

Welcome to East Anglia Regional **Military Family Housing**



Bldg 429, RAF Lakenheath
DSN: 266-2064 / Comm: 01638 522064
48ces.mfh@us.af.mil



@RAFLakenheathHousingManagementOffice

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INDEX

MSG Commander's memo to residents

Section 1 - Air Force responsibilities

Section 2 - Resident responsibilities

Section 3 - General information

Section 4 - Self-help

Section 5 - Pets

Section 6 - Security

Section 7 - Safety awareness

Section 8 - Termination of Military Family Housing

Section 9 - Useful contact information

INTRODUCTION

Welcome to your home and community!

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

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

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

Please read the brochure carefully and use it as a reference guide.

If you have any questions, please feel free to contact the Housing Facilities Section:
226-2064 / 01638-522064.

*With kind regards,
The Housing Facilities Team*



**DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAF)**

24 June 2024

MEMORANDUM FOR MILITARY FAMILY RESIDENTS

FROM: 48 MSG/CC & 100 MSG/CC

SUBJECT: Resident Health and Safety Policy

1. Living in military family housing is truly an honor and a privilege. Our Military Family Housing areas provide us with a well-maintained community focused on delivering quality, security, and a sense of Air Force family. However, living in military housing still requires adherence to standards and accountability to each other so this privilege can be provided during your tour and the tours of subsequent occupants. To accomplish this task, we must work together. As Mission Support Group Commanders (MSG/CC), we are responsible for the people, assets, and our geographic areas. In accordance with this authority, the following are accompaniments to the Housing Brochure which is necessary to preserve our housing areas:

- a. All emergency/safety issues will be corrected as soon as possible by emergency services, qualified maintenance technicians and/or housing residents as appropriate.
- b. Residents issued a citation for yard violations will have 1 week to take corrective action. The first citation in 12 months will go to the resident and First Sergeant, the second citation will go to the Squadron Commander, and the third citation will go to the respective MSG/CC.
- c. Vehicles are strictly prohibited from parking on grass, on footpaths, double yellow lines, within junctions, and in front of hydrants. You may be liable for damage caused by an emergency vehicle maneuvering around your vehicle enroute to a call.
- d. Please ensure your bins are removed from the street and stored out of sight within 24 hours after pick-up.

2. We have asked Housing to continue to help us by conducting weekly inspections and issuing written citations which will be e-mailed to residents and First Sergeants. All housing residents receive a copy of the Housing Brochure. We expect everyone to maintain their residence and areas of responsibility in accordance with this guidance. If you would like another copy of the guidelines, please contact the Housing Office at (01638) 522064 or via the MFH org box 48ces.mfh@us.af.mil.

3. Be proud of your neighborhood; we know we are! Thank you in advance for your cooperation.

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GLENN S. CAMERON, Colonel, USAF
Commander, 48th Mission Support Group

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SCOTT A. METZLER, Colonel, USAF
Commander, 100th Mission Support Group

Section 1 – Air Force Responsibilities

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

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

FMS Customer Service

Bldg. 73, Scampton Rd, RAF Feltwell, DSN: 226-2101 Commercial: 01638-522101 option 3 option 2

Email: 48ces.ceacf@us.af.mil

1.3. Appliances: Stoves, refrigerators, dishwashers, washers and dryers are government-provided and serviced. The appliances will remain your responsibility during occupancy and are not to be removed from your quarters or placed in an external storage shed. If you have noticed any issues with the appliances, other than simple filter cleaning, please do not attempt to repair.

Contact the Furniture Management Section (FMS) Appliance Call Desk 226-2101/01638-522101 option 3 option 1 as soon as possible.

1.4. Keys: You will be issued with a sufficient set of keys at the Initial Inspection. Children 10 years or older are authorized to have their own access key. For those with large families, please speak to your Housing Inspector if you have not been issued a sufficient number of keys to cater for all those eligible.

1.5. Lockouts: If you or a family member have locked themselves out of the home, contact Housing Maintenance Tel. 0800 030 9257. The lock may have to be drilled out by Housing Maintenance or a professional locksmith which would be at your expense.

Tip: Leave a spare key at work or entrust one with a friend or neighbor.

1.6. Abandoned/Inoperable Vehicles: If your vehicle is not in roadworthy condition (expired road tax/MOT, inoperable, etc.), it must be removed from the housing area. Abandoned vehicles will be impounded. Statutory Off Road Notification (SORN) vehicles will also be impounded. Unwanted vehicles can be donated to the installation Qualified Recycling Program - please call 01638 523990 for more information.

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

1.8. Trash Collection: We must all work together to keep our housing areas free of litter and unsightly trash bins. Place your wheeled trash bins at the nearest street curb late evening the night prior or early morning of your collection day. Return empty bins to their storage area / out of view by the end of the collection day. You must ensure all trash is safely stored within the container, with the lid **fully** closed. Any excess trash must either be disposed of at the Local Council Household Waste Site or carry it over for the following collection. Do not leave items on the ground next to the bin. Stockpiles of cardboard boxes are not permitted to be left out for the trash collectors. They may be taken to the Base Recycling Center or disposed of at your Local Household Waste Site. All wheeled bins must be clearly marked with your house number (numbers are available at the self-help store) and stored at the rear of your house, or the area provided - bins must be out of sight. The local council is responsible for all bin collections. If you have a missed collection, broken bins, or missing bin please call the local council. If bins are left unclaimed, they will be removed from the housing area by the local council. If your bin goes missing, you will be responsible for arranging a replacement from the local council, which will incur a charge.

Your bin collection day is _____ (subject to change following UK holidays)

1.9. What is allowed in each garbage bin?

1.9.1. General Waste Bin: Items may be bagged or loose. General household waste such as diapers, food (Lakenheath / Mildenhall only), plastic bags, and pet waste.

1.9.2. Recycling Bin: Items must loose – no bagged items will be collected. Dry recyclables: paper/cardboard, plastic containers/bottles, and aluminum/tin cans. No Styrofoam or glass. Items must be placed in the bin clean and loose...no plastic bags! All boxes must be broken down.

1.9.3. Compost Bin: Items must loose – No bagged items will be collected. Grass cuttings, leaves, flowers, weeds and shrub trimmings. (No pet waste)

1.9.4. Food Waste Bin – This applies to Feltwell housing only. Raw/cooked waste food, vegetable peelings, bones, tea bags, coffee grounds, eggshells etc. Items must be bagged.

1.10. Recycling and Trash Information: Occasionally, there may be items which will not fit into the bins or bags provided. These items must be taken to the Base Recycling Centers, to local household waste sites or arranged to be collected by the local council. Do not place on the ground beside the bins as they will not be collected. Please refer to the table below for further information on the local councils.

1.11. Unwanted Items: Unwanted items are not authorized to be placed outside the property unattended for collection. These items must be taken to the Base Recycling Centers, to a local household waste site or arranged to be collected by the local council.

Housing Areas	Council	Household Waste Site
RAF Lakenheath & RAF Mildenhall	West Suffolk Council 01284 763233 www.westsuffolk.gov.uk	Sign posted off the A1065 between RAF Lakenheath Gate 1 and Barton Mills 5-ways roundabout.
RAF Feltwell	King's Lynn & West Norfolk Council (01553) 776676 www.west-norfolk.gov.uk	Sign posted off the A1065 between RAF Lakenheath Gate 1 and Barton Mills 5-ways roundabout.

Updated Recycling Center Operations

Recycling Center – Open:

- Pull-through yard (Bldg 1139)
 - Mon-Sat 0900-1400
 - CLOSED all UK holidays
- Military recycling (Bldg 1138)
 - Mon-Fri 0730-1430 except UK holidays



Friendly Reminder:



- If bins are full, do not discard waste or recycling on the ground. Use:
 - RAFL: pull-through yard at 1139
 - RAFL: 818 (Mon/Wed 0800-1615, Fri 0800-1515, recyclables only)

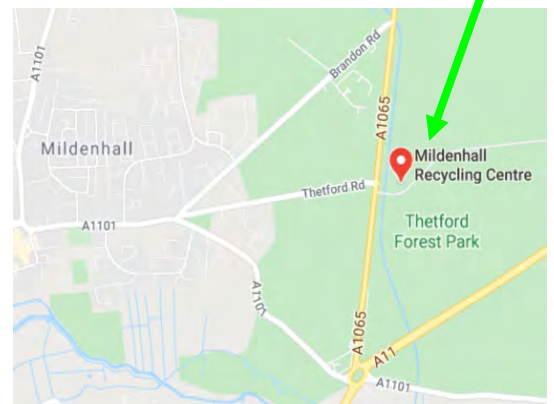
- Furniture items can be disposed of off-base at:

- Mildenhall Recycling Centre (by appointment only)

<https://www.suffolkrecycling.org.uk/where-to-recycle/recycling-centres>

- Use on-base 24-hour recycling points for non-furniture waste and recycling:

- Behind 1139 at RAFL
- Hangar 76 at RAFF



YOUR GUIDE TO RECYCLING & WASTE DISPOSAL ON RAF MILDENHALL AND YOUR LOCAL COUNCIL



Do you have household items to recycle or dispose?

Did you know It is prohibited to put recycling and household waste in the Government dumpsters!



Pamphlet produced by the RAF Mildenhall Recycling Program Manager
For questions contact the Recycling Center
01638 542019 or email 100ces.recycling@us.af.mil

RAF MILDENHALL RECYCLING PROGRAM CAN ACCEPT THE FOLLOWING SEPERATED HOUSEHOLD RECYCLABLES:



cardboard



household plastic packaging



books



household metal packaging



newspapers & magazines



scrap metal



cooking oil



mixed textiles & clothes



mixed glass bottles & jars



plastic bags



paper



printer cartridges



Recycling Center Hours of Operation:
Monday – Thursday 0800 - 1615
Friday 0800 - 1515
Weekends, US/UK Holidays Closed

The Recycling Center is located on the south side perimeter road near the West Row Gate (Building 818)

With the exception of toner cartridges, scrap metal & scrap wood you can also drop recycling at Recycling Collection Points located:

CE Headquarters
Car Park (Bldg. 680)

Airman’s Housing
Recycling Site

BX Car Park
Recycling Site

For questions contact Recycling Center
01638 542019 or email 100ces.recycling@us.af.mil

Section 2 – Resident Responsibilities

2.1. Good Neighbors: Make sure your family or visitors do not harass, cause nuisance or annoyance to the occupiers of any neighboring or adjoining premises. We recommend talking to your neighbor first to diffuse the situation. However, if a situation does escalate, please contact your First Sergeant and allow them to defuse the situation. A Housing Inspector may also be requested to assist in matters which directly involve housing regulations. Please remember we must all work together in order to maintain a civil, social and livable environment. Do your part to forge and maintain a good relationship with your neighbor!

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

2.3. Child Safety: Do you really know where your children are? Could they be playing in a vacant property or in an unsafe area? Are they respecting your neighbor's garden, vehicle, personal and government property? You must communicate and supervise your children as much as possible. Military members will be held accountable for any damages or criminal actions which have been caused by their spouse, dependents or any invited guests. We hope the situation does not occur, but depending on the nature of the incident, the British police and/or USAF Security Forces may be informed for further action or prosecution.

2.4. Child Neglect and Abuse: Please contact the Family Advocacy Clinic for any suspected occurrences of child maltreatment or neglect.

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

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

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

2.6. Control of Children: Know where your children are!

2.6.1. Supervision: Your children must be closely supervised at all times. See attached 'Youth Supervision Guidelines'.

2.6.2. Playground: For your children's safety, your neighbor's yards, streets or parking lots should not be used as your child's playground. There are playgrounds in all housing areas. Police areas for trash to mitigate pest infestation. Please remember not to set up basketball nets by roads or parking areas.

2.6.3. Scooters, bicycles, roller blades, and skateboards: Riders of any age must wear an approved safety helmet. Do not ride inside or near the entrance to any base facility. Abandoned bicycles & scooters will be collected and taken to the recycling center for disposal.

Youth Supervision Guidelines

Child Sitting Siblings & Others	No	No	No	No	Yes Red Cross babysitting training is recommended	Yes Red Cross babysitting training is recommended
Left in Car Unattended	No; With the only exception of paying for gas at the outside AAFES window	No; With the only exception of paying for gas at the outside AAFES window	Yes; with keys removed and handbrake applied; 15 mins. maximum	Yes; Keys removed and handbrake applied	Yes	Yes
Outside Unattended During Daylight Hours (To Include Walking to School & Playing)	No	Yes; playground or yard with immediate access (visual sight or hearing distance) to adult supervision.	Yes; With ready access to adult supervision	Yes; With ready access to adult supervision	Yes	Yes
Left Alone Overnight	No	No	No	No	No	Yes; May be left alone for short TDYs or leaves, not to exceed 3 consecutive days. Parent to provide adult supervision. Child must have available access to adult supervision.
Left without Sitter in Quarters	No	No	No	Yes; with ready access (phone number to an adult supervisor)	Yes	Yes
Age of Child						
	Newborn thru Age 4	Age 5 - 6	Age 7 - 9	Age 10 - 11	Age 12 - 15	Age 16 - 17

2.7. Parking: Please use the parking spaces or a designated parking area allocated to you. Do not park in your neighbor's space. Vehicles are strictly prohibited from parking on grass, sidewalks, double yellow lines or close to junctions and fire hydrants. Emergency and trash collection vehicles must have full, unrestricted access to all houses in your housing area. You are responsible for the damage you cause by incorrectly parking. Do not carry out major car repairs in the housing area or leave your vehicle on ramps, blocks or jacks. Boats, campers, RVs, caravans, trailers and unused vehicles cannot be parked in the housing area. Please call the Law Enforcement Desk for details regarding storage areas on base where vehicles may be parked long-term. Any automobiles violating the above instructions will receive a Housing Violation Notice or Armed Forces Parking Ticket. Please note all vehicles in the housing zones should be taxed and have a valid MOT.

2.7.1. Liberty Village and RAF Feltwell PIK Housing allocated spaces are to include the garage and driveway.

2.7.2. Other areas may include numbered and/or unmarked bays - please verify your space with your Housing Inspector.

2.8. Going on Leave, Deploying or TDY: When you plan to be away from your home for more than one week, make arrangements for security, prudent care, and weekly inspections of your quarters. Notify the Housing Management Office in writing (form included in this brochure) and your unit First Sergeant of when you plan to be gone and provide the name and duty phone number of the individual who will have access to your residence. The individual with such access to your quarters must be over 18 years of age and have Status of Forces Agreement (SOFA) status. Local national personnel cannot assume this responsibility.

2.9. Care for Your Housing Unit: You are responsible for keeping your home well maintained. Good housekeeping, garden care, and regular cleaning is required to maintain a safe and healthy environment for your family. Call Maintenance for general repair items, especially first signs of leaks and ceiling water stains.

2.10. Floors: Clean surfaces regularly. Avoid permanent carpet staining (i.e. Kool-Aid, blackcurrant juice, red wine, bleach, nail polish, ink, or craft paint and glue). Clean behind and underneath your appliances periodically, especially the dryer. Do not apply wax to tiled surfaces as build-up may be a safety hazard and also difficult to remove during your housing termination. Please avoid using rubber-backed mats in bathrooms as this may cause a permanent yellow staining if left in position for long periods.

2.11. Walls: Keep vents and ducts clear. Contact maintenance regarding all loose, cracked electrical outlets or switches. If you wish to paint or apply wall coverings, complete an AF Form 332 (Base Civil Engineer Work Request). Your Housing Inspector will advise you of preparation, material specifications and your responsibilities when vacating the home. Do not purchase your items prior to approval. Where possible please use 'easy to apply and remove' command strip hooks. Caution must be applied when hanging pictures with nails and anchors and will be explained during your Initial Inspection. Do not drill holes into UPVC windows or doors. Tip: Be aware of soot/wax build-up to walls and ceilings due to burning candles, oil lamps or incense burners. The use of decals is highly discouraged as you may incur an expense if when removed, any wall surfaces are damaged.

2.12. Ceilings/Attic: Do not hang heavy items or attach hooks/nails to ceilings (includes garages). Do not enter the attic space as they are not designed for storage.



GOING ON LEAVE? TDY OR DEPLOYING?

HOUSING EMERGENCY CONTACT INFO

RANK/NAME: UNIT/OFFICE SYMBOL:

FULL ADDRESS:

CONTACT NUMBER:

EMAIL:

DEPARTURE DATE: RETURN DATE:



TEMPORARY KEY HOLDER(S)

RANK/NAME: UNIT/OFFICE SYMBOL:

CONTACT NUMBERS:

EMAIL:

Important Info:

- Ensure heating is set at 15C/60F to prevent pipes from freezing.
- Interior checks of the property must be completed at least once per week and yards must be kept to required standards
- Any maintenance concerns found must be raised immediately via the Helpdesk (0800 030 9257)
- Renter's Insurance is highly recommended.
- Dorm Residents: Notify your Dorm Manager.
- Availability for Maintenance and Project Appointments

Please return completed form to 48CES.MFH@us.af.mil

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

2.14. Windows: Wash any heavy build-up on windows and frames. Paper, cardboard or tinfoil on your windows is prohibited. Use appropriate window dressings only. If you have pets, your dog may easily scratch the soft surface of the patio door glass. To avoid a charge to replace the patio glass or complete unit due to scratches on your Final Inspection, protect your glass panels. You may purchase a privacy film to help protect your glass.

2.15. Appliances:

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

2.15.2. Stove Exhaust Fan: Change paper filters (if present) when excessively soiled. If your extractor fan has mesh filters, these can be placed quite safely in your dishwasher to remove the grease build-up. Check filters monthly. A greasy filter is a prime cause of fire spread.

2.15.3. Dishwasher: Keep your dishwasher regularly refilled with dishwasher salt. Some dishwashers will indicate on the control panel if salt levels are low. Others may require a physical inspection inside by unscrewing the salt filler cap found under the lower rack. Dishwasher salt may be purchased at the Commissary and on the economy. Metal mesh/gauze filters which are also under the bottom rack must be cleaned weekly to avoid excessive grease and debris build-up.

2.15.4. Refrigerator: Overloading will restrict airflow and may cause your refrigerator to struggle to maintain the required temperature. If your door bar shelves are cracked or the seal on the door begins to come away from the door, please call FMS for a repair or replacement.

2.15.5. Garbage Disposal: Do not pour oil, lard, or fat down the drain. Vegetable peelings, rice, and pasta may also cause a blockage. You may dispose of your cooking oil at the Liberty Wing Recycle Center, Bldg. 1139. Residents at RAF Feltwell can use the food waste bins provided for weekly road-side collections.

2.15.6. Dryers: Clear lint from the inner door filter after every cycle and the lower panel main filter weekly, otherwise the performance will become poor and increase the risk of lint fire. Also make sure the hose is not crushed behind the dryer, disturbing the air flow.

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

2.16. Limescale: Do not allow limescale to build up in appliances or fixtures, i.e., sinks, toilets and shower heads. Use a suitable cleaner only, checking instructions very carefully, especially when using around chrome and steel fixtures as these can quickly tarnish with the wrong treatment.

Example: Using toilet bowl cleaner on stainless steel taps will likely cause permanent surface damage. Your Housing Inspector will be happy to advise you with specific cleaning solutions if you are having persistent problems. Do not use abrasives to clean off surface scale.

2.17. Care of Exterior: You are responsible for exterior appearance based on standards listed in Grounds Maintenance 2.18.

2.17.1. Windows: You are responsible for exterior cleaning of first floor windows only.

2.17.2. Grounds and Yard Responsibilities: Occupants are responsible for policing grounds within 50 feet of their unit. Pruning and trimming of bushes and shrubs less than 6 feet are the occupant's responsibility. Anything above 6 feet will be the contractor's responsibility. Your assigned parking areas are your responsibility to keep clean and weed-free. Do not allow grass cuttings or leaves to accumulate in the street or parking area. This accumulation could enter the storm drains and increase the potential for flooding. Edging is also the resident's responsibility to keep sidewalks clear of migrating grass and weeds. Grass cuttings will be collected or mulched in a way to not produce excessive visible clumps in the yard. The base maintains designated common areas throughout MFH. The contractor's areas and occupant areas of responsibility will be briefed during initial assignment of MFH. If you need clarification of what your responsibility is, please contact the Housing Office Facilities Team at 226- 2064.

2.17.3. Appearance Inspections: Every occupant is expected to maintain his/her lawn. Inspections are based on established standards. Failure to comply with standards may result in disciplinary action. Non-compliance after receiving 3 or more official violations or gross abuse of government property may be just cause for terminating government quarters and/or disciplinary action. Such moves may be at the resident's expense.

2.18. Grounds Maintenance Standards for MFH: The Housing Office conducts regular inspections in all housing areas.

2.18.1. Grass Mowing, Edging and Trimming: This will be accomplished as necessary to maintain a neat appearance. Grass will be maintained between 2 – 4 inches in even height. Edge sidewalks and roadways to maintain a neat appearance. Digging trenches is prohibited. All grass will be removed from cracks and crevices in sidewalks, parking spaces, roadway gutters, and doorsteps. Trim grass around foundation of house, doorsteps, storage room, and fences. Remove weeds from driveway, walkways, roadway, around building, under bushes, trees, and flower beds.

2.18.2. Raking: Rake leaves to maintain a neat appearance and dispose of them in the brown bin. Ensure leaves and grass cuttings are not left on roadways or parking areas as they could clog storm drains and cause flooding. Rake regularly during the fall period to avoid build-up of leaves, which can cause damage to lawns.

2.18.3. Bushes, shrubs and trees: Trim bushes to maintain a maximum height of 6 feet. Shrubs should not grow in contact with buildings and structures. Trim bushes and shrubs in your area of responsibility at least once a month. Branches, bushes, and shrubs should have at least an eight-inch clearance from the house. Do not remove government shrubs or trees.

2.18.4. Front and back porches: The front porch must be neatly maintained and present an attractive appearance at all times. Do not store items or place storage racks on the front porch. Back porches must be neatly maintained and not cluttered. You may place approved outdoor furniture, a BBQ grill, or bicycles on your rear porch/patio. All outdoor play equipment (swing sets, swimming pools, playhouses, trampolines, etc.) will all be placed in the rear of the quarters - not on the side or in the front.

2.18.5. Removal of debris: The lawn must be free of debris (paper, cans, candy wrappers, animal feces, etc.). Tires, plywood or other miscellaneous items leaning against the house or garage must be removed and properly stored.

2.18.6. Shrubs and Flowerbeds: Flowerbeds and borders should be free of weeds/grass. Shrubs should be pruned to keep windows/footpaths clear. Ivy/climbing plants should be kept to a manageable height and not allowed to climb up walls. Do not remove pre-landscaped borders. Do not use large rocks / stones to decorate your borders, as these can be thrown towards vehicles and windows by lawn mowers, weed whackers and children playing. Please note you will receive a Housing Violation Notice if your front and rear yards are not maintained regularly and IAW this Housing Brochure.

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

2.19. Yard of the Season: Many residents take special pride in maintaining their quarters. The Yard of the Season Program is designed to encourage personal pride and beautification of our housing areas. It's an opportunity for residents to be recognized for their efforts in maintaining their yard in such a way as to help improve our environment and community. The Yard of the Season program is awarded in April (Spring theme), July (Summer theme), October (Halloween Decor) and December (Holiday Decor). The program shall have a 1st place winner selected from RAF Lakenheath, Feltwell and Mildenhall. A total of three winners will be selected each month. All will be based on the basic criteria below.

2.19.1. Basic Criteria: Winning yards should reflect high quality above-and-beyond routine lawn maintenance standards. The selections should be based upon overall appeal, occupant effort, and contribution to housing area beautification and appearance.

2.19.1.1. Even lawn color, 2-4 inches with even height and growth patterns.

2.19.1.2. Weed free on sidewalk cracks, perimeter area, doorsteps, fences and plant beds.

2.19.1.3. Neat and attractive pruning of trees, shrubs, plants and other greenery.

2.19.1.4. Neat edging appearance adjacent to sidewalk and roadway curbing.

2.19.1.5. Uncluttered porches, patios and yard areas.

2.19.2. Presentation: Winners will receive a "Yard of the Season" placard and certificate for their award presentation which is an informal ceremony. The 48FW/CC, or a designated official, will present the award to the recipient.

2.19.3. Proud Yard: Throughout the year, Housing Inspectors will place "Proud Yard" placards in gardens that are deemed to be worthy of recognition. This will be on an ad-hoc basis and will not receive a formal presentation ceremony - it is merely to recognize your efforts.

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

2.21. Hazardous Materials: Do not leave fuel, lubricant oil or general fluid cans in front yards or parking areas. They may be extremely hazardous. Do not store old tires, auto batteries or vehicle parts. Oil and vehicle fluid leaks should be neutralized and cleaned up immediately. These fluids may remain actively flammable for some time and may ignite. Oil and fluid changes must be completed at authorized locations such as the Auto Hobby Shop, where used motor oil can be taken for disposal.

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

2.23. Damages: IAW AFI 32-6000. Para. 2.16 Residents are liable for loss or damage to housing, equipment, furnishings, grounds and exterior facilities in their area of responsibility caused by the abuse or negligence of the member, dependents, guests, service animals, emotional support animals, and pets, and for failure to clean an assigned unit satisfactorily upon termination.

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

2.23.2. Examples of Potential Damage Charges: Broken floor tiles, stained carpets, scratched patio doors, holes in doors, cracked toilet bowls, toilet seats, sinks, broken windows, burns and abrasions to kitchen countertops, UPVC products, damaged and missing appliances or equipment, over-sprung door hinges, excessive wall damage, lost keys, yard damage caused by pet, neglect, and/or play equipment, etc. You could also be liable for damages caused by failure to report maintenance issues in a timely manner to Housing Maintenance.

2.24. Insurance: It is highly recommended, however it is not mandatory, to obtain renters' insurance. We also recommend you cover any damages or losses of your personal property, but it is equally important for you to have coverage for possible instances such as stains on carpets, fire, broken windows, impact damage to doors, smoke damage (caused by excessive use of candles), possible water damage, pet damage, etc.

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

2.26. Planned Preventative Maintenance: Each year your smoke, CO detectors and your boiler will have to undergo mandatory servicing and testing. This is a legal requirement for you and your family's safety. The Maintenance Provider, VIVO, will contact you either by telephone or email explaining what is needed to be done and asking you to arrange a convenient appointment time for this essential work to be carried out. Please do not ignore them. If 3 attempts are made and no contact has been made, it will be passed to the Housing Office to make contact and ensure that your leadership are made aware of the situation. Please ensure that you respond to these phone calls or emails in a timely manner to avoid the possibility of having defective equipment.

2.27. Housing Violations: Housing Inspectors perform regular area inspections to observe general appearances of yards, parking, and streets. If you fail to take responsibility for your own area, you will receive a Housing Violation notice. Residents issued a Housing Violation will have one week to take corrective action. Notices will be forwarded to leadership for resolution which could lead to a loss of housing privileges. Please refer to sections **2.7.**, **2.17.** and **2.18.** for responsibilities.

2.27.1. 1st Notice: Informal notice by Housing Office Inspector via email

2.27.2. 2nd Notice: Sent to you and your First Sergeant (1st official violation)

2.27.3. 3rd Notice: Sent to your commander with previous notices.

2.27.4. 4th Notice: Send to your MSG Commander for consideration.

Section 3 – General Information

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

3.2. Energy Conservation: We are all responsible for conserving energy, reducing utility bills and our carbon footprint. In order to save government funding, please turn your heat down to 60F/15C during the night and for periods of absence. 60-70F/15-20C is a comfortable daytime temperature. Should your home become too hot, please turn down the heat and do not open windows as a remedy. Adjust radiator valves individually to a lower temperature in bedrooms rather than leave them on a high setting and open windows to cool the room down. Set your dryer timer for shorter periods and check to see when items are adequately dry. Turn off lights where possible. Portable air conditioning units are only authorized in MFH between 1 May and 30 September. They must be approved by completion of an AF332 and will be fitted properly for efficiency. Use window vents and ceiling fans where fitted. Keep windows and trickle vents closed during the colder periods.

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

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

3.5. What Not to Flush: Many materials flushed or poured down the toilet or drain will harm the sewers or the sewage treatment works. The only thing to be flushed down a toilet is human waste and toilet paper, even if the manufacture label states "flushable" or "disposable". Do not flush wet wipes, diapers or cat litter under any circumstances. Solid fats/oils/greases must be placed in household waste whereas liquid fats/oils/greases must be recycled at an oil recycling point (Mildenhall Recycling Center, IP28 7JQ; or RAF Lakenheath Recycling Center).

Housing – Top Ways to Protect the Power

*** UTILIZE CHEAPER RATE ELECTRICITY (0000 - 0700)
FOR APPLIANCES eg WASHER, DISHWASHER ***

*** USE TIMERS FOR HOLIDAY LIGHTS ***

U.S. AIR FORCE



U.S. Air Force
MISSION ASSURANCE THROUGH
**ENERGY
ASSURANCE**

Housing residents may think that while living in base housing, they would have little opportunity to make a impact on an installation's energy bill. To the contrary, daily habits of each housing resident impact energy usage more than one would think. Collectively residents doing simple things to protect the power can equate to significant savings. In a time of higher energy costs we all need to play our part in enabling mission assurance through energy assurance.



1.

Turn off lights when not in use or when natural daylight is sufficient.



2.

Turn off power to computers, TVs and all electronic devices when not in use to avoid wasting standby power, which can account for as much as 10 percent of energy use.



3.

During winter, open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.



4.

Use water wisely. Turn water off when not in use, such as while brushing teeth and shaving.



5.

Turn up or down the thermostat by 2 degrees. Each degree that you lower the thermostat can reduce your heating costs by as much as three percent. Dress for the season, and use sweaters and extra blankets when it's cool outside.

3.6. Heating Thermostat Control: Normally found mounted on the wall in the hallway or living room. Your Housing Inspector will show you how to use this during your Move-in Inspection. Check your thermostat should you experience sudden or prolonged heat loss.

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

3.7. Oil Tanks: Homes located on Shippea Hill, Valiant, Canberra, and Washington within RAF Mildenhall are fitted with programmed oil telemetry readers. The Housing Office will track oil levels every Tuesday and will supply a delivery as needed on Wednesdays during the hours of 0800-1200. You do not need to be home, however, please leave your gate unlocked. If you have pets, please ensure they are secured, and any pet waste is removed. If the contractor is unable gain access, the oil may run low. Therefore it is best for you, the resident, to perform checks. If oil level is below 1/3 of a tank, inform your Housing Inspector or maintenance.

3.8. Waterbeds: Not permitted in MFH due to risk of flooding and excess pressure to load-bearing structure.

3.9. Candles/Oil Burners: Occasional use of candles and oil burners is permitted in MFH. They must be safely secured within a suitable mount and not situated close to flammable items such as drapes, clothes or paper items. An adult must be in attendance at all times when burning. Continual and excessive use of these items may create a heavy soot/wax build-up to your walls, window frames and ceilings which can go unnoticed until removing furniture and pictures upon vacating the home. Please ensure they are cleaned regularly if using. You may incur a charge if heavily stained on your Final Inspection.

3.10. Home Business: Submit written requests to conduct any commercial activity in assigned MFH to the Housing Flight Chief. This will also be reviewed for suitability by WG/JA as part of the approval process. Approval is required before business start-up. Contact your Housing Inspector for more information.

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

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

3.13. Fire Pits/BBQs: Must be sited responsibly with at least 15ft clearance of structures. Only suitable solid fuels must be used and extinguished properly when unattended.



CONTROLLED UNCLASSIFIED INFORMATION

**DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAF)**

24 July 2023

MEMORANDUM FOR RAF MILDENHALL RESIDENTS

FROM: 48 CES/CEIHH

SUBJECT: OIL READINGS & DELIVERIES

1. Oil readings are sent via an automated telemetry system installed in your tank. Deliveries will normally be made every Wednesday, in order of priority, to ensure you don't run out.
2. To facilitate access, please ensure that the gate to your backyard is unlocked, your yard is free of pet feces and any pets are secured between 0700-1200. Failure to do so will result in non-delivery.
3. If you have any queries, please contact me at DSN 226-2208.

TAYLOR.SOPHIE.A
BIGAIL.1611556060

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SOPHIE TAYLOR, S-9, CIV
Key & Essential Housing Program Manager

3.14. Air Conditioning Units: Portable AC Units are permitted in MFH. An approved AF332 form is required in order to install an AC unit and proper window kits should be used. Cardboard is not an acceptable way to fit an AC unit. AC units should be stored away during fall and winter months (October thru April). Please note that the manufacturer's Velcro strip with window kits can damage the window frames or be difficult to remove. A tip would be to place masking or electrical tape around the window first then adhere the Velcro to this for easier removal.

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

3.16. Pest Control: The first step in pest control is good housekeeping. The second step is proper application of Do It Yourself (DIY) pest control products. Some pest control products, such as ant powder, may be obtained from the Base Exchange or on the economy. If you have made every attempt to remove the pest/insects and they still persist, please contact Housing Maintenance (VIVO) on 0800 030 9257. It is not advisable to scatter bird seed directly over your lawns as, if not contained in an appropriate feeder, this can be food for mice and rats.

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

3.18. Fireworks: Not permitted in MFH under any circumstances.

3.19. Yard Sales: The sale is not to continue for more than one day. Signs are not permitted to be attached to fences/posts/trees within the housing area and will be removed if seen. Official signs only are to be used and are available from the Self-Help store, Bldg. 1071, and must be removed at the end of the sale day. Yard sale boards are at RAF Lakenheath/RAF Mildenhall Exchanges.

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

- RAFL: www.lakenheathfss.com/privateorgs
- RAFM: www.100fss.com/private-organizations.html

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

3.22. Basketball Hoops: Can be placed against the housing unit. They should not be on sidewalks, roads or shared parking areas, or placed at end of driveways adjacent to the sidewalk. You will be responsible for any damaged roof tiles, broken windows, housing components, landscaping due to use. We encourage use of the protected basketball courts in your housing areas.

3.23. Swimming/Wading Pools/Water Features: Above-ground swimming pools are authorized with a maximum size of 6 feet in diameter, 18 inches deep and no more than 320 gallon capacity. They should be emptied, turned over, or stowed away immediately after use to prevent accidents. Children can drown in less than 4cm (1½ inches) of water. It is suggested you contact the Base Legal Office regarding liability before installing a pool. Permanent pools, ponds, water features etc. are not authorized in MFH.

3.24. Trampolines: Trampolines must be placed to the rear of your quarters. Children should not use the trampoline without supervision by an adult or responsible guardian. Individuals supervising the use of a trampoline should be able to control or limit its use and render/contact emergency assistance if required. All trampolines must be equipped with safety netting. A minimum of four-foot clearance between the trampoline and any structure is mandatory to prevent injury in case someone falls off the trampoline. Move trampolines regularly to avoid grass damage.

3.25. Bicycle Users: Protective helmets required – no exceptions.

3.26. Phones/Baby Monitors:

3.26.1. What is DECT 6.0?

DECT 6.0 devices are a prohibited technology used by many American cordless phones, baby monitors and wireless headsets. Unfortunately, DECT 6.0 is NOT licensed for use in the UK as that frequency is used by the mobile phone networks. The use of DECT 6.0 equipment in the UK is illegal and the use could lead to a fine of up to £5000 along with the seizure of the equipment.

3.26.2. Is your phone or baby monitor DECT 6.0?

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

3.26.3. What to do if your phone is DECT 6.0?

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

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

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

3.29. Wing Environmental Commitment Statement: The 48 FW has produced a statement outlining the key areas we must focus upon to achieve excellence and ensure a sustainable environment for the future.



**DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAF)**

12 July 2024

MEMORANDUM FOR 48 FW PERSONNEL AND TENANT UNITS

FROM: 48 FW/CC

SUBJECT: 48th Fighter Wing Environmental Commitment Statement

**Reference: (a) AFI 32-7001, paragraph 1.2, August 2019, Environmental Management
(b) AFI 32-7001, paragraph 2.24.3.1, 23 August 2019, Environmental Management**

1. The mission of 48th Fighter Wing (48 FW) is to provide worldwide responsive combat airpower and support. In accordance with above, the 48 FW is committed to conducting our mission in a responsible manner to protect human health, reduce pollution and avoid adverse environmental impacts. The three environmental priorities of the 48 FW mirror those Air Force visions as follows:

- a. Compliance: The 48 FW shall comply with all applicable US and Host-Nation environmental laws and regulations, including requirements set forth in the Final Governing Standards-United Kingdom.
- b. Risk Management: The 48 FW shall seek to minimize environmental risks, both to the health and well-being of Air Force personnel and risks to our mission associated with non-compliance and environmental constraints.
- c. Continual Improvement: The 48 FW will maintain an Environmental Management System (EMS) and conduct regular inspections to rate the environmental performance of its programs and activities. The 48 FW EMS will provide the framework for setting and reviewing environmental objectives and targets that will aim to reduce pollution and waste through effective management of hazardous materials, promote sustainable use of energy and water, minimize impacts to natural and cultural resources, and foster training and awareness of aspects and risks of environmental programs.

2. Every Airman, unit, organization, tenant, and contractor of the 48 FW is accountable for their environmental performance and will conform to this commitment statement.

3. The office of primary responsibility for this commitment statement is the 48th Civil Engineer Environmental Element at DSN 226-3990.

A handwritten signature in black ink, appearing to read "J R C", is positioned above the printed name of the commander.

**JACK R. ARTHAUD, Colonel, USAF
Commander**

Section 4 – Self-Help

4.1. Self-Help Store: Provides many items, e.g. carpet shampooers and vacuums. Yard maintenance equipment may be signed out on a two-day loan. All users must be registered using the Quarters Condition Inspection Report provided at Initial Inspection - your inspector will register you. See attached memo.

Self-Help is located on Westbury Road Bldg. 1071, RAF Lakenheath. Hours: 0730-1630 (Mon, Tue, Wed, Fri) & 0930-1600 (Thurs) Phone: 226-2577/01638-522577

4.2. Self-Help Project Coordination: All projects inside or outside of the housing unit should be assessed and approved by your Housing Inspector prior to commencement. Projects may include re-painting, installing water softeners, satellite dishes etc. The work order (AF Form 332) must be initiated at the Lakenheath Housing Office.

4.3. Pre-Project Inspection: A Housing Inspector will visit and discuss the responsibilities for carrying out the project. The request on the completed AF Form 332 will be approved or disapproved. Note: If the AF Form 332 requires an attached sketch for projects, please use a separate sheet and include as many relevant details as possible.

4.4. Post-Project Inspection: The member must confirm project completion within 30 days to the Housing Inspector who may then inspect the completed project.

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

4.6. Satellite dishes: Please seek advice from a Housing Inspector - an AF332 will also be required prior to commencement.

4.7. Window/Door Bug Screens: Do not drill or glue screen panels to PVC frames. Be careful of Velcro adhesive which is extremely difficult to remove.

4.8. Painting/Wallpaper/Borders: Painting is discouraged. However, if you choose to paint, please contact your Housing Inspector for application details and product specifications. The use of US specification and oil-based paints are not permitted. An approved AF332 form is required in order to paint.

4.9. Patio Lean-to/Carports: Not permitted within MFH.

4.10. Sheds: Only MFH-provided sheds are permitted.

Find us:

RAF Lakenheath
Self-Help Store
226-2577 • Bldg 1071

Contact us:

Phone:
Commercial: 01638522577
DSN: 226-2577

Email:
48CES.CEOEM.Mat-Control@us.af.mil

Hours of Operation:

Monday – Friday: 07:30am-16:00pm
Saturday – Sunday: Closed

Please note the building will be closed everyday between 12:00pm-13:00pm.



Self-Help Item List

Self-Help Item List:

- Strimmers
- Hedge Trimmers
- Lawnmowers
- Vacuums
- Garden Vacuum/Leaf blower
- Rug Doctors
- Cultivator/Tiller
- Scarifier/Dethatcher
- Extension Cables
- Yard Brooms
- Rakes
- Shovels
- Garden Hoes
- Pickaxes
- Forks
- Garden Grabbers
- Hedge Clippers
- Hand Held Trowels & Forks
- Seed Spreader
- Safety Helmet (with visor)
- Wheel Barrows

- Dehumidifiers (for Facility Managers only)
- Yard Sale Signs (48 CES Badge must be hidden when used in Housing)
- Concrete Slabs (for satellite installation only)
- De-Icing Rock Salt (for Facility Managers only)
- Ant Killer (Powder 150g, Trap 50ml, Liquid 30ml)

Please note that all equipment goes out on a 2 day loan.

Section 5 – Pets

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

- 24-Hour Animal Cruelty Line: 0300-1234-999
- www.rspca.org.uk

5.1. Conditions for Allowing Pets in MFH: WG/CC pet policy limits occupants to three household pets while residing in MFH. Doghouses/runs/pens are not permitted in MFH. All yards damaged by pets must be regularly repaired and maintained to the satisfaction of the Housing Office. This also includes sanitation and re-sodding (during winter months) and re-seeding (during summer months). Do not allow your yard to be completely bare of grass or full of holes for long periods of time. Breeding of animals within family housing is NOT permitted.

5.2. Aggressive/Potentially Aggressive Breeds: MFH 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. See attached Pet Policy letter for more information on the breeds defined as aggressive or potentially aggressive and types of aggressive behaviors.

5.3. Exotic Animals: MFH 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 animals.

5.4. Pet Control: Pets must be secured with leashes or kept under positive control while outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances, unfenced yards, trees, shrubbery, stakes, or to your quarters. Nuisance complaints, including excessive barking and invading the privacy of others, must be addressed by the owner immediately. You will ensure cleanliness of your pet’s area to control and prevent vermin infestation. Feces must be picked up immediately. Dog runs are not authorized. Pet doors and/or the practice of leaving a door open to allow a pet to enter/leave the residence at will is prohibited. Such practice allows vermin such as rats, mice and insects access to the residence. Pet food will also be contained in a manner to minimize the attraction of vermin. Unconsumed pet food should be disposed of immediately. Unattended dogs and cats must be in an approved fencing area at the back of the quarters only.

5.5. Damage by Pets: All damages caused by pets must be repaired, replaced or reimbursed by the resident. This responsibility includes reseeding/resodding grass areas destroyed by an occupant’s pet.

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

5.7. Reporting: Uncontrolled pets should be reported to the Security Forces

- RAF Lakenheath/Feltwell: 01638 - 522333
- RAF Mildenhall: 01638 - 542667
- RSPCA: 0300 - 1234999



**DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAFE)**

8 December 2025

MEMORANDUM FOR HOUSING RESIDENTS

FROM: 48 CES/CC

SUBJECT: Military Family Housing Residents Pet Policy

Reference: AFI 32-6000, 18 March 2020 *Housing Management*

1. In accordance with AFI 32-6000 *Housing Management*, paragraph 2.21, Commanders must establish a local pet policy incorporating AF restrictions, as a minimum. Residents in government-controlled housing must comply with applicable federal, state and local laws, installation-specific requirements for pet ownership, registration, control and vaccination. The Installation Commander has delegated authority to the 48th Civil Engineer Squadron Commander to establish and enforce local pet policies for the Tri-Base Housing area.

2. As a minimum, AF restrictions of AFI 32-6000, 2.21 through 2.21.6 apply, listed below. All cats and dogs owned by USAF personnel and dependents must be microchipped and registered with the RAF Feltwell Veterinary Treatment Facility, even if their day-to-day veterinary care is carried out by a veterinary business on the local economy. This includes pets brought into the UK and those sourced on the host nation economy (purchased or adopted). If the animal is already microchipped the registration must be transferred to the new owner and the registered address kept up to date. Registration and microchipping must be carried out within 1 month of import, purchase or adoption. Base residents should be aware that any non-chipped cats and dogs will be classed as strays and re-homed via local agencies.

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

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

*Residents should note that while the Host Nation distinguishes between the banned "Pit Bull" and the legal English Staffordshire Bull Terrier, AFI 32-6000 does not. Both breeds are prohibited. The Japanese

Tosa, Dogo Argentino and Fila Brasileiro are not covered by AFI, but are explicitly prohibited by host nation law.

4. Residents may not board exotic animals such as, but not limited to: reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, potbellied pigs, monkeys, arachnids, or any farm animal.
5. Pets must be secured with leashes or under positive control while outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards, or allowed to run loose outside fenced yards.
6. Pet owners must maintain current immunizations on all pets. Dogs and cats are required to wear a collar or harness with current rabies tag attached.
7. 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.
8. No more than two pets per household are allowed.
9. It is highly recommended that pets are spayed/neutered. In the event of an unwanted litter Host Nation animal welfare legislation applies. RAF Lakenheath operates a zero euthanasia policy for healthy unwanted pets. Local Animal Welfare Organizations may assist in re-homing animals, see attachment for more information.
10. Operating a commercial kennel or breeding business for any domesticated animal, including but not exclusively cats and dogs, and selling them is not authorized in military family housing. If one of your pets has a litter and you would like to keep some or all the litter, you must apply for an Exception to Policy to paragraph eight of this policy. If you don't plan to keep some or all the litter, and/or the Exception to Policy is disapproved, you will need to make alternative accommodations for the litter.
11. Abandoning Pets is prohibited. When PCSing or separating, you must inform the RAF Feltwell Veterinary Treatment Facility and also make arrangement for the animal to be re-homed, shipped home or to your next duty station. The only occasion when pets can remain is when residents settle permanently in the UK. Re-homing can be done privately or through a recognized animal charity. When re-homed privately, the RAF Feltwell Veterinary Treatment Facility must be notified and any microchip registered to the new keeper.
12. If you have any questions regarding this memorandum, please contact the 48th Civil Engineer Housing Element Chief at DSN 226-3183.

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KYLE J. BOOMER, Lt Col, USAF
Commander, 48th Civil Engineer Squadron

Attachment:
Agencies and Local Numbers

ATTACHMENT**AGENCIES NAMES AND NUMBERS - LOCAL PLACES FOR RE-HOMING ANIMALS**

Dogs Trust – 0303 003 0000, www.dogstrust.org.uk

Blue Cross Rehoming Centre - 0300 790 9903, www.bluecross.org.uk

Woodgreen Animal Shelter, Godmanchester, Cambs - 0300 303 9333, www.woodgreen.org.uk

Cats Protection – 0300 012 1212, www.cats.org.uk

PACT Animal Sanctuary - 01362 820775, www.pactsanctuary.org

Section 6 – Security

6.1. Reporting Crime: Report any criminal activity experienced or witnessed in the Housing area to the USAF Security Forces Squadron. Crime stats and appropriate responses can be assessed. Emergencies on base should be reported to the Law Enforcement Desk. All base DSN phones have 911 emergency number and 999 calls from on base extensions will also be connected to Emergency Services.

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

6.1.1. Residents in MFH outside the base areas:

- Serious nature or a person is in the act of committing an offense, dial 999
- Non-urgent nature, contact the Ministry of Defence Police 01423 846322
- Local police force which serves your area, dial 101

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

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

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

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

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

6.5. What can I do?

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

6.5.2. Interrupting Burglars: If you come home and find a broken window or a light on and you suspect there may be a burglar inside, you may think it best not to go into the house. Go to a neighbor's house and call the police or use your cell phone. Ring the doorbell – someone who should be in the house will come to the door, whereas intruders are likely to run away.

6.5.3. Self-Defense: Under the law you are entitled to use reasonable force in self-defense or to protect another person or your property. The reasonable force that is used in any situation will depend on the threat you are facing. For example, the level of force that you can use to defend your life is greater than the level of force you can use to defend your property. What “reasonable force” is will depend on the circumstances of each case and is something only the courts can decide. This does not mean if you injure a criminal while defending yourself or your property, you will necessarily face criminal charges. If the criminal complains you have used unreasonable force, the police must investigate. If you still have questions, contact the Ministry of Defence Police 01423 846322.

6.6. Ministry of Defence Police: A statutory civilian Police Force which is organized and accountable in much the same way as any other police force in the UK. Its remit, however, is national not regional and its officers exercise their police powers within the boundaries of the Defence Estate. Unlike the Service Police (e.g. the Royal Military Police) MDP is not under military command. In investigatory matters, the Chief Constable of MDP is independent of the Ministry.

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

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

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

6.7.1. Interested in joining or starting a scheme in your area:

- MOD Police: 01423 846322
- 48 SFS: 01638-523419

Section 7 - Safety Awareness

7.1. Smoke / Carbon Monoxide / Heat Detectors: All MFH units have ceiling-mounted smoke, CO and heat detectors on each floor. The garage, (if the house is equipped with a garage) has a heat detector. The Housing Inspector will advise you on the basic operation and type of detector during your Initial Inspection. Please test monthly. Do not remove from the ceiling. Please inform your Maintenance contractor of suspected faulty or low battery detectors.

7.1.1. Carbon monoxide: Carbon monoxide (CO) is produced by devices that burn fuels. Some examples of these items include gas furnaces, water heaters, gas stoves, space heaters, fireplaces, wood-burning stoves, charcoal grills and gas dryers. These can be sources of CO, especially if they are not in good working condition or have been installed without proper ventilation.

- Never leave your car running in the confined space of a garage, particularly if the garage is attached to the home.
- Please also note that it is illegal in the U.K. to leave a car idling while it is parked, even outside.
- Never run lawnmowers, snowblowers, or other gas-powered engines in confined areas like garages or sheds.
- Using kerosene heaters or charcoal grills indoors or running a car in a garage can cause CO levels to rise high enough to result in serious illness or death.
- Never use a cooking device (oven, grill, camp-stove) to heat your home.

7.2. Storage of Hazardous Materials:

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

7.3. Burning Candles in Your Home: This is a serious fire hazard!

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

7.4. Kitchen / Cooking Fire Safety:

7.3.1. Unattended cooking: This is the leading cause of fire loss in residential homes.

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

7.5. Fire Blanket: Each MFH Unit should have a permanent wall-mounted fire blanket correctly positioned close to the kitchen area. We understand that some residents may feel that they look a little unsightly among their home décor. However, removing these and storing them away is prohibited. If your fire blanket is used, it is important that you contact the Fire Department and your Housing Inspector at your earliest opportunity. Both agencies can then log that a fire has taken place, ensure that the electricity supply, the appliance, the vent hood and adjacent fittings are safe for continuous use. The Housing Inspector will arrange for a replacement blanket, if necessary. Your honesty will help us keep you safe and keep an accurate log which helps us to fund these excellent protective devices.

7.6. Window Safety: All second and third storey MFH units are fitted with child safety locks. These locks are installed for child safety and should be used at all times if adult supervision is not present in the room. Also, please ensure that you do not leave items under the windows for children to climb on as many adventurous toddlers will learn how to operate these locks. If you do not know how to operate your window lock, as many are different, please contact your Housing Inspector.

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

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

7.9. Fire/Emergency Reporting Procedures:

****ALL FIRES MUST BE REPORTED TO THE FIRE DEPARTMENT AND HOUSING INSPECTORS, EVEN IF YOU EXTINGUISH IT YOURSELF! ****

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

- Your building number, street address, village, and/or county in which you are located.
- Type of fire or emergency
- Location of fire



RAF LAKENHEATH FIRE EMERGENCY SERVICES



Home Fire Safety Briefing





RAF LAKENHEATH & MILDENHALL **EMERGENCY REPORTING NUMBERS**



DSN

911



Off-Base

999

On-Base Mobile

RAFL 01638 527 911

RAFM 01638 547 911



Fire Prevention & Your Part



- **Fire prevention is everyone's job!**
- **Prevent fire loss for your home, your neighbors' homes, DoD facilities, equipment and property**



- 3 elements together create a chemical reaction that is known as **Fire**
- Take away one element and fire will not work





Fire Reporting Numbers



- DSN On-base (Mildenhall/Lakenheath) **911**
- On-base with personal cell phone **01638 527-911**
- Lakenheath Base Housing **01638 527-911**
- Feltwell Base Housing **01638 527-911**
- Mildenhall Base Housing **01638 547-911**
- Off-Base Housing **999**
- Anywhere in the UK **999**

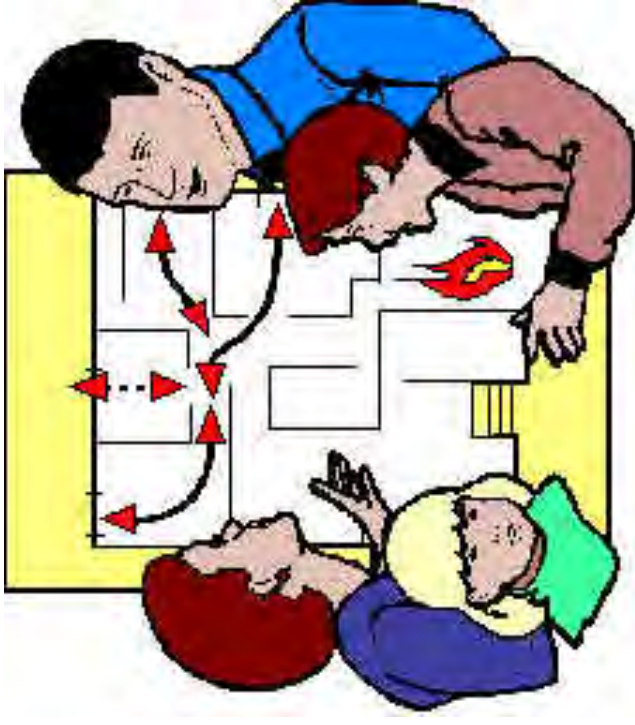
Dialing 999 will connect you to Suffolk/Cambridge Emergency Call Centre

NOTE: Insert numbers in cell phones & post near landlines
ALL FAMILY MEMBERS should know Emergency reporting numbers



Escape Plans

- **PLAN** your escape procedures with **ALL** family members
- **PRACTICE** at least twice a year
- **EVERYONE** meets at a designated meeting place away and upwind
- **WAIT** for the Fire Department
- **FACT #1: Time is your biggest enemy**
- **FACT #2: It only takes a few minutes**
for your house to fill with smoke





Fire & CO detectors

FACT: Fire & CO detectors save lives

- **Test smoke detectors and the CO detectors monthly**
- **VIVO** will conduct annual inspections to ensure your smoke/CO detectors are in working order.
- All detectors are hard-wired into the house and have a battery back-up. **If your detector begins beeping, contact VIVO 0800 030 9257**





Cooking Fires



FACT: Unattended cooking is still the #1 cause for home fires





Cooking Fires



Extinguishment – *Only if it's safe to do so!*

- *FIRE BLANKETS** are provided in all on-base housing
- *Fire extinguishers** are highly recommended (Not provided by housing - purchasing and maintaining of fire extinguishers are the responsibility of the resident)
- *STOVE TOP:** Slide a lid over the pan to smother a grease fire AND turn off stove. REMOVE pot or pan from burner if safe to do so.
- *OVEN FIRES:** Leave the door closed AND turn off stove
- FINALLY: Evacuate everyone and call emergency number:**
RAFL/RAFF 01638 527911/RAFM 01638 547911



Open Flame Safety



■ Candles

- Handle with care
- Never leave unattended
- Keep on non-combustible surface & at least 14 inches away from anything that can catch fire (overhead cabinets, drapery, furniture, etc.)





Open Flame Safety

■ Barbeques

- Do not use under overhangs (carports, patio covers, etc.)
- Follow all manufacturer's instructions – be SAFE!
- Keep a minimum distance of 15 feet away from any structures
- Dispose of charcoal properly:
 - Let set overnight
 - Soak with water
 - Dispose in metal trash container





Flammable Safety



■ Fuel Containers

- Use only U.L. approved fuel cans for storage
- Do not store in the house
- Leaking vapors can be ignited from up to 50ft away!
- Follow all manufacturer's instructions – be SAFE!



■ LPG Cylinders (large or small)

- Do not store in the house
- A leak is hazardous and could be deadly



■ Fireworks/explosives

- **NOT LEGAL** on installation without a permit





Electrical Safety



■ Transformers

- Converts electrical power up or down from UK 240V to US 120V
- Use only the plugs provided (do not run multi-strips)



■ Adapters

- A connector that changes the plug shape to match the outlet
- Know which adapters are compatible





Electrical Safety



■ Heaters

- Follow all manufacturer's instructions
- Only use heaters with tip protection
- Turn off when not in use
- Check for recalls



■ Daisy Chains

(Connecting multi-strips or surge protectors together)

- Don't do it!
- Creates overloads and a lot of heat





Electrical Safety



■ Electrical cords

- Use extension cords sparingly
- Do not use extension cords in place of permanent wiring
- Do not run cords through doors, windows, under rugs
- Do not smash or pinch cords
- Do not keep cords wound or wrapped tightly
- Replace or dispose of any damaged cords

■ Electrical components

- Report any exposed or unsafe wiring to the Housing Office
- Do not attempt any electrical repairs
- Never force an incorrect style plug into an outlet





General Home Safety



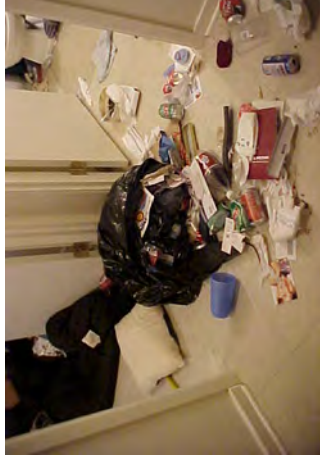
■ Dryers

- Follow all manufacturer's instructions
- Clean lint trap after **EVERY** use
- Clean exhaust hoses on regular basis to prevent build up



■ House cleaning

- Don't block exits
- Keep aisles, hallways, walkways clear
- Minimum of **28" inches** for pathways

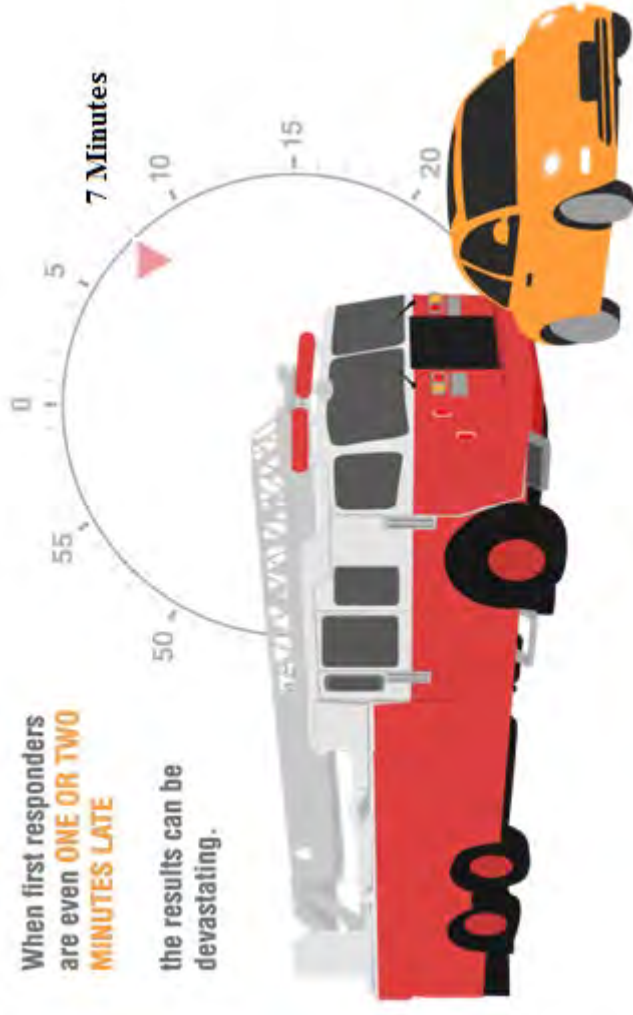
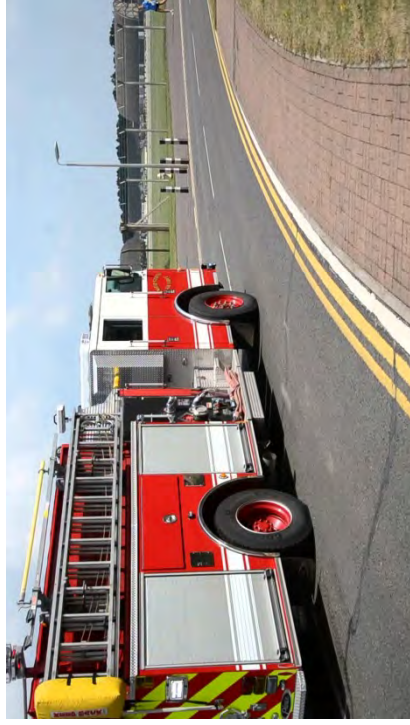




General Information

■ Emergency Vehicles

- Yield the right of way – pull over
- Look for more than one
- Stay clear of emergency scenes
- Every second counts!

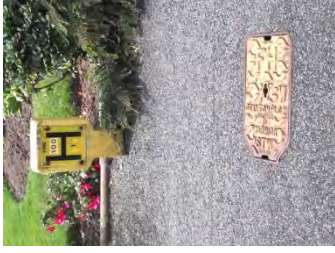




General Information

■ UK Hydrant Markings

- **DO NOT PARK** in front of a hydrant
- Most UK hydrants are underground and can be identified by a sign



■ US Hydrant Markings

- **DO NOT PARK** in front of a hydrant
- Easily identified





General Information

- **Parking POVs**

- You could block emergency response vehicles during an emergency
- Do not park in front of a hydrant
- Do not block roads
- Park in approved spots only





ANY QUESTIONS CAN BE DIRECTED TO:
RAF LAKENHEATH FIRE EMERGENCY SERVICES
FIRE PREVENTION OFFICE
226-2112

Section 8 – Termination of Military Family Housing

8.1. What to expect: Terminating housing will normally be anticipated in advance when a member's tour is coming to an end, when moving to another MFH, being assigned to the dormitories, or when moving back to the economy. When a member no longer lives with dependents or dependents no longer live with the member, the member must terminate housing within 30 days from date of separation. This move is at government expense. The Housing Office must receive adequate notice when terminating quarters. The USAF generally requires 40 days' notice, regardless of whether PCS orders, assignment paperwork or rental contracts have been issued or completed.

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

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

RAF Feltwell Veterinary Clinic 01638 5277097 / vet.clinic2@us.af.mil
CE Environmental 01638 523990 are also available to advise.

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

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

FMS Customer Service
Bldg. 73, Scampton Rd, RAF Feltwell DSN: 226-2101 option 3 option 2
Com: 01638-527030
Email: 48ces.ceacf@us.af.mil

Section 9 – Useful Contact Information

Emergency Numbers

Fire (Off base)	999
Ambulance (Off base)	999
Police (Off base)	999
Police (Off base non-emergency)	101
All emergency services (On RAF Lakenheath/Feltwell)	01638 - 527911
All emergency services (On RAF Mildenhall)	01638 - 547999
RAF Lakenheath Hospital	01638 - 528010
RAF Lakenheath/RAF Feltwell Security Forces	01638 - 522333
RAF Mildenhall Security Forces	01638 - 542667
MOD Police Control Room	01423 - 846322

Housing Maintenance Numbers

On Base Housing Maintenance (VIVO)	0800 – 030 9257
Appliance Repair - ApplianceRepairCallDesk@us.af.mil	01638 – 522101

Housing Management Office

Housing Office Inspectors - 48CES.MFH@us.af.mil	01638 – 522101
Housing Waitlist Team – 48CES.MFH.waitlist@us.af.mil	01638 – 522101
Housing On-Base Counsellors - 48CES.HousingAssistance@us.af.mil	01638 – 522101
Housing Off-Base Rentals/Inspectors - 48CES.Referral@us.af.mil	01638 – 522101
FMS Customer Service - 48CES.CEACF@us.af.mil	01638 – 522101
www.housing.af.mil/units/RAF-Lakenheath	

Local Councils

Lakenheath & Mildenhall Residents - https://www.westsuffolk.gov.uk
Feltwell Residents - https://www.west-norfolk.gov.uk

Misc.

RAFL Self Help Store (Bldg. 1071)	01638 - 522577
RAF Feltwell Veterinary Clinic	01638 - 527097
Fuels (RAFL)	01638 - 522220
RAFM Recycling Center	01638 - 545551
RAFL Recycling Center	01638 - 526588

Quick Click Contacts

HOUSING MAINTENANCE

Maintenance requests are handled by your maintenance contractor, VIVO. The helpdesk operates 24/7 and an engineer will respond out of hours for emergencies. Scan the QR Code to call VIVO. VIVO can also be contacted at 0800 030 9257.



Maintenance



Appliance

APPLIANCE REPAIR—FURNISHINGS MANAGEMENT SECTION (FMS)

Appliance repairs are coordinated with the FMS. Appointments are a 4hr window and you must be at home during this time. This QR Code can be used to initiate a call.

FMS can also be contacted at 01638 522101 or DSN 226-2101
Option 3 option 1



Facilities section

HOUSING OFFICE

Need help from a Housing Inspector? Email or phone the housing team using the QR codes either side. Housing can also be contacted at 01638 522101 or DSN 226-2101

option 1 option 3

**IN AN EMERGENCY CALL
RAFL/RAFF 01638 52 7911**



RAFL/RAFF Fire

HOW TO USE QR CODES: Most smartphones can read QR Codes with their default camera app. If your camera app does not automatically prompt, you when pointed at the QR-Code, there are numerous free QR Code readers for all smartphone OSs.