

Ellsworth AFB Family Housing Brochure

Welcome to Ellsworth Air Force Base Military Family Housing (MFH). We are pleased to have you with us and hope your stay will be pleasant. It is impossible to itemize every small detail of our responsibilities and yours. The following pages explain the Air Force's responsibility towards your home, as well as what we expect from you. Please be considerate of your neighbors and treat your home as if it were your own. Your home represents a substantial investment by the United States Air Force and by all of us as taxpayers. Feel free to contact the Family Housing Office any time during the workday at (605) 385-2570. If you should misplace your copy of the housing brochure or to check for updates, please stop by our office.

<p><u>CHAPTER 1: AIR FORCE RESPONSIBILITIES</u> (1.1) Military Family Housing (1.2) Initial Inspection (1.3) Maintenance and Repair (1.4) Family Housing Self-Help (1.5) Furnace Filters (1.6) Refuse and Recyclable Collection (1.7) Insect Control (1.8) Lockouts (1.9) Grounds Care (1.10) Snow Removal (1.11) Appliances/Electrical Fixtures (1.12) Privately Owned Appliances</p>	<p><u>CHAPTER 2: OCCUPANT RESPONSIBILITIES</u> (2.1) Family Separation (2.2) Leave or Extended TDY (2.3) Liability for Damage to Military Family Housing, Equipment and Furnishing (2.4) Insurance (2.5) Damage to Quarters (2.6) Repair Costs (2.7) Energy Conservation (2.8) Environment (2.9) Care of Interior (2.10) Care of Exterior (2.11) Grounds Care (2.12) Loss of Housing Privilege</p>	<p><u>CHAPTER 3: FIRE PROTECTION</u> (3.1) Instructions on Prevention (3.2) Smoke Detectors (3.3) Fire Reporting (3.4) Storage of Gasoline (3.5) Barbecue Grills (3.6) Clothes Dryer (3.7) Cooking Appliances (3.8) Fire Evacuation Plan (3.9) Housekeeping (3.10) Power Equipment</p>
<p><u>CHAPTER 4: SECURITY</u> (4.1) Parking (4.2) Winter Parking Rules (4.3) Disabled or Unregistered Vehicles (4.4) Repair Work (4.5) Visitor Reception (4.6) Firearms and Fireworks (4.7) Crime Stop</p>	<p><u>CHAPTER 5: GOOD NEIGHBORS</u> (5.1) Noise Control (5.2) Control of Children (5.3) Social Visits (5.4) Pet Control</p>	<p><u>CHAPTER 6: POTPOURRI</u> (6.1) Lawn/Garage/Carport Sales (6.2) Political Activities (6.3) Basements in MFH (6.4) Business Enterprises (6.5) Solicitation in MFH (6.6) Wading Pools (6.6.1) Basketball Goals (6.6.2) Trampolines (6.7) Telephone Installation (6.8) Babysitting in MFH (6.9) Mail Delivery (6.10) Curing of Wild Game</p>
<p><u>CHAPTER 7: SELF-HELP WORK</u> (7.1) Requesting Self-Help Work (7.2) Standards and Specifications (7.3) Disposition of Improvements</p>	<p><u>CHAPTER 8: TERMINATION OF MILITARY FAMILY HOUSING</u> (8.1) Giving Notice (8.2) Pretermination Inspection (8.3) Final Inspection</p>	<p><u>CHAPTER 9: SPECIAL CLIMATIC SITUATIONS</u> (9.1) Tornadoes (9.2) Tornado Watch (9.3) Tornado Warning (9.4) Protection Plan (9.5) Winter Storms (9.6) Snow Removal</p>
<p>Attachments: 1: Care & Maintenance of Siding 2: Care & Cleaning Tips for Carpet 3: Care & Cleaning Tips for Linoleum 4: Household Hazardous Waste Management</p>		

CHAPTER 1: AIR FORCE RESPONSIBILITIES

1.1. Military Family Housing (MFH): There are 283 units that are Air Force-owned and are located in the Rushmore Heights and Prairie View Estates areas. On base, all maintenance/repair, refuse/recyclable collection and disposal, snow removal from streets, and fire/police protection will be contracted or performed by Ellsworth AFB in support of your assigned military family housing unit. All housing areas will adhere to the following guidelines and any exceptions for any housing area will be noted in the appropriate paragraph.

1.2. Initial Inspection: A housing representative will perform an initial inspection before you move in to identify and document on an AF Form 227 (Quarters Inspection Report) any discrepancies that are **damages** pertaining to the unit, appliances, and yard. In addition, you have fifteen days to return a list of any additional discrepancies to the housing office.

1.3. Maintenance and Repair: At Ellsworth AFB, contact the maintenance contractor, Diversified Service Contracting, Inc. (DSC), at 923-5808 to request maintenance and repair work. This is a 24-hour service. After the maintenance contractor receives a request, the service call specialist will immediately assign and provide you with a service order number and an approximate date and time the work will be performed. There are three categories of service: emergency, urgent, and routine (the category determines when the service will be accomplished):

Category	Response time
Emergency	Response time is within 24 hours. Failures or deficiencies, which constitute an immediate safety issue, health hazard, risk of property damage, or threat to the environment, are emergency calls.
Urgent	Response time is within 3 days. Failures or deficiencies, which would soon inconvenience and affect the health and well being of the occupants, are urgent calls.
Routine	Response time is within 10 days. Calls that do not meet the criteria of emergency or urgent are routine calls.

If you are dissatisfied with the contractor's service, please ask to speak with the project manager at DSC. If still not satisfied please contact the Housing Facilities Chief at 385-2575. Occupants are expected to perform normal maintenance expected of prudent homeowners (such as checking/changing furnace filters **monthly**).

1.4. Family Housing Self Help Program: Effective 1 May 2005, the housing maintenance contractor will manage the program. All materials and equipment will be issued from their main office located at 2771 Centennial Drive. Hours of operation will be Monday-Friday from 7:30-16:30, and will be closed on holidays.

1.5. Furnace Filters: Furnace filters are furnished by the government and can be picked up at DSC housing maintenance. You are responsible for the periodic change of disposable filters. We recommend checking/changing your furnace filter once a **month**.

1.6. Refuse and Recyclable Collection: The following are the refuse and recyclable collection times:

	Refuse Collection	Recycle Collection	Yard Waste Collection
Rushmore Heights	Thursday	Thursday	Thursday
Prairie View Estates	Thursday	Thursday	Thursday

A maximum of two garbage containers may be placed curbside for each housing unit. Refuse **must** be secured before being placed at the curb or in your refuse receptacle. Trash outside the garbage container **must** be bagged or it will not be picked up. This means plastic bags will be tied, paper bags will be stapled or taped shut, and boxes will be lidded and tied or taped shut. **All** corrugated cardboard should be taken to the Transfer Station for recycling. Any cardboard left curbside **MUST** be broken down, bundled & tied due to the area winds

Refuse collectors are not required to take your refuse if there is no path available for them. This includes having vehicles parked in front of your container(s). Additionally, if snow has fallen, it is your responsibility to ensure the refuse collectors have a clear path to get to the garbage and recyclable containers, or you risk your refuse not being picked up. For questions or problems with garbage and recycling collection, please call the CE QAP at 385-5826.

Yard waste may be placed on a curbside on recycling collection days. Yard waste is picked up year around when weather conditions are favorable. Also, it may be placed in the dumpsters labeled Yard Waste, which are located in the Transfer Station on 2218 Centennial Dr. Yard waste that goes on curbside must be put in a brown paper yard waste bag (available at the self-help store). All waste must fit in the bag. Multiple bags are permissible. If your waste is in bags and you want to put it in yard waste dumpsters, empty the bags into the dumpster and reuse the bags. The bags **are not** part of the yard waste unless they are the type

specifically made for yard waste disposal. Yard waste includes leaves, grass clippings, and branches under 10 feet long and 6 inches in diameter. Dirt removed via landscaping work is **not** considered yard waste, and should be disposed of via other methods.

The refuse contractor will only collect refuse on the designated days. If you miss a pick-up day, you will have to wait until the following week. All garbage and recyclables must be set out by 0600 hours, and empty garbage/recycle containers must be retrieved by the end of the designated day. Do not place your refuse out the day before because of potential high winds or stray pets could get into it.

Recycling is highly encouraged at Ellsworth AFB. Place any recyclable plastic, aluminum, and glass into a clear plastic bag (available from the BX) and set on the curb on the designated day. Please ensure the bag is tied shut. Recycling containers will also be placed at the base transfer station for housing occupants to utilize. In addition to the materials above, there will also be containers for cardboard, newspaper and office paper. These containers will only be available during transfer station hours.

Periodically, bulk items (meeting size/weight limitations) may be placed at the curb for pick-up. There will be 8 designated bulk item pick-up days each year. These bulk items cannot be heavier than 200 pounds and cannot exceed 6 feet in length. You must dispose of any items exceeding these limits. You may take them to the Ellsworth Centralized Transfer Station. Curbside pickup of items exceeding these weights/dimensions will not be allowed. Please contact the housing office for a list of designated bulk item pick-up dates.

The disposal of dead animals found on base (not house pets) is a Civil Engineer Squadron responsibility. Any questions about the disposal of animals can be coordinated with the Entomology Section, by calling CE Customer Service at 385-2580.

Refuse Holiday Schedule (On-Base Residents Only)

Date	Holiday
1 January	New Year's Day
3 rd Monday in January	Martin Luther King Day
3 rd Monday in February	Presidents' Day
Last Monday in May	Memorial Day
4 July	Independence Day
1 st Monday in September	Labor Day
2 nd Monday in October	Columbus Day
11 November	Veterans Day
4 th Thursday in November	Thanksgiving
25 December	Christmas

During the weeks wherein one of these holidays occurs, the refuse/recycle collection times may be affected. Collection will not happen on the holiday. In addition, all collection times scheduled after the holiday (within the same week) will take place one day later than normal. For example, during the week of Labor Day, ALL collection times for the entire week will be pushed back one day.

Christmas trees will be picked up on the recycling collection days for the two weeks following Christmas. **If you missed the Christmas tree pickup, you may take your tree and wreaths to the Transfer Station at 2218 Centennial Drive, 385-1642. Hours of operation are Thursday through Saturday from 0900 to 1900 (closed all Federal holidays).** No special pickups of trees and wreaths will occur outside of this schedule.

CENTRAL TRANSFER STATION: The Transfer Station is a place where you may dispose your recyclables, yard waste, and refuse. It is located on 2218 Centennial Dr., across the street from the dog kennels. Operating hours are from 0900 to 1900, Thursday through Saturday (closed all Federal holidays). The Transfer Station contains one roll-off container for each of the following: vehicle tires, paper and magazines, scrap wood, bulk waste, white goods such as stoves, and two roll-offs for cardboard. The Transfer Station may also take in appliances. They do not take any appliance that contains or once contained Freon. If you have any questions, please contact the personnel working at the Transfer Station at 385-1642 or call the CES QAP at 385-5826.

RECYCLING CENTERS:

You may take the following items listed below to the following locations to be recycled.

Tires	Central Transfer Station Rapid City Landfill	394-4197
Engine Oil	Ellsworth AFB Auto Hobby Shop Phillips 66, 1935 W. Main St. M. G. Oil Co., 1002 Main St.	923-2900 342-9759 342-0527
Lead Acid Batteries	Ellsworth AFB Auto Hobby Shop Ace Steel & Recycling, 1864 Lombardy Dr.	923-2900 341-7181
Antifreeze	Ellsworth AFB Auto Hobby Shop	923-2900
Yard Waste	Central Transfer Station Rapid City Sanitary Landfill, S. Hwy. 79	394-4197

1.7. Insect Control: You will be expected to take all measures to prevent and control insects/pests. Remember that pet food, crumbs and dropped table food attract mice other animals to your home and yard. Good sanitation is the key to good pest control. Facilities with pest infestation due to structural deficiencies (or do not respond to properly applied self-help measures by the occupant after 30 days) may be treated by installation or contract pest management personnel. For assistance, please call CE Customer Service at 385-2580.

1.8. Lockouts: The contractor is responsible for providing entry to residents who have locked themselves out of their quarters (because of broken, lost or inoperative keys) during normal duty hours and for emergencies after normal duty hours. This will only be done when identification of the resident or their dependents is confirmed. Call 923-5808.

1.9. Grounds Care: Common areas beyond 100 feet from your unit are government responsibility. Major pruning is also the government's responsibility. Minor amounts of grass seed and fertilizer are provided by the government through the self-help program to reseed bare spots. The occupant will bear the cost of repairing damages to the yard due to neglect. Weed killer is no longer provided. Seasonal announcements will be made through the base paper and the housing information letter. Keep your yard in a grassed condition at all times.

1.10. Snow Removal: Civil Engineer snowplows will open streets on Ellsworth AFB. The flight line and priority roads on base take precedence over base housing. It is your responsibility to clear assigned driveways, parking spaces, and sidewalks within 24 hours after a snowfall. It is also your responsibility to clear a path to your trashcans for the garbage contractor within 24 hours after snowfall. If a fire hydrant is located within your area, it is your responsibility to remove snow immediately. **Snow routes have been designated as "no parking at any time" between 1 November and 15 April.** These streets will be identified with a posted red and white sign.

1.11. Appliances/Electrical fixtures: Stoves, refrigerators, dishwashers, ceiling fans, disposals, central air conditioners, and garage door openers are serviced by the government. If you have problems, do not attempt repairs or adjustments. Problems should be called in to the maintenance contractor at 923-5808.

1.12. Privately Owned Appliances: If you desire to use your own stove or refrigerator, notify the Housing Office within 30 days of moving in. Arrangements will be made for the removal of the government stove and/or refrigerator. Non-temporary storage of your stove and/or refrigerator can be provided if it is requested within 30 days of your moving in. Appliances containing Freon must have the Freon reclaimed and must be certified CFC-free by an EPA-certified technician before disposal. If you wish to dispose of a personal appliance, you may contact the Ellsworth AFB Centralized Transfer Station, 923-1427, or the City of Rapid City Landfill, 394-4197, for information.

CHAPTER 2: OCCUPANT RESPONSIBILITIES

2.1. Family Separation: Members who no longer live with his or her dependents (or dependents no longer live with the member) are not entitled to remain in government housing. You are required to terminate housing within 30 days. The move from family housing is performed at government expense.

2.2. Leave or Extended TDY: If you will be absent from your unit, leaving it unoccupied for an extended period (over three days), you must make arrangements for security, prudent care, and periodic inspections of your unit. Please call the Housing Office at 385-2570 to make notification of your intended absence and to give the name of the person designated by you who will have access to your unit and who will perform normal occupant maintenance. Shut all windows and your garage door. During winter months, turn off

the water. For information to locate your water cutoff valve, see paragraph 2.7 below. Please refer to paragraph 4.2 for winter parking rules. Leave the heat on, if you're going to be gone during the months of September-May. Notify the Law Enforcement desk, located through the west entrance of Building 4400, and complete a Form 422, Quarters Watch Register, to arrange patrol coverage.

2.3. Liability for Damage to Military Family Housing, Equipment, and Furnishings: Under Federal Law (10 U.S.C. 2775), as amended by the FY85 MILCON Authorization Act, members of the Armed Forces occupying MFH shall 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, and/or the member's guests. While the amount of liability is limited to one month's basic pay in cases of simple negligence, members are liable for the full amount of damages or loss in abuse cases that constitute willful misconduct or gross negligence as determined under the guidance of Chapter 19, AFI 23-220. AFI 23-220, Reports of Survey for Air Force Property, provides guidance on how to determine responsibility and pecuniary liability. It explains in which situations the claims may be waived or limited, as in the case where damage was caused by the member's dependents or the member's guests and the member had no opportunity to prevent the damage. It establishes procedures to process reports of survey, provide direction on how to request reconsideration, and describe appellate procedures for unwaived claims. It also explains how to submit requests for remission of debts in the case of enlisted members.

2.4. Insurance: While occupying MFH, we recommend that you purchase commercial insurance (renters insurance) to protect yourself in case of a major loss. A common policy for this coverage would cover your personal property as well as personal liability for government property. Such insurance should specify clearly that personal liability coverage for loss or damage involving government quarters, furnishings, and equipment is included. You may be able to obtain liability coverage for government property without insuring your personal property, if you do not desire to insure the latter. The Housing Office can inform you of the replacement value of your home, based on net square footage and member's grade, authorized by public law. The Housing Office or Staff Judge Advocate can answer specific questions.

2.5. Damage to Quarters: Damages to your unit beyond reasonable wear and tear are your responsibility. The Housing Office can fully explain your options to repair or replace damaged items, the method of payment, or standard of trade for repairs. Repairs or replacements must meet Air Force standards.

Other types of damages you would be responsible for are: damage caused by pets, damages resulting from water beds, wallpaper removal, major gouges in wood/vinyl floors, cleaning product damage to unit or appliances, and major stains on carpet. This list is not all inclusive of the types of damages or destroyed items for which you may be held responsible, but only represents some typical examples. Specific questions regarding your responsibility should be referred to the Housing Office at 385-2570.

2.6. Energy Conservation: As a MFH occupant, your assistance is needed in conserving energy. Please do everything possible to conserve energy and protect our natural resources, such as keeping your garage door shut during cold weather, calling in a work order to repair a leaking faucet, etc.

- **Water:** Housing residents must comply with all water conservation measures in effect for the City of Rapid City. These measures vary from year to year, depending on local water supply conditions. To view current restrictions, visit the city website at <http://www.rcgov.org/Public-Works/water.html>. Residents may also call Housing at 385-2570, or the Rapid City Water Dept. at 394-4162. It is not intended that normal and reasonable use of water be restricted. However, since excessive usage results in increased costs and depletion of the source of supply, it is necessary that all waste be eliminated.
- **Heating:** The recommended temperature settings for winter months are as follows: day: 68 and night: 65. Shut storm windows, storm doors, and interior doors tightly during winter months. For those houses with an attached garage, ensure the door is closed when not in use. Hot water setting should not exceed 140 degrees. Conservation efforts result in large monetary and fuel savings without jeopardizing the health of any individual. Please do your part to prevent fuel waste.
- **Electricity and Cooling:** You can help to conserve energy by minimizing the use of all electrical appliances and lights, especially during the peak demand periods of 0600 to 0800 and 1700 to 2200. It is recommended you set your air conditioning temperature at a comfortable temperature, NOT the lowest setting. Do not leave outside lights on during daylight hours, this includes Holiday lights. Note: All holiday lights are to be removed by April 1st.

Utility Cutoffs: The following are the locations of the various utility cutoffs in your house:

- In Rushmore Heights, the water cutoff valve is on the incoming main copper water line (usually in the corner of an outside wall of the crawl space).
- In Prairie View, the water cutoff valve is located in the basement next to the water heater.

All gas shutoffs are on the main exterior gas line coming into the unit or next to the furnace. Electric power may be shut off by pushing the "master" or "main" circuit breaker in the circuit breaker box. In Prairie View, it is in the basement. In Rushmore Heights, it is in the laundry room. **DO NOT CUT OFF GAS OR ELECTRICAL SERVICE EXCEPT IN DIRE EMERGENCY.** Gas valves, water valves, furnaces, and water heaters should be serviced by skilled maintenance technicians only. Service is available by calling the housing maintenance contractor at 923-5808.

2.7. Environment: Pouring engine oils, engine coolants, car grease, and other similar products into the plumbing or storm drainage system, on the ground, or in the trash is prohibited. The Base Auto Hobby Shop accepts engine oil, antifreeze, and fuel for recycling. Do not burn leaves or refuse in housing. Failure to comply with sound environmental protection practices may result in adverse administrative action or even civil liability and criminal sanctions. The Auto Hobby Shop takes car batteries for disposal – **DO NOT PUT**

IN DUMPSTERS. Any appliances (termed white goods), such as refrigerators and air conditioners, must have the Freon removed by a certified technician before that appliance can be accepted for disposal at the landfill. The Ellsworth Centralized Transfer Station (923-1427) will also take appliances. All costs incurred are the responsibility of the owner. Any further questions may be addressed to the 28th Civil Engineer Environmental Flight, 385-2678.

2.8. Care of Interior: Ensure you do not damage the unit or appliances. Please note the cleaning instructions and cleanliness standards listed below. **You are responsible for maintaining these cleanliness standards while assigned to your home.** Feel free to call the Housing at 385-2570 if you have any questions.

Item	Cleaning Standards/Instructions
Refrigerators	Must be kept generally clean; spilled liquids/food must be promptly cleaned. Please do not use a pine-oil cleaner in refrigerators - it produces a musty odor. Refrigerator interiors should be cleaned regularly with a water and baking soda solution. The exterior and door gaskets should be cleaned frequently to remove food residue. Do not use sharp instruments to remove ice when defrosting and do not use gritty or harsh detergents when cleaning.
Stovetop grates	Clean stovetop grates with hot dishwashing detergent water and a steel wool pad - other cleaners remove the finish from the grates.
Oven cleaner	Use oven cleaner on the inside of the oven only. Do not use oven cleaner on the exterior of your stove. Be careful not to get any on floors, porcelain surfaces, chrome, or aluminum surfaces.
Kitchen	Special attention is needed to maintain the appliances, cabinets, and walls in the kitchen. Ovens and broiler pans, as well as the top burners, will be cleaned regularly to prevent grease buildup that becomes a fire hazard. Avoid putting fibrous material such as onions and celery in garbage disposals as this jams the cutting mechanism. Be sure to run cold water for 30 seconds or more after using the disposal to ensure all waste is carried away. Do not put grease in the garbage disposal as it will solidify in the pipes and cause a stoppage. Avoid placing hot utensils on countertops as this can cause permanent damage. Use only non-adhesive backed shelf paper in drawers and cupboards as the use of adhesive-backed paper could damage surfaces when removed. Walls should be cleaned periodically to prevent surface grease buildup. Clean dishwashers periodically by using one cup vinegar in the rinse cycle.
Bathrooms	Toilets must be maintained in working status and not promote unsanitary conditions. Walls and caulk in the tub and shower area have a tendency to mildew and should be cleaned periodically with a product that combats mildew. Do not use abrasive cleaners on fiberglass bathtubs. Clean Vinyl floors per Attachment 3.
Floors	Floors are to be kept clean and free of clutter, clothes, and tripping hazards. Excessive water can cause damage to any floor, especially wood laminate; do not allow rainfall/melted snow from footwear to damage the flooring. Pay special attention to corners and baseboards for dirt buildup. It is recommended that floor protector pads be placed under the legs of all furniture to prevent gouging and scratching, especially on wood laminate. See Attachment 3 for the recommended care of wood laminate/vinyl flooring.
Carpets	Carpets are to be kept clean and free of clutter, clothes, and tripping hazards. Any excessive staining/damage to the carpets caused by the occupants/pets will be considered occupant damage, and financial liability for such damages will be pursued upon termination of quarters. See Attachment 2 for tips on cleaning/removing stains.
Walls	Walls are to be kept clean using mild soap and water solutions. Do not apply adhesive-backed materials or decals to walls as these cause damage upon removal. To hang pictures, use nails or building-type hangers only. Make sure there are doorstops for all doors to prevent damage to the walls. Doorstops are available through the self-help program. Do not put nail holes in doors.
Insect and Rodent Control	You are responsible for control of minor insect and rodent problems. Keeping the home clean is the best measure you can take to prevent insect/rodent problems. If you do have a problem, use products available commercially and follow the instructions on the container or package. Fly swatters, roach motels, and mousetraps are available through the self-help program. You may also consult Entomology by calling CE Customer Service at 385-2580.
Heating systems	Check the furnace filter monthly and replace or clean as needed. If you do not know how to check the filter, please contact maintenance personnel for assistance. The gas-fired heating units in MFH are equipped with an electronic lighting system that eliminates the use of a pilot light. All furnaces are equipped with an air filter that removes dust, dirt, and lint from the air. These units are serviced by the maintenance contractor annually. Adjust ONLY the temperature control when operating these systems. If you suspect a problem, contact the maintenance contractor so the system can be evaluated/repared. Remember to leave the heat on in your unit if you are going to be on TDY or on leave during the months of September through May.
Basements	Basements in all areas are to be used as storage areas; basements will not be used as bedrooms. Any combustible materials must be kept 2 feet from furnaces and hot water heaters in basements and laundry rooms. Do not hang clothing, etc. from gas or water pipes.
Light bulbs	Use 60-watt bulbs or less in the fixtures in your unit. If you have a multi-light chandelier or light kit on your ceiling fan, use only 40-watt bulbs in those fixtures.

2.9. Care of Exterior:

Item	Instructions
Fiber Cement Siding, Exterior:	Do not drill in the exterior. Do not attach anything or get paint on the exterior. Clean siding with non-abrasive cleaning supplies. See Attachment 1 for cleaning instructions.
Outside Faucets	All houses are equipped with outside faucets. IT IS YOUR RESPONSIBILITY TO DISCONNECT ALL HOSES FROM OUTSIDE FAUCETS WHENEVER THERE IS A CHANCE OF FREEZING TEMPERATURES!! Freeze-ups can and will occur if you do not disconnect your hose. If your pipes burst due to your negligence, you may be held financially responsible.
Garage Doors	You are required to keep your overhead garage door closed when not in use. This will prevent water line freeze-ups in the winter, vandalism, improve the appearance of the neighborhood, and limit rodent access to your unit. Also, tighten nuts and bolts on the garage door periodically.

2.10. Grounds Care: Your assigned area is midway between adjoining units or to the street up to 100 feet from your unit. This includes all housing areas. You must mow and clean behind and beside your garage and parking space. You are also responsible for mowing the area 4 feet beyond your backyard fence. The base is responsible for common areas (playgrounds, etc.).

- **Flower Beds:** You may plant flowers or individual vegetable plants **ONLY** in established flower beds, except in Rushmore Heights and Prairie View where flowers can **only be planted in containers**. Keep your flowerbeds neat and clear of weeds and debris. Do not dig up established lawns for flowers or vegetables. If you have trouble with damp basement walls or water leakage into the basement, it may be caused from saturating the ground next to the foundation. Consider regrassing flowerbeds that are next to your unit. Ensure dirt slopes **AWAY** from your unit. Re-grass or sod bare areas next to the foundation. Make sure your hose fits the outside faucet securely. This can prevent water leakage into the basement.
- **Inspections:** Each occupant is expected to maintain a neat appearing lawn. We issue discrepancy notices to occupants not meeting appearance standards. The base will periodically inspect the appearance of all MFH areas. Inspections are based on the standards listed below. **COMPELLING UNSATISFACTORY EXTERIOR CONDITIONS WILL SERVE AS SUFFICIENT CAUSE FOR A NO NOTICE INTERIOR INSPECTION.**

Item	Standard
Mow grass/water grass	This should be accomplished as necessary to maintain a neat appearance. Grass should not exceed 4 inches in height. Mow grass adjacent to your parking area and garage. Watering is required to maintain a healthy yard during the growing season. A healthy yard is free from weeds.
Edge grass from sidewalks	Edge sidewalks, driveways, and roadways to maintain a neat appearance. DO NOT DIG TRENCHES when you edge.
Clean grass from cracks	All grass should be removed from cracks in sidewalks, driveways, parking spaces, doorsteps, and street gutters.
Clean weeds from fences	All weeds and climbing noxious vines should be removed from fences.
Trim grass from foundations	Trim grass around foundations, doorsteps, fences, and outbuildings.
Trim bushes	Trim bushes as necessary for neat appearance.
Front porches	Porches will be maintained in a clean manner, free of all clutter or obstructions. Porch areas may not be used for storage. Items on porches should be restricted to patio furniture only. Bicycles, strollers, scooters, skateboards, BBQ's, etc. cannot be stored on the porch, or along the front or sides of the house. The back yard patio should be used for these items.
Remove debris	The lawn must be free of debris (cans, paper, candy wrappers, etc.). Items such as tires, plywood, etc., must be removed and stored.
Vehicle repairs	Major repair of vehicles is not authorized in your garage, carport, driveway, or parking space. Do this work at the Auto Hobby Shop. Vehicles that are dripping excessive fluids on the driveway or roadway must be removed from the housing area. Unregistered vehicles may not be in driveways or on streets.

Snow and ice removal	Remove snow and ice from sidewalks and driveways within 24 hours after snowfall stops.
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2.11. Loss of Housing Privilege: Three documented violations of a failure to comply with the housing policy and standards contained within this brochure, during the period of occupancy, WILL result in the loss of your military family housing privilege and removal from housing.

CHAPTER 3: FIRE PROTECTION

The Fire Department is responsible for instructing you on the procedures to follow in case of a fire. The head of your household, in turn, should instruct all members of the family in fire prevention. Any questions on fire prevention should be directed to the Base Fire Department, 385-1113.

3.1. Instructions on Prevention: You are briefed on fire prevention through a videotape seen at the Housing Office when you accept the keys for your unit.

3.2. Smoke Detectors: Inspection of the smoke detector will be performed at the initial inspection of your unit. You are required to perform an operational test of the detector periodically, preferably once a month. Under NO circumstances should you disconnect your smoke detector.

3.3. Fire Reporting: IF A FIRE OCCURS IN YOUR HOME, NOTIFY THE FIRE DEPARTMENT BY CALLING "9-1-1" IMMEDIATELY. GIVE THE FIRE ALARM OPERATOR YOUR NAME AND ADDRESS. DO NOT HANG UP UNTIL YOU ARE SURE ALL THE INFORMATION HAS BEEN RECEIVED CORRECTLY. REPORT ALL FIRES REGARDLESS OF SIZE.

3.4. Storage of Gasoline: Storage of gasoline or other flammable liquids is limited to 3 gallons. Flammables should never be stored in the home, but may be stored in the garage. Outside storage areas should be childproof. Absolutely no combustible materials will be stored within 2 feet of the hot water heater and furnace.

3.5. Barbecue Grills: Barbecue grills should be lit and supervised by adults only. Grills should be kept away from siding, overhangs, deck rails, and porches. Do not light grills in garages or unventilated areas. Do not place ashes in combustible containers (i.e., cardboard boxes, etc.). Place ashes in a metal container and store away from combustible material, i.e., decks and trash.

3.6. Clothes Dryer: Check and clean the clothes dryer lint traps after every load of clothes. NEVER place plastic articles in the dryer.

3.7. Cooking Appliances: Never leave the stove unattended when in use, especially when cooking with grease or anything that produces its own grease. Should a grease fire occur, cover the burning pan with a lid, turn off the appliance, and call the Fire Department. **NEVER USE WATER! DO NOT ATTEMPT TO MOVE THE PAN!** The kitchen exhaust fan filter should be cleaned often to prevent grease buildup.

3.8. Fire Evacuation Plan: A home fire evacuation plan should be made with primary and alternate routes of escape in the event of a fire. Establishing and practicing your escape plan as a family activity can save the lives of your loved ones. The Fire Department should be made aware of handicapped family members.

3.9. Housekeeping: Keep trash from accumulating in closets, storage areas, near furnaces, and hot water heaters. Do not let ashtrays overflow. Do not allow grease to build up on stove.

3.10. Power Equipment: Lawn mowers and edgers should not be refueled while the motor is running. Equipment should have sufficient time to cool before refueling.

CHAPTER 4: SECURITY

The 28th Bomb Wing Commander is responsible for the control and safeguard of all base property. The Security Forces accomplishes routine patrolling of the housing area on a daily basis. When notified, the Security Forces will conduct preliminary inquiries or investigate incidents. All inquiries concerning law enforcement should be directed to Security Forces, 385-4001.

4.1. Parking: On-base parking of privately owned vehicles will be in driveways or authorized parking areas only. Additional vehicles (including those of your guests) must be parked in unassigned available space. Be reasonable and considerate and talk to your neighbor when problems or misunderstandings occur.

Do not park automobiles, motorcycles, utility trailers, campers, or boats:

- On the side of the street where fire hydrants are located. Park on the opposite side of the street from the fire hydrants and park with the flow of traffic.
- On grass or dirt areas, especially communal grounds in housing.

Recreational Vehicle (RV) Parking: RV's include, but are not limited to boats, trailers, camper tops, pick up toppers, all-terrain vehicles, and snow mobiles.

Base residents may only store RV's in a fully enclosed garage with the door shut so they are not visible from the street. Placing an RV in an enclosed garage must not compel the resident to park vehicles in the street that would otherwise remain in the driveway.

If these conditions cannot be met, RV storage is available through the 28th Services Squadron's Outdoor Recreation RV storage program (605) 385-2997 (DSN: 675-2997) or fax # 385-2998 (DSN: 675-2998).

RVs may be present in Military Family Housing for up to 48 hours, **ONLY** for pre-use loading and post-use unloading. However no vehicles may be parked on the street during snow removal operations.

Empty driveways and carports are not to be used to park or store unserviceable vehicles or RVs.

4.2. Winter Parking Rules:

- All vehicles must be removed from housing streets upon declaration of a snow advisory or winter weather warning, or when directed by a competent authority.
- **If leaving on an extended TDY or deployment, vehicles must be parked in the driveway or garage only.**
- If snow or winter weather is forecast for late evening or early morning, move your vehicles **before** going to bed.
- If snow removal vehicles encounter vehicles parked on housing streets during operations, these vehicles will be **ticketed and towed at owner's expense**. The USAF and 28 BW do not assume any risk, responsibility, or liability for any damage to vehicles occurring from snow removal or towing operations when vehicles are in violation of this policy.

4.3. Disabled or Unregistered Vehicles: Disabled or unregistered vehicles are not permitted in housing areas.

4.4. Repair Work: Major repair work on your vehicle, boat, camper, etc., is not authorized in housing areas. The Auto Hobby Shop or some other location of your choice should be used for this. This not only maintains the desired appearance in the housing area, but also shows consideration for your neighbors. **In addition, vehicles that are dripping excessive fluids on the driveway or roadway must be removed from the housing area.**

4.5. Visitor Reception: Visitors entering the base in a privately owned vehicle (POV) must report to the Visitor Control Center. They must show their registration and insurance cards. Security Police procedures require that visitors be vouched on base. If you vouch someone on base, you must vouch them on in person at the Visitor Control Center, not over the phone. Call the Visitor Control Center, 385-2894, for more information.

4.6. Firearms and Fireworks: All personnel living in base housing will register their POWs with SFS Armory. Housing occupants may store their POW's in their residence providing they are maintained in an unloaded fashion, secured under lock and key, and kept out of reach of children. Base housing residents may not store firearms for dorm residents or for those who are required to use the base armory. Fireworks are not allowed in housing.

4.7. Crime Stop: Call 385-1100 for fast response to report a crime in progress.

CHAPTER 5: GOOD NEIGHBORS

Military Family Housing and close neighbors are synonymous. Full support and cooperation in the following areas are necessary:

5.1. Noise Control: Excessive noise (such as those listed below) is the primary complaint received by the Housing Office. Many Air Force personnel work shifts and are sleeping during the day. Please be considerate. **Noise complaints should be reported to 385-4001.** Documented complaints may be used to issue citations against the offending residents. Multiple citations may result in housing privileges being revoked.

- **Parties:** Many complaints can be avoided by informing your neighbors prior to having a party. Close the party down at a reasonable hour.
- **Stereos and Television:** Don't assume your neighbors enjoy the same type of music or television programs you do. Please keep the volume at a reasonable level.
- **Barking Dogs:** You are responsible for ensuring your dog does not disturb the neighborhood peace with excessive barking.

5.2. Control of Children: Do you know where your children are?

- **Supervision:** Your children should be closely supervised at all times. Children under 10 years of age must never be left alone. Children should not be left in the care of other minor children under the age of 12. The total number of children left in the care of another minor child should generally not exceed three. **For specifics on Ellsworth youth supervision policies, please contact the McRaven Child Care Center at 385-4270.** Parents are:
 - legally responsible for their children's actions
 - responsible for any damages incurred by their children
 - to ensure their children respect the rights of others
 - to ensure their children do not cause disturbances.
- **Juvenile Corrections Board:** Parents, guardians, or sponsors have the primary responsibility for the conduct of their children and for ensuring compliance with all applicable laws and instructions. Failure to do so can result in adverse administrative action against the juvenile, the parent(s) or guardian(s), or both. The Juvenile Corrections Board (JCB) was created to review and dispose of juvenile misconduct. Any instance of juvenile misconduct can be brought before the JCB. Only those cases reflecting antisocial behavior, serious incidents warranting a command interest, and repeat offenders need to be considered by the JCB. Every action taken by the JCB is designed to rehabilitate the offender and maintain good order and discipline on Ellsworth AFB. The sponsor's participation in this program is essential. Due to the inability of the installation commander to correct problems caused by the juveniles of nonparticipating sponsors, failure to participate in the program may result in termination of government quarters.
- **Playgrounds:** Your neighbors' yards and the streets should not be used as your child's playground. There are playgrounds available throughout the housing areas.

5.3. Social Visits: Family housing units are appropriated as single-family dwellings, and may not be occupied by more than one family. Social visits of military personnel assigned to Ellsworth, and civilians residing outside the commuting area, are limited to 30 days; those residing within the commuting area are limited to 2 days. The housing office must approve all extensions beyond these timeframes.

5.4. Pets in Military, Government-Managed and Privatized Family Housing (Change to AFI32-6001) March 1, 2011

a. 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 or approval is obtained by the Installation Commander in writing. For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as a Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow and wolf hybrids. Prohibition also extends to other breeds of dogs or individual dogs that demonstrate or are known to demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following type of behaviors:

- (1) Unprovoked barking, growling or snarling at people approaching the animal
- (2) Aggressively running along a fence line when people are present
- (3) Biting or scratching people
- (4) Escaping confinement or restriction to chase people

b. 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.

c. 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 yard.

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

e. 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.

f. Operating a commercial kennel is prohibited.

g. For government controlled housing, the Installation Commander retains the authority to determine the following:

- (1) Number and type of pets allowed per household
- (2) Termination of residency for failure to remove aggressive or unruly pets

h. Project Owners determine the following in privatized housing:

- (1) Additional requirements for tenant liability insurance
- (2) Number and type of pets allowed per household
- (3) Termination of tenant lease for failure to remove aggressive or unruly pets
- (4) Charges for pet damages

This policy is effective immediately. Residents currently boarding pets prohibited by this policy may continue to board the pet until they terminate housing unless the pet demonstrates a propensity for behavior described in paragraph a. or if resident is in violation of their current Lease Agreement.

5.4.1 Pet Control: You must be responsible!

Pet Registration: All pets must be registered (in person or over the phone) at the Veterinary Treatment Facility, (605) 385-1589 (DSN: 675-1589), within 10 days of arrival or acquisition of the animal. This is a one time requirement while the pet is on base. Proof of rabies vaccination (tag number) is required for registration. Aquarium fish, small caged rodents, and caged birds are exempt from registration. All dogs and cats registered must have a permanent microchip electronic identification implant. For your pet to be registered /licensed, you must provide proof of current vaccinations. For more information, contact (605) 394-4170 or humane@blackhills.net. All base occupants must be in accordance with AFJ148-131, or as directed by the base veterinarian.

- **Rabies Vaccinations (cats and dogs):** This vaccination must occur between 3 and 4 months of age, 1 year later, and then every 3 years thereafter. Rabies tags are to be worn by your pet at all times.
- **Housing occupants are authorized a maximum of two pets (canine, feline, or one of each).** You can have birds, aquarium fish, and small domesticated rodents (i.e., hamsters, gerbils and guinea pigs). Residents may not board exotic animals such as, but not limited to, reptiles, rodents (other than hamsters, gerbils and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, pot bellied pigs, monkeys, arachnids, or any farm animal.
- **Pet owners will not allow their animals to run at large in the base housing area. When exercising animals in these areas, the animals must be leashed at all times.** Dogs and cats may roam unsupervised only within a fenced enclosure as long as the fence is adequate to prevent the animal from escaping or attacking people or other animals outside the fence. **Unattended pets may NOT be left on a chain or leash outside of a fenced area.**
- **To prevent and control vermin infestation, you must ensure cleanliness of your pet's area. ANIMAL WASTE MUST BE PICKED UP DAILY.** Pet areas must be maintained in a grassed condition at all times during your occupancy.
- **When taking your pets for a walk, be sure to carry a bag/scooper with you.** If your pet defecates, pick it up and take it with you to dispose of properly. Do NOT leave it in someone's yard, on the sidewalk, or in the commons area. BE RESPONSIBLE!
- **Ellsworth family housing has seen a steady increase in violations involving family pets.** Damage to government property is the biggest problem. Examples of violations are: unsanitary areas, nuisance or disturbances, lack of proper care, running loose, and damage to lawn or buildings. Pets must not present a nuisance or endangerment. Complaints concerning loose or nuisance animals should be reported to **Security Police** at 385-4001. Violations of this nature will lead to removal from housing (refer to Chapter 2.13). **COMPELLING UNSATISFACTORY EXTERIOR CONDITIONS WILL SERVE AS SUFFICIENT CAUSE FOR A NO NOTICE INTERIOR INSPECTION.**
- **Stray Pets:** When a stray animal is identified, the person reporting this incident may call the Security Forces Squadron at 385-4001 and they will then contact the Rapid City Humane Society. Ellsworth AFB is under contract with the Rapid City Humane Society for the purpose of picking up and boarding stray pets. Pet owners will be required to reimburse the Humane Society when they claim their animal.
- **Animal Bites:** Bites and scratches caused by ANY animal (domestic or wildlife) should be IMMEDIATELY cleaned with soap and water and reported to **Security Police** at 385-4001. *Seek medical attention as soon as possible at Rapid City Regional Hospital ER (you don't need a referral).* If possible, find out the animal's rabies vaccination status as this will dictate the animal's disposition.
- **Suspicion of animal abuse, neglect, cruelty or abandonment will be reported to the Security Forces Squadron.** An investigation may be conducted by veterinary services personnel. Such incidents will be reported to the active duty member's squadron for appropriate penalty/punishment. Any fees associated with the animal's treatment and/or transportation will be the responsibility of the owner.
- **Kennel or breeding options are strictly prohibited in family housing.**
- **Injured/Trapped Wildlife:** Trapped or injured wildlife should be reported to the Natural Resources Manager at 385-2690. After hours contact the Security Forces Squadron. Life of the animal may be humanely terminated depending on the situation.

CHAPTER 6: POTPOURRI

6.1. Lawn/Garage/Carport Sales:

Procedure for advertising	Occupants desiring to have a sale will be responsible for advertising it. SIGNS WILL ONLY BE AUTHORIZED IN THE TENANT'S FRONT YARD. To further promote a sale you are encouraged to contact the local base paper (The Patriot) to place an ad at minimal expense. The housing office has a limited amount of signs of which you can check out and use in your yard. The signs must be returned the first working day following the sale. When current inventory is depleted, you are allowed to construct your own.
Occupants posting signs anywhere other than their yard (stop signs, street signs etc.), will be in violation of family housing policy and will receive a ticket. The sign will immediately be removed and discarded.	

6.2. Political Activities: Political signs/banners may only be placed inside, and must not be visible from outside your quarters.

6.3. Basements in MFH: Ellsworth AFB has a high water table and inadequate drainage in some areas which could cause sewer backup. Consequently, if you are assigned a house with a basement, there is a possibility of water leaking or backing up into your basement. Basements have been designed and built as a storage area. If you should elect to use the basement as a living space, be aware of possible water/sewage damage. Protect your personal property by keeping items off the floor or using pallets or blocks. Basements will not be used as a bedroom.

6.4. Business Enterprises: Some businesses for profit may be conducted from your MFH unit. All such enterprises MUST be requested in writing to the Family Housing Manager. The request will be reviewed and you will be notified in writing if approved or disapproved based on established guidelines.

6.5. Solicitation in MFH: Solicitation, fund raising, scout activities, school sales, etc., require prior approval from the 28th Mission Support Group Commander.

6.6. Wading Pools: Only aboveground wading pools are authorized. Due to the potential of small children drowning in unattended pools, the maximum size is 10 feet in diameter, 18 inches high, and should be emptied when not in use. Lawns will be restored to original condition when the pool is removed. It is suggested you contact the Base Legal Office regarding liabilities before purchasing a pool.

6.6.1. Basketball Goals: Must be placed on driveway only; must be weighted/secured to prevent from blowing over; placed in a manner so that users will not be occupying street; placed so as to NOT interfere with sidewalk use or hinder snow removal operations.

6.6.2. Trampolines: Must be anchored in a manner to prevent flight during high wind gusts, and must utilize a safety net enclosure system if there's less than 6 feet of clear space around it. We recommend the use of heavy duty corkscrew type anchors with heavy duty tie-down straps. The trampoline must be located in the fenced area of your backyard. BE ADVISED: We strongly advise that you obtain renters insurance and ensure your policy covers trampolines BEFORE you install a trampoline. You will be held financially liable for any damage to property that occurs if your trampoline becomes a flying hazard.

6.7. Telephone Installation: Only professionally installed telephone wiring is allowed in MFH. In August 1984, Congress authorized the use of government funds for the repair of telephone wiring within residences owned or leased by the US Government. This wiring, which is commonly referred to as gray wire, extends from the service entrance of the facility to, and including, the telephone jack(s). This does not include the instrument. The South Dakota Public Utilities Commission has approved an "inside wiring maintenance charge" for local carriers. Since the house wiring is the responsibility of the Air Force, occupants of MFH should **NOT** pay a monthly maintenance fee for this service. As a housing occupant, you may have this charge deleted from your monthly bill by contacting the local carrier. Should you encounter telephone problems and the cause of the problem is within the house wire, you may process the bill through the Housing Office for verification and/or reimbursement. However, if a trouble call reveals the problem to be within the instrument, you will receive a service call charge and you will be responsible. For further information, please call the Housing Office, 385-2570.

6.8. Home Day Care/Babysitting in MFH: Individuals who provide childcare in their base quarters on a regular basis (usually 3 to 10 hours a day) are required to obtain authorization to perform these services. Requests for authorization and any inquiries should be directed to the Home Day Care Coordinator of the Family Child Care Center at 385-4270. Childcare providers must comply with appropriate regulations. Babysitting regulations/requirements can be provided by the **Family Support Center or the Red Cross**.

6.9. Mail Delivery: Mail delivery in Rushmore Heights and Prairie View Estates is to the curbside mail receptacles. Your mailbox key can be obtained from the Housing Office.

6.10. Curing of Wild Game: The following rules have been established for the curing of wild game:

- Carcasses may be cured for no longer than 3 days.

- The entire carcass must be covered, i.e., draped in a sheet or blanket.
- Nails or hooks may not be installed in carports, decks, trees, or garages for support.
- The carcass must be at least 3 feet off the ground.
- Discretion must be used when temperatures exceed 45 degrees.
- Dispose of unused portions of game in a tightly closed, sturdy bag for refuse pickup.

CHAPTER 7: SELF-HELP WORK

We authorize self-help work in Military Family Housing if proposed work is relatively simple and is primarily for your benefit. Normally, a self-help project is to improve living conditions. Self-help work must not generate additional maintenance or repair costs for the government.

- 7.1. Requesting Self-Help Work: DO NOT DO SELF-HELP WORK OR PROCURE MATERIALS WITHOUT RECEIVING PRIOR APPROVAL AND KNOWING THE STANDARD.** A Base Civil Engineer Work Request (AF Form 332) must be accomplished and submitted to the Housing Office for approval prior to the installation of self-help or personal projects in Military Family Housing. However, a work order is not required for small projects inside the home (such as wallpaper, painting, carpeting, etc.). For further information on self-help projects, please contact the Housing Office, 385-2570. Examples of self-help work that require an AF Form 332 are:

Exterior Improvements	Satellite installation (must be performed by professional) Dog kennels Landscaping Hot tubs
Interior Improvements	Electrical alterations (must be performed by journeyman electrician) Basement partition walls and ceilings (suspended ceilings only) Shelving units/work benches for garage Attached ceiling fans

7.2. Standards and Specifications: The standards for authorized self-help work in Military Family Housing are available at the Housing Office. Some projects require periodic inspections while work is in progress; these inspections can be scheduled by contacting the Housing Office, 385-2570. Certain categories of work (such as electrical wiring) must be done by a licensed journeyman. Please ask your housing representative for specific details. Please be advised that all self-help work is done at the member's expense.

7.3. Disposition of Improvements: Personal preference improvements inside the unit such as wallpaper, carpeting, stenciling, etc., as well as projects requiring a 332, must be removed and the unit restored to its original condition prior to termination of quarters. However, the incoming occupant can retain all of these personal items by signing a retention letter provided by the Housing Office.

CHAPTER 8: TERMINATION OF MILITARY FAMILY HOUSING

8.1. Giving Notice: You must make every effort to give the Housing Office 45 days notice (short notice PCS accepted) prior to vacating your unit. When you know you're leaving, please don't wait for orders to call or visit the Housing Office for departure arrangements. At the time you notify Housing, pre-termination and final inspections can be scheduled at your convenience and ours. The Housing Office can assist you in completing an advanced application to place your name on the housing list at your next base.

8.2. Pre-termination Inspection: This inspection is intended to assist you in preparing for your final inspection and includes a review of inspection procedures designed to answer any of your questions. The housing representative will also identify normal maintenance to be accomplished and damages beyond fair wear and tear. The housing representative will give you a cleaning checklist, discuss your individual cleaning needs, and brief you on preparation of the outside areas. Also, they will identify any scheduled repair and/or maintenance that is to take place.

8.3. Final Inspection: You are required to have a final inspection and prepare the unit to the standards that are identified at the pretermination inspection. These requirements are minimal if you have taken care of your unit during occupancy. The final inspection ensures that the standards of cleanliness are met, additional maintenance is identified, damages are taken care of, and the lawn is prepared to standard. If you fail your final inspection, you must contact the Housing Office, 385-2570, to schedule a re-check for that day or the next working day.

- If you are unable to attend the final inspection, notify the Housing Office in advance. Necessary Power of Attorney forms and guidance will be provided. If you have a contract cleaner, they **CANNOT** be the Power of Attorney. **THE RESPONSIBILITY FOR FINAL CLEARANCE OF YOUR UNIT RESTS SOLELY WITH YOU!**

CHAPTER 9: SPECIAL CLIMATIC CONDITIONS

Severe thunderstorms and tornadoes do occur in western South Dakota in addition to winter storms. The following will guide you in what to watch for and how to protect yourself and your family.

9.1. Tornadoes: A tornado is a violent, twisting windstorm. Tornadoes appear in the form of a narrow funnel cloud that extends downward from a heavy black cloud. The funnel dances and skips across the earth. The tornado is usually preceded by rain, frequently mixed with hail. As the funnel approaches, a loud roaring, rushing noise can be heard similar to the noise of many aircraft engines. **OBSERVE WEATHER CONDITIONS.** Clouds that are usually rolling fast in a dark gray mass can be the first sign of a tornado. Even though there are media agencies to inform the public of tornadoes, we all need to watch weather conditions. We must be prepared for that unforeseen tornado that arrives suddenly without warning. The Weather Service or other media do not always sight tornadoes in time. Therefore, your observation of weather conditions is very important to you and your family.

9.2. Tornado Watch: When local weather conditions indicate the **POSSIBILITY** of a tornado developing, a "tornado watch" is in effect. You should listen to your radio or television for current information. During severe weather or a watch, remove or secure lawn furniture, children's toys, or other objects in your yard that can become lethal missiles during severe weather conditions.

9.3. Tornado Warning: When a tornado has been **SIGHTED**, a "tornado warning" is in effect. A steady, 3 to 5 minute siren tone indicates a tornado warning has been issued or a tornado has been sighted. Security Forces may announce the warning in the housing area over a vehicle public address system. **TAKE COVER IMMEDIATELY.** Stay tuned to radio and/or television.

9.4. Protection Plan: Prepare yourself for severe weather or a possible tornado. If you sight a tornado or the sirens are sounded, take cover immediately. Listen to the television or radio for the watch or warning termination. Teach all family members the following procedures:

At HOME	Go to the center of the building or to the bottom floor if there is no basement. Take cover in a hallway, under an archway or under a table, desk, or sturdy object. If there is a basement, use it. Move to the outside load-bearing wall and again take cover under a sturdy object. Stay away from windows and doors
IN A CAR	Park your vehicle, go to a nearby building or a nearby ditch or gully and lie down, covering your head with your arms.
IN A PUBLIC PLACE (mall or downtown area):	Move away from glass. Go to archways or small adjacent hallways that will provide protection from falling ceiling or from collapsing walls.

9.5. Winter Storms: Blizzards and other winter storms are a fact of life in South Dakota. Be prepared for them. Unlike other natural disasters, winter storms can usually be predicted hours in advance. Some of the elements of winter storms are: cold air, heavy snowfall, strong winds, and freezing rains. These elements will reduce visibility, make roads slippery, and cause severe wind chill factors. The first thing to remember is to stay indoors unless you absolutely must go out. Be prepared for isolation by having plenty of food and water on hand, especially the kind that doesn't have to be cooked or prepared since winter storms often cause power outages. Also have on hand radios, flashlights, and batteries. If you must go outside, wear warm, loose fitting clothing in several layers. Be sure to not over-exert yourself. If you're traveling in a car, make sure it is in good condition and is equipped with blankets, flares, sand, shovel, and windshield scraper. **STAY IN YOUR CAR!** Your car is a very good survival vehicle. Turn on the dome light and be sure snow does not block the exhaust of the car. These few precautions will help you "weather" any blizzard.

9.6. Snow Removal: There will be no parking on any designated housing snow route (identified by sign) during the period from 1 November to 15 April. The only exception to this policy will be for social functions (birthday party, retirement party, etc.) when off driveway parking is required. This policy ensures access by emergency vehicles and prevents hazardous situations when larger snow removal equipment is brought into the housing areas. Occupants who park on housing streets during this period will be ticketed or the vehicle will be towed at the owner's expense. If you plan to be TDY or go on leave during the winter season (October through April), please ensure your vehicles are off the street prior to leaving. Remove vehicles from all streets when a winter weather warning is broadcast by local TV/radio stations or passed via duty channels. If snow is forecast at night, move your vehicles before going to bed, if space is not available in your garage or driveway, you may park your vehicle in your yard during a winter weather warning. Once the warning has been lifted you have 24 hours to remove your vehicle.

Ellsworth AFB Family Housing Brochure
Atch #1 – Fiber Cement Siding

1. Wash down the exterior surfaces every 6 – 12 months with a garden hose or other LOW pressure water spray to remove dirt and debris.
2. If stubborn stains are encountered, try using a mild detergent and a soft brush or rag. Remove cleaning solution thoroughly by rinsing with fresh water. ***CAUTION: DO NOT USE CLEANSERS CONTAINING ABRASIVE PARTICLES, SOLVENT, OR AMMONIATED TYPE CLEANER OR PAINT REMOVER FOR CLEANING YOUR SIDING. THESE MATERIALS MAY SOFTEN OR ACTUALLY REMOVE SIDING FINISH.***
3. As in any wall cleaning operation, less streaking will result if the siding is washed from bottom to top. It is important that immediately following all washing operations, the entire surface be rinsed with fresh water from a garden hose.
4. For best results, select an overcast cool day (ideal temperature 55-75°F.) and wash only small (6x6 ft.) areas at a time. This should allow the wet cleaning solution to remain in contact with the finish for a period of not less than 3 minutes; then rinse with clear water before siding has a chance to dry. Avoid washing siding in direct sunlight as the cleaning solution will tend to dry rapidly, inhibiting cleaning action and making residue difficult to rinse off.
5. **Proper Care:** Do not put holes in the siding by drilling or nailing. Do not get paint on the siding. Do not allow dogs to jump on the siding.

Ellsworth AFB Family Housing Brochure
Atch #2 - Care and Cleaning Tips for Carpet (Page 1 of 2)

1. Most food and beverage spills can be completely removed by following the proper spot-cleaning procedures. These procedures are simple and allow you to make up cleaning solutions using products that are normally available right in the home. **DO NOT USE BLEACH IN ANY SOLUTION!!**

a. Detergent Solution: Dissolve 1 teaspoon non-bleaching dry powder laundry detergent to a cup of warm water. Apply detergent solution sparingly, agitating the stained area gently with the fingertips. Blot to remove substance and rinse thoroughly with clear water to remove detergent residue. Blot dry. Often this solution will remove many stains without further cleaning. If the stain is still visible, continue with solutions b. and c. For acid toilet bowl cleaner stains, use only solution a. Follow any cleaning with a thorough clear water rinse, blot dry.

b. Ammonia Solution: Mix 1-teaspoon non-bleaching, household ammonia to a cup of warm water.
WARNING: *NEVER MIX AMMONIA WITH CHLORINE BLEACH.* Always follow manufacturer's warnings on mixing ammonia with household chemicals. Follow the above solution's procedure with the ammonia solution. Again, blot the stained area to remove the substance. Rinse thoroughly with clear water. Blot dry.

c. Vinegar Solution: Mix equal parts of white vinegar and water. Apply this solution to the entire area that has been cleaned. Blot to remove the cleaning solution. Rinse thoroughly with clear water, blot dry.

d. Alcohol: Rubbing or denatured, use as is. Apply only enough alcohol to dampen the stain. Blot dry. Repeat as long as the stain continues to transfer.

e. Dry Cleaning Fluid: Use any common brand available at hardware or discount stores. Follow manufacturer's precautions and directions for use. Apply only enough cleaning fluid to dampen the stain. Blot dry. Reapply as long as the stain continues to transfer.

2. Stain Removal Procedures: Depending on the spill, first absorb liquid spills by blotting with a white absorbent cloth or paper towel. Scrape lightly to loosen hard or crusty type stain. Scoop up soft substances with a dull edge spoon. Vacuum any loose particles that can be readily removed.

a. Use solutions 1.a. through e. for these stains: acid toilet bowl cleaner, apple juice/sauce, beer, blood, butter, candy, caramel syrup, catsup, chocolate milk/syrup, clay, cola, cough syrup, cranberry juice, dirt, gelatin, grape juice, gravy, ice cream, jelly, medicines, mouthwash, orange juice/soda, latex paint, pet feces, plant food, rust, soil, soot, soft drinks, syrup, tomato juice, vomit, water colors, whiskey, and wine.

b. Use solution 1.e. for these stains: acne medication, asphalt, barbecue sauce, chocolate, cheese spread, cooking oil, crayon, felt tip marker, furniture dye, grease, hand cream, ink, insecticides, iodine, lipstick, margarine, mascara, mayonnaise, oil, nail polish, ointment, oil paint, rouge, salad dressing/oil, shoe polish, soup, spaghetti sauce, steak sauce, taco sauce, and tar. If the stain is still visible, apply detergent solution sparingly, agitating the stained area gently with the fingertips. Blot to remove substance, rinse thoroughly with clear water to remove detergent residue. Blot dry.

c. Use solutions 1.a. and b. for these stains: alkaline drain cleaner, bleaches, coffee, hair dye, mustard, pet urine, and tea.

3. Helpful Hints:

- Stains of unknown composition should first be treated with water, followed by dry cleaning fluid.
- Slight yellow discoloration of unknown origin can often be removed with white vinegar and water mixed in equal parts and applied to the area.
- Cleaning solutions or liquids should be tested in an inconspicuous area of the carpet to determine that no discoloration will result from their use.

- Apply cleaning agent to the stain by dampening a white absorbent cloth or paper towel and blotting the stained area. Do not apply cleaning agents directly to the carpet.
- Always lightly agitate or blot the area being cleaned. Never rub, scrub, or use a brush on the area being cleaned.
- Work from the outside to the center of stain to prevent spread of the stain or formation of a ring. Do not rush the job, as many stains require time to respond and may even call for repeat cleanings.
- Often a concentrated or deep spill will appear to have been removed with one cleaning but will recur days later. This is referred to as "wicking". Repeat the used cleaning procedure until the stain no longer comes back.
- Absorbent towels weighted with a heavy colorfast object placed over the cleaned area will help to absorb moisture and remove the remaining stain as it "wicks" to the surface.
- Always allow cleaned area to dry before using. Groom the cleaned area by hand brushing or vacuuming to restore the pile's original appearance.

Remember, immediate attention aids in ease of removal and results in the best chance of complete removal.

Ellsworth AFB Family Housing Brochure

Atch #3 - Care and Cleaning Tips for Wood Laminate/Vinyl Floors

Wood Laminate Floor Care

- Sweep floors to remove loose dust/debris
- Using the soft brush attachment, vacuum floor, making sure to pay special attention to corners where dust and pet hair accumulate
- Following the directions on the Floor Cleaner, apply to small section of the floor (5' x 5').
- Dampen sponge mop, being sure to wring out excess water, and run over area of floor cleaner* going with the grain of the wood with smooth, even strokes.
- Rinse mop in clean water and repeat steps 3 & 4 on next section of floor.
- There is no need to rinse unless the directions on the cleaner suggest that you do so.

Wood Laminate Floor Stain Removal

Although laminate floors are generally stain resistant, some stubborn stains may require special treatment. Here are some of the more common trouble makers:

- **Blood:** Spray stain with window cleaner and wipe with a damp cloth.
- **Liquor:** Dampen a cloth with warm water and detergent and rub spot. If that fails, try using a cloth dampened with denatured alcohol.
- **Grease:** Apply an ice pack (a package of frozen vegetables will do in a pinch) until grease hardens, then gently scrape with plastic spoon or butter knife. Remaining residue should wipe away with a couple of squirts of window cleaner.
- **Crayon marks:** Rub with a soft cloth dampened with mineral spirits. If that doesn't work, apply toothpaste and rub with a dry cloth.
- **Nail polish:** Use a small amount of scouring powder, warm water, and a plastic mesh pad. **Work the scouring powder into a paste and apply, be careful not to rub too aggressively as it may scratch the finish.**
- **Ink:** Wet a rag with warm water and detergent and rub. If that doesn't work, try a commercial ink remover.
- **Heel Marks and Scuffs:** Rub the marks with a pencil eraser. Mr. Clean magic erasers are great for this.
- **Chewing gum:** Remove excess gum with plastic knife and rub residue with soft cloth dampened with mineral spirits.

Vinyl Floor Care

Keeping the floor clean is not hard, but there are some guidelines to increase the life of your flooring.

- Dust, sand and grit particles are the enemy. Sweep or vacuum frequently. Don't use a vacuum with a beater bar as it may scratch your floor. And don't use scrub brushes.
- When sweeping or vacuuming does not remove the dirt, mop the floor with clean warm water. Rinse the floor thoroughly with fresh water.
- If water alone does not clean the surface, use cleaning products recommended by the manufacturer. Most "no-rinse" cleaners will work just fine.
- When all else fails, use your head. An ounce or so of liquid detergent or ammonia in a gallon of water will work, but you will need to rinse the floor well.
- Do NOT use detergents, abrasive cleaners or "mop and shine" products.
- And always toss in an ounce of prevention. Mats or rugs in front of outside doors will help keep the dust and grit from getting to the floor in the first place. Be sure the mats and rugs you buy are for vinyl floors. **Some rubber-backed mats may leave permanent stains or marks – do not use such mats!**

Ellsworth AFB Family Housing Brochure
Atch #4 Household Hazardous Waste Management (Page 1 of 2)

Consumers are responsible for wise environmental management and disposal of household hazardous wastes. Certain products should be brought to household hazardous waste collection days for proper disposal. If you are uncertain of the disposal requirements, please contact the 28th Civil Engineer Squadron, Environmental Management Flight, at 385-2680 for assistance.

The following chart addresses disposal options and suggests alternative products for some of the more common household hazardous materials:

WASTE CATEGORY	ALTERNATIVE PRODUCTS	DISPOSAL OPTIONS
Oil Based Paints	Use Latex or water based paint whenever possible	Use for intended purpose. Store safely until a household hazardous waste day is held or mix with an adsorbent material (kitty litter) allow to dry and dispose of as trash
Latex paints that contain hazardous chemicals	Use Latex paints that do not contain hazardous chemicals (ethylene glycol, glycol ethers, mercuric acetate, etc).	Use for intended purpose. Store safely until a household hazardous waste day is held or mix with an adsorbent material (kitty litter) allow to dry and dispose of as trash.
Used Oil	Unknown alternative	DO NOT apply to soil, pour down a drain or in the storm sewer. Dispose of used oil at a local recycle collection point, Auto Hobby Shop or BX Service Station on-base or a service center off base.
Pesticides	Use dishwashing or insecticidal soaps mixed with water.	Use for intended purpose. Store safely liquids until a household hazardous waste day is held or mix with an adsorbent material (kitty litter) allow to dry and dispose of as trash. Small quantities of solid pesticides maybe disposed of as refuse.
Household Batteries	Use solar powered watches or rechargeable batteries	Dispose of as normal refuse.
Oven Cleaners	Use mixture of castile soap, borax, and water to pre-wet surface and scrub with baking soda & salt.	Use for intended purpose
Drain Cleaners	Mixture of baking soda and vinegar followed with boiling water; snake or plunger	Use for intended purpose.
Old Gasoline	Unknown Alternative	Store safely until a household hazardous waste day is held or mix with an adsorbent material (kitty litter). Allow to dry and dispose of in trash.
Used Tires	Unknown Alternative	Turn in to local tire recycler or waste management firm for disposal. Used tires cannot be disposed of until shredded.
Antifreeze	Propylene glycol may be less toxic to use.	Turn into a local recycling center for recycling and reuse.

HAZMART will accept most unused household products in their original containers for the Household Hazardous Materials Recovery Program. These products are screened and distributed to points on base where they can be picked up, free of charge, by base personnel. This program keeps hazardous chemicals out of our environment and helps save base personnel money. Contact HAZMART at (605) 385-6602 (DSN: 675-6602) for more information.

Tips for proper product use:

Buy only what you need.

Carefully read and follow the label's directions.

Use the products for their intended purpose **ONLY**.

DO NOT mix chemicals.

Use the product recommended strength.

If you need assistance, call the Environmental Flight at (605) 385-2680 (DSN: 675-2680).