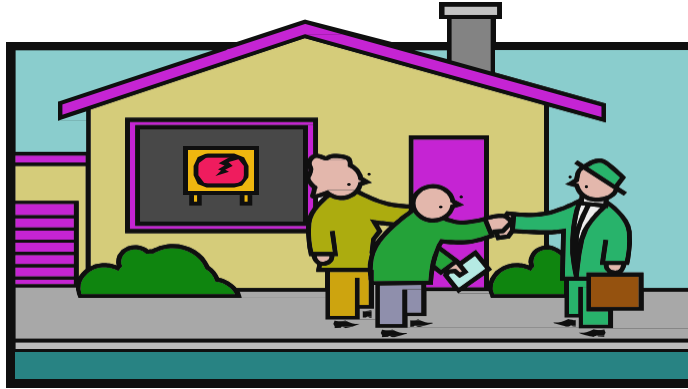




# **422 CES/CEIHH RAF CROUGHTON**

## **MFH HOUSING BROCHURE**





## INTRODUCTION

Welcome to RAF Croughton Military Family Housing (MFH). We are pleased to have you with us and hope your stay is pleasant. It is impossible to itemize all details of our responsibility, and yours. The following pages explain Air Force responsibility for your home as well as what we expect from you. If you are considerate of your neighbours and treat your home as a prudent owner would, we assure your relationships in housing will be enhanced at all levels. Because your home represents a substantial investment by the United States Government as well as all taxpayers, we must diligently work together to care for your home and property.

We ask you to acknowledge receipt of this housing brochure on AF Form 227 when we assign your home to you or when you pick up your keys.

***Housing Management  
Bldg 62, 422 CES/CEIH  
RAF Croughton  
Brackley  
Northants NN13 5XP  
United Kingdom***

***01280 708951  
DSN: 236 8951***

## **RAF CROUGHTON FAMILY HOUSING BROCHURE**

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## SECTION A

### AIR FORCE RESPONSIBILITIES

In support of your government-owned, or-leased home, the Base Civil Engineer will provide maintenance and repair, refuse collection and disposal, basic pest control, fire and police protection, grounds maintenance for common areas, and snow removal from streets.

**INITIAL INSPECTIONS:** A housing representative, with your assistance, will perform an initial inspection to identify and document discrepancies in your home, appliances and landscape. This inspection is normally performed at the initial inspection or time of assignment.

**MAINTENANCE AND REPAIR:** The Base Civil Engineer has primary responsibility for maintaining your home. Maintenance and repair is accomplished by contractor or CE Labour Force (CELF). To request repairs and emergency out of office hours repairs, the Call Desk telephone number is 07787 283067. When you contact Call Desk, an approximate date and time the work will be. There are three categories of service: emergency, urgent and routine. The category determines when you can expect service to be scheduled:

| Service Call  | Response Time                | Defined As  |
|---|------------------------------|---|
| <b><u>Emergency</u></b><br>07787 283067<br>Line open 24/7 | 24 hours to complete         | Failure or deficiency, which constitutes an immediate danger or health hazard to residents or threatens to damage property. A structural, utility or mechanical problem that could cause loss of life or property. Serious damage affecting health, safety, security or mission. Complete utility failure (electricity, gas, heat, water, sewage). Also included are Stove and Fridge Freezer failing to operate.<br>Loss of hot water is NOT an emergency as there is immersion back up. |
| <b><u>Urgent</u></b><br>07787 283067<br>Call 08.00-16.30  | 5 duty days to complete      | Failure or deficiency, which does not immediately endanger the residents or threaten damage to property, but would soon inconvenience and affect the health and well-being of the residents.<br><u>Only call in during office hours, 08.00-16.30</u>  |
| <b><u>Routine</u></b><br>07787 283067<br>Call 08.00-16.30 | 30 calendar days to complete | Work of a routine nature that does not meet the criteria of emergency or urgent.<br><u>Only call in during office hours, 08.00-16.30</u>  |

**REFUSE & RECYCLING COLLECTION AND DISPOSAL:** Contractor and the Local Council will accomplish refuse collection. Bins should be placed at the curb the evening before or on your designated collection day from 6 am. Recycle items should be rinsed free of food stuffs. Bins are required to be put back in shed or back yard on same day as collection is complete.

| Housing Area                           | RAF Croughton                   | Caversfield  | RAF Bicester                                    |
|--|---------------------------------|--|---|
| <b>Collection Type</b>                 | Contractor                      | Local Council  | Local Council                                   |
| <b>Collection Day</b>                  | Tuesday - 6am                   | Wednesday - 7am  | Wednesday - 7am                                 |
| <b>Bins Provided &amp; Collections</b> | Brown Wheelie Bin<br>1 per week | 1 Green Wheelie Bin - Collected alternate weeks<br><br>1 each Blue & Brown Wheelie Bin - Collected alternate weeks<br><br>For info & latest collection schedule see:<br><a href="http://www.cherwell-dc.gov.uk/recycling">www.cherwell-dc.gov.uk/recycling</a> |   |
| <b>Bulky Items</b>                     | <u>Ardley Waste Site</u>        | <u>Local Authority or<br/>Ardley Waste Site</u>  | <u>Local Authority or<br/>Ardley Waste Site</u> |

**Please note:** Collection days may be on different days when there is a UK public holiday.

The Local Authority for Caversfield and RAF Bicester is Cherwell District Council. If you require collection of bulky items please phone them on 01295 252535. They will charge approx. £20 for up to four items.

**RECYCLING ON BASE:** There is a Drive-In Recycling Centre on base opposite the entrance to the Commissary car park. All recyclables must be dropped off at the recycle center on RAF Croughton; everyone is encouraged to and has a duty to use this facility as much as possible.

**YARD WASTE:** Recycling containers for green waste are provided in the RAF Croughton MFH area. They are located on all streets and are for materials such as grass clippings, hedge trimmings, leaves and small branches.

**GLASS:** Glass and batteries must **NOT** be put in MFH recycle bins; you should use a recycle centre. Clear, green and brown glass containers are recyclable. Rinse to remove all leftover liquid/food, rings and caps. Labels may be left on. Plates, window glass, china, pyrex, crystal, light bulbs, cups, and drinking glasses are not recyclable items.

**HAZARDOUS MATERIALS:** To dispose of materials such as waste oils, car batteries, paint and any other chemicals please contact Environmental at 236 8885 for information on disposal.

**DISPOSAL OF DEAD ANIMALS:** Dead animals found on base (not house pets) are a Civil Engineer responsibility. Call the C.E. Service Call Desk, DSN: 236 8396 or Commercial 01280 708396

**LOCKOUTS:** An emergency key is located at CEIHH, Bldg 62, during office hours. For out of office hours phone Call Desk 07787 283067. The cost of replacing lost keys and the locks is a resident responsibility. You must also pay for missing keys when you terminate family housing. A housing representative will assist you with payment procedures.

**APPLIANCES:** Government owned appliances will be serviced by the Furnishings Management Office (CFMO). These appliances are assigned by serial number and will not be removed to accommodate personal appliances. If you have problems, do not attempt repairs or adjustments, but please contact Call Desk during office hours only on 07787 283067.

**BASE SELF-HELP STORE:** Numerous assorted items for maintaining your home such as lawn mowers, trimmers, carpet cleaners, shower heads, touchup paint, sink stoppers, various hand and power tools may be acquired from the Self-Help store, Bldg 67 or call DSN: 236 8752 for enquiries.

Self-Help Store personnel are required to have each occupant provide quarters number, quantity of items needed, and occupant's signature upon receiving any tools or materials.

Any alterations or additions work to MFH units must be approved by the Housing Office first by way of an AF Form 332 Work Order.

## SECTION B

### OCCUPANT RESPONSIBILITIES

**LEAVE OR EXTENDED TDY:** You must not leave your home unoccupied for extended periods (over 7 days). If you plan to be absent longer than this time, notify in writing/email the Housing Office, letting them know what arrangements you've made for security and prudent care of your home and yard. Give details of the name of the person you designate to check the house internally at least once a week and cut grass/maintain the yard. Also, for patrol purposes, notify the security police.

**GUESTS:** Written approval by the Base Commander is required when occupants of family housing have guests staying in excess of 30 days. MFH is intended for the sole use of the sponsor and his authorized dependents.

The following information is required:

- a. Name, age, and background of prospective additional person(s), reason for person(s) residing in member's home, and length of occupancy of government quarters.
- b. Stated agreement that person(s) will not be used to increase bedroom requirement in base quarters.
- c. A statement from the Housing Office that occupancy in member's home will not create a space, health, or fire hazard.

**MAINTENANCE AND REPAIR:** You are responsible for simple maintenance and repair of your home, as required by Air Force. We expect you to take prudent care of your home and hold you responsible for routine maintenance, simple repairs and housekeeping, such as changing light bulbs, securing door stops, replacing sink stoppers, cleaning stove burners, plunging toilets and sinks, and basic insect control. Housing maintenance may still perform this work when your home is vacant or when emergencies arise. We encourage you to use the self-help store for supplies to assist you with maintenance and simple repairs. The Air Force has also established cleaning standards and we apply the standards equitably regardless of your grade or position. Cleaning standards are minimized for homes scheduled for major renovation.

#### **LIABILITY FOR DAMAGE TO FAMILY HOUSING, EQUIPMENT, AND**

**FURNISHINGS:** You may be held accountable and liable for loss or damage to the Family Housing structure, equipment and furnishings if you, your dependents or your guests cause the damage through abuse or neglect. While the amount of liability is limited to one month's basic pay in cases of simple negligence, you may be liable for the full amount of damages or loss for willful misconduct or abuse. AFMAN 23-220 provides guidance on determining responsibility and financial liability. It also explains when claims may be waived or limited; for example, if your dependent or guest causes the damage and you had no opportunity to prevent the damage. It also establishes procedures for processing reports of survey, requesting reconsideration and appealing unwaivered claims. It also explains how to request for remission of debts.

**INSURANCE:** We encourage you to consider buying commercial insurance (renters insurance) to cover your personal liability for government property and your personal property in case you have a major loss while residing in Family Housing. Renters insurance should clearly include personal liability coverage for loss or damage to family housing, furnishings and equipment. You might be able to obtain only liability coverage for government property without insuring your personal property. The Housing Flight can inform you about replacement value of your home, based on net square footage and grade, authorized by public law. Many occupants use USAA, but the Housing Flight or Judge Advocate office can answer specific questions.

**DAMAGE TO QUARTERS:** When damages beyond reasonable wear and tear are determined to be your responsibility, you must meet Air Force standards when completing the repair or replacement. The Housing Flight staff can fully explain your options to repair or replace damaged items and the method of payment.

**REPAIR COSTS:** Following is a representative list of most commonly damaged or destroyed items. The list is not all-inclusive, but it is intended to show typical costs. These costs may vary, depending upon circumstances encountered. Costs include labor:

| Damage                    | Estimated Cost         | Remarks                   |
|---------------------------|------------------------|---------------------------|
| Carpet                    | £33.81/m <sup>2</sup>  |                           |
| Vinyl flooring            | £25.90/m <sup>2</sup>  |                           |
| Double glazed window pane | £170.00                | 1.5 /m <sup>2</sup> pane  |
| Patio door glass          | £253.00                |                           |
| Interior door             | £176.00                |                           |
| Exterior door             | £260.00 wood           | £400.00 metal             |
| Sheet rock wall           | £29.15 /m <sup>2</sup> |                           |
| Worktop surface           |                        | Inspector assesses damage |
| Vertical patio door blind | £55-£65/.5 lin m       |                           |
| Venetian window blind     | £70-£85/.5 lin m       |                           |
| WC lid and seat           | £35.00                 |                           |
| WC cistern                | £220.00                | Surface cistern           |
| Front door key            | £16.00                 |                           |
| Yard damage               |                        | Inspector assesses damage |
| Pet damage                |                        | Inspector assesses damage |

Other types of damages the occupant is responsible for are as follows: damage resulting from open windows during rain storms and damages resulting when self-help projects are removed; i.e., fences, sheds, etc.



**ENERGY CONSERVATION:** As a housing resident, we need your assistance in conserving energy. Fewer dollars for housing and rising utility costs require all of us to use good judgment and do what is prudent and practical to conserve utilities.

**WATER:** It is not intended that normal and reasonable use of water be restricted. However, since excessive usage results in increased costs we must eliminate wastage, e.g. don't leave taps running unattended, don't water lawns excessively and water them in the evening. Watch the base bulletin for lawn watering schedules should they be required.

**HEATING:** Recommended temperature settings are - Heat (Day 22 °C/Night 18 °C). Hot water heater setting should not exceed 60 °C and the immersion back up switch is only to be used when boiler is not heating the water. Conservation efforts result in large monetary and heating fuel savings without jeopardizing the health of any individual.

**ELECTRICITY:** You can help conserve electricity by minimizing the use of all electrical appliances and lights, especially during the peak demand periods of 0900 to 1200 and 1300 to 1600. Do not leave outside lights on during daylight hours.

**ENVIRONMENT:** The 422 CES/CC encourages and supports a very proactive environmental program on and off RAF Croughton. Every little helps to build up the cumulative effect of pollution prevention activities. Examples such as digging out weeds instead of using weed killer, using boiling water on ants nests rather than a pesticide helps reduce overall pesticide use on the base; preventing the toxic elements in the soil and the ground water. The added advantage is that it keeps hazardous chemicals out of the home where it may pose a risk to your family and pets. There are many ways in which we can all make a little contribution to the big picture. Buying products made from recycled material and ozone friendly sprays are examples of items that affect the big picture. Re-using brown bags for shopping or cardboard boxes will reduce trash disposal for the base. With your cooperation and public spirit we can develop and maintain positive contributions to environmental well-being. Several reminders: waste engine oils, engine coolants, car grease, and other similar products should not be poured into the plumbing, drainage system, or on the ground.

**CARE OF THE INTERIOR:** Failure to maintain an overall minimum sanitary standard in your housing unit can result in the issuance of nonjudicial punishment and/or removal from base housing.

**CARPETS:** Residents are not permitted to install carpeting at their own expense. It is important to remove spill stains as soon as they happen. Certain drink spills, especially kids drinks, e.g. Kool Aid, will permanently stain. You will incur damage charges for anything other than reasonable wear and tear. It's recommended to have a stain remover easily available. Carpet shampoos are available from Self Help.

**FLOORS:** Avoid using excessive amounts of water when mopping tiled and vinyl floors, as this can cause damage to any wooden cabinets or baseboards.

**KITCHEN:** Special attention is needed to maintain the appliances, cabinets, and walls in the kitchen. Ovens and broiler units should be cleaned regularly as well as the top burners to prevent grease buildup. Also, clean kitchen extractor fan filter often to prevent accumulation of grease. Interiors of refrigerators should be cleaned regularly with water and baking soda solution and exterior and door gasket should be cleaned frequently. Do not use gritty or harsh detergents when cleaning appliances. Avoid placing hot utensils or cutting on the counter top as this can cause permanent damage. Use only regular shelf paper in drawers and cupboards, as the use of adhesive-backed paper will damage surfaces when removed. Walls should be cleaned at periodic intervals to prevent surface grease buildup.

**PRIVATELY OWNED APPLIANCES:** Government appliances will not be removed from your quarters to accommodate personal appliances.

**BATHROOMS:** Clean tub and shower walls periodically with a non scratch product, e.g. Tilex. Mold can be cleaned by spraying on a water/bleach, 5/1 combination. Keep extractor fans free of dust build up and debris.

**WALLS:** Use mild soap and warm water to keep your walls clean. Do not paint walls a different colour, drill holes or hammer nails into walls, nor apply adhesive-backed materials, wallpaper or decals to walls (see page 18). Make sure there are doorstops for all doors to prevent damage to the walls. Clean baseboards and wall sockets with a damp cloth to stop dirt build up. Upon termination, the occupant should remove exposed cables.

**WINDOWS:** Residents are responsible for cleaning all windows. Second floor windows require interior cleaning only, but ask the Housing Inspector if in doubt.

**CANDLES:** Please take into account that excessive use of candles or incense sticks will stain paintwork on walls and ceilings. Occupants will be charged to make good affected areas.

**WATERBEDS:** Waterbeds are strictly forbidden in MFH

**INSECT CONTROL:** Residents are responsible for good sanitation and control of minor pest problems. Air Force Instruction 32-5002, *Pest Management Program*, implements DoD policy which states that MFH residents must control minor pests such as cockroaches, ants, flies, silverfish, earwigs, mice, and other flying and crawling pests that do not constitute a health hazard. The Self-Help Store stock certain pest control items. With good housekeeping practices, your pest problems will be kept at a minimum. If infestations occur which are beyond your control, call Housing Office 236 8951 to make an appointment with the Housing Inspector.

**CARE OF EXTERIOR:** Failure to maintain the exterior appearance of your housing unit can result in the issuance of nonjudicial punishment and/or removal from base housing.

**GROUND CARE:** The goal of the family housing landscaping is to be low maintenance, good appearance, easily managed by occupants, transferable from one occupant to the next occupant in good health and appearance. You must care for grounds up to 50 feet from your dwelling or a reasonable natural boundary. You are expected to maintain a neat, well-kept lawn. Family housing areas are periodically inspected according to the standards listed below. We issue discrepancy notices to residents not meeting appearance standards. Repeated discrepancies are unacceptable and may lead to termination actions.

### **INSPECTION STANDARDS FOR MILITARY FAMILY HOUSING**

| <b>Item</b>     | <b>Standard</b>   |
|-----------------|---|
| Grass           | Should not exceed 4 inches. 1-2 inches high, recommended to deter moss and weeds growing.   |
| Edging          | Edge pavers, sidewalks, shrub beds and patios.  |
| Weeding         | Keep beds, borders, patios and driveways weed free.   |
| Watering        | Only water in early morning and evenings and use minimum amount of water to keep lawns green and water flowers.   |
| Ivy             | Ivy must be removed from all walls and fences.  |
| Creeping plants | These must grow up a trellis and not walls or fences.   |
| Shrub trimming  | Shrubs to be maintained in their natural shape.   |
| Tree trimming   | Only trim tree branches reachable from the ground, Coordinate other through Housing Office.   |
| Fertilizing     | Occupants are responsible for fertilizing lawns. Lawns should receive a complete application of fertilizer in the spring when active growth occurs.   |
| Tree houses     | Tree houses are not authorized.   |
| Pets            | Residents in government controlled housing must comply with applicable UK laws and installation specific requirements for pet ownership, registration, control and vaccination, and adhere to local procedures. Failure to comply with this policy may negatively affect your housing status. |
| Parking         | Do not park on double yellow lines, grass or sidewalks and do not park unauthorised vehicles in driveways or MFH areas. Vehicle maintenance is prohibited and do not let oil leaks stain the driveway.  |

|                  |  |
|------------------|--|
| Yard policing    | Keep yards free of trash. Do not have vehicle parts miscellaneous DIY items against the house or distracting your yard from an attractive appearance.  |
| Yard waste       | RAF Croughton MFH - Brown recycling dumpsters for materials such as grass clippings, hedge trimmings, leaves and small branches, are located on all streets.<br>RAF Bicester and Caversfield have individual brown wheelie bins.<br>Do <b>NOT</b> burn yard waste. |
| Snow/Ice Removal | Occupants are required to keep their sidewalks and driveway clear of snow and ice.   |

**GROUND'S UPKEEP ENFORCEMENT POLICY:** On a weekly basis, the Housing Office personnel will inspect all housing areas on Croughton/Caversfield/Bicester to determine if units need improvement. Residents will be issued a Grounds Upkeep Ticket or emailed when discrepancies are discovered in the following manner:

**1<sup>st</sup> Inspection** – Grounds Upkeep Ticket will be left at the residence/emailed to resident, identifying the specific discrepancies and details of re inspection.

**2<sup>nd</sup> Inspection** - If the discrepancy has not been completed, an email will be sent to the First Shift and if known, the occupants supervisor.

**Four notices** within a 12-month period may result in eviction from family housing.

## SECTION C

### FIRE PROTECTION

Housing will give you a memo to set up a mandatory Fire Brief with the Fire Dept which you must do within 30 days of moving in. They will advise you on a Fire Evacuation Plan. Establishing and practicing your escape plan as a family activity will help save lives. Please make the fire department aware of handicapped family members.

**SMOKE & CARBON MONOXIDE DETECTORS:** An inspection of these detectors is carried out annually by our contractor. You are required to perform an operational test of the detector periodically, preferably once a month.

**INTERIOR FIREPLACES (RAF Bicester MFH only):** You are responsible for having adequate ventilation when in use. Chimney sweeping is organised by Housing annually.

**FIRE REPORTING:** If a fire occurs in your home on RAF Croughton housing notify the Base Fire Dept, **01869 811911**. If you live in Caversfield/RAF Bicester call **999** immediately. Give the fire alarm operator your name, house number and street. Do not hang up until you are sure the information has been received correctly. Report any fires regardless of size.

**GASOLINE STORAGE:** Never store flammables in the home or M&E shed. Do not store more than three gallons of flammable liquids. Outside storage areas should be child proof.

**BARBECUE GRILLS:** Only adults should light and supervise grills. Keep grills away from building overhangs, porches and always keep them at a reasonable distance from combustible structures.

**CLOTHES DRYERS:** Check and clean lint traps in clothes dryers after each operation and check exterior exhaust regularly. Do not place plastic articles in the dryer.

**COOKING APPLIANCES: NEVER LEAVE COOKING FOOD UNATTENDED.** If you have a cooking fire, cover the burning pan with a lid, turn off the appliance and call the fire department. **NEVER USE WATER ON GREASE FIRES! DO NOT ATTEMPT TO MOVE THE PAN!** Clean oven hood filters often to prevent accumulation of grease.

**HOUSEKEEPING:** Do not let trash accumulate in closets, attics, storage areas, or near any type of heater.

**POWER EQUIPMENT:** Turn off equipment letting them cool before refueling.

For additional questions on fire prevention contact the Base Fire Dept on 236 8302.

## SECTION D

### SECURITY FORCES

The Installation Commander is responsible controlling and safeguarding base property. The Security Forces routinely patrol housing areas on a (local policy) basis. When notified, the Security Forces will usually investigate incidents under their jurisdiction. Direct inquiries concerning law enforcement to the Security Forces at 236 8607.

**PARKING:** You may park your privately owned vehicles in authorised parking areas only. Most areas have one park space per unit. Make sure emergency vehicles can pass if parking on the road. You may not park your car:

- On double yellow lines
- On grass or dirt areas
- Against the flow of traffic
- Within 20 feet of a crosswalk/junction
- Within 15 feet of a fire hydrant
- Within 15 feet of a refuse container

**RECREATIONAL VEHICLES:** Recreational Vehicles (RVs), motor homes, boats (excluding canoes), campers (including detached shells), trailers, and racing vehicles (those not used routinely as primary transportation by residents of the housing areas) will not be routinely parked or stored in parking lots or in the housing areas.

**SKATEBOARDS:** Skateboards may only be used on sidewalks (as long as they do not interfere with pedestrians and traffic) and in areas designated for such use. Safety helmets are required for skateboarding and bicycling. (Reference AFI 91-207).

**FIREARMS AND FIREWORKS:** No firearms or fireworks are allowed in any MFH unit or area.

**CRIME STOP:** Call **911** for fast response to report a crime in progress (**999** from off base).

**POLICE EMERGENCY:** Call **911** for immediate response (**999** from off base).

## SECTION E

### GOOD NEIGHBOURS

Family housing and close neighbours are synonymous. We appreciate your support and cooperation taking your neighbours into consideration in the following areas:

**NOISE CONTROL:** Excessive noise is the primary complaint received in the housing office. Many residents work shifts and sleep during the day. Please be considerate.

**Parties:** Many complaints can be avoided by informing neighbours before having a party.

**Excessive stereo and television volumes:** Don't assume your neighbours enjoy the same type of music or television programs that you do. Please keep the volume down inside and outside your home.

**CONTROL OF CHILDREN:** Do you know where your children are?

**Supervision:** Please closely supervise your children. Never leave children under 10 years old alone.

**Playground:** Avoid using your neighbours' yard and housing area streets as your child's playground. Use housing area playgrounds nearest you.

**PETS:** ALL pets must be registered within two weeks of arrival. You will receive registration info when you in-process at Housing. A maximum of 3 pets are allowed per household. Farm, ranch or wild/exotic animals are prohibited. Operating a commercial kennel is prohibited. Owners are liable for all damages caused by pets and for any costs associated with pets involved in a biting, scratching or quarantining incident.

**PET CONTROL:** Pets must be secured with leashes or under positive control whilst outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards, or allowed to run loose outside fenced yards. Pet areas must be cleaned regularly to prevent vermin infestation. Do not let your pet become a nuisance with excessive barking; respect the privacy of your neighbours. On RAF Croughton, report uncontrolled pets to Security Forces 01280-708607 and Caversfield residents should phone the Cherwell District Council at 01295-227001.

**PARKING:** See Section D, Security Forces. Visitors and additional vehicles must be parked in unassigned available space. Be reasonable and considerate and talk to your neighbour when problems or misunderstandings arise.

**VEHICLE REPAIR WORK:** Repair work on your vehicle is not authorized in housing areas. This not only maintains the desired appearance in the housing areas, but also is considerate of your neighbors.

## SECTION F

### SPECIAL CLIMATIC SITUATIONS

**FREEZING TEMPERATURES:** Occasionally there will be hard freezes in the area. When the temperature is forecast to go below 20°F/6°C, you are responsible for taking the following minimum precautionary measures to prevent pipes from freezing and subsequent water damage. At a minimum the following items should be checked:

- 1     **CHECK YOUR NEIGHBOURS:** If your neighbours are on leave and they have asked you to watch house, ensure their thermostat is set at a minimum of 54°F/12°C to minimize any damage to their unit.
- 2     **THERMOSTAT SETTING:** Ensure thermostat setting allows the unit to maintain a minimum of 54°F/12°C throughout the unit.
- 3     **OUTSIDE FAUCETS:** During winter months the water supply to each faucet should be shut off (locate stop valves) and faucets left open to prevent pipes cracking.
- 4     **WATER PIPES:** Pipes should not freeze inside the house, but if leaks occur your quick response can save many maintenance dollars by immediately reporting all leaking water pipes regardless of how small.
- 5     **ROADS:** Drive with caution in freezing conditions. Black ice is a possible danger.
- 6     **HOT WATER:** Do not alter the hot water temperature. This has been set by the engineer. The immersion back up switch should only be used if the boiler is inoperable, No hot water is **NOT** an emergency as there is this immersion back up available.



## SECTION G

### COMMUNITY/RESIDENTIAL ACTIVITIES

**GARDEN OF THE MONTH:** Our Garden of the Month Program recognizes occupants' efforts to improve their living environment. During May through September, gardens will be inspected and recommended (in which the resident has lived in at least 60 days) for Garden of the Month. The Housing Office will select winners who will receive a Certificate of Appreciation and appropriate additional awards. The number of times an occupant can win is limited to one per year.

**YARD SALES:** Yard sales are permitted under certain conditions. No yard sales will be held on the main streets of the base. All yard sale merchandise must be kept out of the view of the main thoroughfares. You must coordinate with the Housing Office, building 62 to let them know you are having a sale.

**TELEPHONE/TV/INTERNET INSTALLATION:** All family housing units have telephone and TV sockets installed. Connection and installation for these services is at members' expense. As there are many providers and options it is advised to discuss with colleagues to see which best suits your needs.

**ANTENNAS & SATELLITE DISHES:** All requests for antennas and satellite dishes must be submitted to the Housing Office on an AF Form 332.

**BUSINESS ENTERPRISES:** Some businesses for profit may be conducted from your home. Send a written request describing the business to the Installation Commander through the housing office. Contact the Housing Flight or legal office for additional information and guidance.

**SOLICITATION IN MILITARY FAMILY HOUSING:** Solicitation, fund raising, scout activities, school sales etc, require prior approval by the Base Commander, requested through the Housing Office to Base Legal Office, 422 ABS/JA, Building 200.

**SWIMMING POOLS:** Due to potential liability problems, swimming pools **ARE NOT** permitted in family housing. Wading pools, 12" high or less, are allowed. These wading pools must be emptied when not in use. The occupants will be responsible for any damage to the grounds, which results from the wading pools.

**M&E SHEDS & FURNACE ROOMS:** These must **NEVER** be used for storage and always kept clear for access. Leave the M&E shed/furnace room key where members of your family can easily locate them in an emergency. Brief the adult members of your family on the location of shut off points for GAS, ELECTRICITY and WATER.

## SECTION H

### SELF-HELP WORK

#### **HAVE YOU SUBMITTED AN AF FORM 332?**

**IF YOU PLAN TO ADD OR ALTER ANYTHING ALWAYS SUBMIT AN AF FORM 332 TO THE HOUSING OFFICE BEFORE COMMENCING ANY WORK.**

You may do self-help work in your home if the proposed work is relatively simple and is primarily for your benefit. Normally, a self-help project is to improve living conditions and must not generate additional maintenance or repair costs.

#### **DO NOT DO SELF-HELP WORK WITHOUT KNOWING THE STANDARDS AND GETTING PRIOR APPROVAL**

**REQUESTING SELF-HELP WORK:** All alterations and self-help work to the house or yard requires an approved AF Form 332. Always let Housing Office know what you plan to do and no work may be accomplished until your request is approved. Housing will then coordinate your request through Fire Dept. and Safety. **Do not remove, modify or change any appliances, gas, electrical, plumbing and other fittings.**

Self-help works are not authorized in newly renovated units within the first year of occupancy following renovation as this will negate the warranty.

**DISPOSITION OF IMPROVEMENTS:** Self-help work installed by an occupant must be removed before final inspection unless accepted, in writing, by the incoming occupant or the Air Force. You can obtain the appropriate statement for transfer of the improvements at the Housing Office.

When removing self-help work, your house or area must be restored to its original configuration. Ask your housing representative at your Pre-Final inspection.

## SECTION I

### TERMINATION OF MILITARY FAMILY HOUSING

**GIVING NOTICE:** We require 30-45 days' notice of your vacating date (short notice PCS accepted). When you know you are leaving, please do not wait for orders to call or visit the Housing Office for departure arrangements. If you notify us promptly, we can schedule your Pre Final and final inspections at your convenience and ours, and can help you with your coming move. Remember to ask us about relocation assistance for family housing and community housing at your next location.

**Temporary Living Allowance (TLA):** Ask your housing representative if you are eligible for TLA.

**PRE-FINAL INSPECTION:** This inspection is designed to assist you in preparing for your Final Inspection. It includes reviewing checkout procedures and provides us an opportunity to answer your questions. During the inspection, the housing representative also identifies normal maintenance to be accomplished and identifies damages above normal wear and tear. The housing representative will provide a Pre-Final letter and discuss your individual cleaning needs.

**FINAL INSPECTION:** This is not a "white glove" inspection, but rather an inspection to make sure you have met the cleaning standards and identify maintenance not noted at your Pre-Final Inspection. If you fail your final inspection, reschedule a second inspection with the Housing Office. After a third failed inspection, the inspector will take the keys and the occupant will be charged for any remaining damages or cleaning.

**NOTE: THE RESPONSIBILITY FOR FINAL CLEARANCE OF MFH RESTS SOLELY WITH THE OCCUPANT.**

# FREQUENTLY USED TELEPHONE NUMBERS

## EMERGENCY NUMBERS

### **FIRE**

**CROUGHTON**  
**01869 811911**

### **POLICE**

**CROUGHTON**  
**01869 811911**

### **AMBULANCE**

**CROUGHTON**  
**01869 811911**

**BICESTER/CAVERSFIELD**  
**999**

**BICESTER/CAVERSFIELD**  
**999**

**BICESTER/CAVERSFIELD**  
**999**

## OTHER NUMBERS

**SELF HELP**  
**236 8752**

**MFH MAINTENANCE**  
**24/7 CALL DESK**  
**07787 283067**

**SECURITY POLICE**  
**236 8608**

**PEST CONTROL**  
**Contact Housing first**

**HOUSING OFFICE**  
**Facilities 236 8762/3**  
**General 236 8951**

**MED AID & DENTAL CLINIC**  
**236 8737**

**AMN & FAMILY READINESS**  
**236 8011**

**TMO**  
**236 8047**

**AFN**  
**See Housing**

**CHAPLAIN**  
**236 8700**

**CFMO**  
**Customer Service 236 8758**

**BRITISH TELECOM**  
**0800 872872**

IF PHONING FROM OFF BASE, PREFIX LAST FOUR WITH 01280-70-----