

Family Housing Handbook

OSAN AIR BASE, KOREA



SEORAKSAN TOWER (B211)

***“The Freedom of 51 Million People
Starts with a Good Night’s Sleep...”***

June 2021

Welcome to Osan Air 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 area of responsibility, but this handbook aims to explain the Air Force's responsibility towards your home along with our expectations of you and your family. Please be considerate of your neighbors and treat your unit as if it were your home. Your home represents a substantial investment by the United States Air Force, the Government of Republic of Korea, and both U.S. and Republic of Korea taxpayers. Please take a few minutes to read this housing handbook to familiarize yourself and feel free to contact the Housing Office any time during the workday at DSN 784-1840 or commercial 0505-784-1840. You can also send an email to 51ceshousing@us.af.mil.

This handbook applies to all personnel assigned to MFH and their guests on Osan Air Base, Republic of Korea.

Welcome Home

I would like to welcome all members of Team Osan to their new home! The team members in your Housing Office have created this handbook to outline their primary responsibilities to provide safe and functional housing for all of our patrons. Additionally, this handbook provides a reference for the policies and procedures for residents and their individual roles as residents. Our recommendation is for you to review and keep this handy as a reference guide during your assignment.

The Housing Office is open for dialogue and discussions with any resident for proposals or changes to this document. We truly believe in continuous improvement, and your feedback is the best way for us to meet this goal. We listen to you! We have created an Osan Air Base Housing & Dorm Office Facebook group that I invite you to join. This is a key communication medium to post updates on any issues concerning MFH or Dormitories. This Facebook group allows for instantaneous notification to all of our military families residing in MFH and our unaccompanied members in our dormitories.

We also ask that you communicate any issues you may be having as quickly as possible to the Military Housing Office located at Building 600, Room 101, DSN 784-1840. For all maintenance concerns, the MFH Maintenance Team is located on the first floor of Hallasan Tower, Building 1015, DSN 784-2376.

On a final note, MFH at Osan may be the first-time residents experience 'apartment' lifestyle as a family. Opportunities are endless with the close proximity to your neighbors and Osan teammates. We encourage taking advantage of this new opportunity to create a new support network and neighborhood within the tower. Please let my housing team know how we can assist in any way. We are grateful for your service and look forward to providing you and your family a place to call home!



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Commander, 51st Civil Engineer Squadron



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Section A – Air Force Responsibility

The following services are provided by base agencies in support of residents assigned to MFH units: Fire and police protection, facility maintenance and repair, refuse collection, infestation pest control and snow removal from walkways and streets. The contact information for these organizations and other referenced organizations can be found within the Quick Reference Phone Numbers page located at the end of this handbook.

Table 1 – MFH Breakout

TABLE RESERVED – REFERENCE HARD COPY		

Initial (Move-In) Inspection - A housing representative, along with the resident, will perform initial, pre-termination and termination inspections to document any discrepancies pertaining to the unit, grounds and appliances on the AF FH Check-In/Check-Out Record. The initial inspection is performed at the time of assignment with a housing representative. The resident should submit any additional discrepancies noted after the joint inspection in writing on the Record of Discrepancies page (page 5) of the AF FH Check-In/Check-Out Record to the housing office within 15 days of the move-in-date.

Final (Move-Out) Inspections - Refer to Section J – Termination (Leaving) of Family Housing

Maintenance and Repair - The 51st Civil Engineer Squadron and the Maintenance Contractor have the responsibility for daily maintenance of MFH. For all building maintenance problems, contact the contractor at 0505-784-2376. **The call desk is operational 24 hours a day. The call desk is located in the first floor lobby of Hallasan Tower, Building 1015.** The Customer Service window does close for some holidays. The customer service representative will assign a job order number and an approximate date and time the work will be performed. There are three categories of service calls: emergency, urgent, and routine. The category determines the response time to your unit.

- Emergency: Work completed within 24 hours
- Urgent: Work completed within 5 days
- Routine: Work completed within 30 days

Emergency service calls are work requirements which must receive immediate attention and must be

completed within 24 hours. Some examples include but are not limited to:

- Any problems which could cause loss of life or property
- Serious damage affecting health, safety, security, or the mission
- Complete utility failure (electricity, heat, water or sewage)
- Exterior door lock repairs
- Ruptured or leaking water lines
- Clogged toilets, when there is only one toilet in the unit
- Inoperative refrigerator

Urgent service calls are work, which does not qualify as an emergency, but must be accomplished within five days. Some examples include but are not limited to:

- Any problems which, if continued without repair, could degrade or cause loss of property or negatively impact health.
- Partially clogged sewer line; sluggish draining.
- Broken windows

Routine service calls are work, which does not qualify as an emergency or urgent call, but must be accomplished within 30-days. Some examples include but are not limited to:

- Broken light switches, fixtures, receptacles, etc.
- Damaged walls, window trims, window frames, screens, door trims and door frames.
- Damaged floor tiles, cabinets and holes in wall.
-

In the event repair work is not satisfactory, please contact the Maintenance Contractor again for rework. If a resolution can't be reached, please contact the Housing Office at DSN 784-1840/Commercial 0505-784-1840 during normal business hours or send an email with pertinent information and pictures to 51ceshousing@us.af.mil.

Snow and Ice Removal in MFH: Towers, Parking Garage, Senior Officer Quarters (SOQs) [Townhomes], and General Officer Quarters (GOQs) The housing maintenance contractor is responsible for snow removal within 50 feet of buildings. This includes the entire width of the sidewalks.

Refuse Collection and Disposal - All household trash must be segregated from recyclables, bagged and placed in the trash chute (bins located outside for SOQ/GOH units). Access to the trash chute is located in the trash room on each floor. If items for disposal won't fit in the trash chute, they must be taken to the trash room on the ground floor. This is accessible on the back side of Hallasan and Jirisan Towers and on the front side of Seoraksan Tower. All recyclables should be placed in a plastic bag and taken to the recycling room on the first floor of Hallasan and Jirisan tower or placed in the green bin outside, on either side of Seoraksan Tower. For SOQ/GOQ place bagged recyclables in appropriate bins in the designated areas. Cardboard should be 'broken down' flat and then taken to the recycling room or placed in a green bin. Bulk trash disposal areas are also available at each location. See Figure 1 through Figure 5 below for maps.

FIGURE RESERVED – REFERENCE HARD COPY

Figure 1 – Seoraksan Trash Access

FIGURE RESERVED – REFERENCE HARD COPY

Figure 2 – Jirisan Trash Access

FIGURE RESERVED – REFERENCE HARD COPY

Figure 3 – Hallasan Trash Access

FIGURE RESERVED – REFERENCE HARD COPY

Figure 4 – SOQ Trash Access

FIGURE RESERVED – REFERENCE HARD COPY

Figure 5 – GOQ Trash Access

Lockouts - For lockout service, contact the service call desk at 0505-784-2376. The resident is responsible to reimburse the U.S. Government for the cost of the lost or missing keys, as well as re-keying and replacement of the locks.

Appliances - Government appliances are furnished: dishwasher, stove, refrigerator, washer and dryer. If you have problems, do not attempt to make repairs or adjustments. Contact Housing's Furnishings Management Office (FMO) at 0505-784-5181 during duty hours and 010-8565-6520 for after duty hours, weekends and holiday emergencies. FMO will coordinate with the Appliance Maintenance Contractor for repairs. Problems with the refrigerator and stove burner will be classified as emergency repairs.

Privately Owned Appliances - Since government appliances are provided, residents are responsible for storage of any privately owned appliances. If a resident desires to use their own personally-owned appliance in lieu of government-provided appliance, the government-provided appliance will be removed at no cost to the resident. However, at no time will government-provided maintenance or repair services be performed on privately-owned appliances.

Filters - Air conditioning/heating unit filters for housing are changed routinely by the maintenance contractor. Maintenance personnel change the filter from outside of the unit and do not need to enter your home. There are two types of filters used at the towers. Roof top units bringing outside air utilize a MERV-13 filter. The fan coil unit recirculates air in the unit utilizes a MERV-8 filter. GOQ/SOQ units also utilize a MERV-8 filter.

Pest Management - Residents are responsible for good sanitation and control of minor pest problems. Air Force Instruction 32-1053, *Pest Management Program*, implements Department of Defense (DoD) policy which states, FH residents must control minor pests in their quarters, such as cockroaches, ants, silverfish, flies, sow bugs, earwigs and miscellaneous flying and crawling pests, which do not constitute a health hazard or destroy

government property. If you have any questions, please contact 51st Civil Engineer Squadron (CES) Customer Service. A full line of approved pesticides is maintained in the Base Exchange and Commissary.

The 51st Civil Engineer Squadron Pest Management personnel will control all pests in FH which are health hazards, such as rats, bees, wasps, snakes and other venomous pests. (NOTE: Cockroaches are not considered a health hazard except under exceptional circumstances.) Additionally, they will also control all pests considered potentially hazardous to Air Force property, such as termites, carpenter ants, wood boring beetles and insects which attack lawns and ornamental trees planted by the installation. Pest Management personnel may demonstrate proper use of self-help materials as needed but will not treat for select pests until self-help attempts have been unsuccessful. Pest Management will treat pest problems which do not respond to self-help treatment caused by unsanitary conditions beyond the control of the resident or structural deficiencies. Pest Management will not treat unsanitary or extremely dirty quarters until they have been thoroughly cleaned

Traffic Management Office (TMO) - The Air Force authorizes full weight entitlements for accompanied Air Force civilian and military members assigned to/from Osan Air Base. The Overseas Quarters and Furnishings Availability report authorizes full weight entitlements for accompanied Command Sponsored personnel. Only unaccompanied members are weight restricted. Washer, dryer, stove, refrigerator and dishwasher are provided for the duration of member's tour to all MFH residents. We ask that eligible personnel NOT ship these appliances to South Korea.

Loaner furnishing kits are provided for a maximum of 90 days for PCS in and 90 days for PCS out of Osan Air Base. The Air Force is responsible for the Furnishings Management Program, and this policy includes all DoD services. Government contractors are not eligible for Furnishings Management Office (FMO) loaner furniture or appliances. Please plan accordingly before shipping Household Goods to ensure there are no issues with space.

If you have any questions regarding your TMO authorizations, please contact your local TMO or the Osan Air Base TMO. Osan TMO can be contacted at DSN 784-6019, 51lrs.outboundhhg@us.af.mil.

Section B – General Resident Responsibilities

Leave or Extended Temporary Duty (TDY) travel - If you anticipate an absence from your home for more than seven days, you must provide a notification of temporary absence to the Housing Office. A formal letter is available at the Housing Office or can be requested via email by contacting 51ceshousing@us.af.mil. **Pets are not to be left in housing units unattended during these periods.**

Social Visits - MFH residents are responsible for their guests. Family housing units may not be jointly occupied by more than one family. Bona fide social visits of 30 days or less by guests of persons to whom quarters are assigned do not constitute joint occupancy. The installation commander may authorize exceptions when immediate family members are visiting and may want an extended visit. Submit written exception to policy request through the Housing Office for visits beyond 30 days. This is critical for accountability of visitors in events of emergencies or contingencies. Exception to Policy request information can be obtained by contacting 51ceshousing@us.af.mil.

Liability for Damage to Housing, Equipment, Furnishings, and Appliances - Members of the armed forces occupying MFH shall be held accountable for loss or damage to family housing, equipment or furnishings caused by abuse or negligence of the member, the member's dependents and the member's guests or pets. Residents are also liable for damages caused by self-help work and are required to repair or provide reimbursement for repairs prior to final inspection.

Insurance - While occupying MFH you should purchase commercial renter's insurance for protection in the event of a major loss or power outage. Such insurance should specify clearly the personal liability coverage for loss or damage involving government quarters, furnishings, and equipment. A common policy for this coverage would cover your personal property as well as personal liability for government property. 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. In cases of misconduct or abuse, you can be held liable for replacement value. The replacement value is based on maximum net square footage and grade authorized by public law.

Damage to Housing - Damages to quarters beyond reasonable wear and tear are the resident's responsibility. The Housing Office can explain your options to repair and replace damaged items and the method of payment. This policy is enforced at Osan Air Base. The Air Force must investigate and report damages or losses to government-owned equipment with an initial acquisition cost (value) of \$5,000 or greater; all sensitive, classified, or leased (capital lease) property regardless of initial acquisition cost, and any other real property assets. The 51st CES Commander must initiate a Report of Survey for government housing when the proximate cause of the loss or damage is determined to be gross negligence or abuse, or damage if the member was "on notice" of the particular risk involved and failed to exercise reasonable, available opportunities to prevent or limit the loss or damage. Cost reimbursements will be processed utilizing a DD Form 139, Pay Adjustment Authorization or DD Form 1131, Cash Collection Voucher.

Heat to Cool Transition Period

During Fall and Spring seasons, the 51st CES will closely monitor weather patterns and turn the HVAC systems off or on according to the guidelines stated below. Actual dates will depend on many factors to include climate data, facility priority and work crew availability. The 51st CES Commander can override these guidelines.

The towers utilize two separate systems for HVAC. A central boiler system supplies heat to the units from late fall to early spring. A chiller system supplies air conditioning to the units from late spring to early fall. 51st CES will monitor weather conditions and turn off heating systems and activate cooling systems according to the weather conditions.

Residents should understand that temperatures vary from floor to floor and location within the tower. Your unit maybe colder or hotter than others. You may need to dress differently during the seasonal transition. Please have patience with your neighbors as the transitions occur.

- Heat turn-off typically occurs in April when indoor temperatures exceed comfortable levels due to winter settings on HVAC systems. Residents are encouraged to turn off the heat and open windows as able to provide cooler temperatures until air conditioning is switched on. Air-conditioning turn-on typically occurs in May. It is not uncommon to have cooler temperatures throughout May.
- Air air-conditioning turn-off typically occurs in late September/early October.
- Heat turn-on typically occurs the end of –October or early November.

Energy Conservation - Resident participation is valuable to support the installation's efforts to conserve energy.

- Turn off electrical equipment. We need your help to conserve electricity, by far the highest utility cost. You can help by minimizing the use of electrical appliances and lights, especially during the peak demand periods of 0500 to 0800 hours and 1600 to 2000 hours. Do not leave outside lights on during daylight hours. Studies show 30% to 40% of personal computers and printers are left running at night and on weekends when not in use. Additionally, many people leave televisions, stereos, and other electronic equipment running when they are not present. When equipment is not in use, remember to turn it off and help save energy.
- Keep exterior doors closed during cooling and heating. Do not air condition or heat the outdoors. Additionally, seal off areas not in use. This will reduce unnecessary heating to those areas while reducing needless energy consumption.
- Adjust thermostats to keep your residence around 72° F. When you are out of town on vacation or TDY, set the thermostat to 55° F during the winter and 76° F during the summer. These temperatures will provide a comfortable environment, while helping to lower energy use.
- Turn lights off. Residents leaving lights on in unoccupied rooms waste significant quantities of energy. Remember to flip the switch when departing the room. Turn off lighting in common area hallways and lobbies if there is enough ambient lighting during daylight hours.
- Try to dry multiple loads of clothes sequentially. Loading one load of clothes into the dryer after another uses the heat retained in the dryer and reduces the amount of energy used.
- Turn off the clothes dryer's booster fan when not in use. Additionally, if the booster fan runs constantly, it could possibly burn out the motor. The fan not only wastes electric energy but also places additional stress on the Heating, Ventilation and Air Conditioning (HVAC) systems.

These energy saving tips can easily be introduced into your home and help the base meet the energy reduction goals. Practice energy conservation in your daily routine, at home and at work. Remember, good stewardship means getting the most from the resources we are given, so help the base in its energy conservation efforts.

Water Conservation – Similar to energy conservation, residents must be conscious of water use. Good practices include, but are not limited to taking showers, turning water off while brushing teeth, etc.

Environmental Concerns - Waste engine oils, engine coolants, car grease and other similar products will not be poured into the drainage system or onto the ground. In addition, no burning of refuse will be permitted. Vehicular maintenance, to include oil changes, will not be done in the housing areas, to include parking garages. The only authorized maintenance actions are jumping or changing a dead battery and servicing or changing a deflated tire. The Auto Hobby Shop, building 1214, is available for oil changes and other maintenance actions. Many products have labels that describe proper disposal procedures. Any questions about recycling used oil, or disposing of household products should be referred to the Environmental Element at 0505-784-4272.

HAZMAT lockers for the storage of POL items are provided on the first, second, and third floor of the parking garage, building 1016.

All items for recycling are picked up from housing weekly. See Appendix 1 – Additional Recycling Information for more information. If you have any questions, contact the Refuse Quality Assurance Office, 0505-784-6644.

FIGURE RESERVED – REFERENCE HARD COPY

Figure 6 – Hazardous Waste Storage Facility Map

FIGURE RESERVED – REFERENCE HARD COPY

Figure 7 – Recycling Center Map for Electronics

Care of Unit Interior

Kitchen - Special attention is needed to maintain the appliances, cabinets and walls in the kitchen. Ovens, stoves and broiler units, as well as the stove top, should be cleaned regularly. Clean walls and oven hoods to prevent grease build-up, which can become a fire hazard. Using sharp instruments to remove ice or other accidents may cause more harm than good. Same for gritty or harsh detergents when cleaning.

Wear and tear are expected from accidents and learning experiences, but your stewardship will ensure longevity of the unit and easy transition to the next resident. Grease or oil should never be poured down the drain, because it will solidify in the pipes and cause blockages. Do not dump food or cooking grease down the drain as it will cause blockages, especially on units below. Dispose of food waste and cooking grease in your trash receptacle. Use only regular shelf paper in drawers and cupboards as the use of adhesive-backed paper will damage surfaces when removed.

Washers and Dryers - Please keep the units level and balanced. Overloaded and extremely small loads are inefficient and inflict excessive wear and tear. Clean the lint filter after each drying cycle to ensure airflow and prevent a fire hazard. Lint filters should also be rinsed with soap and water periodically to remove fabric softener film. In the towers, you are required to turn on the dryer boost pump in order to run your dryer. Report any appliance deficiencies to FMO at 0505-784-5180. The tower's dryer exhaust system utilizes booster pumps for venting. In order to run the dryer, turn the wall panel switch to "ON," then switch on your dryer.

Telephone Installation and Internet Service - Commercial telephone and internet service is available through a contract vendor located within the Main Exchange.

Water Beds - Water beds are not authorized.

Bathrooms - Walls in the tub/shower area and bathroom floors have a tendency to mildew and should be cleaned periodically with a product to combat mildew. Bathtub stickers/appliques are not recommended, because they can be difficult to remove and sometimes cause permanent stains. Do not drill or otherwise make holes in the ceramic tile, mortar or one piece shower unit walls.

Floors - Excessive water can cause damage to any floor. Only quality wax removers should be used to prevent wax build-up. Pay special attention to corners and baseboards to prevent dirt/wax build-up.

Carpets - Carpet in GOQ and SOQs. Both preventive and corrective maintenance must be performed to prolong the life and appearance of the carpet. The cost to repair or replace carpet (other than fair wear and tear) as a result of damage by the resident will be the sole responsibility of the resident and must be paid for prior to final termination inspection.

Tile - Tower units are completely tiled. Area rugs, foam mats or other floor coverings are permitted. Do not apply any type of adhesive under the rugs. If damages occur, resident will be responsible for repair.

Walls/Doors - Use mild soap and warm water to keep your walls clean. Do not apply adhesive-backed materials, or decals to walls as these can cause damage upon removal. Use only small nails to hang items on the wall. During your final termination inspection you are not required to fill small holes. However, you are responsible for larger holes and their proper repair. Make sure there are doorstops behind all doors to prevent damage to the walls. In South Korea, wood is not generally used in construction. The wall studs are aluminum. Do not mount televisions to the wall. Do not put nails/screws in the closets, cabinets, exterior doors or bedroom

doors. Should you have a special circumstance, please contact the Housing Office. Use of non-removable adhesive backing material is not permitted for easy cleaning and prevent damages.

Windows - Residents are responsible for the interior cleaning of all windows. Please ensure that windows are properly secured and children closely monitored to prevent the potential hazard of a fall from a window. Residents are responsible for the window keys and will be charged for broken or lost keys prior to final termination.

Blinds - Blinds have been provided for all of our family housing units. At your final termination inspection, your blinds must be serviceable. Any blinds reflecting damages, such as bent/missing slats or generally unserviceable, will be replaced at the resident's expense.

House - The overall cleanliness of government housing is the resident's responsibility. The definition of cleanliness is the level of cleaning a prudent homeowner would maintain. Units not conforming will be reported and may lead to eviction at the resident's expense.

Common Area Active Use Storage – Hallasan/Jirisan residents have a marked rectangle in the common area on each floor. Actively used personal items such as skateboards, scooters, strollers, wagons, bicycles, etc. may only be placed in the designated area, and they must be placed neatly to ensure compliance with fire egress and safety requirements. Resident's personal items such as tables, chairs and children's play equipment may not be left in the common areas or hallways and must be stored within each residents' unit or secured storage immediately after use. For all tower residents, no items may be stored outside of the marked area if it breaks the threshold of the door or hallway. Residents' doorways may be non-permanently personalized in all towers as long as it does not cause damage to the facility or impede the hallway or other required access. Figure 10 through Figure 8 below shows a diagram of this area and the hallways. Do not place bicycles, strollers, wagons or any other items in hallways or stairwells, as this is against fire code and presents a safety hazard. All items should be labeled. Housing will provide a label or residents can make their own. It should include last name, building number, unit number and DEROS. The procedure for violations in tower hallways is contained in Section K – Violations.

FIGURE RESERVED – REFERENCE HARD COPY

Figure 8 – Seoraksan Hallways

FIGURE RESERVED – REFERENCE HARD COPY

Figure 9 – Jirisan Common Area and Hallways

FIGURE RESERVED – REFERENCE HARD COPY

Figure 10 – Hallasan Common Area and Hallways

Care of Unit Exterior

Tidiness – Each resident is expected to maintain a neat residence. Discrepancy notices will be issued when a condition exists which does not meet standards. Discrepancy notices may be issued for noise violations and for failure to control your pet, remove snow or keep up the yard and quarters. Four discrepancy notices within a calendar year (from date of first notice) may result in termination of your on base housing privileges. Violations will be discussed in Section K - Violations. Please remember, you are responsible for keeping your area tidy at all times.

Snow and Ice Removal (SOQ/GOQ Units) - Your area of responsibility for snow removal is midway between adjacent units or 50 feet out, whichever comes first. This includes the entire width of the sidewalks, your assigned parking space(s) and any visitor parking space directly adjacent to your assigned space. When shoveling snow and ice from walkways, shovel it to the side of the walkway.

Removal of Debris, etc. - The balcony and/or yard area must be free of debris (paper, cans, candy wrappers, animal feces, etc.). Additionally, items such as tires, plywood or any items leaning against your home or in the parking garage must be removed and stored. Debris poses a risk to people and property especially during adverse weather conditions. Furthermore, debris can house various vectors (animals, insects, etc.) that will impact quality of life.

Bushes/Shrubs - Trim bushes. Shrubs should not be in contact with buildings and structures nor cover windows. Bushes/shrubs near the street should not exceed 3 feet in height.

Trees - Maintenance of all trees in housing is the responsibility of the 51st CES, Pavement and Equipment Section. For assistance contact CES Customer Service at 0505-784-6226.

Flower Beds/Landscaping (SOQ/GOQ Units) - Keep your flowerbeds neat and free of weeds and grass. Flowerbeds in areas, which may lead to soil erosion, are prohibited. Do not plant poisonous or nuisance plants. Borders must be approved by Housing Office and may not exceed 3 feet in height. Should a resident desire mulch, please contact the Housing Office. You may not attach anything to trees, shrubs or any portion of your quarters. Holiday lights are permitted but must be removed immediately after the holiday.

Vegetable Gardens – These are not authorized on the ground surrounding towers, townhomes, SOQs or GOQs. Any growth must be in good taste and orderly. Any methods, pots, etc. must be removed prior to final termination.

Porches/Patios - Porches and front patios must be neatly maintained. Residents may not hang or place anything unsafe on any part of your balcony.

Storage Rooms/Cages - In Hallasan/Jirisan Towers and for some units in Seoraksan, personal items must be kept in the cage, and no items may be left outside the cage. Cages should be locked as the Housing Office is not responsible for losses. All items must be at least 18 inches below the ceiling or any fire sprinkler heads. In Seoraksan Tower, personal items can be kept within the unit's interior storage room.

Storage Shed Standards - Only SOQ/GOQ residents are authorized storage sheds. The shed must be approved prior to purchase by 51st CES Housing Office. Storage shed must be removed prior to final termination. Additionally, the ground must be returned to original condition (i.e., new sod placed).

Auto Repair Work - The only auto maintenance/repair work authorized in housing areas is servicing or changing

a flat tire or replacing/jump-starting a dead battery. The Automobile Hobby Shop, building 1214 should be used for all other repair work.

Swimming and Wading Pools (SOQ/GOQ Units Only) - Only above ground wading pools are authorized in SOQ/GOQ units. Pools are not authorized in tower areas. The Housing Office must approve the use of a wading pool at a SOQ/GOQ unit prior to installation. A wading pool is defined as "less than 12 inches in depth and no more than 8 feet in diameter, or 8 feet in its longest dimension." Pools must be emptied and properly stored when not in use. Pools must be in direct line-of-sight to a responsible adult when in use. Lawns will be restored (grass must be growing) to original condition when pool is removed. The Housing Office suggests you understand the potential liabilities before installing a pool or other similar items, which have the potential to cause serious bodily injury if used improperly or unsupervised. Authorization does not remove liability. Owners are responsible/liable for any damages or injuries. The Housing Office and the installation are not liable.

Trampolines (SOQ/GOQ Units Only) - Trampolines are authorized in the backyard if they have an attached safety cage. Before a trampoline is installed at a SOQ/GOQ unit, it must be approved by the Housing Office. Trampolines with the attached safety cage are not required to have a fenced backyard. The Housing Office suggests you understand the potential liabilities before installing a trampoline or other similar items which have the potential to cause serious bodily injury if used improperly or unsupervised. Authorization does not remove liability. Owners are responsible/liable for any damages or injuries. The Housing Office and the installation are not liable.

Bicycles/Personal Transportation Devices (PTD) - Bicycles or PTDs can be placed in the bike rack areas. The housing resident should lock them using their own lock device. They should never impede traffic or be parked in locations that have "No Parking" signs. They will be ticketed if found in unauthorized locations.

Section C – Tower Apartments - Unique Family Housing

Resident Responsibilities - Tower apartment residents have the same basic responsibilities as residents of MFH outlined in this handbook in Section B – General Resident Responsibilities. Living in a tower apartment is quite different from other types of MFH. Above all, it calls for much more consideration of the well-being of your neighbors. They are of primary importance, since they will be living above, below and on both sides of you. Cooperation and consideration among residents in abiding by rules of conduct are the keys to enjoyable high-rise living. When you obey the golden rule of "Do unto others as you would have others do unto you," you can assure better living conditions and a comfortable, enjoyable stay in your new home.

Loading/Unloading Zone - Each building has hash marked open areas or driveways around it. Residents are permitted to rapidly load/unload vehicles in these locations. The vehicle should not be left unattended.

Elevators - Each Tower has three elevators. The larger of the elevators is considered the cargo elevator. If residents move large items such as furniture, use the cargo elevator. Residents with pets shall use the cargo elevator to take their animals in and out of the building. Parents must control their children and pets in the elevators. Caution children not to jump up and down in the elevators. This type of motion can cause elevators to stop between floors. Push only one elevator call button and push only the required floor. Pushing multiple buttons (call and floor) creates unnecessary wear on the elevator, which results in the need for more frequent down-time and maintenance. Each elevator has an emergency call button connected directly to the fire department. The cargo elevator is the only authorized elevator for the transportation of pets. Passenger elevators may be used to transport pets only when the cargo elevator is out of service. **It is the responsibility of the resident to clean up pet waste in the elevator if the pet is unable to make it to the relief area.** If a resident leaves a mess, a citation will be issued in accordance with Section K – Violations.

Roof Top - The rooftop areas are OFF LIMITS to all residents and visitors. Only authorized maintenance personnel and emergency response personnel are allowed access.

Balconies - Respect the neighbors below you. Please do not drop items, pour substances or shake the rugs from the balconies or out of windows. **Do not grill using charcoal on the balcony.** Ensure balcony drain is clear to allow rainwater or melting snow to run off. Do not hang anything on any part of the balcony railing, with the exception of seasonal lighting during the approved time frame (see Section G).

Bike/PTD Parking- For MFH residents near Hallasan/Jirisan, a bike pavilion is located on the fourth floor of the parking garage and additional parking on the first floor. Seoraksan has parking available on the southern end of the parking lot. Motorcycles may not be parked in the pavilions. Residents may only store bicycles in the bike pavilions. Bikes should be marked with the owner's name, building number, unit number, and DEROS.

Refuse Collection and Disposal

Trash - Trash will be segregated from recyclables and taken to the trash room on each floor and placed in the garbage chute. Most people use the chute closest to the door. Alternate chutes to reduce build up. If trash chutes are full, all items are to be taken to the bottom floor trash rooms, **DO NOT leave items in residential floor trash rooms.** All trash must be in plastic bags and tied prior to placing it inside trash receptacles. Cardboard boxes must be flattened. Do not throw recyclables, breakables (glass), pet waste or oversize items in the trash chute. These items should be taken directly to the entry floor or first floor trash room or recycling bins (when applicable). Grease or oil should never be poured

down the drain, because it will solidify in the pipes and cause blockages. Do not dump food down the drain as it will cause blockages, especially on units below. Dispose of food waste in your trash receptacle. When disposing of cooking oil or grease, pour it into a durable container, and then place in a garbage bag. Parents must ensure children who are assigned this chore can carry a full garbage bag and thoroughly understand and ensure trash is disposed of correctly. Please do not leave garbage in the hallways, stairways or elevators.

Bulk Item Pickup - The refuse contractor will pick up bulk or oversize items on the 2nd and 4th Tuesday of each month. Bulk items should be placed next to the recycling bins located outside the three towers on the weekend proceeding the bulk pick-up day. Figure 1 through Figure 3 above show the locations for each tower. Oversize items will not be picked up on days other than those scheduled below. Please plan accordingly to dispose of oversize items only on the bulk pick-up day. Bulk or oversize items include TVs, couches, framed pictures or other large furniture items. **Paint or other Hazardous Materials must be turned into hazardous material collection, building 833 (behind Popeye's).**

Recycling - Recycling should be taken to the ground floor recycling room or placed in the green bins located outside. Reference Figure 1 through Figure 3 above for access locations. Place all recyclable materials in clear plastic bags. There is no requirement or need to sort. Flatten all cardboard boxes. Do not place any food waste in the recycling bag.

Smoking - Smoking in MFH is only authorized on the balconies/patios, but take nearby neighbors into consideration. If anyone contacts housing stating that smoke came from another balcony/patio into their unit, the offending resident will be informed by housing and no longer allowed to smoke on their balcony/patio for the duration of their occupancy. Violations are explained in Section K – Violations.

Noise - The volume of musical instruments, radios, TVs and stereo equipment should be regulated so as not to disturb or annoy other residents.

Children - Ensure your children do not play in the stairwells, first floor lobbies, driveways, parking garages, and garbage collection areas.

Common Areas - Sidewalks, entrances, first floor lobbies, hallways, emergency exits and stairways must be free of obstructions at all times and used by residents only for the purpose of entering or leaving the premises. Strollers, bicycles, boxes, toys, shoes, etc., must not be left in these areas.

Windows - You are not authorized to install outside window guards, awnings or shades.

Car Washing - Wash your car (or motorcycle/moped/scooter) at the base car wash or off base. Do not wash it at your residence, near towers, SOQ, parking lots or in the parking garage.

Recreation Room - Use of the recreation rooms is monitored and controlled by the Housing Maintenance Contractor in the Hallasan Tower. Tower and SOQ/GOQ residents may reserve any tower recreation room up to 45 days in advance of the requested date of use. Rooms can be reserved from 0700 to 2200. In order to provide everyone an opportunity to use the rooms, residents can only reserve rooms up to 3 hours per day, to include set up and clean up. If the room is required for a longer period, a written request must be submitted and approved by the Housing Office. Users are required to clean up (sweep, mop, wash tables, clean refrigerator, clean off furniture, etc.) after usage. Visitors to the recreation room must assure their children are not playing in other parts of the tower. Not abiding by the rules will restrict future use of the recreation rooms for a minimum of 60 days.

Residents will be provided access to the recreation room by the Housing Maintenance Contractor in Hallasan Tower. The resident is required to notify the Housing Maintenance Contractor when the recreation room use is complete.

Bulletin Boards - All fliers, information letters and notices to be placed on bulletin boards must be approved by the Housing Office, and the Housing Office will post the information accordingly. Any unapproved flier, banner or notice placed on a wall, on a door or in the elevator will be removed. For profit advertisements are not to be placed on MFH bulletin boards.

Outdoor Cooking - Except for the built-in grills in the playground areas, barbecue cooking in the common areas surrounding the buildings is prohibited.

Barbecuing on the unit balcony is authorized provided the following guidelines are followed:

- Barbecue grill must use propane. **CHARCOAL GRILLS ARE NOT PERMITTED.**
- The grill must be attended at all times.
- The patio door must remain closed while the barbecue is in use.
- A portable fire extinguisher must be readily available.
- A spray water bottle must be available to extinguish small flare-ups.
- Barbecuing is not authorized when winds exceed 10 knots.

Environment - All residents of Osan Air Base must be stewards of the environment. Please use common sense and be sensitive to how you treat our environment. Do not put hazardous materials including tires, engine oil and coolants, car grease, batteries, paint, propane gas tanks, solvent, common household cleaning products and other similar products into plumbing, drainage systems, in trash, or on the ground. Paint, aerosol cans, propane cylinders, oil for energy recovery, small batteries (lead acid, nickel-cadmium, lithium, mercury), and fluorescent bulbs should be taken to the Hazardous Waste Storage Facility located at building 833, behind Popeye's. For assistance in disposing of these materials, call 0505-784-6508 or 0505-784-4272 to contact the Environmental Element.

Section D – Fire Protection

The fire department is responsible for instructing residents on the procedures to follow in case of a fire. As a military sponsor or spouse, you in turn, should instruct all members of your family in fire protection. All housing residents must review the fire protection and prevention pamphlet during their housing brief prior to moving into MFH.

Fire Reporting - IF A FIRE OCCURS IN YOUR HOME, NOTIFY THE BASE FIRE DEPARTMENT. ENSURE YOU ARE SAFE AND TELEPHONE "0505-784-9111" IMMEDIATELY. Give the fire alarm operator your name, house number, and street. Do not hang up until you are sure the information has been received correctly. PULL THE FIRE ALARM ON YOUR WAY OUT TO SAFETY. Report all fires regardless of size. If you or your dependents pull the fire alarm for any reason than an actual emergency or fire and the fire department responds, there will be adverse action commensurate with the action. For more information see Section K – Violations.

Fire Evacuation - As soon as the fire alarm system sounds, all residents must exit their units through the stairwells and proceed to a safe distance from the building. The MFH towers have stairwells at the ends of each hallway. The Seoraksan Tower also has a center hallway stairwell. In the towers, the stairwells are designed to be completely fire and smoke-free fire escape exits, providing the safest means of evacuation from all floors to the ground floor.

FIGURE RESERVED – REFERENCE HARD COPY

Figure 11 – Seoraksan Evacuation/Safe Area Map

FIGURE RESERVED – REFERENCE HARD COPY

Figure 12 – Jirisan/Hallsan Evacuation/Safe Area Map

FIGURE RESERVED – REFERENCE HARD COPY

Figure 13 – SOQ Evacuation/Safe Area Map

FIGURE RESERVED – REFERENCE HARD COPY

Figure 14 – GOQ Evacuation/Safe Area Map

Do not prop open fire doors. Propping fire doors can allow smoke and/or fire to enter the stairways. Be sure hallways and stairwell doors are not blocked at any time.

Firefighters and other emergency personnel will be using the stairwell to get to the scene of the fire, so exercise care when evacuating the building. Lighted exit signs and emergency lighting are provided at each floor level to show where the exits are. **DO NOT USE THE ELEVATOR AS A FIRE EXIT!!!** Remember to take your house keys to avoid locking yourself out of your unit. Keys will also allow you access to your vehicle for warmth during a winter evacuation.

Fire Protection Features - Each apartment is equipped with heat detectors attached to the ceiling of each room. These devices are designed to automatically activate the fire alarm system when the temperature reaches a certain degree or when there is a sudden rise in temperature. In addition to heat detectors, each apartment has smoke detectors. These smoke detectors are not tied into the fire department. Residents should ensure they are operational by manually testing the smoke detectors monthly. If a smoke detector is inoperative, call Housing Maintenance, 0505-784-2376. Additionally, hallways and garbage disposal room on the first floor are equipped with automatic sprinkler systems. These systems are temperature sensitive and will activate with sudden increases in temperature.

Fire Extinguishers - Residents must check their fire extinguishers each month. Ensure that the gauge reads in the "green." If the extinguisher requires replacement, contact the Housing Office. Any questions on fire prevention should be directed to the Fire Prevention Section, 0505-784-4835.

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 physically disabled family members.

Stairwells, Hallways, Egress Routes - Do not place or store any items in the stairwells, hallways, first floor lobbies, or any other area outside of the designated active use storage area. Items in violation will be subject to confiscation for disposal after a notice and repeat offenses (reference Section K – Violations.) for additional information). Means of egress must be free of any obstruction that would prevent emergency evacuation in accordance with the National Fire Protection Association code.

It is important to understand there was a compromise reached with the Fire Department to allow the establishment of designated areas in the common areas of Hallsan/Jirisan for parking their frequent use personal items. We do not want to jeopardize this ability. Please ensure areas are kept organized and personal items are maintained within the marked area.

Smoke Detectors - You are required to perform an operational test of detectors once a month. Fire department also conducts annual testing of the fire notification system.

Storage of Flammables - Never store flammables in the home, utility rooms, common area halls or interior storage areas. Flammable storage lockers are provided on the first, second and third floors of the parking garage, building 1016. Please put your name, unit number and DEROS on the items prior to placement in the locker. Housing personnel will clean unmarked items lockers at the end of every September. These lockers will be cleaned out annually, and any items that are not labeled or past the DEROS date will be disposed of at Hazardous Waste Facility at building 833.

Clothes Dryers - Check and clean interior/exterior clothes dryer hoses and lint traps often. Never place plastic articles in the dryer. Ensure the dryer hose is not crimped and allows free flow of exhaust.

Cooking Appliances - NO UNATTENDED COOKING, especially when cooking with grease or anything which 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 the accumulation of grease. Fire damage can easily cost you thousands of dollars.

Housekeeping - Keep trash from accumulating in closets, storage areas, near wall heaters and near hot water heaters.

Kerosene/Electric Space Heaters - Kerosene heaters are prohibited in family housing on Osan Air Base. Electric heaters may be used only after approval from the Fire Department, 784-4710 located at building 671.

Candles – The usage of candles are authorized in MFH. Please secure candles in an area to prevent them from being knocked over and never leave a burning candle unattended.

Personal Transportation Devices/Scooter Batteries - Lithium-Ion batteries have become the standard for rechargeable storage devices. Store batteries away from combustible materials. Remove batteries from the device for long-term storage. Inspect storage areas at least weekly. See manufacturer instruction for further guidance. Do not use the charger as a storage location. All batteries prior to use/storage should be inspected for cracks, leaks, and dents.

Use chargers or charging methods designed to safely charge cells or battery packs within the specified parameters. Batteries should not be left unattended when charging.

Disconnect batteries during operation or charging, when they emit an unusual smell, develop heat, change

shape/geometry or behave abnormally. Remove cells and pack from chargers promptly after charging is complete. Do not over-charge (greater than 4.2V for most batteries) or over-discharge (below 3V) batteries. Note: A safe practice is to charge your battery outside of your home (i.e., balcony, garage, or patio).

Handle batteries and/or battery-powered devices cautiously to not damage the battery casing or connections. Keep batteries from contacting conductive materials, liquids, strong oxidizers and strong acids. Do not place batteries in direct sunlight, on hot surfaces or in hot locations. Never use damaged or swollen batteries. Allow time for cooling before charging a battery that is still warm from usage and using a battery that is still warm from charging. Dispose of damaged cells and cells that no longer hold a substantial charge at the Osan Hazardous Waste Facility located at building 833 behind Popeyes.

Section E – Security and Safety

Security Forces - The 51st Security Forces Squadron is responsible for the control and safeguarding of all base property. Routine patrolling of housing areas is accomplished on a 24-hour basis by Security Forces. When notified, they will investigate incidents of a criminal nature. All inquiries concerning law enforcement should be directed to Law Enforcement Desk with Security Forces, 0505-784-5515.

Parking Garage – DO NOT store gasoline, oil, paints or other flammables in the parking garage outside of the designated flammable storage lockers. On base parking of privately owned vehicles will be in authorized parking areas only. Designated parking areas for scooters and PTDs are provided on the first floor of the parking garage and parking must not impede traffic flow or pedestrian entry ways. Two parallel lines designate authorized parking. Parking spots have been marked for particular residences, ensure all residents and guests park only in approved spots as tickets will be issued for violations.

Firearms and Fireworks - Fireworks are not permitted in MFH. For information on firearms, contact the Security Forces Squadron at 0505-784-4602.

BB Guns and "Airsoft Guns" - BB guns and 'AIRSOFT' guns are prohibited. Any gun (toy or otherwise) that shoots metal or plastic pellets is not authorized in Housing areas. Use of guns with "NERF" darts or similar are acceptable but must not resemble actual firearms.

CRIME STOP - Call **0505-784-9111** for response to report a crime in progress. Callers may remain anonymous.

Host Country Jurisdiction - Security Forces exercise primary jurisdiction on Osan Air Base.

Vehicle Registration - All privately owned vehicles must be registered at the Pass & Registration Section. Unregistered, uninsured or inoperable vehicles will be towed at the owner's expense. For more information on registration procedures, contact the Security Forces.

Vehicle Accidents - All non-life-threatening vehicle accidents must be reported immediately to the Law Enforcement Desk with Security Forces at 0505-784-5515. Vehicles involved in an accident must not be moved from the scene until investigation by Security Forces is complete.

Closed Circuit Television (CCTV) - To protect the families by means of strengthening their living quarters against crime, CCTVs have been installed in frequented common areas.

Section F – Good Neighbors

Osan Air Base families live in close proximity to each other. Trying to maintain a sense of privacy, peace and quiet can be difficult in the best of circumstances. Some of our military personnel work straight days, while others work swings and midnight shifts. We understand everyone's need to live a normal life, but we need to respect the privacy and rights of others and to show some common sense and courtesy.

Noise Control - PLEASE OBSERVE QUIET HOURS FROM 2200 - 0600! Excessive noise is the primary complaint received by the Housing Office. Remember that military member's shifts often change, especially during exercises. Please be respectful. If there is an issue, please address with your neighbor first. If it continues, please contact the Housing Office or the Security Forces Squadron.

Parties - Many complaints can be avoided by informing your neighbors (above and below, side to side) prior to having a party. Do not assume your neighbors enjoy the same type of music or television programs as you do - please keep the volume low.

Supervision - Your children should be closely supervised at all times. All dependents and guests are the responsibility of the resident.

Playgrounds - Streets may not be used as your child's playground. There are several playgrounds in the housing areas providing a safe environment for your children to play. Should an issue be observed at a MFH playground, please contact the Housing Office.

Parking - There is limited parking on Osan Air Base. In the tower parking garage (Hallasan and Jirisan), only one assigned parking space has been allocated to each housing unit. Visitors and additional vehicles must park on the 1st or 4th (roof) floor unassigned spots. Parking for 51 MDG staff is located on the 4th floor. Seoraksan parking is on a "first come, first serve" basis. Be reasonable and considerate and talk to your neighbors when problems or misunderstandings occur. Do not park automobiles, recreational vehicles, small trailers or motorcycles on lawns, patios, sidewalks or common areas in the housing areas.

The areas located around tower entrances to include the drive-through are emergency vehicle lanes. Short-term (10 min) loading and unloading are permitted in these areas, however, POVs cannot be left unattended in these areas; a licensed driver must be with the vehicle at all times. Parents picking up their children from a baby sitter, childcare center or delivering groceries should park in the parking lot. Parking in government vehicle parking areas or reserved parking areas is prohibited.

The parking garages or surface parking areas are not for storage of household goods. All household goods shall be stored in the housing unit or in the cage/garage (SOQ/GOH only) provided.

Shopping Carts – Do not remove shopping carts from the Commissary or BX! This is disrespectful to the organization and the employees. If you see a shopping cart, please return it to the appropriate location. CCTV systems will be utilized to identify members bringing and leaving shopping carts in MFH. Violators will be charged in accordance with rules outlined in Section K – Violations.

Pets - Control of pets is the responsibility of the owner. Adults are responsible for pets, even if children are performing general pet maintenance actions such as pet relief, walking, etc. All housing family households are limited to no more than two authorized pets (cats and dogs). Tower residents/visitors are to use the freight elevators only. Dogs and cats must be registered with the Base Veterinary Clinic. Other than cats and dogs, only guinea pigs and hamsters are authorized.

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. 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:

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

Breeding or raising of animals in family housing for show or commercial purposes is prohibited. In the event of the death of your pet, it is your responsibility to put the carcass in a double plastic bag and contact 51st CES Customer Service. Carcasses will not be buried within the confines of Osan Air Base or placed in trash rooms of towers. Should you find an animal carcass (strays and pets whose owner cannot be identified) on base, contact the 51st CES Customer Service for pick-up and disposal.

Pet relief areas are provided at each tower. Figure 15 through Figure 17 below show these locations. You must ensure cleanliness of the pet relief area after use to control and prevent vermin infestation. If you walk your pet, you must carry a "pooper scooper" or some other method to clean up feces/urine immediately. Feces/urine must be picked up immediately after being deposited by your pet. Do not let your pet become a neighborhood nuisance because of excessive barking or invading the privacy of others. The resident must repair all damage to yards caused by pets. Stray pets should be reported to Entomology through CE Customer Service, 0505-784-6226.

Adults are responsible for pets and for ensuring that feces and urine are cleaned up and pet relief areas are used. Adults must teach children proper pet care (cleaning up of feces/urine) and show them where designated pet relief areas are. If a child does not pick up after a pet or does not use the pet relief areas, then the adult(s) will be held liable for their inaction.

Pets must be secured with leashes while outdoors, except in fenced patios and yards (SOQ/GOQ) and fenced dog runs. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards or allowed to run loose outside fenced yard. 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 information annotated/attached. Do not abandon your pet when you PCS.

Pet relief areas - There are specific, approved areas surrounding housing for pet relief. DO NOT use other areas! Pet feces/urine destroys the grass around the towers and attracts unwanted vectors. The grass or gravel areas around the housing towers are not approved. Additionally, pets are not permitted in the playground areas and shall not be allowed to use those areas as "pet relief areas." Housing units are not acceptable areas for pet

relief (urinating or defecating) for pets. This includes the balcony areas. Do not use the tiled areas in the house or the balcony for your dog urine or feces collection. Use of any part of the housing unit for this purpose will result in the animal being removed from base and potential disciplinary action against the DoD member.

FIGURE RESERVED – REFERENCE HARD COPY

Figure 15 – Seoraksan Pet Relief Map

FIGURE RESERVED – REFERENCE HARD COPY

Figure 16 – Jirisan Pet Relief Map

FIGURE RESERVED – REFERENCE HARD COPY

Figure 17 – Hallasan Pet Relief Map

Section G – Climatic Conditions and Natural Disasters

Mold/Mildew - Due to the high humidity in South Korea, mold/mildew growth may occur. Mold cannot grow without water or moisture. To help prevent mold, police your unit for any water or moisture leaks and ensure your air conditioning unit is working properly, so it can remove humidity from the environment. Most cases of mold in the housing areas occur while residents vacate their unit for vacation or TDY. If you vacate your unit for more than 7 days, ensure you notify the Housing Office and have a designated friend/neighbor check on your unit periodically. Please reference the EPA Brochure provided upon assignment to Family Housing for more tips on mold prevention and remediation methods. To enhance mold prevention, dehumidifiers are available for purchase from various locations at personnel expense. Please contact Housing Maintenance should you have any concerns.

Weather - Unusual weather conditions, such as ice storms, heavy snowfall, etc., are announced on the American Forces Network, radio, the Commander's Access Channel and via the base's Facebook page.

Severe Cold Winters - South Korea has cold winters. It is important that you leave the heating on to prevent property damage. Contact the Maintenance Office for repair of heating problems.

Monsoon Season - During the summer months (June, July, and August), South Korea may receive large amounts of rainfall along with very high humidity. Report any occurrences of excessive dampness, leaks or mold on walls, ceilings, etc. to the Housing Office.

Typhoons - Each year, from 1 June to 30 November, an average of 6 typhoons form in the ocean. Typhoons can bring winds in excess of 74 mph, storm surges, heavy rains, floods and tornadoes.

A typhoon WARNING is issued when typhoon conditions are expected within 24 hours. A typhoon WATCH is issued when typhoon conditions are expected within 36 hours. A tropical storm WARNING is issued when tropical storm conditions with steady winds of 39-73 mph are expected within 24 hours. A tropical storm WATCH is issued when tropical storm conditions are expected within 36 hours. What you should do:

Before the typhoon:

- Stay tuned to forecasts and possible warnings
- Stock up on water, batteries and non-perishable food and have a first aid kit
- Bring in or tie down loose outdoor objects from yards or patios
- Listen to announcements regarding evacuations and shelter locations

During the typhoon:

- Stay indoors and away from windows
- Stay tuned to radio or TV for weather bulletins
- Use flashlights, as source of light, candles can easily become a fire hazard
- Listen to local authorities

After the typhoon:

- Listen to local authorities
- Stay clear of downed power lines, trees and debris
- Do not drive across flooded roadways
- Stay clear of moving water especially near rivers, streams and drainage systems
- Stay tuned to radio or TV for weather and news bulletins

Road Conditions:

Descriptions are generally as follows: stay tuned to the Commander's Access Channel for more details:

- Green: No Restrictions
- Amber: Mission Essential
- Red: Emergency Response
- Black: Road Not Passable

Section H – Community/Residential Activities

Yard Sales - Yard or Garage Sales are permitted in the multi-purpose rooms only, unless approved by the Housing Office. Yard or Garage Sales are permitted in the townhome areas. All remaining items shall be returned to the unit or placed in the trash room/bulk trash area.

Business Enterprises (Commercial Activity) - Some businesses for profit may be conducted from your family housing unit. Approval authority for Commercial Activity requests is the 51st CES Commander after coordination through various base organizations. Anyone desiring to conduct a business in military family quarters can contact the Housing Office at 0505-784-1840 or email 51ceshousing@us.af.mil for an application packet.

Family Child Care (FCC) – Currently there are no approved FCC providers on Osan Air Base. Additionally, housing towers are not approved for FCC per Air Force Services Center personnel. Please contact the 51st Force Support Squadron for additional information.

Solicitation in Family Housing - Fund raising, scout activities, school sales, etc. require prior approval of the 51st MSG Commander through the Legal Office.

Block Parties - Member must coordinate with the Housing Office, Security Forces, and Safety Office, as well as your neighbors.

Decorations - Residents' doorways may be non-permanently personalized in all towers as long as it does not cause damage to the facility or impede the hallway or other required access. We encourage decorating as a means to reflect the spirit of the season, but there are a few rules and restrictions to follow:

- Only use Underwriters Laboratory (UL) approved electrical decorations.
- Tower Unit front entrance way decorations are limited to the door only. Do not use nails or other surface damaging materials to attach door decorations.
- Do not mount lights, etc., to roofs, window frames, doors or eaves with nails or screws in such a way that they cause a hazard to personal safety or cause damage to the property.
- If decorating an exterior tree, bush, etc., ensure extension cords are rated for outdoor use and are properly affixed to avoid a tripping hazard.
- Ensure extension cords are in safe working condition and properly placed to avoid a tripping hazard. The use of interior outlets for outside decorations is prohibited.
- To conserve energy, exterior lighting will only be allowed the day after Thanksgiving through the 15th of January. In order to conserve electricity, lights should only be illuminated from 1700-2300 hrs. All seasonal lights must be removed by 15 January. Citations will be issued for all lights remaining after this date.

Section I – Self-Help Projects

Self-Help work may be approved in MFH if proposed work is relatively simple and primarily for residents benefit. Normally, a Self-Help project is to improve living conditions. Self-Help work must not generate additional maintenance or repair costs. For example, do not drill holes, install nails, etc., in exterior walls for a Self-Help project.

Requesting Self Help Projects - All Self-Help work requires approval from the 51st CES Customer Service and the Housing Office. Sketches showing dimensions, distances to adjacent structures, and materials to be used must be attached to the Self Help Request Form. When Self-Help work will require digging, an AF Form 103, Base Civil Engineering Work Clearance Request must accompany the Self Help Request Form. No work should be accomplished until the Self Help Request Form and/or AF Form 103 are approved. An inspection will be made upon completion. For more information call the Housing Office, 0505-784-1840.

Antennas/Satellite Dishes - Residents are not authorized individual television antennas or satellite dishes.

Painting Interior Walls - Requires approval from the 51st CES Customer Service and an approved AF Form 3952, *Chemical/Hazardous Material Request Form* before accomplishing. All walls must be returned to the original condition prior to terminating quarters. Paint must be procured and paid for by the resident. If not, the resident will be required to pay for repainting.

Other self-help projects authorized (SOQ/GOQ units only) with approval from 51st CES Customer Service and Housing Office.

- Portable basketball pole and backboard must not impede the flow of traffic (parking lot) when in use.
- Swing sets (backyard only) must be anchored to the ground after approved AF 103 digging permit has been obtained.
- Trampolines (refer to Section B - Resident Responsibilities)

Disposition of Projects – Self-Help work installed by a resident must be returned to original configuration prior to termination of quarters.

Reminder: DO NOT START SELF-HELP WORK WITHOUT OBTAINING APPROVAL PRIOR TO BEGINNING THE WORK. Any Self-Help work not returned to the original condition may result in delay of Termination of Housing and deemed willful destruction of government property with associated damages to repay.

Section J – Termination (Leaving) of Family Housing

Giving Notice - On base housing is very limited. The Housing Office requires notice a minimum of 45 days prior to vacating your unit (except short notice PCS). Early notification will facilitate the projection of your house for the next resident. You may notify your Housing Office as soon as you receive a notification of assignment, and they will schedule your pre-final and final inspections.

Temporary Lodging Allowance (TLA) - Government provided loaner furniture is available for up to 90 days prior to departure and can be scheduled through the housing office at the time of notice to depart. These furnishings are to be maximized to reduce base TLA expenditures. TLA is not authorized until you have terminated government quarters. Ten (10) days TLA is the maximum allowable on outbound. TLA claims cannot be processed at the next duty location. Please make your TLA claim prior to departure to ensure payment. You can pay for your lodging upon check-in and then with the receipt make an appointment with the Housing Office any time prior to your departing.

Pre-Final Inspection - This inspection will assist you in preparing for your final inspection. The housing representative will brief you on the final inspection cleaning standards, identify damages beyond fair wear and tear and answer any of your questions. Also, the housing representative will give you a cleaning checklist and discuss your individual cleaning needs. NOTE: THE RESPONSIBILITY FOR FINAL CLEARANCE OF MFH RESTS SOLELY WITH THE MILITARY/DoD SPONSOR.

Final Inspection - If you have followed the cleaning instructions from your inspector on the pre-final inspection, you should not have any problems. This is not a "white glove" inspection; however, the house and grounds were under your care and must have been properly maintained to assure the next resident moves into a quality home. The final inspection ensures AF standards of cleanliness are met and identifies additional maintenance requirements. If you fail your final inspection, you should contact the Housing Office, 0505-784-1840 and reschedule your inspection for the next available appointment. The second failure on a final inspection will require the resident to hire a contract cleaner within twenty-four hours and schedule a re-inspection within forty-eight hours.

Quarters-to-Quarters Move - IAW AFI 32-6000, Para 4.10.5. five (5) duty days are allowed to complete a quarters-to-quarters move. Failure to complete the move in the required period could result in member being billed the equivalent of 1 day of your BAH for each day that the period is exceeded.

NOTE: On a quarters-to-quarters move, after two final termination inspection failures, there is an automatic charge for government-provided cleaning

Section K – Violations

Gross or continuous repeat violations of the Family Housing Handbook may drive a referral to a resident's First Sergeant, Unit Commander and/or the Osan Disciplinary Action Program (ODAP). The results from the ODAP could result in adverse actions, including but not limited to, community service, self-procured moves to an off base unit or debarment from the Installation.

Resident Safety in MFH Towers – The Housing Office at Osan Air Base is dedicated to the safety of its residents. The Housing Office will perform inspections to enforce these rules. During inspections, items in violation of fire and safety standards will be identified, cited, and tracked by the Housing Office.

The National Fire Protection Association code requires hallways be clear from all items that would impede egress. The authorized storage areas for personal items include the member's residence, assigned storage unit and the Designated Common Area Active Use Storage Area (Hallasan/Jirisan only) outlined in Section B – General Resident Responsibilities. The designated areas are a privilege and can be removed if non-compliance persists, and the Fire Department and Fighter Wing leadership deem it necessary for the safety and well-being of housing residents. **In MFH Towers, items consistently found outside of authorized/designated areas, protruding into hallways/stairways or otherwise impeding egress/posing a health or safety hazard for residents, visitors and/or firefighters are subject to confiscation by Housing personnel.** Refer to Figure 8 through Figure 10 above for maps.

Procedures for Confiscation:

Violations will be logged with date, time, location found and a picture with a brief description. This log will be maintained by the Housing Office.

1. First violation: A written document will be left on the item or at the unit if the item is marked appropriately (Last Name, Bldg #, Unit # and DEROS). A photograph of the item will be taken for record.
2. Second violation: See first violation process. Additionally, the member's First Sergeant will be notified.
3. Third violation: See first violation process. The item will then be confiscated.

Confiscated items may be retrieved after coordination with the Housing Office, 784-1840. The owner must provide evidence that the item belongs to them. All items remaining over 30 days after confiscation will be given to the Thrift Store or Recycle Center.

Other violations


The following is a list of common violations will result in adverse action from the ODAP or disciplinary action through the sponsor's chain of command. The following violations will also result in notifications to residents and/or chain of command. This list is not all inclusive:

1. Pulling the fire alarm not in an emergency by member or dependents.
2. Not cleaning up after pets within 30 minutes if defecation/urinating/vomiting outside of the pet areas or in the buildings occurs.
3. Removing shopping carts from the Commissary or BX and leaving in the housing areas.
4. Other actions that negatively impact government property or residents will be dealt with on a case-by-case basis. Some of these actions may be subject to Non-Judicial Punishment under the Uniform Code of Military Justice.

Quick Reference Phone Numbers

Fire/Security Forces/Ambulance (Emergencies Only)	0505-784-9111
Appliance Work Orders	0505-784-5181
Appliance Work Orders (After 1600hrs and on Weekends)	010-8565-6520
Base Operator	0505-784-1110
Bus Terminal (Building 806)	0505-784-6623
CE Customer Service	0505-784-6226
Environmental Element	0505-784-4272
Furnishings Management Office (FMO)	0505-784-5181
Fire Prevention Section	0505-784-4055
Hospital Appointment Desk	0505-784-3627
Hospital Emergency Room	0505-784-2500
Housing Maintenance Contractor (Service Call)	0505-784-2376
Housing Office Email: 51CESHOUSING@US.AF.MIL	0505-784-1840
Entomology/Pest Control	0505-784-6226
Refuse/Recycling Quality Assurance Office	0505-784-6644
Security Forces Law Enforcement Desk (Non-Emergencies)	0505-784-5515
Transportation Management Office (TMO)	0505-784-6915
Vet Clinic	0505-784-6614

Appendix 1 – Additional Recycling Information



OSAN AB RECYCLES

- **Paper** : Junk mail, Newspaper, Shredded paper, Magazine, Calendars, Cereal boxes, Wrapping paper, Milk carton(rinsed), etc
- **Plastic** : Bottles, Cups, Take out boxes, Plastic utensils, Food trays, Styrofoam, Plastic shopping bags, etc
- **Metal** : Cans, Scrap metal
- **Glass** : Bottles, Jars

* Make sure to close the lid of the trash & recycling containers *

Recycling Center
(B-131, At contractor's village)

- Scrap Metal
- Wood pallet (including broken)
- Appliances
- Non-government electronics/tires
- Broken furniture/Carpet/Tiles
- Construction/Demolition materials
- Indoor Recycling Bin
Self Help, B-657, Tel 784-8478
- Used toner cartridges
Mr. Kang, 010-5415-4406


Refrigerator and Freezer: Turn in TMO (Tel: 784-1702)

HAZWASTE shop
(B-833, Behind Burger King)


- Batteries with terminal taped
(Separated by types - alkaline,lithium and nickel-cadmium,lead, etc.)
- Spent light bulbs
(All sizes, shapes and types)
- Used oil
- Household used cooking oil
- Cleaners (Oven, household, and aerosol cleaners)
- Firing range expended brass

For shops, please call HW Shop before visiting (784-6508)


- Concerning problems with trash and recycling collection contact 51 CES Service Contract Office (784-6644)
- Osan AB Recycling Manager(51 CES/CEIE), 784-8971 / song_kun.kwon.kr@us.af.mil



Recycling dumpster for bagged recyclables



Indoor recycling bins located at the central collection point



Self-Service Recycling Center (B-131) Open 7AM-4PM, Mon-Fri

Figure 18 - Recycling Information

What Can I Recycle ?

(재활용 분리수거 요령)

Paper (종이류)	Plastic (플라스틱류)
<p><u>What can go in (재활용되는것)</u></p> <ul style="list-style-type: none"> - Newspapers (신문) - Magazines (잡지) - Journals (학술지) - Office Paper (사무실서류) - Books (책) - Cardboard (판지) 	<p><u>What can't go in (재활용안되는것)</u></p> <ul style="list-style-type: none"> - Paper Towels (종이수건) - Coated Cups / Paper (코팅 컵 / 종이) - Pictures (사진) - Contaminated Papers (음식에 오염된 종이)
<p><u>What can go in (재활용되는것)</u></p> <ul style="list-style-type: none"> - Empty Plastic Bottles (플라스틱병류) - Plastic Bags (플라스틱백) - Rinsal Intim & Shampoo Bottles (온수이나 샴푸병류) - Empty Medicine Bottles (빈 약병류) - Styrofoam (스티로폼) 	<p><u>What can't go in (재활용안되는것)</u></p> <ul style="list-style-type: none"> - Electronics and E-waste (전회거나 휴대전화) - Tooth Brushes (치솔) - Video Tape (비디오 테이프) - Synthetic Plastic (복합재질 플라스틱)

Metal (금속류)	Glass (유리류)
<p><u>What can go in (재활용되는것)</u></p> <ul style="list-style-type: none"> - Food & Beverage Cans (음식이나 음료수 캔) - Empty Aerosol Cans (빈 에어로졸 캔) - Aluminum Steel Cans (알루미늄이나 금속캔) - Scrap Metal (고철) - Butane can-empty punched (구멍낸 캔) 	<p><u>What can't go in (재활용안되는것)</u></p> <ul style="list-style-type: none"> - Paint Cans with residue (페인트 찌꺼기가 남아있는 것) - Butane Can with fluid (기스가 남아있는 부탄캔) - Metal cans with residues like food and cigarette butt (잔안에 음식물이나 담배꽂이 있으면 재활용 안됨)
<p><u>What can go in (재활용되는것)</u></p> <ul style="list-style-type: none"> - Glass Jars & Bottles (유리병류) - Beverage & Alcohol Bottles (음료수나 술병류) 	<p><u>What can't go in (재활용안되는것)</u></p> <ul style="list-style-type: none"> - Ceramic Pots (도자기병류) - Mirrors (거울류) - Window Glass (창유리) - Electric Light Bulbs (전구)

Recycling Center, B131 (재활용센터)

- Operation time (운영시간): Mon-Friday, 07:00-16:30 (운영시간-월요일부터 금요일 07:00-16:30까지)
- Trash pick up by contractor: Mon thru Sat. / Recyclable pick up: 3 times a week (업자가 쓰레기는 매일 치웁. 재활용은 일주일 3번)
- E-Wastes and Large trash like furniture: Turn-in to Recycle Center (큰 가구류는 재활용센터로 가져감)
- Excessive Food waste and used cooking oil: Turn-in to Dining hall nearby (많이 발생한 잔반과 폐식용유는 근처 식당 수집통에)

<p>OTHER SPECIAL WASTE POC's (특수 폐기물 연락처)</p> <ul style="list-style-type: none"> • Hazardous Material/Waste (유해 폐기물): Hazardous Waste B833, DSN 784-6508 • Bulk Waste for Housing (하우징 폐기물): Housing, at DSN 784-6170 • Bulk Waste for Office (사무실 폐기물): Service Contract at DSN 784- 	<p>Any Waste Management issues can be addressed to the Solid Waste Manager: Environmental Office at DSN 784-6644, 8971. All issues related to picking up / cleaning dumpsters are asked to Service Contract Office at DSN 784-6644 (재활용을 포함한 모든 일반 폐기물에 대한 질문은 재활용 매니저에게 전화 784-6644 / 8971로 문의하고, 쓰레기 수거와 수거통 청소상태 관한 문의는 계약운영부서 전화 84-6644로 문의함)</p>
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Figure 19 - Recycling Information