

Welcome To RAF LAKENHEATH



INTRODUCTION

Welcome to Unaccompanied Housing! The managers at the Unaccompanied Housing (UH) Office want to make your stay at the RAF Lakenheath Dormitories a positive experience and continuously work to improve your Quality of Life. This brochure has been prepared in order to help you understand general unaccompanied housing policy and procedure. The following pages will also help explain our responsibilities towards your home as well as what is expected from you.

If you are considerate of your neighbors and treat fellow residents with respect and pride, we assure your relationships will be enhanced at all levels. Because Unaccompanied Housing represents a substantial investment by the Air Force as well as all taxpayers, we must diligently work together to take care of the campus.

As it is impossible to itemize every small detail or circumstance, feel free to call us or stop by with questions, concerns or suggestions. Be an active participant in your dorm. Residents are responsible to read and follow **AFI 32-6005 and Lakenheath Instruction 32-6001.**

*With Kind Regards,
The Unaccompanied Housing Staff*

INDEX

Section 1 – General Information

Personal Changes..... 5
 Facilities..... 5
 Room Inspections..... 5
 Room Decorations..... 5
 Smoking..... 5
 Vehicles..... 5
 Pets..... 5
 Electrical Outlets..... 5
 Cleaning Equipment/Supplies..... 5
 Pest Control..... 5
 Telephone/Internet Installation..... 5
 TV Installation..... 5
 Self-Help Program..... 6
 Renters Insurance..... 6

Section 2 – Air Force Responsibilities

Initial Inspections..... 6
 Appliances..... 6
 Lockout..... 6
 Maintenance and Repair..... 6
 Exterior Building and Ground Care..... 6
 Furnishings..... 7

Section 3 – Residents Responsibilities

Social Visits..... 7
 Leave, TDY and Deployments..... 7
 Damages..... 7
 Cleaning Standards..... 7
 Security..... 7
 Good Neighbors..... 7
 Energy Conservation..... 7
 Refuse Collection and Disposal..... 8

Section 4 – Fire Protection

Fire Evacuation Plan..... 8
 Evacuate Building..... 8
 Fire Extinguishers..... 8
 Smoke Detectors/Fire Alarms..... 8
 Fire Reporting..... 8
 Flammable Storage..... 8
 Barbeque Grills..... 8
 Space Heaters..... 8
 Air Conditioners..... 9
 Cooking..... 9
 Extension Cords..... 9
 Open Flames or Fires..... 9

Section 5 – Security Forces

Firearms and Fireworks..... 9
 Crime Stop..... 9

Section 6 – Community Residential Activities

Dormitory of the Quarter..... 9
Dormitory Councils..... 9
Dormitory Bay Orderly Program.....9

Section 7 – Termination of UH

Giving Notice.....9
Pre-Final Inspection.....10
Final Inspection.....10

Section 8 – Basic Allowance for Housing (BAH)

BAH Waiting List.....10
BAH eligibility during Deployment.....10
Pregnancies.....10
Marriage.....10
Military married to military (joint-spouse).....10

Section 9 – Useful Telephone Numbers

SECTION 1 – General Information

Personal Changes. Changes to your personal information must be reported to the UH Management Section, including changes in rank, name, duty, squadron, phone and marital status.

Facilities. The dormitory campus is located within walking distance of many recreational and service facilities: dining hall, gym, chapel, BX, bowling alley, movie theatre, post office, bank, library and community center.

Room Inspections. Commanders, First Sergeants and dormitory managers will inspect dormitories to evaluate living/facility conditions on a regular basis. Dormitory standards must be maintained within Air Force standards as outlined in AFI 32-6005 and Lakenheath Instruction 32-6001.

Room Decorations. Personal decorations must be neat, pictures and posters are allowed, however pictures, magazines, or posters that are sexually explicit or display acts of profanity are considered unacceptable and must be removed immediately. This rule also applies to computer screen savers. Any displays of symbols considered to be related to extremist groups, or discrimination are not considered compatible with dormitory standards and Air Force Policy.

Smoking. Smoking in the dorms is strictly prohibited. Each dorm has a designated smoking area, ensure all cigarette butts are disposed of in the cigarette cans provided.

Vehicles. No vehicle maintenance or major repairs, including washing of cars and oil changes is allowed in the dormitory campus. Do not leave abandoned, unused or un-roadworthy vehicles in parking bays. Vehicles without road tax are not authorized in the dormitory parking lot and are subject to towing at owners expense. Always park your car in the allocated spaces, do not drive on the grass areas or obstruct public footpaths.

Pets. The only pets allowed in the dorms are fish. You can keep one 55 gallon (max size) aquarium. No reptiles or spiders are allowed. Ensure the aquarium is kept clean and secure at all times. If damage to room or furniture is caused as a direct result of fish tank/water you will be held financially responsible.

Electrical Outlets. Every room has 110V and 220V outlets for your convenience. Ensure dual voltage appliances are set to match the voltage of the outlet.

Cleaning Equipment/Supplies. The purchase of cleaning supplies for your room is your responsibility. Light bulbs are provided by the UH office and can be replaced on a one-for-one basis with your dorm manager. Cleaning materials and equipment for the common areas around the dormitory will be supplied by your dorm manager.

Pest Control. The first step in proper pest control is good housekeeping. The second step is proper application of DIY pest control products. Some products, such as Ant Powder can be obtained from the Self Help store, the BX-tra or on the economy. If you have made every attempt to remove the insects and they still persist, report the problem to your dorm manager. For outbreaks of vermin contact your dorm manager.

Telephone/Internet Installation. Installation of telephone and internet is the resident's responsibility and is non-reimbursable. For telephone enquiries, you can call BT on Freephone 0800 872872 or 0800 0223322 for BT Open Zone wireless internet. There are numerous other options available.

TV Installation. If you own or rent a television, or any other equipment (i.e. computer) that can receive British broadcasts you will require a British Television License. Using television receiving equipment without the correct

license is a criminal offence; you may be prosecuted and fined up to £5000. A license is valid for one year and can be purchased on-line. For further information please refer to www.tvlicensing.co.uk or call TV Licensing on 0844 800 6790.

Self-Help Program. Self-help projects are used to improve living conditions of dormitory residents. They must be relatively simple and not generate additional maintenance or repair costs. All self-help projects must be coordinated, assessed and approved with your dorm manager and an AF Form 332 completed.

Renters Insurance. It is highly encouraged to get renters insurance for your valuables in your room.

SECTION 2 – Air Force Responsibilities

The Air Force will provide maintenance, repair, refuse collection, pest control, fire and police protection for your assigned Unaccompanied Housing unit. Duties and responsibilities other than those outlined below will be IAW AFI 32-6005.

Initial Inspections. The UH Manager, with your assistance, will perform an initial inspection to identify and document discrepancies in your room and furnishings. This inspection is normally performed at the time of assignment. An AF Form 228 Quarters Condition Inspection Report will be completed, recording any significant discrepancies. Other necessary forms, such as AF IMT 291 and if required an AF Form 594 will be completed as part of your in processing.

***Please Note:** This needs to be completed within 7 days of arrival.*

Appliances. Cooking ranges, microwave ovens, washers, dryers, refrigerators and dishwashers are government furnished and serviced. These appliances will remain your responsibility during occupancy and must not be removed from your quarters, or placed in storage. Appliances are assigned and recorded on AF Form 228. If you have noticed any problems with the appliances, please **do not** attempt to repair. All appliance problems must be called in to **FMO at 226-7156** and a technician will come out within 4 hours and you must remain in your room to escort them, failure to be present will result in you being charged for the call out fee. ADL's will change out microwaves and vacuums.

Lockouts. If locked out contact the UH Manager during duty hours, 0730-1630. After duty hours go to Liberty Lodge reception (Billeting). You will need your First Sergeant or Supervisor to accompany you, who will sign out a key and will escort you to your room and let you in before returning the key to Liberty Lodge Reception.

Maintenance and Repair. It is your responsibility to promptly notify Interserve Customer services, during normal duty hours of any defective, broken or malfunctioning equipment or fixture. **Emergencies**, should be reported immediately during/after duty hours and weekends, Interserve Customer Service: **226-2255**. Routine appointments will be slotted over 4 hour period 0800 – 1200 or 1200 – 1600. You must be present to escort contractors.

EMERGENCY: *Emergency work orders are responded to as soon as possible (within 2 hours) and make safe. After the situation is made safe the response will be High. Medium or low.*

HIGH: *The response shall be within 8 hours.*

MEDIUM: *Permanent repair shall be carried out with 5 working days*

LOW: *Permanent repair shall be carried out with 20 working days.*

Exterior Building and Ground Care. Common areas beyond 50ft from your unit are government or contractor responsibility. These services include grass cutting and landscaping, but not litter collection. Litter should be kept under control by all residents. As a UH resident/Bay orderly, you are responsible for keeping the grounds around your facility clean, this includes sweeping, weeding, power washing, snow removal and litter picking. The UH Manager may require additional grounds care.

Furnishings. Government furniture is provided to each dorm resident and an inventory is documented on AF Form 228. Government furniture will not be removed from the room for any reason. Personal furnishings are allowed to be used in conjunction with government furniture. If you purchase your own bed, the government issued bed must still stay in the room. **Water beds are strictly prohibited.** You must coordinate all changes to your AF Form 228 with the dorm manager or be held liable for missing or damaged furniture.

Dormitory residents are not allowed to remove furniture from the dayrooms/kitchens for any reason. If dayroom/kitchen furnishings or equipment are stolen or damaged, dayrooms/kitchens will be locked down pending investigation. If you witness misuse of government furniture/equipment, please notify the dorm manager immediately.

SECTION 3 – Resident Responsibilities

Social Visits. All guests must be at least 18 years old, escorted at all times and are prohibited between 2400-0600 hours. You are responsible for the conduct of your guests and will be held liable for their actions and behavior. Cohabitation in the dorms is not authorized. Guests are not permitted to use shower/laundry facilities in the dorms. Visitation rights in the dormitories are a privilege and may be revoked if abused.

Leave, TDY and Deployments. If you intend to leave your room unoccupied for more than 3 days, you must make arrangements for security. Notify your dorm manager of your intended absence and the name of the person you designate to care for your room. Do not turn off your heating or fridge/freezer during your absence. Ensure your room is cleaned to Air Force standard before you leave.

Damages. You will be held liable and accountable for loss or damage to equipment or furnishings that you or your guests cause by abuse or negligence. Your dorm manager upon inspection will determine whether you are responsible for damages beyond fair wear and tear. Repainting of room may be required if caused by resident's negligence. If you decide to perform the repair, you must meet Air Force standards for repair or replacement. Your dorm manager will fully explain your options and the methods of payment.

Cleaning Standards. Keep personal items neat, tidy, picked up and put away, keep food items properly stored in containers and keep bathrooms clean and free of mold and mildew. Dust and polish furnishings and light fittings. Clean inside and outside of windows, tracks and window sills. Ensure appliances are cleaned frequently, including refrigerator and microwaves to remove food deposits. Vacuum carpets regularly and shampoo as needed. These are all sanitation and safety issues; if the Air Force Standard is not met you will be written up during inspections. You are responsible for cleaning the exterior of your room up to 50 feet from your front door.

Security. Ensure all of your high cost items are secured when you are absent from your room. Keep your door locked and windows closed when your room is unoccupied. We highly recommended you take out renters insurance for your personal items.

Good Neighbors. 24/7 QUIET hours apply at all times. Please be considerate, many residents work shifts and sleep during the day. Excessive noise is the primary complaint received by dorm managers. If stereo or other noise can

be heard outside your room, it is too loud. Parties are permitted provided consideration is given to other residents. Ensure you clean up after yourself and dispose of your trash properly.

Energy Conservation. We need your assistance to conserve energy. Keep exterior doors closed during heating and cooling periods. Do not leave television or radios on unattended. When you leave your room, unplug irons and turn off lights. Immediately turn off water when no longer required.

REFUSE COLLECTION AND DISPOSAL: Place your room trash and garbage in the dumpsters provided. **Do Not** leave trash on balconies or stairwells or put your personal garbage in the common areas. Large household items must be taken to the base recycling areas or the local household recycling site near 5 ways at Elveden.

SECTION 4 – Fire Protection

In the event of a fire, seconds are vital to your safety, and that of others. It is imperative that personnel understand their responsibilities and the importance of team work to ensure a speedy by safe evacuation of the facility for all occupants. No candles are permitted on the dorm campus.

Fire Evacuation Plan. A fire evacuation plan is posted on the dormitory bulletin boards with primary routes of escape. Ensure your furniture is arranged so as not to obstruct or impede entering or opening doors leading from rooms to exit doors. Familiarize yourself with the evacuation plan.

Evacuate Building. On discovery of a fire or if the fire alarm sounds:

- Activate the fire alarm by using the nearest fire alarm call point. These are located all around the dorm. Make a point of finding the nearest one to your room.
- Leave the building away from the smoke and fire by way of the nearest emergency exit.
- Close doors as you leave the building.
- Make your way to the designated assembly point.

Fire Extinguishers. Dry chemical fire extinguishers are located on all floors around the dorm. Fire extinguishers are inspected monthly by the dorm manager and annually by the Fire Department. If you notice any problems with the fire extinguishers call the Dorm Manager.

- Make a point to find the nearest one to your room.
- Use fire extinguishers on small fires only.
- Only personnel familiar with their operation and without placing themselves or others in danger should use the fire extinguishers.
- Never place yourself in a position where smoke or flames prevent your Means of Escape.

Smoke Detectors/Fire Alarms. Tampering with firefighting equipment is a serious offence, punishable under the Uniform Code of Military Justice. “Violators are subject to negative administrative actions and possible punishment under Article 15 of the UCMJ”.

Fire Reporting. In case of a fire immediately notify the base fire department at 911. Provide information requested and do not hang up until told to do so.

Flammable Storage. Storage of flammables is prohibited. Flammables include but are not limited to gasoline, kerosene, candles, incense, oil burners or any open flame.

Barbeque Grills. Barbeque grills are provided at the dormitories. Portable grills are prohibited for use around the dormitories; however you may store your grill for personal outings in outside storage areas.

Space Heaters. Only portable heaters issued by dorm managers are authorized for use.

Air Conditioners. Are not allowed in Unaccompanied Housing.

Cooking. Cooking in dayrooms and resident rooms is prohibited, except with microwaves. Hot plates, toasters ovens and convection ovens are not permitted. Cooking is only permitted in government provided kitchens. When cooking, never leave unattended. If a grease fire occurs, cover the burning pan with a lid, turn off the appliance and call the fire department. NEVER USE WATER AND DO NOT MOVE THE PAN! Clean the kitchen exhaust fan filter regularly to prevent accumulation of grease.

Extension Cords. Extension cords must be of continuous length without splices and must be approved. Since extension cords can be a tripping hazard, ensure you position the cords in a safe and secure manner.

Open Flames or Fires. No open fires such as campfires, bonfires, trash fires, vegetation fires (regardless of size) are authorized on RAF Lakenheath to include the dormitory campus.

SECTION 5 – Security Forces

The installation commander is responsible for the control and safeguard of base property. The 48 SFS patrols dormitories on a routine basis, and when notified will investigate all incidents. All inquiries should be directed to Security Forces at 226-2667.

Firearms and Fireworks. Weapons, flares, fireworks, ammunition, or any type of explosive device are prohibited in the dormitories. Local laws and military regulations govern registration, possession and storage of privately owned weapons. No weapons of any type including knives with blades longer than three inches, will be stored or displayed in dorm rooms. The UK has specific laws on the possession of knives. You can be fined for having a knife in your possession not specifically related to your duties.

Crime Stop. It is your responsibility to report any criminal activity or vandalism experience or witnessed to 100 SFS and your dorm manager. In case of an emergency dial 911 if on base, and 999 if off base.

SECTION 6 – Community Residential Activities

Dormitory of the Quarter. The dormitory excellence program recognizes dormitory residents for outstanding performance in maintenance and upkeep of dormitories, responsible residential management and involvement. The aim is to promote excellence throughout unaccompanied housing. Quarterly awards are given for best dorm and best room, the award covers the periods January through March, April through June, July through September, and October through December. Dorm managers will notify residents the dates of up and coming dorm of the quarter.

Dormitory Councils. Dormitory councils provide a forum for dormitory residents to address concerns about their living environment, establish standards for residents, develop solutions to problem areas, establish self-help projects for their facilities and improve quality of life for residents. First Shirts, dorm managers, squadron commanders and group commanders serve as advisors to each individual dorm council.

Dormitory Bay Orderly Program. The bay orderly program is comprised of residents detailed by individual units to perform required duties that ensure cleanliness standards of dormitory campus common areas are maintained. Bay orderlies report to the dorm manager daily at 0800 at building 943. The dorm manager will inform bay orderlies of their daily duties and supervise these functions. Bay Orderly's are scheduled by the Unit First Sergeant.

SECTION 7 – Termination of UH

Giving Notice. We require 30 days notice of termination (with the exception of short notice PCS). If you notify your dorm manager promptly, they can schedule your pre-final and final inspections at your convenience and theirs. Information about the community at your next assignment can be obtained from the Family Support or Housing Office.

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 UH Manager also identifies normal maintenance and damages beyond normal wear and tear. The UH Manager will provide a cleaning checklist and discuss your individual cleaning needs.

Final Inspection. This inspection ensures you have met the cleaning standards and identify maintenance not noted at your pre-inspection. If the cleaning standards are not met you will fail your inspection, the UH Manager will schedule a re-inspection as soon as possible.

SECTION 8 – Basic Allowance for Housing (BAH)

BAH Waiting List. Unaccompanied personnel are authorized to live off base and receive single rate BAH when dormitory utilization of Priority 1 and 2 personnel exceeds 95 percent. Members, with approval by the first sergeant or squadron commander, are eligible to apply for the BAH waiting list. The UH manager maintains a single BAH waiting list system based on rank and seniority.

BAH eligibility during Deployment. Airmen who will become eligible for BAH as a result of promotion during a deployment may make arrangements to out-process prior to departure. Another military member, with a valid power of attorney, may terminate UH on behalf of the deployed member on the date he/she becomes eligible for the entitlement. Airmen, who chose to move off base and/or store the contents prior to that date, must do so at their own expense and with approval from the First Sergeant or Squadron Commander.

Pregnancies. Pregnant women, regardless of rank or marital status, may submit a unit commander-approved request to the UH manager to move from assigned UH at the 20th week of pregnancy and receive BAH. An earlier move may be requested if determined necessary by medical authority. The commander may direct a pregnant member to terminate assigned UH from the 30th week of pregnancy up to the date of birth.

A single pregnant member may apply for FH (government controlled) 60 days prior to the expected delivery date. However, the member may not be assigned quarters until entitled to BAH at the with-dependent rate.

Marriage. Residents within 60 days of marriage, if setting up a household in the local area, may submit a commander-approved request to the UH manager to reside in community housing and receive BAH up to 60 days prior to pending marriage. Within 30 days after the date the marriage was scheduled to occur, member must submit proof of marriage to continue BAH.

Military married to military (joint-spouse). Residents with a military spouse who have an approved joint spouse assignment may submit a request to move from assigned UH to community housing and receive BAH 60 days prior to arrival of the spouse.

SECTION 9 – Useful Telephone Numbers

Emergency services On Base	911 or 01638 52 7911
Emergency services Off Base	999
RAF Lakenheath Hospital	226-8010
After Duty Hours Maintenance	226-2255
Housing Office Lakenheath	226-5233/3522
Housing Office Lakenheath	226-2000
TMO	226-2617
FMS Appliance Repair	226-7156
Mr Alex Clifford, Chief UH	226-1640
Mark Palmer, ADL/Bldg. 917	226-1140
SSgt Brian Nowakowski ADL/Bldg 917	226-5082
SSgt Al Asad , ADL/Bldg 920	226-2677
Tom Riley, ADL/943	226-1660
Brigitte Rutterford, ADL/ Bldg. 946	226-2503
Julie Sermons, ADL/Bldg 919	226-5080
Alison Ridley ADL/800 Series	226-6142

Day Sleeper



Please Do Not Disturb