self-help projects (i.e., storage shed, fence, antenna, and satellite dish, etc.) are available at the Housing Office, bldg 1900. If your project deviates from the instructions provided, a written letter of justification must be submitted. The Family Housing Facilities Section, 784-7531 or 784-7533, will perform an inspection upon completion of your project.

Fences: Fences are not authorized in front yards. Only chain link perimeter fences are authorized for installation at Cannon Place (Clovis 801) and will be installed per guidelines issued by the Housing Office.

Storage Shed: Maximum size for all storage sheds will be 10' x 12' with a maximum height of eight feet. Commercially manufactured sheds are recommended. The shed will be neutral in color and maintained in good repair. Sheds should be properly secured/anchored due to high winds.

Dog Houses: Structures will not exceed 34" W x 40" D x 30" H. Doghouses shall be painted to match the exterior of the housing unit or neutral in color and in good repair. Dog houses shall be inside a fence or backyard (Cannon Place) and commercially manufactured or built from drawn plans.

Basketball Goals: Portable freestanding basketball goals are allowed, however, they will not be placed in the street or in an area that may cause a neighborhood nuisance. They will be placed in your driveway or carport.

Swing Sets: Swing sets should be anchored for the safety of those using them. The equipment shall be located in the back yard and kept in good repair.

Satellite Dishes/Antennas: Only dishes up to 36 inches in diameter will be approved. Trimming of trees due to the installation of this equipment will not be accomplished without prior written approval from a Housing Office Representative and will not be accomplished by the government. Removal of trees will not be authorized.

Dog Runs: Dog runs will be installed within existing fenced areas. Dog runs that are installed at Cannon Place will be within designated backyards and meet same criteria as a chain link fence. Pre-manufactured dog runs are available through most home centers and hardware stores.

Playhouses and Forts: Playhouses/forts are allowed in all housing areas; however, the specifications outlined must be met. Anchoring the playhouse is highly recommended due to the high winds in this area. If you choose not to anchor your playhouse/fort, you may be liable for damage repair/cost. Playhouse/fort will not exceed 10 feet in height and 120 square feet.

Sensor/Security Lights: Sensor/security lights must meet all manufacture's installation requirements and electrical codes. A drawing will be provided with dimensions showing location of lights and electric cables. Security lights will be installed in a manner that does not infringe on your neighbor's privacy.

Swimming and Wading Pools: Only above ground pools are permitted. All swimming and wading pools will be located inside fenced back yards and covered when not in use. Installation of a pool, which contains water overnight, will meet the following requirements: An AF IMT 332, Base Civil Engineer Work Request, will be submitted and approved by the Housing Office prior to installation. Pool will meet insurance, safety and other criteria before installation is authorized and be enclosed with a fence and gate equipped with a lock. Maximum pool size is 15 feet in diameter, 4 feet deep and 1,500 gallons capacity.

Hot Tubs: An AF IMT 332, Base Civil Engineer Work Request, showing water capacity, voltage and exact location will be accomplished. Proof of liability insurance in the amount of \$250,000 is required. The hot tub will have lockable cover and be hard wired into an appropriate power source (110 volts or 220 Volts) by a licensed electrician, at your expense. The tub will be located outside, on existing concrete slab and within a fenced back yard.

Patio Enclosures: Enclosing or screening-in a patio is permitted on the back yard patio. Attachment to the housing unit is not authorized. An AF IMT 332, Base Civil Engineer Work Request, and a diagram are required before installation. Include type of material to be used and color (color of enclosure is to match exterior trim painting of the housing unit). Lattice may be attached to sides of patios or porches (Chavez Manor, Chavez West, Cannon Meadows, and Cannon Place) to enhance the appearance of the house.

Disposition of Improvements: Self-help work installed will be removed before final termination unless accepted, in writing, by the incoming resident. When removing self-help work, you will restore your house or area to its original configuration. You may ask your housing representative at your pre-final inspection about the removal of any self-help work.

DO NOT ACCOMPLISH SELF-HELP WORK WITHOUT KNOWING THE STANDARD AND OBTAINING PRIOR APPROVAL.

SECTION I - TERMINATION OF FAMILY HOUSING

General: The best time to start thinking about moving out is when you are moving in. The Housing Office requests a 45-day notice of your vacating date. If you know you are leaving, don't wait for orders. Call 784-2983 or visit the Housing Office for departure arrangements. At the time you notify the Housing Office, you can schedule your pre-final and final inspections. The Housing Office can be of great assistance in your coming move. Ask about relocation assistance for family housing and community housing at your next location. A copy of your orders or letter requesting to vacate is required prior to final inspection.

Pre-final Inspection: This inspection is designed to assist you in preparing for your final inspection. During the inspection, the inspector will give you a copy of the cleaning instructions and go over all areas that will be inspected at the final inspection and answer any questions pertaining to cleaning requirements. The inspector will also identify damages that are beyond normal wear and tear.

Final Inspection: This is not a “white glove” inspection. The final inspection ensures you have met the standards of cleanliness and identifies any additional maintenance needs. If you fail your final inspection, you should contact the Housing Office at 784-2983 and reschedule a re-inspection as soon as the housing inspection schedule permits.

BAH Procedures: AF Form 594 is completed by you and a housing representative when you process in and out of housing. A copy is provided to you for your records to ensure proper action has been taken.

SECTION J - USEFUL TELEPHONE NUMBERS

EMERGENCY ONLY

Security Forces	911
City Police (Clovis or Portales)	911
Fire Department	911
Ambulance	911

NON-EMERGENCY

Medical Clinic Information	
http://www.cannon.af.mil/families.asp	
Medical Clinic Appointment Line	784-2778
Medical Clinic After Hours	784-4033
Security Forces	784-4111
Crime Stop	784-2677
Housing Maintenance/Self-Help Store	784-8363
CE Service Call	784-2001
Child Development Center	784-2704
Housing Office	784-2364
Youth Center	784-2747
Theater	784-2582
BX	784-2141
Commissary	784-4330
Refuse Collection (Gen Joe Cannon Housing & Chavez)	784-6437
Refuse Collection (Cannon Place)	769-2376
Refuse Collection (Cannon Meadows)	356-6662