



For Military Family Housing Community Residents

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INTRODUCTION

Welcome to Military Family Housing (MFH) at RAF Alconbury

This brochure has been prepared to help you understand general MFH housing procedures here at RAF Alconbury, including our Brampton properties. It would be impossible to cover every detail of Government and occupant responsibilities from the numerous applicable policies and regulations, in particular AFI 32-6000. Therefore, the following pages are provided to summarize the Air Force's responsibilities and expectations for your home. Our common goals are easy to achieve if you leave your home in as good, or better, condition for its next occupant (allowing for normal changeover maintenance) than it was when you moved in. Feel free to contact the Housing Officer at DSN **268-3518** with any questions you may have.

Your housing unit represents a substantial investment by the United States Air Force and we need your help to protect that investment and minimize the potential for repair expenditures resulting from unnecessary damage. If you are considerate of your neighbors, do your part to maintain the overall housing area appearance, report any maintenance issues promptly, and treat your home as if you were the owner, your experience will be positive and you will also help us provide a better home and community for your (and future) families.

We sincerely hope that your time residing in Accompanied Military Family Housing here at RAF Alconbury is both pleasant and rewarding.

Housing Management Staff

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Section A – Air Force Responsibilities

INITIAL INSPECTION: A housing representative will meet each military member (or their designated family member/representative) at the pre-arranged date and time for an initial walkthrough inspection (as described below) of the assigned Military Family Housing (MFH) unit. This is usually on the day the keys are officially issued to, and accepted by, the new resident. Any Temporary Living and/or Housing Allowances will be terminated upon signing for your house and accepting the keys.

Please **allow at least 90 minutes** for the inspection and to complete all related paperwork. We will acquaint you with the general features of the MFH unit, emergency shut off points, heating operations, *etc.* Then an *AF Form 227, Quarters Condition Inspection Report*, will be completed, to record any significant discrepancies with the condition of the property, grounds, structure, or domestic appliances. Any further discrepancies identified within 15 calendar days of move-in, should be reported to the Housing Officer. These discrepancies will be annotated to the *AF Form 227* which will be kept on file.

Please Note: Should the military member assigned to the unit be unable to attend this initial inspection (due to TDY, Mandatory duties/exercises, *etc.*) the spouse, or an appointed representative (if provided with a Special Power of Attorney) can fill-in. The Power of Attorney must specifically state that all forms related to housing and allowances can be signed in their absence and acknowledges that the member's responsibility for the MFH will begin on that date.

MAINTENANCE AND REPAIRS: All MFH units are maintained by Amey, the contractor responsible for all structural and grounds maintenance activities on RAFs Alconbury and Molesworth. All maintenance/repair issues must be reported to the Amey Help Desk at if calling from a U.K cellular or mobile phone **0800 0556293** please state your location and contact numbers also the issue. Make a note of any work order numbers assigned, as these will help with any status requests.

REFUSE COLLECTION: (Note that all dates are subject to change). We must all work together to keep our housing areas free of litter and unsightly trash receptacles. On collection days, please place your trash bin(s) at the nearest point to the street curb by 0700 hrs. By 1800 hrs. Of the same day, be sure to return bins to the trash closet or to a suitable location out of view from the street and away from the areas in front of or beside the housing unit.

Currently, refuse is collected every Thursday for general waste and recycle bins on RAF Alconbury and on a Monday for all garden waste. Use your general waste bin to dispose of non-recyclable household waste, pet waste, diapers, cooked food, solidified grease, *etc.* You will be notified whenever schedules change due to public holidays. Do not place any hazardous waste, recyclables (see **RECYCLING** below), or chemicals in these bins, You have two recycle bins one for normal recycle e.g. Packaging glass, you then have a garden recycle bin that is collected on Mondays unless it falls on a UK bank holiday when it is collected on the Wednesday. You can put uncooked vegetable peelings in your garden waste (**when putting waste in this bin do not put it in any bags - just the waste only**).

At Brampton, rubbish and recyclables are currently collected on alternating Fridays with composting (green waste) collected every 2nd Thursday. For more information on off base and Brampton collection, see the Huntingdon District Council website (the current link as of Oct 2020 is: <http://applications.huntingdonshire.gov.uk/applications/RefuseCalendarMVC/100090114939>)

Residents must ensure that all trash is securely held within a trash bin and does not leave the lid partially open as this presents a risk of spillage and access by vermin. Residents with excess trash will have options to dispose of it at the local council household waste site (see page 43); keep it until the next collection day; or find a neighbor whose bin still has room. Do not place excess bags on the ground near the bin as these will not be collected and will attract birds/rodents. Do not use on-base organizational dumpsters for household waste as this violates the Installation Commander's Dumpster Disposal Policy letter (see page 33).

The refuse collection crew will not collect stockpiles of cardboard boxes or other loose bags and items around bins or in the street. Ensure that furniture packers remove cardboard boxes, as this is included in the cost that the U.S. government pays to move your Household Goods. If this option is not optimal for your family, you may take cardboard to the base recycling area (see page 43) where cardboard recycling is permitted. Please wrap any broken glass or other sharp objects with other rubbish to ensure the safety of the collection crew. The Housing Office will notify you should the collection day change.

RECYCLING: With the growing concern about our environment and a tax imposed on use of landfill sites, please recycle as much waste material as possible. Recyclable items include: **cardboard, paper (newspaper, magazines, etc.), plastic (especially bottles), aluminum and other metals, wood, textiles, glass, and ink cartridges.** For more information on recycling, see page 43.

Most local councils offer various types of recycling services and facilities. This is where large bulky furniture items must be disposed of. Information on the RAF Alconbury Recycling Center and the nearby Alconbury Weston Center can be found on page 43. Some areas have special recycling bins provided and you may have already seen recycling collection points near the area in which you live. Most large grocery and Do It Yourself (DIY) superstores will have various collection facilities located in their car park areas.

Large items of furniture may also be disposed of by contacting The British Heart Foundation or Cambridge Re-Use. Both organizations accept good quality furniture and electrical goods from the general public. Both organizations manage programs to distribute unwanted furniture and household items to needy families in the local area ***All Soft Furnishings donated must have at least the 1988 Fire Label attached*** in order for them to be accepted.

Never place electrical equipment: TV's, videos, computers, *etc.* in any dumpster on the installation. Note the Installation Commander's Dumpster Disposal Policy letter is at page 33. Proper waste and recycling procedures for electrical items can be found in the 423 CES/CEIE Solid Waste/Recycling Guide. Do not leave such items unattended at the Thrift Store unless a store representative explicitly accepts them.

LOCKOUTS: An emergency key for your housing unit is maintained at the Housing Office during normal duty hours. For lockouts that occur after duty hours, please call the Amey on **0800 0556293**. Replacement of lost keys is the resident's responsibility. CE will cut replacement keys, if an *AF Form 332* is submitted to the CE Customer Service Desk in Bldg 548, RAF Alconbury. Replacements keys and/or locks (necessary or requested), are chargeable, and will be provided at the **resident's expense.**

GROUNDS CARE: Maintenance of common areas which are more than 50 feet from any MFH unit are generally the responsibility of the Government or its Contractor. These maintenance activities include grass cutting and landscaping to shrubs and trees, but do not include litter collection. Litter in common areas should be kept under control or disposed of by MFH residents. A housing representative will identify your area(s) of responsibility at your initial assignment inspection. Each resident is expected to maintain a neat and orderly yard in accordance with the Grounds Policy (see page 36).

WEEKLY INSPECTIONS: Housing Officers will conduct weekly inspections (currently on Tuesdays). Should inclement weather or a holiday prevent an inspection, one will be performed on the following workday. If a resident receives a Courtesy or Discrepancy Notice for the outside appearance (or parking violation), a re-inspection will be accomplished the Friday of the same week. Inspections are based on standards listed throughout this brochure and Discrepancy Notices are issued to residents who do not resolve Courtesy Notices or who are in blatant violation of these standards. Note that Discrepancy/Courtesy notices

can be issued whenever an issue is identified and are not limited to inspection days. Repeated discrepancies are not acceptable and could lead to MFH termination action and/or referral to your First Sergeant and the Installation Commander. **Please refer to page 13 for details on Failure to Comply with Housing Standards.**

APPLIANCES: Cooking ranges, microwave ovens (where still issued), washers, dryers, refrigerators and dishwashers are government furnished and serviced. These appliances will remain your responsibility during occupancy and must not be removed from your quarters or placed in external storage sheds. If you have noticed any problems with the appliances other than simple filter cleaning or replacement, please do not attempt to repair them yourself. All appliance problems must be called in to Serco, the appliance service contractor, for repair or maintenance (DSN 268-3416 or 01480 843416).

Section B – MFH Resident Responsibilities

SOCIAL VISITS: Housing residents are responsible for their guests. Your guests may visit you for up to 30 days and this does not constitute joint occupancy. Please notify the Housing Office and complete/submit the corresponding paperwork if you wish to have guests for longer than 30 days. This information will be coordinated with, and submitted for approval to, the Installation Commander who is the approval authority for such extensions.

LEAVE OR EXTENDED TDY: If you will be away from your home for more than seven days, you must make arrangements for security, prudent care (including lawn care), and periodic inspection of your home. Please inform the Housing Office of intended dates of absence. Include the name, address and phone number of the person who has agreed to watch your home and perform normal and emergency housing responsibilities. Do not turn your heating unit off during winter months; this could cause your pipes to freeze and flood your unit. Simply set the thermostat at approximately 60F/15C.

MAINTENANCE AND REPAIR: In accordance with *AFI 32-6000*, you are responsible for taking prudent care of your home and to attend to routine maintenance, simple repairs, and housekeeping, (e.g., door stops, sink stoppers, stove burners, sinks & toilets, and basic pest control). More significant maintenance/repair issues must be reported to the **Amey Help Desk 0800 0556293**. Note that the Air Force has established cleaning standards (a good guide is compliance with the move-out cleaning standards on page 25). Compliance with these standards is mandatory. These standards are applied equally regardless of grade or position.

CARE OF INTERIOR: We want you to be happy, healthy and safe in your new home. Please treat your MFH unit as if you were the homeowner. You are responsible for regular routine cleanliness, maintenance control, fire protection, and general care and cleaning of government equipment and appliances. The Government will normally install or provide equipment for basic fire protection; but providing materials for cleaning and calling in maintenance items in a timely manner are the resident's responsibility.

Please observe the following recommendations:

Good Housekeeping: Floors should be kept clutter free, heating filters should be vacuumed and/or changed regularly, and the areas under or behind appliances should be kept free of debris and dust. Do not allow pets to claw or chew on carpets, cabinets, doors, or any MFH structure. If damage is caused by your pets then this will be chargeable.

Floors:

- Keep these areas clean and clear of tripping hazards such as loose extension cords and toys.
- Be careful of permanent carpet staining from drinks such as Kool-Aid, blackcurrant juice, red wine, gravies, *etc.* Other liquids like grease, bleach, solvents, nail polish, ink or various crafts paint and glues, candle wax can also result in permanent carpet and floor stains.
- If you have sheet vinyl flooring in the kitchen or utility areas, remember that these surfaces can tear easily when appliances are moved. Always tilt the machine back and slide a slip mat or piece of cardboard under appliances before pulling them away from the wall.
- Periodically clean the areas behind, and underneath your appliances.
- Do not apply heavy layers of wax on tiled surfaces, as this will be difficult to remove on your housing termination and presents a potential safety hazard.

Carpets:

Carpet represents a sizable investment and has been installed in all MFH units to enhance quality of life. As such, please keep your carpet in good condition. Please remove all spills as soon as they occur by blotting with a slightly damp sponge/dry paper towel as oils from various sources, food residue and household chemicals will eventually leave a dull film on the carpet and a permanent/irremovable stain.

Never rub a spill into the carpet as this spreads the liquid around and drives it deeper into the fibers. Most spills will not stain the carpet if cleaned immediately. There are a variety of stain removal products and techniques on the market, each designed to clean the particular type of spill or soil that you are addressing. If not treated immediately the carpet may be damaged and you will be recharged if we are unable to remove the stain upon your vacation.

Most dirt, including dust, is in the form of hard particles and when left in the carpet, these gritty, sharpened particles grind on the fibers as effectively as sandpaper. To prolong the life of your carpet and reduce dirt accumulation vacuum regularly i.e. at least once per week, and more frequently for the most heavily trafficked areas of the carpet such as hallways, doorways, or around furniture. Cleaning these areas when they first begin to show soiling will minimize carpet damage and stop dirt from spreading to the rest of the house. For oily residue, periodic steam cleaning with a specially formulated cleaning solution is recommended. When you use a carpet cleaner, avoid saturating the carpet with water.

If you own pets, your carpet will have detectable hair/stains and you will need to engage a professional pet cleaning specialist to clean them prior to your final inspection and provide a receipt certificate for the cleaning to the housing office on departure.

If you have carpet stains, or other damage, show the Housing Inspector at the pre-final clearance. The Inspector will be able to tell whether these have been done. Lack of transparency will both slow out-processing, and increase your liability. The Inspector will evaluate the condition of the carpet for fair wear and tear, taking into consideration its age and condition when you moved in (using the AF Form 227, Housing Condition and Inspection Report, you signed upon acceptance of the unit). This form will allow him/her to determine liability and give you time to correct it. Damage caused by carelessness, neglect or abuse is considered your responsibility. If you, your dependents or your guests did damage to the carpet that could have been prevented or mitigated by taking immediate action, you will be held financially responsible. This could include the Governmental costs to hire a professional carpet cleaner to make good the carpet.

Stained areas that cannot be removed by cleaning will require carpet replacement. In such a case, you will be held liable for the cost of re-carpeting the entire room. The Housing Inspector will make that final determination at your final clearance inspection based upon the carpet's age, condition upon assignment and type of stains or damage. If we have to hire a professional carpet cleaning company to attempt to remove the stains first, you may also incur that charge as well as the replacement cost. Your financial liability in this matter will be determined in accordance with Chapter 7 of DoD 7200.10-M, Department of Defense Accounting and Reporting for government Property, List, Damaged or Destroyed, March 91.

Walls:

- Keep vents, ducts, and air filters as clear as possible.
- Damaged or sparking electrical outlets and switches are a safety/fire hazard which must be promptly called-in to **Amey 0800 0556293**
- If you see mold build-up on walls or other surfaces, please contact your Housing Officer.
- If you wish to attach a decorative border in a room, please use a water-based adhesive that will be easy to remove on your housing termination. Border strips with a peel off backing have frequently caused extensive (and expensive) surface damage to the wall when removed.
- Complete *AF Form 332*, Base Civil Engineer Works Request, prior to altering the unit.
- Do not paint walls unless you have received prior approval on an *AF Form 332*.
- Use proper picture nails to hang pictures and do not fix them directly above an electric outlet or switch, as you may pierce a wire or cable
- Do not use foam backed adhesive hooks on painted wall surfaces

- Do not attach bolts or hooks to doors. Most MFH doors are hollow in design and damage easily. Wood grain doors veneers are difficult to repair and may require full replacement.
- Do not drill holes in windows, doors, or their frames.
- For ease of access, ensure that your fire extinguisher is mounted on a wall away from the stove (preferably outside of the kitchen area) near an entry door or main hallway.
- Be aware of soot build-up from frequent burning of scented candles, oil lamps, incense burners, *etc.* Removing soot build-up can result in substantial costs charged to the resident.

Ceilings:

- Do not attach ceiling fans without a properly coordinated and approved *AF Form 332*.
- Do not hang heavy items or attach hooks or nails to the ceiling
- Do not climb up into the loft space, as access to this area is prohibited

Appliances:

- Ensure the stove has no grease build-up and regularly wash out stove drip pans and wipe under the stove top to avoid grease fires.
- Ensure the filter in the cooker hood is changed regularly. This will be checked at your 30 day move out inspection and if due to its condition it has to be replaced you will be charged
- Remove lint from dryer filter after every use. Lint build-up is a frequent cause of household fires. If you see lint collecting on your outside vent cover, you have an elevated risk of fire.
- Keep the door of your washing machine ajar when not in use as this prevents the drum start to smell moldy
- We recommend you use washing liquid or tablets placed directly on top of clothing in the drum of your washing machine as this minimizes the buildup of mold in the soap drawer. If however you use powder you need to wash the soap draw out after every use in order to prevent mold from developing
- Keep your dishwashers topped up regularly with dishwasher salt, this is a requirement of British models and is a very common cause of appliance damage. If you don't know where to deposit salt, please contact Furnishings Management at DSN **268 3505**.
- Always run water when using garbage disposals and avoid putting fibrous material such as onions, potato peels, and celery in them as these can easily jam the cutting mechanism.
- If the disposal jams while operating, wait about three minutes, push the reset button and try again. Never try to unblock the unit from above when the power is turned on.

DO NOT PUT GREASE OR USED COOKING OIL DOWN THE DRAIN OR GARBAGE DISPOSAL. THIS OFTEN SOLIDIFIES IN THE PIPES AND HAS BEEN THE CAUSE OF MULTIPLE SEWAGE LEAKS AT RAF ALCONBURY. Grease should be collected, allowed to solidify in a container, and disposed of in your household rubbish bin. Large quantities of cooking oil (as from deep fat fryers) should be disposed of at the local council disposal point (see page 43).

Lime Scale: The local water has high calcium content, so it is important to prevent build-up of lime scale in toilets and wash basins. We recommend you purchase British manufactured lime scale removal products that are readily available in supermarkets and general stores. These products are often very efficient and economical to purchase. Please do not use bleach on lime scale, as this only hides it so that it is not visible against white ceramic surfaces. Do not use abrasives to remove lime scale and do not leave chemicals on chrome fittings for too long as these products can damage the fixtures. When using cleaning products please make sure the room is adequately ventilated to avoid inhalation of fumes and always follow the manufacturer's instructions during use.

CARE OF EXTERIOR: Pride in ownership can be demonstrated in the care and appearance of your area(s) of responsibility. It is important for everyone to demonstrate consideration and attentiveness for their housing area. It only takes a few untidy yards on a street to affect the overall appearance and ambience of the entire neighborhood. Please walk around your property regularly, stand back and assess whether grass cutting, weeding, leaf removal, fence/shed repairs, trash control or general tidying is necessary. Check your driveway often to remove growing weeds or spotting from vehicle oil leaks.

You are encouraged to landscape your yard to make it feel like home. You may decorate it with flowers, flowering baskets, and shrubs to enhance its appearance and promote a sense of ownership. Landscaping guidelines were established to maintain community appearance, and to comply with Air Force standards. Be creative, but check with the Housing Office staff to ensure that your plans will fall within this letter's guidelines.

Area of responsibility: Your designated area of responsibility includes the front and back yard extending up to 50 feet from your dwelling, or half the distance between your unit and any adjacent unit, or up to any fence or natural boundary. At your initial move-in inspection, your area of responsibility will be identified.

Grass: You are expected to maintain a neat and well-manicured lawn. Please edge the lawn next to structures, sidewalks, driveways, paving stones, and borders. **Please keep the grass height no more than four inches** and free from debris, trash, grass clippings, broad weeds, moss, heavy seasonal leaf fall, and animal waste. Residents with pets should ensure feces are removed daily. Holes and bare patches created by pets should be filled-in and re-seeded regularly. Flower pots and planters should not be placed in grassy areas.

It is your responsibility to arrange lawn care even when you are on leave or TDY.

Garden Inspections are carried out regularly.

Shrubs and Flower Borders: Borders and flower beds should be edged and free of weeds. Borders should not create a tripping hazard for the community and border trenches are not permitted. Keep your paved areas free of grass and weeds. Dead flowers should be removed and all other plants and shrubs pruned to a manageable height. Flowerbeds must be less than 6 inches in height. Raised flowerbeds are not permitted next to your home as they may impair drainage, allow moisture to penetrate the building's structure, or undermine the foundation. Do not allow climbing vines to grow above first floor height or up to lower level rainwater gutters or roof tiles.

Flowers, flowering baskets, shrubs, and planters must not clutter or overwhelm the front of your home. Due to the small size of the front yards, please do not place more than four pots/planters in any one area. This restriction ensures that emergency personnel can promptly and safely respond if main entrances are blocked. Flowerpots and planters may be placed in flowerbeds but should not be placed on grass areas.

Please prune your shrubs and hedges of new growth and keep doors and windows unobstructed. When edging, be careful to not damage any pavement, trees, or shrubs. Chain/rope swings and pet leashes are not allowed to be attached to trees or shrubs as they present potential safety hazards to children and pets. Such items could damage the plants or shrubs they are attached to.

Hanging baskets or trellises (lattices): These are permitted along the front of your home as part of your landscaping project. Trellises must not be fixed to existing boundary fencing in order to add height. They should also not be fixed to guttering or downpipes. Residents who have trellises fixed to the walls of their properties must ensure that these remain securely fastened and present a neat and tidy appearance and to avoid hazards during a storm. You are permitted a maximum of 2 hanging baskets per yard.

Garden Ornaments: To ensure that our community will present a clean and uncluttered appearance for all, freestanding lawn ornamentation will generally be limited to placement in your back yard. If you feel that particular item(s) will enhance the front yard's appearance, please seek concurrence from the Housing Office before placing them.

A limited supply of gardening tools are available from Furnishings Management by calling DSN **268-3930**.

Trash: All trash bags, receptacles and trash bins must be stored in bin closets, garages, or back yards (out of sight from the street and the front of the property). Please put the bins out no earlier than 0600 on collection

day and put them away by 1800 on the same day. Residents should collect and dispose of any trash that has blown into yards, streets, and common areas.

Windows and Patio Doors: To avoid dirt build up, wash glazed units and frames on a monthly basis. If you own a pet and notice dirt build-up on your patio door, please be aware that your pet may be scratching the glass. You may be charged for replacement of damaged glass on your move-out.

Snow and Ice Control Plan: In line with the Base Snow and Ice Control Plan Occupants of government quarters are responsible for S&IC procedures for their driveway and the sidewalk directly in front of their quarters.

Miscellaneous Items: Please store items such as bicycles, toys, garden furniture and other large items in the sheds provided, closets or back yard. Sheds and fences must be maintained in good order at all times. Garden hoses must be stored in the back yard or on a hose reel or bracket. Never coil them around the faucet. Carports and lean-to structures are not to be used as open storage areas.

The Housing Office will issue yard discrepancy notices to residents whenever their designated areas fail to meet appearance or safety standards. The Housing Office will also provide these notices of repeat offenders to your First Sergeant and/or supervisor. Persistent violations and receiving multiple notices during any 1-year period could result in a directed move off base or other disciplinary actions.

INSECT/PEST CONTROL: The first step in proper pest control is good housekeeping. The second step is proper application of DIY pest control products. Some pest control products, such as Ant Powder can be obtained from the Base Exchange, or on the economy. If you have made every reasonable attempt to remove the insects and they still persist, contact the Paul Bird Help at DSN **268-3083** for assistance. A particular problem arises each year from pumpkins kept outdoors in connection with various holidays. Rodents are fond of pumpkins and severe infestations can happen quickly. It is best to bring pumpkins indoors at night or when nobody is home, and dispose of them properly at holiday's end.

DAMAGE TO MFH: Any damage to your MFH unit is the member's responsibility unless clear culpability of another party can be shown. Damage assessments allow for normal wear and tear (see below) based on an assessment made by the Housing Office or a USAF-nominated representative.

Liability for Damage to Family Housing Equipment & Furnishings: You can be held accountable and financially liable for loss or damage to MFH structure, equipment, furnishings, and appliances if you, your dependents, or guests cause damage through abuse or negligence. We recommend that you take out full buildings and contents insurance because if an incident occurs which damages the property (including soft furnishings provided by the USAF) the USAF will investigate as to the cause and the liability. You may be liable for the full amount of damages in cases of willful misconduct or abuse. *AFMAN 23-220* provides guidance on responsibility determination and financial liability. It also explains when claims may be waived or limited, procedures for reports of survey, how to request consideration of (and appeal) un-waivered claims, and also explains how to request remission of debts.

Damage Assessment Form: Upon notification of necessary repairs, a damage assessment form will be provided to the resident explaining their liability and presenting with options for repayment. Forms must be completed in the Housing Office, with copies placed on the member's file. The member must then present the form to Finance to enable payments to be made.

Example of Damages Beyond Fair Wear and Tear: Broken floor tiles, carpets stains (from Kool-Aid, grease, chemicals, *etc.*), holes in walls or doors, cracked toilet bowls or sinks, bent or broken blinds/windows, burns and abrasions to kitchen countertops, damaged and/or missing appliances or equipment, over sprung door hinges, excessive wall damage, lost keys, damage caused to gardens by pets such as non-maintained grass, feces and damage caused to fences *etc.*

Notify Interserve at early signs of a fault or maintenance issue occurring. You could be held liable for damage if it worsens as a result of failing to report problems in a timely manner. For example, if water spots appearing on the ceiling, this could be an indicator that there is a leaking pipe above. Failure to report this condition promptly will make you liable for the extent of further damage as may subsequently occur to the unit.

Insurance: Renters insurance is not mandatory; however, we recommend you obtain coverage for potential problems like: damage/loss of personal property, carpet stains, grease fires, broken windows, impact damage to walls or doors, smoke damage, possible water damage, *etc.* It is not uncommon for MFH residents to incur considerable costs from such property damage occurrences.

DUMPSTER DISPOSAL POLICY: Dumpsters on RAFs Alconbury and Molesworth are only for disposal of organizational waste by the activities specifically designated to use them. Under no circumstances should anyone ever dispose of medical or hazardous waste in them. Doing so violates British Environmental Law and costs the Air Force thousands of dollars per year in waste disposal costs and disposal fines. Furthermore, household waste should not be disposed of in dumpsters, which applies to both on-base and off-base residents. The Installation Commander's Dumpster Disposal Policy Memo is attached to this brochure (page 33). Dumpsters are monitored by closed-circuit cameras and violators are subject to disciplinary action.

ENERGY CONSERVATION:

As a housing resident, we need your assistance and co-operation in conserving energy and reducing utility costs. Please note the following suggestions, which can represent significant savings.

1. Please turn down your heat to a sensible level, such as 60F/15C during the night and during periods of absence.
2. If your house is too hot, please turn down the thermostat rather than opening windows.
3. Set your dryer timer for shorter periods and check to see when clothes are adequately dry. This will also reduce the wear and tear on your clothing.

VEHICLES: Driving and parking on grass or seeded areas is strictly prohibited. Do not perform major car repairs in any housing area and do not place your vehicle on ramps or jacks except while changing a tire. Always park your car in the allocated space when possible. Obstructing a public foot path, or parking too close to intersections and hydrants are ticketable traffic offences. Boats, campers, RVs, caravans, large trailers and unused vehicles should be parked in designated areas and not in the housing area. Please call the Security Forces Service Desk (phone DSN **268-2400 or 01480-842400** if calling from a U.K. cellular or mobile phone) for details and locations of long-term parking or to report an improperly placed vehicle.

Abandoned or Unusable Vehicles: If you see any vehicles that appear to be abandoned in an MFH area, please contact the Security Forces Service Desk (**DSN 268-2400 or 01480-842400**). If your vehicle has failed an MOT inspection and/or is otherwise unusable, it must be removed from the installation. Do not simply abandon such vehicles. You can facilitate its removal by contacting a local scrap merchant. Untaxed and unusable vehicles are not permitted in any parking or housing area.

Vehicle Parking Spaces: Park in designated spaces rather than on the street whenever possible. Do not store fuel, lubricant oil, old tires, batteries, vehicle parts, or general fluid/liquid cans in front yards or parking areas. These are unsightly and present a potential hazard to unsupervised children and pets. Oil and vehicle fluid leaks should be neutralized and washed away from the surface as soon as possible.

RIGHT OF MANAGEMENT TO INSPECT

Interior Inspection: With prior approval of the Installation Commander, the Housing Office staff, Facilities Chief, Security Forces, Fire Chief and their designated personnel are authorized to enter locked dwellings to inspect them when suspicious or unusual circumstances justify such action. This will be done only when absolutely necessary for security, safety, or health inspections.

Gas Safety Inspections: Where the gas boiler is integral to the property (1147 – 57 Cedar and Rectory Close Brampton) residents, on receipt of a written confirmation date must grant Amey (or their contractor) access to the property to carry out gas service safety checks. Failure to grant access following a total of three attempts by Amey will result in Housing requesting a forced entry via the members superior officer.

GENERAL OBSERVATIONS: Please contact Amey (page 31) or the Housing Officer should you notice items like inoperative streetlights, missing service covers, drain blockage, structural defects, storm damage and general hazards around your housing area.

FAILURE TO COMPLY WITH HOUSING STANDARDS: Assignment to housing can be terminated by the Installation Commander with a 30-day notice when the member or family members are responsible for willful, malicious, or negligent abuse or destruction of Government property or flagrant (or repetitive) disregard of community standards. Such cases will be fully documented and retained on file at the housing office for use in disciplinary actions.

CONDITIONS FOR KEEPING PETS IN MFH: Residents in MFH must comply with (1) applicable United Kingdom and local laws (which are generally more stringent than those in the US), and (2) installation specific requirements for pet ownership, registration, control and vaccination, as detailed in the below. A Household pet is defined as one whose normal habitat is indoors and whose function is companionship and must not serve as personal or property protection. Large pets and those whose normal habitat is outdoors are not permitted. Owners must maintain current immunizations on pets. Dogs and cats are required to wear a collar or harness and must not be allowed to roam free outdoors.

Exotic Pets: Exotic pets are not authorized. This designation includes but is not limited to; rodents (other than hamsters, rabbits, & guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, miniature or potbellied pigs, monkeys, elephants, reptiles (*e.g.*, snakes, lizards, crocodiles, *etc.*), birds of prey, alpacas, arachnids, or any farm or ranch animal (*e.g.*, horses, cattle, swine, poultry, *etc.*).

Two Household Pet Maximum: Residents are limited to two household pets providing they are kept under control at all times, do not disturb the peace, and do not present a threat to people or other animals, persons or property. Puppies or kittens must be re-homed promptly once weaned in order to remain in compliance with this limit. Aquatic pets living in an aquarium do not count toward this limit.

Exception to Policy: All exceptions to this Pet Policy need to be made through the 423 CES Housing Office. The request must present a compelling rationale, which will be adjudicated by the Installation Commander for approval/disapproval.

For certified military working dogs being boarded by their handler or trainer an exception to policy can be applied for but note that advance written approval of the Installation Commander is required.

Controlling Your Pet: Pet control is defined as having the pet on a leash held by a person of sufficient size and maturity to safely direct the movement of the pet or having the pet held or confined in a house or fenced area so the pet may not leave the enclosed area. Doghouses are permitted in back yards within a fenced area provided that they are kept in a good state of repair and are not visible from the streets. Dog runs and pens are not authorized. Pets must not be left outside quarters for extended periods or during the night or early morning hours. Having a pet tied in an open yard or under voice control does not constitute sufficient control. Uncontrolled pets should be reported to the Housing Office. Cats are permitted but must remain in the house unless taken out on a leash.

Courtesy: Pets should in no way, shape or form be a burden to the neighbors; *i.e.*, allowed to bark/yap, run free, excrete in neighbors' yards, or bark/growl at passersby. Repeated complaints will be cause for removal of pets from the MFH area. Do not let your pet become a nuisance to neighbors due to noise, smell, escape, or intimidation.

Clean-up After Your Pet: You must ensure cleanliness of your pet's area to control odor/disease and prevent vermin infestation. Pet owners shall not allow their pets to excrete on the lawns of other housing residents or common-use areas and shall clean-up any that occurs immediately. Pet feces will not be allowed to build up in one's own yard and owners are responsible to clean up excretion from their yard at least daily. Pet waste must be removed immediately from another resident's yard or common areas.

Damage by Pets: Any damage caused by pets shall be restored to the satisfaction of the Housing Office. This will be identified at the pre-termination visit. If a yard's condition falls below normal Air Force standards or becomes offensive to neighbors, the resident will receive a Courtesy or Discrepancy Notice and be expected to resolve the issue immediately.

Pet Breeding: Breeding or raising of animals in MFH for shows or commercial purposes is prohibited unless approved by the Installation Commander. Also, operation of a commercial type kennel, cattery, or aviary in military family housing is prohibited.

Re-Homing Pets: When a member is unable to retain a pet, it is imperative a new home is found as soon as possible. Most members may be able to rehome pets by advertising on the 'For Sale' board. However, when this is unsuccessful, a re-homing center must be considered. There is a local animal rescue center at Godmanchester – **Wood Green Animal Shelter (0300 303 9333)**. They rehome both cats and dogs plus numerous other animals. Peterborough Cat Rescue can also assist as can the Blue Cross, Cat Protection League, Dogs Trust and RSPCA. All of these organizations are registered charities. Please contact directory enquiries or consult your telephone directory for contact numbers. These charities guarantee to never put a healthy animal down, unless its behavior is so savage or disturbing that the likelihood of getting it into a good permanent home is slim. Try to give as much notice as possible as there may be an acceptance waiting list. Never advertise your pet as 'free to a good home' on local internet sites, there have been reports of family pets falling in to the wrong hands and used for dog baiting.

SANITIZING/CLEANING PET-OCCUPIED MFH: During your stay in MFH, it is good practice, to keep all interior and exterior surfaces regularly vacuumed and sanitized. Regular clearance of pet feces and external sanitizing is also very important to stop offensive smells and germs. When out-processing, the Housing Officer will be very strict concerning sanitizing of the housing unit and yard where pets have lived. Random areas of floor, carpets and yard will be closely inspected to identify remaining pet hair or traces of urine or feces. If any of these are found, you will fail your inspection.

PET ABUSE: If you are aware of any pets or animals in your neighborhood being neglected or mistreated, contact the Royal Society for the Protection of Cruelty to Animals (RSPCA), page 31. Your call will be kept confidential and you do not have to give out your personal details. Advise RSPCA representatives to call Security Forces to gain access to the base.

DESIGNATED DANGEROUS DOGS: MFH residents may not board or keep dogs of any breed (including mixed breeds) that are deemed aggressive or potentially aggressive or dogs that demonstrate or have been known to demonstrate a propensity for dominant or aggressive behavior. It is your responsibility to learn if your dog's breed is prohibited under UK law and to comply.

In addition to covering specific breeds, The Dangerous Dogs Act also includes any dog that appears to be a cross of breeds, or those who possess physical characteristics or match the description of a prohibited breed.

The determination as to whether or not a dog meets the description of a dangerous dog is made by the United Kingdom courts system. This prohibition also extends to other breeds of dogs as well as individual dogs that demonstrate or have been known to demonstrate a propensity for dominant or aggressive behavior, to include the following:

- (a.) Unprovoked barking, growling or snarling at people approaching the animal;*
- (b.) Aggressively running along a fence line when people are present or passing;*
- (c.) Attempting (whether successful or not) to bite or scratch people;*
- (d.) Protectiveness that manifests itself as violent or intimidating behavior; or*
- (e.) Escaping confinement or restriction to chase people or other animals.*

Further information on the 'Dangerous Dogs Act of 1991', the types of banned breeds and the penalties for owning a banned dog, can be found on the UK Department for Environment, Food, and Rural Affairs (DEFRA) website <http://www.defra.gov.uk/wildlife-pets/pets/dangerous>

Section C – Community/Residential Activities

CHILD CARE: If you are interested in becoming an RAF Alconbury Family Child Care (FCC) Provider please contact the Alconbury Child Development Center (CDC) at Comm: 01480 843527 or DSN: 268-3527 between 0630-1730 Monday-Fridays.

CONTROL OF CHILDREN: Do you know where your children are? Please closely supervise your children and never leave children under 9 years-old unattended. Avoid allowing your neighbor's yard and housing area to be used as your child's playground. For more information see the 501 CSW Youth Supervision Policy (dated 31 Jan 18) on Page 27.

GOOD NEIGHBORS: Please be courteous to your neighbors. Be reasonable, considerate and talk to your neighbors should a problem or misunderstanding occur. In most situations, the matter can be satisfactorily resolved amicably. However, in situations where this may not be possible, please contact the Housing Officer's on any of the following numbers (268 3451 – 268 2392 – 268 3507). The Housing Officer may also be requested to assist in matters that directly involve housing policy. We must all work together to maintain a civil, social and livable environment. Do your part to maintain a good relationship with your neighbor.

YARD SALES: Residents must obtain a yard sale permit from the Housing Officer prior to holding any yard sale and must ensure that they do not sell tax free goods to British Nationals or other individuals who are not authorized ration privileges (anything brought with you from the United States or purchased in a Base Exchange or Commissary facility). Selling untaxed goods to an unauthorized individual is a violation of British Customs and Excise Laws and is punishable and can result in the loss of your US Forces' ration privileges. Yard Sales are limited to one day and signs are not permitted to be attached to fences/posts within the housing area.

SOLICITATION: Solicitation for scout activities, school sales, charity fundraising (aside from CFC and the AFAF), etc., is prohibited without prior approval of the Installation Commander. Please submit requests via the 423 CES/CEIH Housing Office, at DSN 268-3518 or 01480 843518.

HOLIDAY/FESTIVE LIGHTS: Should be used in moderation and removed after the holiday period. Easy to remove plastic clips should be used to secure lights where possible. All other fixings should be made without damage to the property. NEVER climb onto the roof to hang lights. Do not leave lights on during daylight hours. Festive lights may be on only between 1600 and 2359.

NOISE CONTROL: Excessive noise is the primary complaint received by the Housing Office. Quiet times are from 2100 to 0700 hrs. Please respect your neighbors, especially members who work shifts and have varying sleep patterns. A few examples of excessive noise are: prolonged periods of loud music, noisy parties, or the continual sound of dogs barking. These can cause significant distress to residents who simply wish to sleep or relax inside or outside their homes. As a courtesy, inform your neighbors when you are going to have a party and ask your neighbors to find out whether your dog barks or howls when left unattended. Mark a couple of volume settings on your audio equipment, which are known to be acceptable to your neighbors, corresponding to different times of day.

PARKING: Please use the parking spaces allocated to your housing unit. If you share an unmarked parking bay, please verify your space with the Housing Officer and do not park in your neighbors spot. Never partly, or fully park on public foot paths, grass areas or close to intersections or other hazardous road areas. Always endeavor to leave a safe and clear path for your neighbors to reverse out of their parking spaces. Remember that oil and lubricant stains can create a hazardous surface and you will be responsible for cleaning the area upon your termination from MFH.

Section D – Security

REPORTING CRIME: Residents shall report any criminal activity experienced or witnessed in an on-base MFH area to the USAF Security Forces, so that crime stats and appropriate responses can be assessed. On-base emergencies should be reported to the Security Forces Desk (phone DSN 268 2400).

If a member resides in an MFH area outside of the base, you should carry out the following:

- If the action is of a serious nature or a person is in the act of committing an offense, dial 999.
- If the incident is of a less urgent nature, you should contact the Ministry of Defense Police (MDP). If you reside on the economy, you should report the matter to the local police force that covers your community. See page 31.

MEMBER'S RESPONSIBILITY:

- Residents are responsible for the actions of: themselves as well as their spouses, children, dependent relatives and invited guests.
- At night, or whenever you leave your home even for a short visit to a neighbor, make sure to lock all doors and windows.
- Securely store all ladders, steps and valuable items *etc.*, out of view. Secure shed doors.
- When you go on leave, try to 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 timers on lamps and radios.
 - ✓ Remember to cancel papers, milk or other regular deliveries.
- Never leave valuables where they can be seen through a window.
- Hide small valuables such as jewelry and cash.
- Consider buying home alarm devices.
- Keep sheds locked to protect items from theft

CARS:

- Lock doors and shut windows when you leave the car.
- Never leave a uniform or other valuables visible from outside the car (A plastic bag can raise the curiosity of a burglar, even if you know that it is full of rubbish).
- Never store your car documents inside the car.
- If not already equipped with an alarm, consider installing one.
- Always try to park in well-lit areas.
- Never leave the car running while the vehicle is unattended.

PERSONAL SAFETY: Always secure your housing unit and all personal property.

Intruders: If you think you have an intruder, only you can decide how to deal with the situation. Think in advance how you might respond as you may not have time to think clearly during a real-life incident. Your response may be different if you are alone in the house than if there are other people (especially children) with you. As it is best not to challenge an intruder, you could make noise in an attempt to scare them off, keep quiet and hope they don't come to you, or flee from the danger. Keeping a phone in the bedroom can help to raise the alarm and enhance one's sense of security.

Interrupting Burglars: If you come home to a broken window, open door, or lights on, and you think there may be someone inside, it is usually best to not go into the house. Go to a neighbor's house and call the police. If you have a cell phone use it. Ring the doorbell or set off the alarm since someone who is supposed to be in the house should come to the door, whereas intruders are likely to run away.

Self Defense: Under the law you are entitled to use reasonable force, though defensive weapons are not permitted, to protect yourself, another person, or your property. The level of force that is deemed reasonable in a given situation depends on the severity of the threat you are facing. For example, you can use greater force to defend your life than is permissible to use in defense of property.

What constitutes ‘reasonable force’ will depend upon the circumstances of each case, and is something that only the courts can decide. This does not mean that if you injure a criminal while defending yourself or your property you will necessarily face criminal charges. But if the criminal complains that you have used unreasonable or excessive force, the police would be obliged to investigate.

If you still have questions ... Contact the Ministry of Defence Police (phone DSN 268 1361).

MINISTRY OF DEFENCE POLICE (BRAMPTON AREA):

The Ministry of Defence Police is a statutory civilian Police Force, which is organized and accountable in much the same way as any other police force in the UK. Its jurisdiction however is national not regional and its officers exercise their police powers within the boundaries of the Defense 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.

Partnership: The Ministry of Defence Police is here to serve you and the defence community. We work closely with other agencies to ensure this community is safe and secure. However, we cannot work in isolation and like every police force in the land, we need the support of you, the public.

In addition to armed security and routine uniformed policing we have officers trained in:

Investigation of Crime (CID officers), Community Policing (service accommodation), Crime Prevention, Domestic Violence and Related Issues, Specialist Search Teams, D.A.R.E – Drug Abuse Resistance Education, Explosive /Drugs Search Dogs Scene of Crime expertise, Firearms expertise, Rope Access Teamwork, Wildlife Liaison

YOUR CHILD’S SECURITY:

Children: Do you know where your children are? Could they be playing in a vacant property or in an unsafe area? Are they respectful of your neighbor’s (or Government’s) yard, vehicle, or property? You must communicate with and supervise your children at all times. The Housing Office occasionally observes situations where children are in the process, or leaving an area, where recent damage has just occurred. Remember you are responsible for your children’s actions and their consequences.

Child neglect and abuse: Please contact the Family Advocacy Clinic (Comm: 01480 844503 or DSN 268-4503) if you suspect any occurrences of child abuse, maltreatment or neglect. After duty hours these incidents can be reported to the USAF Security Force Desk (DSN 268 2400).

Section E – General Information

By order of the Secretary of the Air Force and in compliance with AFI 32-6000, *Family Housing Management*, is mandatory. As of January 2018, this information is available online.

AFI 32-6000 at: http://static.e-publishing.af.mil/production/1/af_a4/publication/afi32-6000/afi32-6000.pdf

UTILITIES: The USAF has contracts with specific utility companies to supply gas, water and electricity to government housing. 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. Some companies offer incentives to encourage you to do so. They may even convince you their alternative service will save the US Government money! This action can result not only in a disconnection of the supply, but you may also become personally liable to pay for the utilities consumed.

TELEPHONE INSTALLATION: Telephone services may be obtained by calling British Telecom, see page 31. You will be required to provide name, address and DEROS. This is your responsibility.

HEATING: The type of heating found in MFH are ‘Wet Systems’, which consist of water/steam-containing radiators affixed to walls throughout. The Heating System is comprised of the following:

Boiler: These units are not difficult to distinguish and are often found either mounted to a wall in the kitchen or utility room. They may also be contained within a separate closet or boiler room. Most boiler units will have an electric power switch in close proximity, which must always be left on. Make this one of your first checks if you experience any sudden or prolonged heat loss.

Main Thermostat Control: These are normally found mounted to a wall either in the hallway, living room, or entry area. This rotating dial may indicate temperature in Degrees Fahrenheit or Centigrade. A simple formula for estimating Centigrade to Fahrenheit conversion is to double the number and add 30. Example: 15C ≈ 60F, 20C ≈ 70F. To use your heating system efficiently, select your preferred average temperature on this dial and try to leave permanently in position. Most residents will find a position between 15 and 21 degrees Centigrade (59 and 70 Fahrenheit) comfortable. Should you experience sudden or prolonged periods of excessively high or low temperature, always check first to see if your thermostat dial has been moved out of position.

Timer Control Units: Small-timer display units are only used in conjunction with gas and oil central heating systems. They may be built into the main boiler unit itself, or in the utility room by the boiler, or in the water cylinder closet. If the timer unit has no indicator lights displayed or the LCD panel is blank, the power switch may have been accidentally turned off. Check to ensure all nearby power switches are turned on. The Housing Officer will ensure that heating and hot water supply are functional and that the display shows there is a 24-hour or constant supply of heat and hot water.

WATER: USAF has a contract with a utility company to provide water to all the FMH houses including those at Brampton.

Water Restrictions: Please conserve water and do not be wasteful. When necessary during the summer months, water grass and plants before 0900hrs in the Morning or after 1800hrs in the Evening. Never leave running hoses unattended and use a nozzle which shuts the water off when you release it. These measures save a lot of water when washing cars. In extreme hot weather conditions, the local Water Authority may impose a total hosepipe ban. In these circumstances, bans will be advertised in local newspapers, the Commander’s channel and on local television news. Some grassy areas will suffer and turn brown, but these will recover very quickly the next time it rains.

Water Shutoff Points: Please ensure that you know the location of the main water inlet shut-off valve for the unit, and shut it off if there is a leak or flood. Should a leak or flood occur, it is important to limit any

further water leakage/damage by shutting off flow at the water main. If there is any damage, contact Amey **0800 0556293** as soon as possible. Please observe the following:

Housing Area	Most Common Locations of Main Water Shut Off Valve
Alconbury (older type quarters) 1102A thru 1111B, 1113A&B, 1141A&B, 1143A&B, 1147A thru 1155B, 1157, 1160A thru 1165B, 1167A&B, 1169A&B, 1171A&B, 1324A&B, 1325. 1401A thru 1422B, 1424. 1425A thru 1456B.	<ul style="list-style-type: none"> ➤ Quarters with taps below the peak of the house (gable ends): shut off valve is located in the boiler room. Typically this tends to be high up and is marked 'shut off valve'. ➤ Quarters with taps under the basic patio area: shut off valve is located in a small access door adjacent to the patio. ➤ Quarters with taps in the back yard by rear bedroom: shut off valve is located behind washer/dryer. ➤ Quarters with taps at front of quarters: shut off valve is located in front closest to main door.
Alconbury (newer builds) 1112A&B, 1114A thru 1140B, 1142A&B, 1144A thru 1145B, 1156A&B, 1166A&B, 1168A&B, 1170A&B, 1172A thru 1180B	<ul style="list-style-type: none"> ➤ Taps in boiler room: shut off valve is located just inside the boiler room (where your fuses are located). ➤ Back yard tap shut off valve is located under the sink.
Brampton 1A & 1 thru 9 Rectory Close	<ul style="list-style-type: none"> ➤ Front tap shut off valve is located under vanity unit in downstairs washroom. ➤ Rear tap shut off valve is located in boiler room.

WATERBEDS: May only be assembled on the ground floor of housing units and you must formally accept liability in the event of water damage to Government property or equipment. See the Housing Office for details before installing a waterbed in your home.

CANDLES/OIL BURNERS: Occasional use of candles and oil burners are permitted in MFH units. These items must be safely secured within a suitable mount and not burned near flammable items, such as drapes, clothes or paper items. An adult must be in attendance at all times when such items are burning. Continual and excessive use of these items may create a heavy soot build-up to walls and ceilings which can go unnoticed until the removal of furniture and pictures. ***Cleaning build-up/blackening of wall surfaces can require special and expensive preparation, which will be at the member's expense.*** If you use candles, ensure that wall surfaces are cleaned and free of soot buildup.

FIREARMS: Handguns - are not permitted in the UK. For shotguns, rifles, BB guns - personnel may store these firearms in their government quarters, provided their weapons are registered at the Security Forces Pass and Registration section and the method of storage complies with British Law. In order to register a weapon, the individual **MUST** report, in person, to the Pass and Registration section with proof of ownership and the British Firearm Certificate of Registry, signed by the local Constabulary Chief Officer. Members who store weapons in owned, rented, leased or government housing will likely receive unannounced "Hold visit and inspection" from police constables, to ensure weapons and ammunition are properly secured in accordance with British Law. Decorative firearms should not be stored in a manner that is highly visible from the outside of the home. For further information, please contact 423rd Security Forces Squadron (ph.DSN **268 2400**).

TELEVISION RECEPTION: Depending on the housing area, there are various methods of receiving television and radio broadcasts. A basic range of Armed Forces Network (AFN) channels is available at no

cost to residents. The Housing Office does not supply AFN boxes. These can be purchased from the BX Stores at the residents' expense. Alternative cable providers are available depending on the area. Satellite dish installation (see below) requires an *AF Form 332, Civil Engineer Work Order Request*, which can be obtained from the Housing Office.

- **Virgin Media:** UK underground cable providing range of TV and radio channels and telephone service. (Chargeable service). This is available for residents living in the Brampton area but not to those on RAF Alconbury. **Contact Virgin Media for details, page 31.**
- **SKY Satellite:** UK installed satellite system, providing a range of TV channels, radio, and telephone service (Chargeable service). This is available for residents living in the Brampton area but not to those on RAF Alconbury. Complete *AF Form 332* as above prior to installation and see Satellite Dishes section below. **Contact SKY for details, page 31.**
- **Freeview:** This replaced analog television in the UK. Digital tuners in Televisions became mandatory in 2006 so all televisions bought in the UK since then come with built in Freeview so there is no need to purchase any additional equipment. The same applies to all recordable DVD and VHS devices bought since 2006. If your television predates this you will need to purchase set-top converter box. These cost about £20. There is no additional charge for Freeview as it is covered by your UK TV License

UK TV License – British law requires U.S. Forces members stationed in the United Kingdom who own equipment capable of receiving television signals to purchase a television license. The law applies to televisions that can receive any kind of signal, to include American Forces Network (AFN) programming. In addition to televisions, the law applies to any other equipment capable of receiving a television signal, such as personal computers with Internet connections or broadcast cards, video recorders, and set-top boxes. A TV License can be purchased at Pay Point, online at www.tvlicensing.co.uk or by telephone (**0300 790 6165**) or post (TV Licensing Darlington DL98 1TL). The current (APR 2020) price is £157.50 per year. Penalty for viewing TV without a license is up to £1000. More information may be found at the same website.

Satellite Dishes: An *AF Form 332* with an explanation of dish placement must be approved prior to installation. Generally, dishes must be mounted on a pole or low-level mounted slab in the rear of the quarters. If reception cannot be gained due to obstructions, such as trees and tall buildings, permission may be given to mount discretely on an exterior wall. In this case, a signed letter from the Satellite Engineer which explains the reasoning will be required. The bracket must remain on the property regardless of whether or not the system is transferred. All cables should be hidden where possible or routed discretely, such as behind rainwater pipes or at a low level. Do not drill holes through PVC windows or doors. Holes must be drilled neatly through a cement/mortar joint from the outside, inwards. Damage to brickwork will be chargeable. Dishes are not to be visible from main or access roads. There may be some flexibility for technical difficulties. Contact the Housing Office for details.

STORAGE: Do not use prohibited areas (including loft/attic spaces or boiler rooms) for storage.

SPECIAL CLIMATE CONDITIONS: While the United Kingdom is in a temperate climate zone, winter weather conditions often produce fog, black ice, and high winds. These factors can create hazardous driving conditions, particularly on secondary roads. Local radio stations frequently broadcast information on road visibility and conditions.

EXTERIOR ELECTRICS: In circumstances where occasional and temporary power is required, for items such as electric garden tools, power tools, *etc.*, it may be supplied via an extension cable. However, an RCD safety plug **MUST** be fitted in between the power cord and the internal power outlet. This power feed must be disconnected immediately after use and not left connected overnight nor for prolonged periods of time.

BUSINESS ENTERPRISES: Some for-profit businesses may be conducted from your home but this is closely regulated under British Law. Submit a written request describing the proposed business to the

Installation Commander through the Housing Office. Contact the Housing Office for additional information. Do not start conducting business until you have received written permission.

FIREWORKS and FIRES: Fireworks are not permitted in any of the housing areas.

The use of outdoor fire equipment, such as Fire pits, BBQ's and Chimneys, are authorized in the housing area only.

To use outdoor fire equipment:

- The fire equipment shall be supervised by a competent adult at all times.
- The fire equipment must be kept a minimum of 10 - 15 feet from any combustible item, or structure.
- The fire equipment shall not be used under a combustible awning or overhang.
- Buckets, shovels, garden hoses or a fire extinguisher with a minimum rating of 4-A shall be readily available for use by a competent person in the event of a fire.
- Only commercially purchased equipment shall be used.
- Users shall contain all embers utilizing supplied screen/cover.
- Outdoor fire equipment and barbeque grills shall not be used for the disposal of trash or combustible waste material.
- Flammable liquids such as gasoline, kerosene or paint thinner shall not be used to start the fire, nor shall such liquids be applied to burning fires.
- Must ensure all charcoals, charred wood, ashes, etc. are completely extinguished and cooled prior disposal. Users shall adhere to all manufactures instructions and recommendations while using the equipment.

BIRD'S NESTS: Nests are protected by the UK Wildlife and Countryside Act 1981, paragraph 1. No person can destroy or disturb bird's nests while the bird is building it or while eggs and/or young chicks are present. Persons caught violating this act will face an unlimited fine and up to 6 months in prison for each offence if found guilty. Residents can safely remove nests after the breeding season, which will discourage future nesting.

EMERGENCY VEHICLES IN MFH AREAS

Emergency response vehicles have the automatic right of way. When they are on duty motorists should act in the following manner:

- Whenever any emergency response vehicles approaches, always pull over to the far left side of the road and stop.
- Never stop in a T-junction, continue through the intersection then pull over.
- When passing an emergency vehicle at an emergency site, use extreme caution as personnel may be dismounting or working around the vehicle.
- Always stay back at least 300 feet when following an emergency vehicle.
- Parking in most MFH areas is limited. Please ensure large fire/emergency vehicles can maneuver through the area. When possible, do not park on the street, especially close to corners or intersections.

The owner of any vehicle caught contravening these regulations risks enforcement penalties such as fines and being reported to their senior officer.

RECREATIONAL EQUIPMENT/ACTIVITIES: Please ensure that your children and their guests use designated recreational areas for play, sports, and other recreational activities. Such activities near roads and vehicle access areas are potentially dangerous for children and distracting for drivers. Not only do we need

to prioritize road safety and accident risk, but also need to respect neighbor's vehicles, yards, and other personal property that can be damaged accidentally.

Basketball Hoops: These should be located at the ends of individual driveways, against the MFH unit, and not on sidewalks, roads or in shared parking areas.

Trampolines: The use of trampolines requires supervision at all times. To use a trampoline:

- Ensure the trampoline is in the center of the back yard, and is no closer than 10 feet to any fence line, gate or obstruction.
- Equip the trampoline springs, hooks and frame with shock absorbing pads.
- Parents must supervise children AT ALL TIMES while they are using the trampoline.
- Children under 6 years of age should not be allowed to use large trampolines.
- The trampoline must be secured and made INACCESSIBLE to neighbors, uninvited guests, *etc.* when not in use. A 4ft tall fence must be used as an enclosure around the back yard with a locked gate to restrict access.
- Any damage to grass caused by the trampoline will be restored at the members cost.

Be advised that despite all currently available safety measures to prevent injury, use of trampolines carries a high potential for serious mishaps and injuries. Trampoline users are accepting these risks.

Swimming/Wading Pools and Water Features: Only above ground swimming pools are authorized. These must have a maximum diameter of 6ft, be no more than 18 inches deep, and have a capacity no greater than 320 gal. These should be emptied, turned over, and stored away immediately after use to prevent further accumulation of water or a possible accident. Children can drown in less than 1½ inches (4cm) 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 the housing area. **Important to note:** Before filling any receptacle with water using a hose, please ensure that there is not a hosepipe ban in force.

Bicycle Users: Per UK Law, all cyclists, without exception, must wear protective helmets.

Section F – Self Help Projects

NON-INTRUSIVE TASKS: Completion of an *AF Form 332* Work Order is not necessary for tasks like planting flowers, general picture hanging, installing lightweight temporary shelving, *etc.* Flowers and plants which stay small and do not have aggressive roots do not require coordination. Please use the appropriate hardware when hanging items and avoid using wall anchors/molly screws, large wood nails, or foam-backed adhesive hooks, all of which are known to damage walls when removed. Keep in mind that walls can have hidden infrastructure behind them *e.g.*, electric wires, data cables, and water pipes. The Housing Officer can advise you of the best methods of locating and avoiding these items during your initial housing inspection.

HIDDEN ELECTRIC CABLES: Electric cables generally run down from the ceiling to the power Cable outlets and light switches. Cables can be as much as 4”/ 10cm either side of the central area above the outlet or switch. In some cases the cable conduit can be heard by tapping along the wall surface, but where this is difficult to do, it is recommended to avoid this area, use an adhesive tab hook or use a cable-finder. In situations where all efforts have failed and piercing the wall is necessary, contact the Housing Office for assistance.

HIDDEN WATER PIPES: Most older-style MFH units have water pipes either surface clipped to a wall or contained within a boxed area. However, more and more modern day construction methods include concealing water pipes within the walls. The Housing Officer will point out key areas to avoid during the Initial Inspection and will demonstrate the method of detecting concealed water pipes in MFH units with a wet/radiator type heating system. One method is to turn up the heating system and then place the palm of your hand around areas to the side and above the heating radiator. Normally, you will feel a distinct hot spot. Alternatively, use a pipe detector or avoid these areas altogether.

SELF HELP PROJECTS: More intrusive projects/work (including but not limited to the tasks listed below) performed on the inside or outside of MFH units must be assessed and approved by the Housing Office who will help you initiate an *AF Form 332* (AF 332) work order. AF 332s must be fully approved before work begins and must include sheets with a sketch (including dimensions) of the project and as many relevant details as possible. Note that an approved *AF Form 103, Digging Permit* is also required for projects which include any excavation work, *e.g.*, digging fence postholes. This will protect the resident from accidentally damaging underground cables or water/sewage pipes.

Contact the Housing Officer in the early planning stages with any questions you have concerning self-help projects. Pre-project, the Housing Officer will discuss the project with the responsible member and assist in preparation of the AF 332. Post-project, the member must notify the Housing Officer when work is complete so that it can be inspected. Depending on the nature of the project, the member may not have to attend this inspection in-person. These projects include but are not limited to:

Heavy Duty Permanent Shelving: Contact the Housing Officer to determine if completion of an *AF Form 332* is necessary, when in doubt, ask. Shelf tops must be installed in a manner that they can easily be removed for general decorating purposes. Shelf tops should have a durable/washable surface for ease of cleaning. Please situate shelves and cloak hooks in a safe location and not in places (or at heights) where head or eye injuries could occur.

Ceiling Fans: Member installation of ceiling fans is not permitted. These must be installed by a fully qualified British electrician and have an approved *AF Form 332* on-file. A copy of the *Electric Small Works Certificate* must be provided to the Housing Officer during final inspection which will be kept in the housing file. Care must be taken to ensure the anchoring is strong enough to support the fan’s weight.

Painting & Redecorating: An approved AF 332 is required for doing this type of work. With the exception of painting fences/sheds an approved shade of brown and removable holiday decorations, outdoor redecorations **are not** authorized. Indoor redecoration may be permitted via an approved AF 332 and must

be restored to its original color and finish prior to the Pre-termination inspection. Failure to do so will result in the costs of all corrective work being charged to the resident.

Landscaping/Flower Borders: While we encourage residents to beautify their yards by planting flowers and shrubs, large-scale landscaping may create a burden for the next family and potentially cause damage to the property. The required *AF 332* and *103*, with a detailed plan is necessary so we can control what is being planted/installed. Residents are not permitted to plant trees in their back yards under any circumstances. Ponds and water features are not in MFH permitted due to their inherent safety hazards and potential to cause structural damage.

Building/Repairing a Patio, Shed or Fence: Where present all of these items are considered part of the structure of the building and must be treated and maintained as already prescribed in this document. This means the resident shall weed the patio and report any repairs required to these items during their tenure. We will not permit residents to extend patios; install or add independent external buildings *e.g.*, sheds, lean-to's and greenhouses nor to fence off additional elements of the garden.

Section G – Termination of MFH

TERMINATING MFH: Termination of MFH should usually be anticipated well in advance, whether it occurs at the end of a member's tour, upon transferring to another MFH unit, being assigned to the dormitory, or when moving out onto the economy. Should you lose your MFH entitlement, as with a legal separation, divorce, early return of dependents, or violation of the terms and conditions in this brochure, you must be proactive and forthcoming with this information and take the necessary steps to relinquish your MFH unit within 30 days of the date of loss of eligibility.

Giving Notice: It is **Essential** that you give the Housing Office **adequate notice** when terminating MFH. The USAF requires 30-45 days of notice, regardless of whether PCS orders, assignment paperwork, or rental contracts have been issued or completed. A short notice PCS, as noted by the date of the orders, is the only exception where giving less than 30 days' notice will generally be acceptable. Please do not wait to receive PCS orders, rental contracts or re-assignment paperwork before scheduling your pre-inspection as these actions can occur in parallel.

Pre-Inspection: This inspection is designed to assist you in preparing for your final inspection. This includes carrying out a detailed inspection and we will explain the final inspection procedures with you. We will discuss your individual cleaning or repair needs, check for damage to property, provide you options for repairs, and answer any questions you may have.

Final Inspection: While this is will not be a "white glove" inspection, a final inspection will be conducted to ensure that you have met the cleaning standards and to identify potential maintenance requirements that were not identified during the pre-inspections. All personal items must be out of the unit prior to the final inspection. For PCS moves, the government contract cleaners will be instructed to clean the quarters to a higher standard before the next occupant moves in. You are expected to maintain your assigned unit in a clean, hygienic and safe condition. Therefore, your quarters should be reasonably clean for your final inspection. The cleaning standards are listed in the section below. You will vacate the property on the Final day of Inspection and hand your keys to the Inspector.

Inspection Failure: It is essential that every effort be made by the resident to achieve the cleaning standard by the arranged time. Maintenance has been booked in advance to perform a range of work to the unit and relies upon the unit passing inspection as scheduled. Should the inspector feel any incomplete work can be completed prior to the start of the following working day, a re-inspection may be offered. If the inspector determines the cleaning has fallen short of the particular cleaning standards, the resident may be charged for any incomplete work.

OCCUPANT CLEANING STANDARDS: Please use the following guide notes to help you prepare for your final inspection. Most general items are covered below; however, there may be slight differences depending on the circumstances. Your Housing Officer will advise you on any changes or specific concerns during the inspection and will gladly assist wherever possible with suggestions to ease your cleaning preparations.

- **Remove all personal belongings, including all unwanted items, garden pots, trash, boxes, and wood pieces.**
- **Stove.** Remove food particles, decals and adhesive residue. Stoves should be clean in appearance. Do not use oven cleaner to clean exterior surfaces. Replace the filter under the cooker extractor hood. For relocating members, replacement drip pans can be obtained from the FMS with a copy of your PCS orders.
- **Refrigerator.** Remove food, decals and adhesive residue. Place refrigerator on lowest (warmest) setting with door closed. **(DO NOT SWITCH THE REFRIGERATOR OFF).** Clean both the inside, exterior and rubber seal.

- **Dishwasher.** Remove all personal kitchenware. Remove any decals or adhesive residue. Clean both the inside, exterior and rubber seal.
- **Dryer.** Remove and clean the lint filter and clean the exterior in addition to emptying the water. Remove any decals and adhesive residue.
- **Washer.** Clean surface area only. Please clean the rubber seal around the porthole and the door.
- **Microwave.** Please clean the exterior of the microwave. Please clean the inside and ensure there are no food particles
- **Kitchen.** Remove all food particles from sink and all cabinets and wipe down. Remove all cleaning products from bottom cabinet.
- **Bathrooms.** Prior to the final inspection, remove all anti-slip decals or rubber matting (and any associated adhesive) from bathtubs and/or showers. Wash down and remove any mold residue including on the edge of the bath where it is sealed to the tiles. Ensure that toilets and sinks are cleaned inside and out with any stains and lime scale removed.
- **Walls/Windows.** Remove decals, decoration borders, adhesive residue, crayon and scuff marks. Remove nails or hooks from walls. (DO NOT FILL HOLES).
- **Floors.** Sweep all floors and remove debris throughout.
- **Carpets.** Carpets must be vacuumed and free of stains. You do not need to shampoo the carpets unless there is a stain, however, if you have had a pet in your home at any time, steam cleaning of the carpet is mandatory.
- **Carport/Garage.** Sweep floors; remove all automotive oil stains, parts and products.
- **Keys.** All keys issued at assignment must be returned to the Housing Officer. Failure to do so will result in failing your Final Inspection. Please make reimbursement arrangements with the Housing Officer for any lost keys prior to your Final Inspection.
- **Grounds.** Prior to move-in your house will undergo change of occupancy maintenance to include all grounds work. The maintenance of the yard is your responsibility from the day that you move in. Please mow grass, edge and rake yard areas, remove weeds and fallen leaves, fill holes, and trim hedges. A limited supply of lawn equipment and tools can be checked out from the FMS. (Please make sure to return all checked out items prior to your Final Inspection). Remove all pet feces from exterior (lawns, patio, paths, etc.) Failure to maintain your yard accordingly will result in a charge being assessed when you vacate.
- **Trash Cans.** Trash and recycling bins must be emptied (free of all items), have lids and be stored inside the shed.

Hints: WD-40 and Goo Gone removes most adhesive residue from decals and tape. Lime-Away removes lime buildup but do not use it on plastic.

Section H – Youth Supervision Policy

501 CSW YOUTH SUPERVISION GUIDELINES

Attachment to the 501 CSW/CC policy letter dated 31 January 2018

Ages of Child	Ride GOV Shuttle Unescorted	Left Without Sitter in Quarters for Two (2) Hours or Less	Left Without Sitter in Quarters for More Than Two (2) Hours	Walk to and from School	Left Alone Overnight	Outside Unattended (To Include Playing)	Left in Car Unattended	Child Baby-sit Siblings in Quarters	Child Baby-sit Others in Quarters	Curfew Hours Sunday through Saturday
Newborn Through Age 4	No	No	No	No	No	No	No	No	No	N/A
Age 5 Through Age 6	No	No	No	No, except when there is a crossing guard at major intersections.	No	Yes; housing playground or yard with immediate access (visual sight or hearing distance) to adult supervision. ***	No	No	No	N/A
Age 7 Through Age 9	No	No	No	Yes	No	Yes; 7 and 8 yr olds within housing, playground or yard with ready access to adult supervision. *** 9 yr olds with ready access to adult supervision. ***	No	No	No	2200-0600
Age 10 Through Age 11	No	Yes; with ready access (phone number) to an adult supervisor. ***	No for 10 yr olds; 11 yr olds only with ready access to adult supervision. ***	Yes	No	Yes; with ready access to adult supervision. ***	Yes, except in hot weather and the keys removed and handbrake applied; 5 minutes maximum in hot weather, 15 in other weather and adult within sight.	Yes; 11 yr old or 6th grade minimum to 2 hours maximum**	No	2200-0600
Age 12 Through Age 15	Yes	Yes	Yes	Yes	No; except children age 15, or freshman in high school, may be left alone overnight with access to adult supervision.*** sponsor must be in the local area	Yes	Yes; keys removed and handbrake applied.	Yes**	Yes**; 12 yr olds or 7th grade minimum	2200-0600

Section J – Useful Telephone Numbers

Agency	Base Ext	Commercial
FIRE DEPARTMENT		
RAF Alconbury	911	01480 841911
Brampton	911	999
FIRE PREVENTION	268 4967	01480 844967
MEDICAL EMERGENCY AMBULANCE		
RAF Alconbury	911	01480 841911
Brampton	911	999
CRIME STOP		
RAF Alconbury	268 3819	01480 843819
Brampton	Serious Crimes	999
	Minor Crimes	101
DIRECTORY ASSISTANCE	0	01480 843000
CLINIC APPOINTMENT DESK		
RAF Alconbury (Medical)	268 4503	01480 844503
FAMILY HOUSING OFFICE	268 3518	01480 843518
HOUSING ASSISTANT	268 2392	01480 842392
HOUSING ASSISTANT	268 3451	01480 843451
HOUSING ASSISTANT	268 3507	01480 843507
AMEY	MAINTENANCE	CONTRACTOR
BUILDING MAINTENANCE	0800 0556293	0800 0556293
ENVIRONMENTAL/RECYCLING	268 3320	01480 843320
SECURITY FORCES	268 2400	01480 842400
APPLIANCE REPAIR (SERCO)	268 3416	01480 843416
FURNISHINGS MGT OFFICE	268 3505	01480 843505
PEST CONTROL	268 3083	01480 843083
VEHICLE OPS DISPATCHER	268 2214	01480 842214
HIGH SCHOOL	268 4400	01480 434400
CDC	268 3212	01480 843212
RSPCA (Animal Cruelty)		0300 1234 999
Wood Green Animal Shelter		0300 303 9333
British Heart Foundation	Huntingdon	0808 250 0030/ 01480 802530
Cambridge Re-Use	Cambridge	01223 576535
BRITISH TELECOM		0800 800 150
VIRGIN MEDIA – Brampton only		0800 064 3836
SKY SATELLITE – Brampton only		0333 005 0267
JAVELIN BROADBAND		020 7226 1557

Section K – Appendices

APPENDIX I

RAFA-RAFM Dumpster Disposal Policy



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 501ST COMBAT SUPPORT WING
(USAF)



MEMORANDUM FOR ALL

PERSONNEL FROM: 423 ABG/CC

SUBJECT: 423 ABG Dumpster Disposal Policy

1. Despite widespread publication of the policy prohibiting the illegal use of dumpsters on the installation, some personnel continue to use these dumpsters in a way that violates host-nation environmental laws, and causes thousands of dollars in disposal costs and potential fines to the base each year. I will no longer tolerate the continued illegal use of our dumpsters.

2. The dumpster disposal policy is as follows:

- a. If you reside off installation you **MUST** dispose of your waste at the Local Authority Waste and Recycling Centers in the British community. For example, the Local Council Recycling Facility located in Alconbury. You will **NOT** bring your waste on to the installation for disposal in base dumpsters.
- b. If you reside within on-base housing units, a wheelie bin is supplied and emptied weekly. Any excess waste outside of the bin will not be collected. Excess waste **MUST** be disposed of at Local Waste and Recycling Centers in the British community. You will **NOT** dispose of excess waste in the base dumpsters.
- c. No recyclable materials are to be disposed of in base housing wheelie bins or base dumpsters. Recycling bins are located throughout the installation, and labeled detailing the recyclable materials that can be placed in the container and instructions to be followed. Recyclables can also be taken to collection points at RAF Molesworth (near Tennis Courts) and the RAF Alconbury Recycling Center (off perimeter road). These bins are not to be used for trash or any other waste. For more information on recycling, please call the Recycling Program office at 0 **1480-843320** (DSN: **268-3320**).

BREAKING BARRIERS...SINCE 1947

d. If you reside in base dormitories, you may use the base dumpster located near the dormitory for disposal of your waste with the exception of the items listed below in paragraph 2e.

e. The following items will **NOT** be disposed of in, or around any base dumpster, including bulk waste dumpsters and recycling areas and should be taken to the Local Council Recycling Facilities in Alconbury (SATNAV: PE28 4JH; 5 minutes from RAF Alconbury). This includes, but is not limited to:

- (1) Any type of electrical equipment
- (2) Any type of hazardous waste or hazardous materials, for example: batteries, paint, fluorescent light bulbs, household chemicals, garden chemicals, etc.
- (3) Any liquid waste, including fuel and cooking oils
- (4) Any refrigeration equipment
- (5) Any bulk items, for example: furniture, couches, mattresses, etc.
- (6) Yard waste, for example: grass clipping, tree prunings, soil, etc.
- (7) Tires
- (8) For instructions on the disposal on the above mentioned items from Official Organizations, please contact 423 CES/CEIE 01480-843168 (DSN: 268-3168)

3. This policy memorandum applies to all personnel (active duty military members, DoD employees, dependents, NAF employees, MOD employees, retirees and contractor personnel). I ask that all supervisors widely disseminate this policy memorandum and all recipients will share this policy memorandum with their family members.

4. While many of our personnel have complied with this policy, others have not. As a result, the 423d Civil Engineer Squadron spends many extra hours sifting through and cleaning up trash to ensure our installations are not fined for the acts of those few who choose to violate this policy. Thus, as an effort to deter the continued illegal use of our dumpsters, I encourage all personnel to police the dumpster area and act as good stewards of our taxpayer dollars.

5. The 423d Civil Engineer Squadron monitors dumpsters by direct observation and targeted use of CCTV and will work with 423d Security Forces Squadron to identify individuals violating this policy. For those caught violating this policy, I will notify their chain of command for appropriate action.

6. As this is an installation-wide environmental issue with host-nation implications, I appreciate everyone's cooperation in this matter. If you have any questions, you may contact the Base Environmental Office at 268-3168.

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CHRISTOPHER J. BROMEN, Colonel, USAF
Commander, 423d Air Base Group

APPENDIX II

Military Family Housing Complaints Procedure

I. If you wish to make a complaint about any aspect of your housing area or the service that we provide, the following procedure should be followed:

2. Please notify the Facilities Inspector, at the Housing Office, RAF Alconbury. If sending your complaint by email, please put 'Complaint' in the subject box. Please include your full name and address and contact telephone number.

3. How to contact us:

a. Email: 423ces.housing@us.af.mil

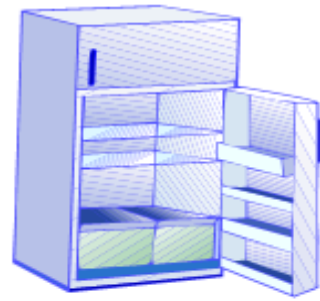
b. Telephone: Housing Office Assistance 01480 843518.

c. By mail: Chief of Facilities. Housing Office, Bldg. 572. RAF Alconbury, Huntingdon, PE28 4DA.

4. All complaints will be logged and remain on our housing database. You will receive an acknowledgement with your case number within 5 working days. Please quote this number on any future related correspondence with the housing office.

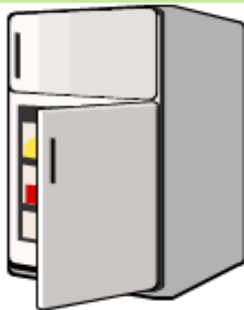
5. If we fail to address your concerns to your satisfaction, you can escalate your complaint to Housing Program Manager, Building 572, RAF Alconbury, Huntingdon. PE28 4DA at 01480 843724 or by Email: david.guyer.1.gb@us.af.mil

For appliance repair



**Please call
DSN: 268-3416 or
Comm. 01480843416**

**For emergency after hours callouts
(for Refrigerator or Cooker only), the phone
numbers above will be forwarded to a mobile
number**



Pride In Your Community



Please ensure that you store your wheelie bins out of sight from the street. It should be stored in the bin enclosure (where provided) or in the back yard, not kept on the side of the house, page 5.

Please roll your bin to the curb by 0600 on pick up day and return it to the proper storage area NLT 18:00hrs.

Failure to follow this policy will result in unsightly trash left in and around the housing area, possibly resulting in a Courtesy or Discrepancy Notice.

Please note that you now have 3 wheelie bins one for General House Waste, Recycling and one for Garden Waste

If you have any questions, please contact the Housing Office at **268-3518**.

Yard Of The Month

The Yard of the Month competition is for all residents of RAF Alconbury base housing areas. The intent of the program is to build pride in our on base military housing community. Judging will occur on the 2nd to last Friday of the month by a rotating two-person independent panel consisting of: Senior Officers and/or E-9s supported by the Housing Staff to break ties. Monthly winners will receive a coin from the 423 CES/CC and a certificate of achievement. On or about the 1st of the following month, the winner will receive the RAF Alconbury Yard of the month sign to display in their yard for the remainder of that month. Photos of the winner or yard will be taken and highlighted on the housing Facebook page. The Judging Panel will be looking for the best-kept front/side yard.

The primary judging criteria are:

The grass being edged, weed-free, with no bare patches, and cut to a maximum of 4 inches.

Weed-free flower beds

Decorative use of lawn ornaments and other non-plant decorations.

Well maintained trellises, climbers and pot planters.

The use of seasonal flowers and shrubs in pot planters

Back Yards will be checked, but not judged, for compliance with maintenance standards.

During the months of October, November and December judges will base the award on the best seasonal decorations for the corresponding holiday. We recognize that these are not particularly good growing months and even the best plants can look poor! This will also give people who are not natural gardeners a chance to compete and to display their flair for decorating

Home Help For MFH

House & Carpet Cleaners and Yard Maintenance



THE BIG CLEAN

House Cleaning
End Of Tenancy Clean
Carpet / Pet Clean
Oven Cleaning
07947787038

ASHROFT

Carpet Cleaning
01480411032
07958324415

M.G.D.

Carpet Upholstery
Cleaning
01480385933
07769828384



SUZY Q'S

House Cleaning
End Of Tenancy Clean
Carpet / Pet Clean
Oven Cleaning
07521755616

PLEASE NOTE:

RAF Alconbury Family Housing Office is not responsible for contractual work.

If the contractor you have chosen does not have base access, you are responsible for signing them on.

CONTRACTUAL RESPONSIBILITY

Please remember; when entering into an agreement for work to be carried out on your unit, all efforts should be made to pay the contractor in a timely manner. This applies to both written and verbal agreements.

"Trying to ensure comfortable living"
RAF Alconbury Family Housing Office

If you have PET'S then this must be done by professional Pet Clean company who provides a receipt

R.W. GARDENING

Grass Cutting and
Garden Maintenance
07804567855

IAN MCDONALD

Grass Cutting and
Maintenance
07809486844





Recycling

- Cardboard, paper, newspapers/magazines, aluminum and other metals, plastic, wood, glass, textiles, and ink cartridges may be taken to the RAF Alconbury recycling collection point situated 100 meters north of Building 613 near the commissary.
- Electrical Appliances, Engine Oil, Hardcore and Soil, Yard Trimmings, Timber, and Fluorescent Tubes, Large quantities of cooking oil (as from deep fat fryers), batteries, and Household Hazardous Waste/Materials may be taken to **Alconbury Recycling Centre, Alconbury Weston, Wood Walton Road, PE28 4JH**
- Thank you for your assistance contact the housing office with any questions you may have.



PREVENTING MOLD IN YOUR MFH UNIT

PREVENTION IS BETTER THAN CURE

The best approach is preventing mold before it becomes a problem. The key to mold prevention is simple: moisture control.

Here are eight ways to curb moisture indoors, and the mold that thrives on it.

1. Identify problem areas in your home and correct them. You can't mold-proof your home, but you can make it mold-resistant. Do an audit of your home: where are the problem areas? Do you notice frequent condensation on an upstairs window? Is there a water stain on the ceiling from a persistent leak? Reporting areas of concern and preventing mold from growing or spreading might be as simple as ripping up carpet in a damp basement, installing mold-resistant products, or repairing damaged gutters. Or it may be a matter of major excavation and waterproofing. Whatever the case, have the problem addressed immediately.

2. Dry wet areas immediately. Mold can't grow without moisture, so tackle wet areas right away. A Heavy rainfall, accumulation from a leaky pipe, even a spill on the carpet should be dried within 24 to 48 hours. If you've experienced a flood, remove water-damaged carpets, underlay, bedding, and any furniture items if the area underneath them can't be completely dried. Even everyday occurrences need attention: don't leave wet items lying around the house, and make sure to dry the floor and walls after a shower. Don't leave wet clothes in the washing machine, where mold can spread quickly. Hang them to dry — preferably outside or in areas with good air circulation.

3. Prevent moisture with proper ventilation. It may be that your routine domestic activities are encouraging the growth of mold in your home. Make sure an activity as simple as cooking dinner, taking a shower, or doing a load of laundry doesn't invite mold by providing proper ventilation in your bathroom, kitchen, laundry room, and any other high-moisture area. Vent appliances that produce moisture — clothes dryers, stoves — to the outside (not the attic). Use AC units and dehumidifiers (especially in humid climates), but make sure they don't produce moisture themselves by checking them periodically and cleaning them as directed by the manufacturer (maintenance team will check any machinery). Your energy-efficient home may be holding moisture inside, so open a window when cooking or washing dishes or showering, or run an exhaust fan.

4. Monitor humidity indoors. Telltale signs of excessive humidity include condensation on windows, pipes, and walls. If you notice condensation, dry the surface immediately and address the source of moisture.

5. Direct water away from your home. If the ground around your home isn't sufficiently sloped away from the foundation, water may collect there and cause damp.

6. Clean or repair roof gutters. A mold problem might be a simple matter of a roof that is leaking because of full or damaged gutters. Have your roof gutters cleaned regularly and inspected for damage. Call in for repair as necessary, and keep an eye out for water stains after storms that may indicate a leak.

7. Improve air flow in your home. According to the USEPA (Environmental Protection Agency), as temperatures drop, the air is able to hold less moisture. Without good air flow in your home, that excess moisture may appear on your walls, windows and floors. To increase circulation, open doors between

rooms, move furniture away from walls, and open doors to closets that may be colder than the rooms they're in. Let fresh air in to reduce moisture and keep mold at bay.

8. Keep mold off household plants. They're beautiful and help keep your indoor air clean — and mold loves them. The moist soil in indoor plants is a perfect breeding ground for mold, which may then spread to other areas of your house. Instead of getting rid of your plants, try adding a bit of Taheebo tea to the water you give to your houseplants. The oil of this tree, which withstands fungi even in rain forests, helps hinder mold growth in plant soil and can be found at natural food stores.

Finally, educate yourself on your region's climate — be it the cold and wet Northeast, the hot and wet South, the hot and dry Southwest, or the cold and dry West — and how it responds to moisture. There is no one-size-fits-all solution when it comes to mold prevention. Knowing what works for your climate and your home is an important first step.

If you see mold within your home you can buy household products in your local supermarkets or commissary that can be used to wipe away areas that have mold. Alternatively to be kinder to the environment you can use white vinegar which you can buy at any grocery store, leave it on the mold for 1 hour and wipe clear with water, then make sure that the area is thoroughly dry.

If the area of mold persists please call the AMEY Helpdesk on **0800 0556293** report the issue.

Asbestos

The majority of family housing units have been completely rebuilt or extensively refurbished, such that they are free from Asbestos Containing Materials (ACM).

A proportion of houses at RAF Alconbury (nos. 1100's, 1324A & B and 1325) have ACM in some areas, typically textured ceiling finishes and old flooring materials encapsulated beneath the current floor. The units at Brampton were also extensively refurbished; the only known remaining ACM is in the damp-proof course, located in the brickwork on the exterior of the unit at ground level. The asbestos content of these materials is low and defined as "non-friable", meaning that it is safe if not disturbed or damaged.

423 CES is working to remove remaining ACM from these units when residents move out. Our housing inspectors and Amey engineers are aware of the presence of ACM in these units and will take action if they believe it has become damaged or disturbed.

WATER SHUTOFF VALVES:



Located in the RAF Alconbury
Painted Surface units



For Brampton and Alconbury brick built units.

To shut this valve to the off position the screw should
be across the pipe, opposite from diagram.

**FOR OUTSIDE GARDEN WATER TAPS THE SHUT OFF
AND ON VALVE IS SITUATED UNDERNEATH
CUPBOARD BELOW THE SINK**