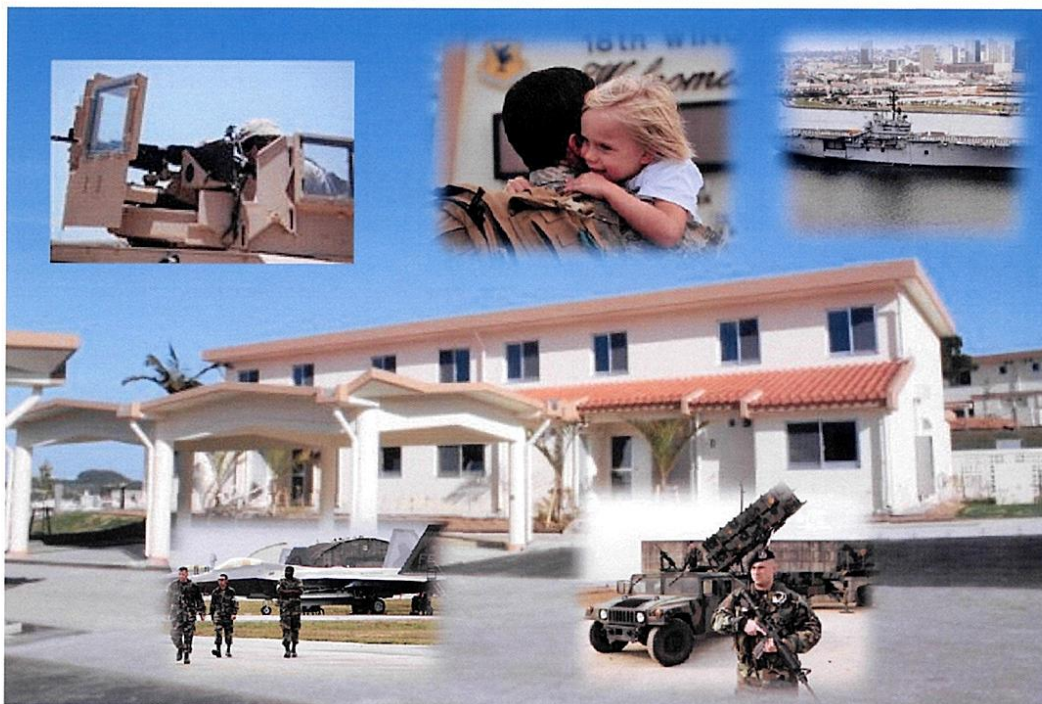


# DEPARTMENT OF DEFENSE HOUSING OFFICE KADENA AB



## Military Family Housing Brochure

*Camp Foster, Camp Lester, Kadena AB, Camp Shields, Camp Kinser,  
Camp Courtney and Camp McTureous -- Military Family Housing Communities*



**Welcome to Okinawa, Japan!**



**DEPARTMENT OF THE AIR FORCE  
PACIFIC AIR FORCES**

**MEMORANDUM FOR ALL FAMILY HOUSING RESIDENTS**

**FROM:** 18 WG/CC  
Unit 5141 Box 10  
APO AP 96368-5141

**SUBJECT:** Okinawa Military Family Housing Brochure

1. Welcome to the Military Family Housing (MFH) community on Okinawa! The attached brochure provides guidance and clarification on policies and procedures that accompany living in MFH. We are confident it will answer many of your questions and help ease your transition into MFH. For additional information and to find the electronic version of this brochure, please visit our website at <http://www.housing.af.mil/okinawa/index.asp>.
2. If you have any questions or concerns regarding this brochure, please contact our Housing Flight Chief at DSN 315-634-1346. We are glad you are here, and I look forward to making your MFH experience enjoyable.

//signed/jbh/17 Jul 14//  
**JAMES B. HECKER**  
Brigadier General, USAF  
Commander, 18th Wing

Attachment:  
KADENAABPAM 32-6001, Okinawa Family Housing Brochure

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## **Introduction**

Welcome to Department of Defense (DoD) Family Housing (FH) on Okinawa! We are pleased to have you as a member of our community and we hope your stay in family housing is a pleasant one.

This brochure provides standards that balance the need for uniformity and enforceable rules, with the flexibility for residents to make their quarters a comfortable home. Our policies are intended to make the living environment pleasant for everyone. Your quarters are your home. Help us make you and your families stay here as comfortable as possible.

Your DoD Family Housing staff is available to assist you with concerns or questions that may arise during your stay here on Okinawa or you can go the website [www.housing.af.mil/okinawa/index.asp](http://www.housing.af.mil/okinawa/index.asp) for updated information:

## **Housing Reference Phone Numbers**

### **DOD HOUSING OFFICE**

Kadena AB Housing Office	634-0582
Camp Kinser Housing Office	637-3736
Camp Courtney Housing Office	622-7317
Marine Liaison Office	634-0805
Furnishings Customer Service	634-1625
Kadena Furnishings	632-4309
Kinser Furnishings	637-1516
Kadena Inspector	634-1427
Foster Inspector	645-6234
Kinser Inspector	637-3736
Courtney Inspector	622-7317

### **HOUSING MAINTENANCE**

Service Call	634-HOME (634-4663)
Service Call is staffed 24-hours a day	
Appliance Repair	
Service Call	632-4372/4373/4374
Service Contracts	634-2880/0707/3751
Pest Management	634-4663, dial 2

### **SELF HELP**

Kadena Eagle Hardware - Bldg 1474 634-3469  
Mon-Fri 0800-1700, Sat 0800-1300  
Closed last Saturday of each month

Foster Eaglette - Bldg 5635 645-3099  
Mon-Fri 0800 – 1700, Sat 0800-1300  
Closed first Saturday of each month

Kinser Eaglette - Bldg 424 637-2533  
Mon-Fri 0730-1630  
Closed on Saturday

Courtney Eaglette - Bldg 4118 622-5003  
Mon-Fri 0730-1630, Sat 0900-1300  
Closed last Saturday of each month

### **PET SERVICES**

Kadena Animal Control	634-0203
Foster Animal Control	645-7441
Kinser Animal Control	637-3500
Courtney Animal Control	622-9690/9608

## Section A - HOUSING SERVICES

The 18th Civil Engineer Group has the primary responsibility for maintenance and repair of your unit, recycling, refuse collection, pest management, and fire prevention and protection. For housing on Marine Corps camps, the Marine Corps provides fire protection service.

**1. Initial Inspections:** Upon assignment to Department of Defense Family Housing (FH), a joint inspection is conducted with the resident and the housing inspector. The purpose of this inspection is to brief you on your responsibilities while living in FH and to document any existing discrepancies pertaining to the unit, furniture and/or appliances. It is imperative you document any pre-existing damages, so you are not held liable when terminating your FH.

**2. Maintenance, Repairs and Lockouts:** The Housing Maintenance Service Call desk, located in Building 1473 on Kadena AB, is your point of contact for all home service requests for maintenance repairs.

2.1. When you place a service call, a housing maintenance specialist will provide you with a job order number. Please write this job order number down for future reference. You will receive a follow up call to schedule an appointment to complete the task. If craftsmen are sent to your unit for repairs and the problem occurred due to negligence, the occupant may be charged the cost of the repairs.

2.1.1. There are two categories of services: Emergency Corrective Maintenance Work and Scheduled Sustainment/Enhancement Work. The category determines when the service will be accomplished.

2.1.2. Emergency Corrective Maintenance Work service calls are work requirements which receive immediate attention. Maintenance will respond or fix the problem within 24 hours. Scheduled Sustainment/Enhancement Work service calls will be responded to within 20-30 working days. Examples of Emergency Corrective Maintenance Work requests are:

2.1.2.1. Problems which could cause loss of life or major property damage.

2.1.2.2. Serious damage affecting health, safety or security.

2.1.2.3. Complete utility failure of electricity, water, sewage, or heating and cooling plants that service numerous housing units.

2.1.2.4. Damage due to typhoon or serious weather conditions.

2.2. We highly recommend occupants leave a spare key to their unit at our 24-hour service call section. Service call will maintain spare keys for housing units when provided by the occupant when first assigned. Occupants may borrow the spare key to let themselves back into their quarters. In the event of a lockout, only the occupant, with a valid ID, the member's First Sergeant or a member authorized by a power of attorney will be issued a key. No keys will be

issued to dependents under 18 years of age. If lock replacement is necessary, the occupant may be charged.

**3. Recycling and Refuse Collection:** Each housing area has a different refuse and recycling pick-up day. During your initial inspection, you will be given the current schedule for your area. If you are experiencing any interruptions in your refuse or recycling collection service, please contact the 18 CES Service Contract Section, located in Building 1460 on Kadena AB at 634-0707.

3.1. With the exception of the tower units, a trash container and recycling container are provided for each FH unit. The refuse collection room for towers is located on the first floor. Please place your refuse or recycling into clear plastic bags before placing it into the appropriate container. Residents are responsible for securing containers during typhoons. The replacement cost for the large container is \$70 each.

3.2. The removal and disposal of dead animals found in all housing areas during duty hours, Monday through Friday, is the responsibility of the 18 CES Service Contract section. On weekends and holidays contact Kadena Security Forces, Marine Camps Provost Marshall Office (PMO), or applicable Law Enforcement Office.

3.3. Deceased pets may be taken to Okinawa Veterinary Treatment Facility, Building 731 on Kadena AB. Please contact the clinic for information concerning preparation of the animal prior to drop off.

**4. Insect Control (Pest Management):** Insect control of minor pest problems is the responsibility of FH residents. Occupants with infestation beyond control should contact Pest Management for treatment and guidance. Pest Management is located on Kadena AB in Building 6207.

**5. Government Furniture/Appliances:** You must report unserviceable furnishings to the Data Records Section of Furnishings Management Office (FMO), Bldg 217, Kadena AB within 15 calendar days of receipt. You may verify the furniture with a housing inspector during your move-in inspection.

5.1. Customers with full Joint Federal Travel Regulations (JFTR) will be authorized government furnishing loaner kits specifically for the following timeframes: Initial in-processing request for 90 days and/or out-processing for 60 days. Customers with restricted JFTR are entitled to full furnishing support for the length of their tour, any furniture returns will be self-help.

5.2 Occupants are responsible for the care and cleaning of their assigned furniture and appliances. Protect upholstered furniture and mattresses from stains and pet damage (including pet hair). Please do not leave government furniture and appliances outside of your quarters at any time. You will be charged for any damages beyond normal wear and tear. As a reminder, damages are determined by the housing inspectors, not by the customer.



5.3. It is the occupant's responsibility to be ready to receive furnishings on the scheduled delivery day. Missed appointments, without prior notification to FMO Customer Service, will be rescheduled, but based on the high demand may result in additional delays. Our furnishings management functions are done by contract, customers will be charged a flat rate for a missed appointment. The missed appointment cannot be rescheduled until full payment has been processed either through payroll deduction, DD Form 139, *Pay Adjustment Authorization*, or DD Form 1131, *Cash Collection Voucher*.

5.4. Government issued appliances are government serviced and maintained. Please contact Appliance Repair Service Call during normal duty hours at 632-4372/4373/4374 or Housing Service Call desk at 634-HOME after duty hours. Service calls received after 1500 will be scheduled for the next business day. Non cooling refrigerators after duty hours are considered a priority service call and a contractor will deliver a temporary refrigerator until service crews can respond on the next duty day to repair or replace the existing one.

5.5. To avoid conflict, FMO will not deliver/pick-up government furnishings on the same day as Transportation Management Office is picking up or delivering household goods or unaccompanied baggage. The assignment counselor will advise potential housing occupants of the policy in order to avoid conflicting schedules. There will be no exception to this policy. It is the customer's responsibility to ensure proper coordination has occurred. Operating hours for the FMO contractor are Monday through Friday 8:00 am to 4:30 pm. The assignment counselors will schedule the appointments.

**6. Nameplate:** Family Housing residents are provided a nameplate, but occupants must provide their own lettering. Permanent markers may not be used on a nameplate; occupants will be charged to replace a damaged nameplate.

**7. Self-Help Store:** Eagle Hardware is the FH Self-Help store for on-base residents only. This store has limited "free of charge" items for help with home repairs and maintenance. You can visit all Eagle Hardware stores regardless of which base you live on.

**8. Housing Inspectors:** The housing inspectors are responsible for monitoring the cleaning contractor's performance and conducting inspections of all FH. Housing inspectors are also available to answer questions regarding housing concerns.

## **Section B - RESIDENT RESPONSIBILITIES**

**9. Pets:** A maximum of two pets (cats/dogs) allowed per household. Farm, ranch, ferrets, reptiles and wild or exotic animals are prohibited in FH, to include the towers. Having these pets may result in eviction from FH. You may have aquariums and small caged animals such as hamsters, guinea pigs, rabbits, gerbils, birds, turtles, and aquarium fish in your unit. Breeding or raising animals for shows or commercial purposes is prohibited. Additionally, operating a commercial-type kennel or selling animals in FH is prohibited. A litter may be kept for 7 days after the age of mandatory registration, 8 weeks has been reached. Operating a non-profit temporary shelter or adoption services is prohibited. Pet sitting is limited to 30 days and only allowed in housing designated for pet owners. Pet sitting will not authorize residents to exceed

the two pet (cats/dogs) per household limitations. For information regarding mandatory registration please call Okinawa Veterinary Treatment Facility.

9.1. Cats and dogs are allowed in all FH units. Dogs are only authorized on the first through third floors of all towers. As a safety and health precaution, pets are not allowed in the elevators. **The following aggressive or potentially aggressive breeds of dogs are prohibited in FH:** Pit Bulls, (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow and wolf hybrids. Breeds that demonstrate or are known to demonstrate the propensity for dominant or aggressive behavior are also prohibited.

9.2. Pets left outside must be in a fenced yard. The use of chains or other tethering devices to provide unattended control is prohibited. Pets are not allowed to be on a leash, or other tethering devices unattended outside, or on balconies. Pets must always be under the direction of a person capable of maintaining control over them.

9.3. To prevent unsanitary conditions, you are required to clean up after your pets and remove feces daily. Pets are not allowed in parks or playground areas. When being walked, pets must be kept on a leash at all times and the owner must remove pet feces immediately, and dispose of appropriately in trash receptacle.

9.4. Please make every effort to ensure your pet does not become a neighborhood nuisance due to excessive barking or invading the privacy of others. Stray pets may be reported to the respective Animal Control on Marine Corps installations and Pest Management for Kadena Air Base (634-HOME).

9.5. In case of a pet care emergency, please call Okinawa Veterinary Treatment Facility at 959-1300 during duty hours or 090-6860-2203 after duty hours.

**10. Leave or Extended Temporary Duty (TDY):** If you plan to be absent from your quarters for 5 days or more, a designee 18 years of age or older under Status of Forces Agreement (SOFA) status will need to be appointed to maintain your quarters. During any absences, please make arrangements with someone to manage your quarters and maintain your yard. Please take a copy of the Absence from Quarters letter (obtainable from the housing office) to the housing office, Housing Maintenance Service Call desk and the designee. This letter will include the name, address and phone number of the person you have designated to oversee the normal day-to-day responsibilities and wellbeing of your quarters (a power of attorney is also recommended). This will provide a point of contact for any emergencies that might occur during your absence.

**11. Liability for damage to family housing, equipment and furnishings:** Residents of FH are liable for loss or damage to government property, including the FH unit, when damage is caused by abuse or negligence of the sponsor, dependents or the sponsors' guests. Damage to government property beyond reasonable wear and tear is the residents' responsibility. Reasonable wear and tear is defined as wear and tear which results from normal everyday living. While the maximum liability is limited to one-month basic pay in cases of simple negligence, sponsors are liable for the full amount of damages or loss in cases of gross negligence.

**11.1. Insurance:** It is highly recommended occupants consider purchasing commercial insurance to protect personal belongings in case of a major loss. A common policy for this coverage would be a renter's policy, which would cover your personal property as well as personal liability for government property. Information about the replacement value of your quarters and government property can be obtained from a housing assistant. Direct more specific questions to your insurance company or your service legal office.

**12. Energy Conservation:** FH supports the implementation of the President's Executive Order (EO) 13423 which mandates federal facilities to reduce energy intensity by 3 percent annually through the end of Fiscal Year (FY) 2015, for a total energy intensity reduction of 30 percent relative to the FY03 baseline. Executive Order 13514 also mandates federal facilities reduce water consumption by 2 percent annually through the end of FY20, for a total water consumption reduction of 26 percent relative to the FY07 baseline. During your stay in Family Housing, we may implement programs to help achieve these goals, and these programs will balance energy reduction while attempting to sustain quality of life for all FH residents' assistance. For additional information on the energy policy your may refer to <https://kadena.eim.pacaf.af.mil/sites?ENERGY/default.aspx>.

**12.1. Electricity:** Please ensure that all exterior lights, front and back of unit, are turned off by sunrise and only turned on during darkness when needed. Use only EFL bulb, in exterior light fixtures, where approved by MFH Maintenance. During the holiday season, decorative outside lighting should not be left on during the day and throughout the night; decorative lighting can be turned on 1630 to 2200. Holiday lights are only authorized from Thanksgiving Day through the first week of January. Housing citations will be issued for noncompliance.

**12.2. Water:** FH residents use roughly 60% of the total water consumed on Kadena AB. Okinawa's water supply is heavily dependent on rainfall. Your conservation of water is requested. Watering lawns is prohibited.

Drought conditions are characterized according to the following flag system:

**Green Flag**

Normal water conservation efforts apply

**Yellow Flag**

Government owned vehicles (GOVs) washed monthly instead of weekly  
Army and Air Force Exchange Service (AAFES) carwash only open on weekends  
Fund-raising car washes placed on hold  
Restrict the use of water for washing shop floors  
Serve water at restaurants only when requested  
Fill one-quart containers with water and place in toilet tanks  
Minimize golf course watering  
Increase use of plastic and paper dinnerware/utensils at base dining facilities  
Take only short showers as needed. Refrain from tub baths

**Red Flag**

Close AAFES and GOV car wash operations  
Close base swimming pools and save water for firefighting purposes  
Personal swimming pools will not be filled  
Encourage FH residents to voluntarily choose an 8-hour period at home to not use water  
Encourage Base employees to voluntarily choose a 4-hour period at work to not use water  
No tub bathing. Modify showers and use water only for initial wetting and final rinsing, shutting off the water in between

### **Black Flag**

Water schedule dependent on reservoir levels  
Tap water available on a rotating schedule

**Note:** Should drought conditions occur on Okinawa, you will be informed of the current flag level through the commander's access channels, Armed Forces Network (AFN), and newspapers.

**12.3 Heating and Air Conditioning:** The recommended temperature settings for heating and air conditioning by American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) are as follows: Heating 20°C (68°F) and air conditioning 24°C (76°F) The heating and cooling activation/deactivation criteria are based on the 18th Wing Energy and Water Conservation Policy.

**12.3.1. Heating Season:** Beginning 1 December, heat may be activated when the outdoor 7-day average high temperature is below 65°F (18°C). Once heat activation begins, it will remain **ON** for a minimum of 30 days. Beginning 1 January, heat may be deactivated when the outdoor 7-day average high temperature is above 65°F (18°C). Once heat is deactivated it will remain **OFF** for a minimum of 7 days.

**12.3.2. Air Conditioning Season:** Beginning 1 December, A/C may be deactivated when the outdoor 7-day average high temperature is below 73°F (23°C). Once A/C is deactivated it will remain **OFF** for a minimum of 7 days. No earlier than 1 April, A/C may be activated when the outdoor 7-day average high temperature is above 73°F (23°C). Note: Special A/C criteria for FH Tower Residents: After heat deactivation, housing maintenance personnel will monitor the indoor top floor temperature of all FH towers daily. The indoor top floor temperature is used in the A/C activation criteria.

**13. Environmental Protection:** For additional information on the proper disposal of specific waste products/items, contact 718th Civil Engineer Squadron/Environmental Management (718 CES/CEIE) at 634-2600, Building 3621, Kadena AB.

13.1. Disposal of engine oils, engine coolants, car grease, car batteries, and tires can be done at the Auto Hobby Shop or AAFES garage. Do not pour these items into plumbing, drainage systems, or on the ground. Improper disposal of these items is considered illegal dumping. Car batteries can be taken directly to the Kadena Recycle Center, Building 871, between the hours of 0800 – 1700.

13.2. Burning of leaves or refuse is prohibited in all housing areas. Green wastes may be placed out in clear plastic bags on your designated Recycling day or can be taken to the Kadena

Recycling Center. Mulch is available for resident's use at the recycling center.

**13.3. Recycling** is a mandatory program in FH. Recyclables should be separated, placed in clear or transparent plastic bags only and placed on the curb by 0800 on the recycling pick up day. Occupants will be briefed on pick up days at their initial inspection. For more information, contact the Facilities office in Kadena MFH for the current handout.

**13.4. Hazardous Household Items:** If you are unsure how to properly dispose of an item, contact 718 Civil Engineer Squadron/Environmental Management (718 CES/CEIE) at 634-2600.

**13.4.1. Eagle Hardware Exchange Program:** To drop off a household chemical, the item must be in its original container, in good condition, have a legible English label and contain enough products to be reusable. Take the items to any Eagle Hardware location. Please DO NOT drop items off after business hours. To pick up items, please ask Eagle Hardware personnel for assistance. They will show you the items currently in inventory. You must have a valid DoD identification card to pick up products. Return all unused portions back to the program monitor.

**13.4.2. Prescription Drugs:** Unused medicine or prescription drugs should be rendered unusable (ex: pills should be crushed) and disposed of as refuse.

**13.4.3. Non-Hazardous Items:** The following materials can be safely disposed of with your regular household trash. Place the materials in a plastic bag with sawdust, kitty litter, rags or shredded newspapers before putting into your trash can:

Aerosol Cans (empty)	Nail Polish	Bug Sprays
Floor Care Products	Furniture Polish	Fertilizer
Art Supplies	Moth Balls	Shoe Polish
Car Wax (with solvent)	Fiberglass Epoxy	Oven Cleaner (lye based)
Varnish	Metal Polish (with solvents)	

**13.4.4. Batteries:** Drop off locations for common household batteries (AA, A, C, D etc.) are available at Eagle Hardware and designated Base Exchange Agency/Defense Commissary Agency (DeCA) locations. This helps minimize the number of hazardous materials entering our landfills.

**13.4.5. Cooking Oil:** Cooking oil drop-off location is located at the Kadena Recycling Center, Building 871, between the hours of 0800 – 1700. Please do not drop items off after business hours. Cooking oil may also be disposed of as refuse, but must be soaked into commercially available solidifiers, kitty litter, rags or newspaper and double bagged. Cooking oil may also be placed out on your scheduled recycling day in a clear plastic bottle. For additional information on the proper disposal of specific waste products/items, contact 718 Civil Engineer Squadron/Environmental Management (718 CES/CEIE) at 634-2600, Building 3621, Kadena AB.

**13.5. Bulk Items:** Housing areas have different bulk item pick-up days. During your initial

inspection, you will be given the schedule for your area. Bulk items must be on the curbside before 0800 on your scheduled day. To help maintain a professional appearance in the housing areas, do not leave bulk items on the curbside at any time other than the specified day. If the bulk item pickup day does not coincide with your final inspection when terminating government quarters, other arrangements must be made for trash item disposal. Therefore, please plan accordingly. Contact your area housing inspectors if you need addition information on bulk item disposal.

13.5.1. Large appliances, such as refrigerators or air conditioners, will not be picked up by the contractor. For further assistance call 634-0707.

**13.6. Radon:** Kadena Air Base has been conducting radon surveys of FH units on Okinawa since 1996. Surveys are still being conducted. Your unit may have an installed radon measuring device. These devices look like small black disc, typically mounted onto the wall inside the unit. Do not disturb these devices, as they will be collected at a later date. For more information, contact 18 Medical Group/Bioenvironmental Engineering (18 AMDS/SGPB) at 634-4752.

**13.7. Asbestos and Lead Based Paint:** Asbestos and lead base paint may be located in certain types of FH units. Submitting an AF Form 332, *Base Civil Engineer Work Request*, (See section F, Self-Help) prior to conducting Self-Help projects can help prevent exposure to these substances. For more information, please see the attached flyer or contact 18 Medical Group/Aerospace Medicine (18 AMDS/SGPB) at 634-4752.

**13.8. Cultural Resources:** There are many cultural assets located within the military installations on Okinawa. There are three main types of cultural assets. Shrines (ugwanju) are places of worship or prayer. Tombs are considered to be the permanent home of ancestor's spirits. Caves served as shelters for civilians during and at the conclusion of WWII. These areas should not be disturbed. For more information, contact Environmental Management at 634-2600.

**13.9. Poisonous Plants:** Some plants commonly found in FH areas can be poisonous to humans and animals. Examples include the Sago Palm, Elephant Ears, and Oleander (see Attachment 4).

**14. Mold and Mildew Control:** Mold is prevalent in this environment. Due to the subtropical climate of Okinawa, moisture and humidity are high and temperatures are just right for mold growth. This contributes to a higher incidence of mold and mildew concerns than may be experienced in other climates. A higher degree of maintenance is required to control its growth; it is the occupants' responsibility to maintain the unit mold free. Additional handy household cleaning tips can be found under Attachment 1 and Attachment 3.

14.1. Filters are available through Eagle Hardware. **Filters must be inspected, changed or cleaned once each month.** If applicable, please check the drain pan for debris accumulation and keep the drainpipe clear. Regular maintenance of your filters will help prevent the build-up of mold and mildew and sustain the efficiency of your A/C and heating equipment. If craftsmen are sent out to repair your unit and it is found that lack of maintenance by the occupant is the cause of the problem (dirty filters or drain pans), occupants may be charged for the service call. Please

do not store items against the air conditioning unit, as this can cause damage to the items or the A/C unit.

14.2. Use exhaust fans only while cooking or using the bathroom. Continually running exhaust fans removes cool dry air from your house and replaces it with warm moist air from outside, causing mold and mildew. Leave the window open while showering. Clothes dryers are essentially large exhaust fans which also remove cool dry air from your house and replace it with warm moist air from outside. When operating your dryer, open a window close to the dryer and where possible, close the laundry room door. This action isolates the laundry room from the rest of the house and will ensure your home stays more comfortable when operating your dryer.

14.3. If you see mold growth, clean the affected area with a solution of bleach and water. For carpeting, use a cleaner that is safe for carpet care. Several treatments may be required before the spores are killed.

**15. Housing Citation Program:** A citation program has been established for all FH. Citation infractions include, but are not limited to, yard maintenance, improper trash disposal, improper bulk trash disposal, lack of recycling (see Attachment 6 for recyclable items), pet control, etc. Citations have been approved by all service commands on Okinawa. A copy of the current policy is provided at the move-in inspection.

**16. Outdoor Area of Responsibility:** All occupants assigned to FH will receive a map outlining the exterior responsibility of their assigned unit. Inspectors will conduct weekly area inspections to ensure appearance standards are met. The following standards pertain to area appearance and are provided as guidelines.

**16.1. Grounds Care:** Watering lawns is prohibited, with the exception of newly seeded areas, plants and flowers.

**16.1.1. Lawn Mowing:** All lawns will be mowed, edged and have the shrubbery trimmed. If a housing unit sits on a street, the residents are responsible for maintaining and policing the area out to the middle of the street including the curbside and gutter. If the sidewalk and gutters are within 80 feet of the perimeter, this falls under your area of responsibility as well. The standard is for the grass to be no more than 3-inches tall. Mowing the lawn should be accomplished as necessary to maintain a neat appearance. Occupants should refer to the map given to them on the move-in inspection that clearly outlined the boundaries of responsibility. Lawn care equipment is available for use from Eagle Hardware or may be rented at Kadena Outdoor Recreation.

**16.1.2. Edging and Trimming:** Edge and trim the sidewalk, driveway, curbside, and patios as well as the grass around the foundation, doorsteps, fence and garbage area. Remove grass in the cracks and crevices of the sidewalk, curbside, and in your assigned parking space and assigned visitors space.

**16.1.3. Trees/Bushes:** Bushes in the back yard should not exceed 6 feet in height. All bushes in the front yard or those which block the view of traffic or cause a safety hazard need to be maintained at a 3-foot level. Any hedge or bush next to a building must be trimmed to maintain

at least 4 inches between the bush and wall. If tree limbs are overhanging the housing unit, power lines or pose a safety concern, please call the Housing Maintenance Service Call desk to request trimming. Yard clippings and leaves should be raked and properly disposed of in clear plastic bags as Green Waste/Recycling.

**16.1.4. Flowers and Plants:** Flowerbeds are occupants' responsibility to maintain, to include weeding. The planting of banana trees, ginger plants, poisonous plants, and vegetable gardens are prohibited in FH.

**16.1.5. Parking Stalls:** Sweep your parking stall and remove weeds and debris.

**16.1.6. Patios:** Neatly maintain front and back patios. Pressure-wash when necessary to prevent mold/residue build up on the exterior of the unit. Secure large items in the event of a typhoon.

**16.1.7. Fences:** An AF Form 332 must be submitted to obtain permission to install fencing at your unit. An occupant's fence may not be attached to or used in conjunction with any existing government fence or perimeter wall. See Section F for more information. Only chain link fences are authorized. Edge both sides of the perimeter of the fence and inspect for loose wire and sharp edges. No lattice fencing or bamboo is authorized.

**16.1.8. Picnic Tables, Lawn Furniture, Chairs, & Barbecue Grills:** Occupants living on the second floor of multiplex units may place these items on their assigned front yard. Occupants living in multiplex units that have a three-sided enclosed patio may place these items on the front patio area. Occupants of other type units must place items on the back patio.

**16.1.9. Swing Sets:** A free standing swing set is authorized in back yard areas only. An AF Form 332 must be submitted if digging is required. Rope, chain link, or tire swings, hammocks or tree houses tied/attached to any foundation of housing to include trees are not permitted in FH.

**16.1.10. Trampolines:** Must have all safety devices to include netting and padding. The occupant will be asked to immediately remove any trampoline without all safety devices .

**16.1.11. Bicycles:** Must be stored on the patio or in the storage shed if available. They may also be stored under multiplex stairwells.

**16.1.12. Wading pools:** The maximum size authorized is 6 feet in diameter by 12 inches deep. Children must be supervised at all times when playing in a wading pool. When the pool is not being used, it must be emptied and stored. Spas, Swimming pools (larger than 6 feet in diameter 12 inches deep) or Jacuzzis (hot tubs) are not permitted in FH.

**16.1.13. Toys:** Large items such as plastic playhouses, swing sets, gym sets, etc., should be placed in the backyard. Occupants who live on the second floor of multiplex units who have a portion of the front yard as their yard may place items in the front yard.



**16.1.14. Basketball Goals/ Skateboard Ramps:** Basketball goals are permitted in the backyard or driveway area only. To avoid injury or incident, basketball hoops and skateboard ramps are not allowed on streets, sidewalks and parking lots.

**16.1.15. Debris:** Please pick up trash and store other small items when they are not in use.

**16.1.16. Multiplex Stairwells:** Only lawn equipment and bicycles can be stored under the stairwells. Gas containers are to be stored in storage areas for safety reasons.

**16.1.17. Vehicles:** Due to safety and environmental concerns, vehicles cannot be repaired on streets, driveways, or in parking spaces. Maintenance can be accomplished at an Auto Hobby Shop. Please contact Security Police for any abandoned vehicle. (18th Security Forces Squadron (18 SFS)/Law Enforcement Office - 634-2475, Camp Foster/PMO - 645-7441, Camp Kinser - 637-3500, Camp Courtney & McTureous - 622-9690)

**16.1.18. Motorcycles and Other Motorized Vehicles:** May only be parked in a designated parking space. They may not be parked/stored on sidewalks or on front or back patios. At no time may they be stored indoors.

**16.1.19. Privately Owned Vehicle:** Residents are not authorized to wash privately owned vehicles in FH or dormitory areas. Residents should utilize the car wash near the gas station which recycles water. No long-term parking or other car maintenance (changing oil, tires, etc.) is allowed in FH.

**17. Use of Wireless Devices:** The use of certain wireless devices, such as baby monitors (900 MHz); Cordless Phone Systems (900 MHz, 2.4GHz, 5.8 GHz, DECT 6.0 or 1.9GHz); and wireless LAN amplifications are restricted for use in Japan. In addition, there are also restrictions on the use of low-power handheld radios; radio controlled model airplanes, and various computer components. Approval must be obtained to ensure devices comply with Japan's technical regulations standards and/or has the Japanese Technical Conformity Mark. Please contact the Kadena AB Spectrum Manager, at 634-6789 or the Marine Spectrum Manager, at 645-3812 for approval of devices or additional information. See additional information on next page.



## Cordless Phones

2.4GHz & 5.8GHz transmitting at 900 MHz, & DECT 6.0 transmitting at 1.9GHz

Check the user manual for Transmit frequency under Technical Specifications.



Example:  
**Technical Specifications**  
TRANSMIT FREQUENCY  
Base: 912.75 - 917.10 MHz  
Handset: 5863.80 - 5872.50 MHz  
RECEIVE FREQUENCY  
Base: 5863.80 - 5872.50 MHz  
Handset: 912.75 - 917.10 MHz



## FRS/GMRS Radio



Family Service Radio (FRS) and General Mobile Radio Service (GMRS) also known as "Walkie-Talkies" are not authorized for use in Japan. **Use of these items is a Violation of Japan's Law and our SOFA agreement**



## How Do I Know What's OK?

- Look for the Japanese Technical Conformity Mark on wireless products



Current Technical Conformity Mark  
(From April 1995)  
Also known as "Certification Mark"

**18. Typhoon Readiness:** The following are some of the Tropical Cyclone (Typhoon) Conditions of Readiness (TCCOR), their meanings and actions to take for safety:

**TC-4:** Destructive sustained winds of 50 knots or greater possible within 72 hours. Stock up on food, bottled water, dry milk, batteries, flashlights, candles and other emergency supplies. TC-4 stays in affect from 1 June to 30 November every year.

**TC-3:** Destructive sustained winds of 50 knots or greater expected within 48 hours. Initiate a general clean-up around your home, apartment and office. Pick up loose items, such as toys, garden tools and lawn furniture.

**TC-2:** Destructive sustained winds of 50 knots or greater anticipated within 24 hours. Secure all outdoor property such as picnic tables, barbecue grills, etc.

**TC-1:** Destructive sustained winds of 50 knots or greater are expected within 12 hours. DoDDs schools will close at this time. Fill any available containers with water. Make a final check of food, water and other supplies.

**TC-1 CAUTION:** Sustained winds blowing at 34 to 49 knots and are expected to reach 50 knots or more within 12 hours. All outdoor activities, except those in direct support of urgent military missions, will be discontinued. The Base Exchange and commissary close and all non-mission-essential people should be off the streets and in their residences. All AAFES facilities close.

**TC-1 EMERGENCY:** Destructive sustained winds of 50 knots or greater occurring. All outside activities are prohibited.

### **TAKE ACTION**

There are some simple but important steps Airmen and their families should take in preparation for typhoon season. Most importantly, families should have an emergency kit that contains the following items at a minimum:

- Flashlight with extra batteries
- Bottled Water (3 days' worth - 1 gallon per person per day)
- Non-perishable packaged or canned food / juices
- Foods for infants or the elderly
- Snack foods
- Non-electric can opener
- Cooking tools/fuel
- Paper plates/plastic utensils
- First-Aid supplies, Prescriptions
- Battery powered radio (AFN)
- Pet care items
- Towels, rags, mops

When a typhoon is imminent, all personnel should:

- Fill bathtubs with water
- Turn refrigerators/freezers to highest setting
- Secure loose outdoor objects or store them indoors: play sets, bicycles, and other toys, grills, trampolines, storage sheds, tables & chair, trash & recycling containers
- Store bulk trash items indoors if contractor has not picked up by TCCOR 2
- Secure & lock all exterior doors and windows
- Sandbag base of doors - self-help sand bags may be picked up at Eagle Hardware for base housing residents
- Turn off all non-critical electrical items: lights, computers, printers, fans, TVs, etc.
- Fuel your vehicles
- Park vehicles in an area least prone to falling tree limbs and flooding

**18.1 Reporting Damage:** Inspect your home for any damage caused by the destructive weather and call 634-HOME .

## **19. Tsunami Readiness:**

What is a Tsunami:

A tsunami is a series of water waves caused by the displacement of a large volume of a body of water. Earthquakes, volcanic eruptions and other underwater explosions, landslides, and other disturbances above or below water all have the potential to generate a tsunami. Tsunami waves do not resemble normal sea waves, because their wavelength is far longer. A tsunami wave may instead initially resemble a rapidly rising tide.

Entering & Leaving Tsunami Hazard Zone:

As you are entering or leaving a tsunami hazard zone here on base, you will notice either a red tsunami sign or blue tsunami sign. If you see a red sign you are entering a tsunami hazard zone, which means you are less than 20 meters (66 feet) above seas level. This does not mean that you will be affected by every tsunami in these areas. It just means that there is a possibility you could be affected by the rising water. Please leave these areas as soon as you can in the event of a tsunami.

As you are leaving a tsunami hazard zone you will see a blue sign. This sign tells you that you are now more than 20 meters above sea level. During a tsunami, it is still imperative to continue to go as high as possible.

Notification:

A tsunami cannot be precisely predicted, even when the magnitude and location of an earthquake is known. We have procedures in place to help notify you when a tsunami warning is issued. You will hear a steady tone over the giant voice, accompanied by a repeated message advising you of the warning and to move to higher ground. The evacuation route is indicated by a blue sign. Please heed the warnings and move quickly to a safe area.

## **Section C - FIRE PROTECTION**

**20. Instruction on Prevention:** During in-processing, all residents should receive the fire prevention handout from the Kadena MFH Office. The sponsor is responsible for ensuring family members are instructed on safe fire protection procedures. If you have any questions on fire safety, please contact fire prevention. .

**21. Fire Evacuation Plan:** A home fire evacuation plan should be made with primary and alternate routes of escape. Establishing and practicing your escape plan as a family activity can save the lives of your loved ones. The fire department should be made aware of handicapped family members. Establish a meeting point at a minimum of 75 feet from the unit to avoid danger from any fire in the building and interference with emergency response operations.

**22. Smoke Detector:** Each housing unit is equipped with smoke detectors. Some smoke detectors are battery operated and some are electric-powered. An inspection of the smoke

detectors will be performed during the change of occupancy. To help ensure your safety and that of your family, please test to see the detectors are operable at least once per month. Testing is simple: Push the button on the detector and hold for 10 seconds; the alarm will sound and then shut-off (automatically) very shortly thereafter. If beeping occurs, replace the battery immediately. To ensure maximum effectiveness, please change the batteries out semi-annually. Should your detector become faulty, please contact 634-HOME.

**23. Fire Extinguisher:** Residents should perform a visual inspection of their fire extinguishers monthly. Ensure the charged indicator is in the “green” zone, the seal is not broken, and there is no apparent damage. If out of service, please take the extinguisher to Eagle Hardware or Eagleette Store for proper disposal. Not every residence will have a fire extinguisher.

**24. Gasoline Storage:** Flammable items such as gas, paint, kerosene, etc., should never be stored inside the home. The use of portable kerosene space heaters is prohibited in FH. In accordance with Kadena Air Base Instruction (KADENAABI) 32-2001, Chapter 3, paragraph 3.14.8. “Flammable and combustible liquid storage in Military Family Housing is permitted not to exceed 5 US gallons, if stored in an approved safety container and if located away from sources of ignition and outside the living portion of the quarters.”

**25. Barbecue Grills:** Grills should be kept free of building overhangs and at a reasonable distance from all combustible structures. Ensure coals are cool to the touch before placing in a garbage bag and disposing. Fire pits may NOT be used on any balcony. Only gas grills are authorized on high rise tower or multiplex balconies, and may not include any fryer, smoker, solid fuel or charcoal element for cooking.

**26. Clothes Dryers:** Check and clean clothes dryer lint traps after each use. Lint buildup is a fire hazard and decreases the productivity of your dryer. Keep the dryer hose clean and free of kinks. Plastic articles should never be placed in the dryer. Tip: To conserve energy, don’t run your dryer during peak hours of the day (1200 – 1600).

**27. Fire Safety:** Unattended cooking is the number one cause of house fires. For your safety and that of your family, **never leave cooking unattended!** When cooking with grease (or anything that produces its own grease) and a fire occurs, cover the burning pan with a lid, wet towel, or cookie sheet. Turn off the appliance and call 911 from a base phone on all Okinawa military installations or 098-934-5911 from a cell phone to report a Kadena AB emergency and 098-911-1911 from a cell phone to report an emergency at all other Okinawa military installations. Never use water on a grease fire! **DO NOT attempt to move the pan!** Use the fire extinguisher if fire continues after shutting off appliance. Keep fire extinguisher in visible/accessible location and inspect monthly.

27.1. Never leave burning candles unattended. Do not place burning candles on or under the bathroom vanity, as you may be held liable for damages. Keep at least one foot of distance around candle flame and combustible material. Do not place candle under anything combustible.

27.2. If a fire is caused due to careless actions on the part of the occupant, he/she may be held liable for damages.

**28. Fire Reporting: DIAL 911** and give the operator your name, house number/name of street and phone number. If possible, stay on the line until you are sure the information has been received correctly. **Note:** Report all fires regardless of the size, even if extinguished. Call from a cell phone (098-934-5911 for Kadena AB or 098-911-1911 for all other military installations) or neighbor's house if your house is on fire. If you are calling from a landline, the caller must dial 098-938-1111 wait for the secondary dial tone, and then dial 911.

28.1. Fire Prevention Inspectors are available for home inspection by occupant request. For additional information on fire extinguisher purchase, and service, please contact the Fire Prevention Office at 634-4500.

## **Section D - SECURITY**

**29. Security/Security Forces:** The Installation Commander/Camp Commander is responsible for all base property. Routine patrolling of the housing areas is accomplished on a 24-hour basis. All inquiries concerning law enforcement should be directed to security forces at the numbers indicated below. Marine Corps Military Police exercise law enforcement jurisdiction in all housing at Camps Courtney, McTureous, Kinser, Foster and Lester. The 18th Security Forces Squadron handles all law enforcement matters at Kadena Air Base, Chibana, and O'Donnell Gardens.

29.1. Fireworks, firearms, air-soft, and BB guns are prohibited in all housing areas.

**30. Social Visits/Guests:** FH is intended for use by sponsors and their authorized dependents. Multiple occupancy by more than one family is not authorized in FH. Social visits are considered bona fide when they are 30 days or less. Request for visits beyond 30 days must be submitted to the Kadena MFH office. Sponsors are responsible for the actions of their guests.

**31. Parking:** Generally, only one parking space is assigned to each housing unit. Additional vehicles and visitors may park in unassigned or visitor spaces. You may not park automobiles, jet skis, motorcycles, trailers, campers, or boats on lawns or common grounds or within 20 feet of a crosswalk or fire hydrant. Parking is prohibited next to yellow curbs or other posted "No Parking" zones. Parking is also prohibited on the in/outside or within 25 feet of the throat of roundabouts and on a road or curve that does not allow 12 feet of clearance between your car and the opposite curb/vehicle. When conflicts over parking cannot be resolved among housing residents, Military/Security police will render decisions based on Installation/Camp rules. At no time are vehicles to be parked on sidewalks or grass areas of yards.

**31.1. Recreational Vehicles:** Jet skis, trailers, campers, or boats are no longer permitted to park permanently in your designated parking space. They may only be parked in your designated parking space 24 hours prior to use and 24 hours after use. This rule applies to all FH multiplex and tower units.

## **Section E - RESIDENTIAL ACTIVITIES**

**32. Good Neighbor Policies:** Please be considerate of your neighbors. Excessive noise is the most frequent complaint brought to the attention of the housing office. When problems occur, residents should attempt to resolve noise complaints among themselves. If this does not resolve the problem, it may be necessary to contact Security Forces/Military Police on the installation/camp where you live.

**32.1. Quiet Hours:** Quiet hours are between 2200 and 0600 during weekdays and 2400 to 0800 on weekends.

**32.2. Parties:** Many complaints can be avoided by informing your neighbors prior to having a party. Please be considerate and ask them to let you know if things get too noisy and make every effort to keep noise to a minimum.

**32.3. Excessive Stereo and Television Volume:** Please make every effort to keep the volume on your TV or stereo at a reasonable level.

**32.4. Conduct and Behavior:** Behavior that causes a response by law enforcement is considered serious. In severe cases, the sponsor or family member could be evicted from base housing.

**33. Yard Sales:** Yard sales are prohibited in all housing areas. Please contact Kadena Outdoor Recreation or respective Community Center about for information about flea market locations.

**34. Business Enterprises:** Some businesses may be conducted from your unit. The Kadena MFH office maintains the forms and instructions for acquiring permission to operate a business. For specific guidance please call your local Base Legal or Camp Services Office. Home based business license must be renewed each year.

**35. Gambling:** Games of chance where money exchanges hands are illegal in housing. This includes games which pay a “percentage” or “donation” to the house.

**36. Solicitation in MFH:** Fundraising, scout activities, school sales, etc., require prior written approval submitted through the Kadena MFH office to the Installation/Camp Commander. Contact your local Base Legal or Camp Services Office for guidance.

**37. Playgrounds:** Playgrounds are provided for your children's enjoyment and safety. Please ensure your children are protected by not permitting them to play in the street. Respect the privacy of others and keep your children and pets in your own yard. Pets are not permitted in the playground areas. Please utilize trash cans to help keep the playgrounds clean and safe. Private functions are not permitted in FH park/playground areas. Please contact Kadena Outdoor Recreation for information on reserving other public parks on Kadena AB. For other information regarding playgrounds, call the MFH Facilities Section at 634-1427.

## Section F - SELF-HELP PROJECTS

**38. Self-Help Projects:** Self-help projects are a means of allowing residents the flexibility of making minor improvements to their quarters. Self-help work cannot, however, generate additional maintenance or repair costs. **Note:** Completion and approval of AF Form 332, *Base Civil Engineer Work Request*, is required prior to beginning self-help projects. To gain approval, pickup or submit a completed AF Form 332 to your closest housing office. Coordination with different organizations and services may be required when completing the AF Form 332.

**39. Authorized Self-Help projects requiring AF Form 332:** The following information concerning authorized self-help items is provided as a guideline. More detailed requirements for these projects are available at Eagle Hardware or facilities section at your closest housing office. Occupants will be responsible for restoring the housing unit back to the original condition upon vacating the unit.

**39.1. Chain Link Fence:** A drawing where the fence will be installed must accompany the AF Form 332. Only chain link fencing is authorized and must be in the rear of the quarters only. Fences must have a top rail and measure no more than four feet in height. An occupant's fence may not be attached to or used in conjunction with any existing government fence or perimeter wall.

**39.2. Patios:** Additions to existing patios are not authorized. Where no patios exist an occupant may submit an AF Form 332 to install one. Bamboo or lattice materials are not authorized. No patio may be larger than 129 square feet.

**39.3. Storage Sheds:** Only one prefabricated metal type or Rubbermaid, or equivalent brand, shed in earth tone colors is authorized. The shed cannot exceed 10 foot by 10 foot and must be well anchored. The shed must be installed behind the unit, not in front yard; however the side yard is acceptable for four-plex apartment style units where the front is the upstairs yard. A drawing where the shed will be installed must be attached to the AF Form 332.

## Section G - TOWER LIVING

**40. Resident Responsibilities:** With few exceptions, tower residents have the same responsibilities as other FH residents. Listed below are policies and guidelines unique to tower living.

40.1. During air-conditioning season please make every effort to keep the lobby doors as well as the glass sliding doors and windows to your apartment closed.

40.2. Smoking is prohibited at the entrance of the towers, common areas, lobbies, hallways, stairways, elevators, etc. Please dispose of your cigarette butts properly; they are not to be thrown off of the balconies.

**40.3. Refuse Collection and Disposal:** Trash pick-up is conducted at least three times a week. The refuse collection room is located on the first floor of each tower. When using the refuse



collection room, trash must be put into clear plastic bags, tied, and placed in the trash bins provided. Do not block the doorway with your trash, or throw it into the room from the doorway. The refuse collection room is not a play area. Parents who assign trash responsibilities to their children must ensure the children are capable of performing this duty and follow the guidelines provided above. Custodial personnel are not responsible for carrying out resident's trash.

**40.4. Recycling:** Place recyclable items into separate clear plastic bags and put them in the recycling area in the refuse collection room. Boxes should be broken down flat prior to being placed in the recycling area of your refuse collection room.

**41. Senior Resident Program:** Most towers have one person who is appointed as the tower senior. Each floor has a designated floor senior. These occupants are appointed based on rank, date of rank, and Date Eligible for Return from Overseas. Alternates (the next senior ranking person) will assume this appointment if the designated senior is absent from the base for more than 72 hours. Floor seniors are the first point of contact for neighbor disputes. If additional assistance is required, contact the tower senior. Names of the tower seniors are listed on the first floor bulletin board.

**42. Care of Interior/Exterior Areas:** The following information provides recommendations and clarifies specific responsibilities of tower occupants.

**42.1. Balconies:** Each apartment has two balconies; one located off the living or dining room area and another located off the master bedroom. You may keep gas grills, outdoor furniture, plants, toys, etc. on the balcony located off the living or dining room area. The balcony off the master bedroom is part of your fire escape; therefore, you may not place any items there or barbecue in this area. Charcoal/solid fuel barbecues and birdfeeders are not authorized.

42.2. You may not hang items from the railings of the balconies, the ceiling above the balconies, or suspend items above the level of the balcony railings. Outside balcony lights should be turned off during daylight hours. Drains located on balconies should be kept clear at all times. Please do not pour waste products from pets or cat litter down balcony drains. **Note:** DO NOT drop/throw items, pour substances, or shake rugs from balconies.

**42.3. Doors:** Exterior doors and surrounding areas should be kept clean of all finger smudges and marks. Residents are responsible for maintaining and keeping their outside front door, doorbell, and name plate areas clean. All personal items such as nameplates and signs can be placed on doors with adhesive backed hooks or tape. DO NOT decorate or place anything outside the doorframe of your entrance.

**42.4. Hallways:** To maintain a professional appearance, please do not store any items in the hallway. Hallways must be cleared at all times to provide egress and clearance for emergency services. **Note:** You may only have a welcome mat in the entranceway of your unit.

**42.5. Holiday and Special Occasion Decorating:** Residents may decorate individual doors. Please use tape or adhesive backed hangers for placing decorations on doors. Never use hot glue

on any surface. During the holiday season, balconies may be decorated with lights. Lighting may not be hung from exterior concrete walls. Decorative lighting may be turned on from 1630-2200 daily. All decorations must be removed by the first week of January. (Decorations are authorized for use in recreation rooms and may be hung from ceilings only using thumbtacks.)

**42.6. Control of Children in the Towers:** Sponsors are responsible for the actions of their children at all times. Acts of vandalism are not acceptable. Playing, running, wrestling, skateboarding, roller-skating/rollerblading, riding bicycles, etc., in hallways, lobbies, and driveways is prohibited at all times.

**43. Pets:** Cats are allowed in all FH tower units. Dogs are only authorized on first through the third floors of all towers. The following aggressive or potentially aggressive breeds of dogs are prohibited in FH: Pit Bulls, (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow and wolf hybrids. Breeds that demonstrate or are known to demonstrate the propensity for dominant or aggressive behavior are prohibited. Visitors are allowed to bring dogs into the designated dog areas only. Only two pets (cat/dog) per household. Owners are responsible for cleaning up after their pets both inside and outside the towers. As a safety and health precaution, pets are not allowed in the elevators.

**44. Elevators:** Each tower has two elevators. The larger of the two is considered the freight elevator. If you move large items such as furniture, please use the freight elevator. Caution your children not to jump up and down in the elevators; this type of motion can cause elevators to stop between floors. If keys should be lost in elevator shafts, the owner must wait until the next scheduled service to retrieve them. Please contact Housing Maintenance Service Call desk at 634-HOME. **Note:** Smoking is not permitted in the elevators.

**45. Parking:** Your car should be parked in authorized areas only. At no time should a vehicle be in the fire lanes located besides each building. The drive-through areas located in front of each building are to be used for vehicle loading and unloading only, not to exceed 15 minutes. Military police will issue parking citations to those who violate the 15-minute parking rule. All tower seniors and alternates are traffic wardens and therefore have the authority to ticket violators. All other parking is prohibited in these areas. See paragraph 30.1 for recreational vehicle parking.

**46. Fire Protection and Evacuation:** If the fire alarm system sounds, all residents of towers should exit their quarters through the nearest stairway. If available, utilize the smoke-free stairways located off of the master bedroom that leads to the ground floor. This stairway is to be used strictly for emergency evacuations. The main stairway may be used as an alternate means of evacuation. While existing during an emergency and alarms are not sounding in the floors below you, activate the nearest fire alarm pull station for that floor without putting yourself in danger. Lighted exit signs and emergency lighting are provided at each floor level to show where the exits are located. **Note:** DO NOT use elevators as fire exits! If the fire is in your quarters and you are unable to exit by the smoke-free stairway or main stairway, go out onto the balcony adjacent to the living room, close the sliding glass doors, and await assistance from the fire department.

**47. Fire Prevention:** The smoke-free stairways and balconies connected to your apartment are not to be used for storage or as play areas for children. These balconies and stairways are intended to provide a safe exit in emergencies. After you are out of your quarters and inside the smoke-free stairway, the door will automatically close and lock. You will not be able to return through this door.

47.1. Doors to the smoke-free stairway should never be left opened or propped open. These stairways are designed to be completely fire and smoke free to provide the safest means of evacuation for all residents from any floor. Propping them open may allow smoke and/or fire to enter the stairway, making them unsafe.

47.2. Smoke detectors are located in your apartment and in the hallways.

**48. Fire Exercises:** Upon notification from the fire department of an impending fire exercise, the housing office will place a notice on the official bulletin board located on the first floor.

**49. Roofs:** The roofs of the towers are off limits at all times.

**50. Storage Areas:** Mark all items clearly with your name and apartment number. Place small items in a box. Flammable items such as petroleum products or paint cannot be placed in storage rooms/areas. In addition, motorcycles/mopeds may not be placed in these areas. You may not store government furniture in the storage rooms. **Note:** The Government is not responsible for loss of items in the storage rooms.

**51. Bulletin Boards:** Each tower has a "For Official Use Only" bulletin board on all floors. Items affecting all residents will be placed on this board. Please check periodically for official notices.

51.1. Residents of a tower may request authorization to post additional flyers, information letters and notices to be placed on "occupant use" bulletin boards. You may request authorization by submitting a written request with a copy of what you intend to post to housing office for review prior to posting. If authorization is granted, the housing office will stamp the authorized item. Authorization is valid for a period of 30 days. Any information without a stamp will be removed from the bulletin board.

**52. Multi-Purpose Room:** Most towers have a multi-purpose room located on the first floor. The Kadena MFH office has overall responsibility for multi-purpose rooms. Sponsors are held accountable, during the time they have reserved the multi-purpose room, and must be present at all times during usage. You must reside in the towers to have use of the multi-purpose room.

52.1. Multi-purpose rooms may be reserved for the following days and times.

<b>Sunday through Thursday</b>	<b>8 am to 10 pm</b>
<b>Friday and Saturday</b>	<b>8 am to Midnight</b>
<b>The Day Preceding a Holiday</b>	<b>8 am to Midnight</b>

52.2. Reservations can be made by the sponsor/spouse (in person or by phone) at your area housing office, and are accepted on a "first come, first served" basis. The sponsor/spouse must show their ID card when they pick up the keys/combination at the Kadena MFH office. Please do not call the Housing Maintenance Service Call desk if you fail to pick up the key from the Kadena MFH office. Reservations are for personal parties/dinners (birthday, holiday, wedding receptions). Multipurpose rooms cannot be reserved for official functions, office functions or commercial business functions. Consumption of alcoholic beverages is limited to beer and wine.

52.3. Clean up the multi-purpose room immediately following functions. This room is a non-smoking area. Clear the room of all decorations and personal property. Clean the floor before turning in the key. Failure to follow the rules will result in the responsible person being denied future use of the multi-purpose room for a minimum of 6 months.

**Note:** Multi-purpose rooms may not be used for soliciting, home businesses or anything of that nature.

**53. "Shopping" Carts:** Carts are stored in the first floor stairway of each tower for use by building residents. Carts are to be used only for groceries. Please return immediately after use. Do not leave carts in your apartment, hallway, or elevator. For the benefit of your fellow occupants, please do not use them to haul your trash or things of that nature. Shopping carts will not be replaced. Do not use Commissary/BX shopping carts.

## **Section H - TERMINATION OF FH**

**54. Notification:** Please notify your housing office as soon as you know you are moving out. A pre-inspection can be scheduled without orders 60 days prior to final inspection. Please visit the Kadena MFH office, Camp Courtney Office, or Camp Kinser Office.

**55. Pre-Termination Inspection:** This inspection is designed to assist you in preparing for the termination of your quarters. During this inspection, a housing inspector will identify normal maintenance to be accomplished by our maintenance department and any damages beyond fair wear and tear for which you may be held responsible. The housing inspector will give you a cleaning checklist and will discuss your individual cleaning needs and responsibilities for clearing FH. Any questions or concerns should be addressed during your pre-inspection.

**55.1. Government Cleaning:** Military residents are authorized government cleaning if they are vacating due to Permanent Change of Station (PCS), retirement, Early Return of Dependents (ERD) with orders, or other government-directed moves. These moves require minimum cleaning standards to be met by the resident to clear the quarters.

**55.2. Non-Government Cleaning:** Residents terminating on-base quarters, due to change in rank, increase in or maturation of dependents, , election to move off base, and civilians must clean their quarters to the same standards as the government contract cleaning to pass their final inspection.

55.3. The responsibility for final clearance of the housing unit rests solely with the resident/sponsor. **Note:** If you need a substitute to stand in for you at the final inspection, please notify the Kadena MFH office in advance, and they will provide guidance. A power of attorney will be required.

**56. Final Inspection:** The final inspection ensures residents meet the standards of cleanliness required to clear the quarters, and identifies any additional maintenance needs. If your unit does not meet inspection standards, we will re-inspect your quarters on the same day, if possible. In the case of a second failure, the government will clean the unit and the resident/sponsor will be charged for the cleaning. If a re-inspection is not possible, the occupant will not be cleared from housing, and the occupant is responsible for rescheduling the inspection with a substitute. A power of attorney will be required.

**57. Scheduling Final Inspection:** If PCSing, please bring your PCS orders, Traffic Management Office (TMO) pack out sheet, and flight information (itinerary, port call, etc.) to your area housing office and schedule the inspection with a counselor. If you are moving off base please bring a copy of your “Itemized List of Expenses.”

**58. Adopted Policy:** 18th Wing Energy and Water Conservation Policy

**59. Prescribed and Adopted Forms:**

59.1. Prescribed Form. There is no form prescribed.

59. 2. Adopted Forms:

AF Form 332, *Base Civil Engineer Work Request*

AF Forms 847, *Recommendation for Change of Publication*

DD Form 139, *Pay Adjustment Authorization*

DD Form 1131, *Cash Collection Voucher*

## Attachment 1

### HANDY HOUSEHOLD CLEANING TIPS

- 1. Polishing Fixtures:** If bathtub or sink fixtures become dull due to the build-up of soap film, soak a cloth in vinegar and wrap it around the faucet or handle. Leave the cloth on for a few minutes then remove it; polish the fixtures to a shine.
- 2. Removing Tub Decals:** Use hot vinegar to remove stubborn, sticky no-slip decals from the bathtub. Vinegar can also be used to remove stick-on hooks from painted walls or the refrigerator. Saturate a cloth or sponge with vinegar and squeeze the liquid behind the hook so that it comes in contact with the adhesive, gently pry off and clean the remaining residue with the vinegar soaked cloth.
- 3. Preventing Clogged Drains:** Grease and food particles should be wiped away before dishes are rinsed. Fatty liquids left over from cooking should be allowed to cool. Once solidified, fat can easily be lifted off and discarded in the trash rather than rinsed down the drain. A screen or strainer should protect all drains where hair is washed. Never put rice or other dehydrated food products in the drain.
- 4. Bathroom Tile:** A solution of one-half cup bleach to one-half gallon of water will remove residue or film from tile.
- 5. Dishwasher:** Keep your dishwasher odor free by adding two teaspoons of baking soda to its regular cycle at least twice a week.
- 6. Floors:** To strip wax from floors, use a solution of ammonia and water. Use a scraper, single-edged razor, and/or scouring pad to remove build-up. Rinse the floor with vinegar and water to remove cleanser residue. Scouring pads also work well to remove scuff marks and stains. Use ready shine wax to eliminate the need for buffing.
- 7. Walls and Ceilings:** To remove marks or stains from walls or ceilings, soak the affected area for a few seconds with warm, soapy water and wipe with a damp cloth or scouring pad. Adhesive from hooks or tape can be removed by using a single-edged razor blade and then follow procedure for removing marks from walls. Toothpaste or rubbing alcohol can be used to remove crayon marks from walls.
- 8. Mold and Mildew:** To help prevent mold and mildew, always run the air-conditioning (AC) during the cooling season. Make sure all windows are closed when AC is on. When showering, leave the bathroom open for 10 minutes to clear steam from the room. A solution of 1/4 cup of bleach and 1 gallon of water will remove mold from most surfaces. Check, clean, or replace AC filters at least once a month. Use exhaust fans only while cooking or using the bathroom, do not let them run continually. Clean the dryer lint screen after each use. Periodically check dryer exhaust hose for kinks or holes. See Attachment 3 for more information.

**9. Windows:** Use a small paintbrush, toothbrush, or knife to clean in the corners of tracks or windowsills. Use newspaper to dry windows; this eliminates smears and smudges on the panes. Do not clean tinted windows with ammonia products. Instead, use a soft cotton cloth and soapy water. To clean blinds, soak in bathtub, and clean with a soft brush.

**10. Stove:** Oven cleaner and scouring pads work well for cleaning oven racks. For hard to remove areas, use a single-edge razor blade. Soak oven parts in ammonia and water over night or place in a large plastic bag with ammonia and water and bake in the sun. Table salt will clean up most messy oven spills. Let the oven cool, wet the spill area, sprinkle with salt, and let it work for a minute. Scrape away the stain, and then wash the area clean. **Note:** Ovens and broiler units should be cleaned regularly as well as the top burners to prevent grease buildup from becoming a fire hazard.

**11. Porcelain:** Use a pumice stone to remove water/calcium deposits from bathtubs, sinks, and toilets.

**12. Cabinets/Counters:** A solution of bleach and water works well to remove stains from counters, cabinets, doors, etc.

**13. Adhesive:** If shelf paper leaves drawers/shelves sticky, spray area with ammonia based cleaner. Work over the area with your fingers and then wipe off.

**14. Parking Lots/Driveways:** Use dirt, sawdust, or kitty litter to soak up surface oil and grease; sweep-up and dispose of the material.

## Attachment 2

### YARD MAINTENANCE STANDARDS

Generally, the area of responsibility as illustrated on your map, is defined as 80-ft from the exterior wall of the assigned housing unit or half the distance to your next door unit. If a housing unit sits next to a street, residents are responsible for maintaining and policing the area out to the middle of the street including the gutter.

Grass mowing /edging /mulching	Must be accomplished as necessary to maintain a neat appearance. Grass should not exceed three inches in height. Mulching is allowed but excessive grass clippings must be bagged in clear plastic bags and disposed of as recycling.
Edging of grass; along sidewalks, driveway and roadways	Edge sidewalks and roadways to maintain a neat appearance. Roadway gutters will be policed and swept weekly or as required. This standard is not affected by 80-foot rule. Occupant's area of responsibility is to the centerline of street including storm drains.
Grass in cracks and crevices	All grass, weeds, and debris should be removed from cracks in sidewalks, driveways, parking (visitor and designated) spaces, roadways, gutter, patios, and doorsteps.
Trimming of grass	Trim grass around foundation of house, doorsteps, storage sheds and structures.
Bushes/shrubs/hedges/vines	Trim hedges and bushes. Maximum height of any bush is three feet in front and six feet in the back. Any bush or hedge, adjacent to a street or near any intersection, will not be higher than three feet. Any hedge or bush next to a building must be trimmed to maintain at least four inches between the bush and wall. These bushes and hedges must be trimmed below windowsills. Remove all vines from exterior walls.
Patios/back porches	Patios/back porches must be neatly maintained. While storage is limited, these areas must not be cluttered or unattractive. Screened patio or back porches must not be enclosed with any type of material.
Removal of debris, etc.	Lawn must be free of debris (paper, cans, candy wrappers, etc.) Additionally, items leaning against the house are prohibited. Pet feces must be picked up immediately and disposed of properly.
Vehicles	Major repair and/or painting of vehicle are not authorized on streets, driveways or parking spaces.
Flower beds/ <b>NO VEGETABLE GARDENS</b>	Flowers and shrubs may be planted, and must be maintained by occupants and kept free of weeds and dead leaves.



### Attachment 3

## OKINAWA JAPAN MOLD INFORMATION

### HOUSING COMMUNITIES

#### *A Guide for Residents of our Community*

- ✓ Do not block or cover any heating, ventilation, or air conditioning duct or fan coil units
- ✓ Clean filters every 30 days. If you have pets clean the filters every 15 days
- ✓ Maintain a temperature in your home between 76 and 80 degrees in air conditioning season
- ✓ Maintain a temperature in your home between 65 and 74 degrees in heating season
- ✓ Clean and dust your home on a regular basis. Use environmentally safe household cleaners
- ✓ Regular vacuuming and mopping removes household dirt and debris that contribute to mold growth. A vacuum cleaner with a HEPA filter will help remove mold spores
- ✓ Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, such as countertops, windows, and window sills
- ✓ Never run the exhaust fan continuously. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom
- ✓ Use the exhaust fan in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has been vented from the kitchen
- ✓ If you have a clothes dryer in your unit, clean the lint filter after each use and promptly report any damage to the vent connection. If condensation forms within the closet, wipe it daily. Dry damp clothing as quickly as possible
- ✓ Limit houseplants to a reasonable number to limit excess humidity in your home and limit molds that could grow on the solid surface. Avoid over watering
- ✓ If you clean up a spill on your carpeting, blot the area dry
- ✓ Do not overfill closets or storage areas. Overcrowding restricts airflow
- ✓ Do not leave external doors, opening windows for cooling is good, during moderate weather in “spring” and “fall” seasons when the AC is not turned-on
- ✓ Do not store items in a/c mechanical room

## Attachment 4

### POISONOUS PLANTS

#### Some Commonly Seen Poisonous Plant Species of Okinawa



← Sago Palm trees, very popular landscape items, can be extremely poisonous especially the seeds to both humans and animals if ingested



Wax Tree: →  
Contact with the tree will cause skin irritation



Elephant Ears



Oleander Plant

Left: Elephant Ears & Oleander sap can cause skin and eye irritations. For Oleander plant, possible coma leading to death when ingested

## **Attachment 5**

### **ENERGY TIPS, EASY WAYS TO SAVE ENERGY AND WATER AND IMPROVE QUALITY OF LIFE**

Awareness and personal integrity are key values when it comes to energy and water conservation. Individual efforts combined together with the efforts of others strengthens our ability to increase funding to other needed projects, which contribute to improving the quality of life and keep us from more stringent limitations of water and energy use such as rationing of water, heating, and A/C.

1. “Turn Stuff OFF” (TSO) anything that consumes electricity, also produces heat. TSO is the smart, easy way to improve the comfort of your home. Turn off appliances, televisions, lighting, air conditioning, fans, computers, and other electronics when not in use.
2. Avoid eye strain and improve the comfort of your home by using task lighting instead of overhead room lights.
3. Replacing existing standard light-bulbs with Compact Fluorescent Lights (CFL) improves your quality of life and make your home cooler because the “skin temperature of an operational standard light-bulb is about 450°F while CFLs are about 115°F; the light output from CFLs is more closely aligned to natural sunlight than ordinary light-bulbs; and CFLs last about 7-10 times longer than ordinary light-bulbs so they save you time as well.
4. Installing Motion/Occupancy Detectors indoors and out makes your home safer and more secure (Don’t use CFLs with Motion/Occupancy Detectors or dimmers).
5. Using air circulation fans year round is a smart and easy way to improve your comfort and reduce mildew formation within your home. Ceiling fans should blow down in summer and push air up in winter. Air circulation reduces moisture on surfaces and discourages mildew formation. Keep fan blades clean because dirty fan blades severely restricts air circulation. Even a small amount of dust build-up on fan blades can significantly reduce air flow.
6. Setting your thermostat in accordance with installation policy will reduce mildew formation during the summer and discourages dry-flaky skin formation in winter.
7. A smart easy way to make your home cooler is to avoid doing cooking and laundry chores during the hottest times of the day (1200 to 1600).
8. Keep your home cooler year round. When doing laundry, open a window in the laundry room and close the laundry room door because your clothes dryer is a huge fan that sucks all the cold air out of your home. An alternative solution would be opening the window nearest to your dryer while drying clothes because this will make rest of your home more comfortable during the cooling/heating season.

9. Improve household productivity: Consolidating laundry and drying consecutive loads helps clothes dry faster because, the dryer is already heated up from the previous load so more heat is used to dry the clothes.
10. Become a BBQ Super hero and keep the heat outside where it belongs!
11. Wash or replace air conditioning filters every 30 days to get more A/C and improve your indoor air quality.
12. ENERGY STAR appliances and electronic equipment last longer, perform better and produce less heat than standard equipment. ENERGY STAR ratings are given to refrigerators, dishwashers, washing machines, lighting fixtures, ceiling fans, telephones, televisions, DVD and VCR players, audio equipment, computers, etc. Product listings and energy savings calculators are available on-line at [www.energystar.gov](http://www.energystar.gov).
13. Use cookware with flat bottom and sized for your stove's burner element. When possible, cover cookware and use the steam inside to cook food quicker. Turn down heat when food reaches proper cooking temperature and use the lowest possible heat to maintain temperature. Turn surface unit or oven off a few minutes before cooking is completed, allowing retained heat to finish the cooking. Use pressure cookers, toaster ovens, microwaves, or crock pots instead of large ovens when possible. Also limit opening the oven while cooking or baking to make your home more comfortable and speed up cooking times.
14. Cleaning your refrigerator coil least twice a year will make the refrigerator more efficient and make your home more comfortable. Special brushes are sold to reach the coils that are located either at the bottom or in the rear of the refrigerator. Also, inspect the door seals for proper closure; if cracked or torn, they should be replaced. Empty and clean the drain pan periodically to prevent mildew build-up and to keep your home smelling fresh.
15. Additional tips to keep your home cooler and improve quality of life:
  - a. Use a power strip to conveniently turn off computers (after properly logging off), camera and cellular phone chargers; all of these items use standby power when not in use that makes your home hotter.
  - b. Keep the heat outside, seal doorways and windows to prevent infiltration.
  - c. Washing clothes in cold water makes more hot water available for showers.
  - d. Taking warm showers instead of baths makes more hot water available for other family members and wingmen. Hot-steamy showers promote mildew growth and remove essential skin oils which can cause premature aging of skin.
  - e. Turn off the water while brushing your teeth or shaving. An open faucet wastes at least 2 gallons of water every minute.

f. Heat and humidity are added to your home every time you wash dishes or clothes. You will be more comfortable and there will be less humidity within the home if you wash only full loads in your washing machine and dishwasher.

g. Keep the heat out. Turn off the heated drying feature on your dishwasher because it puts more heat in your home; your home will be more comfortable (cooler) if you air dry dishes.

h. Don't use the toilet as a wastebasket or ashtray. The toilet is the biggest water user in the home, taking up to 5 gallons of water with every flush. Also, use a broom instead of a water hose to clean off sidewalks, driveways, patios, and parking areas.

## Attachment 6

### RECYCLE!!!

#### Plastics #1-7

PET Bottles, Take-out Boxes, Plastic Utensils, PVC, Styrofoam, etc. (items that have a number 1-7 inside the recycle triangle)

#### Mixed Paper

Colored Paper, Mail, Calendars, Books, Newspapers, Magazines, Paper Bags, Cereal Boxes, Tissue Boxes, Soda Can Boxes, and much more

#### White Paper (Office/Printer Paper)

#### Metal

Food and Drink Cans, Any Item Primarily Made with Metal (clean & remove labels)

#### Glass

Drinking Glasses, Bottles, etc (remove lids)

#### Electronic Waste

Computers, Gaming Systems, Audio/Visual, Vacuum Cleaners, Fans, etc

#### Cooking Oil

#### Cardboard (Flattened)



### REUSE!!!

**OESC Thrift Store & Uncle Sam's Attic**  
Bldg. 859 (Kadena) 959-0436  
[www.kadenathriftstore.com](http://www.kadenathriftstore.com)

**Okinawa Bookoo**  
<http://okinawa.bookoo.com/>

**Household HazMat Exchange Program**  
Eagle Hardware (Island-Wide)  
DSN: 634-3469

**Units HazMat Free Issue Program**  
Bldg. 3156 (Kadena)  
DSN: 634-7725



718 CES/CEIE  
Unit 5261  
APO AP 96368  
DSN: (315) 634-5425  
Cell: 090-3794-0833  
[www.facebook.com/KadenaRecyclingProgram](http://www.facebook.com/KadenaRecyclingProgram)

### QUALIFIED RECYCLING PROGRAM



Environmental Office  
718 CES/CEIE  
Kadena Air Base



## **PACKAGING REQUIREMENTS**

Place the following groups in separate, clear bags, or they may not be picked up.

- Plastics/Styrofoam
- Aluminum and Steel Cans
- Glass
- White Paper (Office) (if applicable)
- Mixed Paper (Magazines, Mail, Cereal/Soda Boxes, Books, Newspaper, etc.)
- Green Waste (Leaves & Grasses)

***Please remove residue, lids & labels.***

The following groups do not require bagging:

- Large Plastic Toys (break down)
- Auto Batteries
- Electronic Waste
- Metal Items (remove non-metal parts)
- Cardboard (must be flattened or it will not be picked up)
- Tree Branches (must be less than 6 feet in length or they will not be picked up)

\*NOTE: All above items can be taken directly to the Recycle Center, Bldg. 871.

## **Help Stop Illegal Dumping!!!**

**Kadena Law Enforcement 634-2475**  
**18 CES Service Contracts 634-0707**  
**718 CES Environmental 634-2600**

**Once items are at your facility,  
they become your responsibility.**

## **RECYCLE TO SAVE MILLIONS!**

### **AT HOME IN MFH**

1. Remove residue from recyclables.
2. Remove labels, i.e. paper labels from steel cans.
3. Bag recyclables in clear bags.
4. Place all recyclables curbside on your pick up day prior to 0800. (Please securely bundle cardboard) Towers: Place all recyclables in recycling bins in trash room. Place flattened cardboard in designated cage.
5. All recyclable items may also be dropped off at the Kadena Recycle Center, Bldg. 871.

### **AT WORK ON KADENA**

1. Remove residue from recyclables.
2. Bag recyclables in clear bags.
3. Place all recyclables in blue recycling bins next to your facility's trash enclosure.
4. Please separate mixed paper and white paper.
  - Place cardboard in cardboard cages.
  - Place scrap metal in scrap metal bins.
  - Government equipment, pallets, and other usable items must be turned into Defense Logistics Agency, (DLA), call 637-2460 for information.

**\*Pick-ups stop on TCCOR-2**

MFH, take the following items to *Eagle Hardware or 718 CES Environmental Bldg. 3623*:

- Paint & excess household chemicals
- NiCad, Lithium & Alkaline batteries (battery terminals must be taped)
- Fluorescent Bulbs

Take the following items to the *Auto Hobby Shop or the AAFES Service Station*:

- Tires
- Large propane cylinders
- Motor oil, Antifreeze & filters

Units, take the following items to *718 CES Environmental*:

- NiCad, Lithium & Alkaline Batteries (terminals must be taped), Bldg 3623
- Fluorescent Bulbs, Bldg 3623

*Question about Housing pick-up schedule?*

**Call 718 CES Housing Facilities at 634-1427**

*Question about pick-up schedule at work?*

**Call 718 CES Environmental at 634-5425**

*Question/complaints about contractor?*

**Call 18 CES Service Contracts at 634-0707**