



DEPARTMENT OF THE NAVY

U.S. NAVAL BASE GUAM

PSC 455 BOX 152

FPO AP 96540-1000

NAVBASEGUAMINST 11101.2

N93

10 Dec 12

NAVAL BASE GUAM INSTRUCTION 11101.2

Subj: RESIDENT GUIDELINES FOR GOVERNMENT FAMILY HOUSING
OCCUPANCY

Ref: (a) 4165.63M, DOD Housing Management, 28 Oct 2010
(b) CNICINST 11103.5
(c) CNICINST 11103.6
(d) CNICINST 11103.3B
(e) UFC 4-711-01, Unified Facilities Criteria
(f) DODINST 7000.14R
(g) CNIC Housing Desk Guide
(h) NAVBASEGUAMINST 11101.3B

Encl: (1) Resident Guidelines for Government Family Housing
Occupancy
(2) Resident's Request Form
(3) Absence From Quarters Form

1. Purpose. To provide policy and issue instructions implementing the provisions of references (a) through (h).

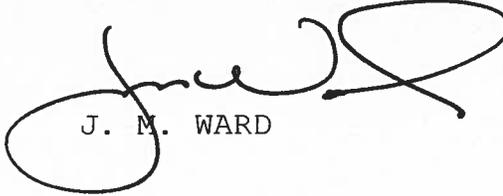
2. Cancellation. COMNAVMARIANASINST 11101.2 is cancelled due to the realignment of U.S. Naval Base Guam and Commander, Navy Region Marianas.

3. Scope. This instruction governs the administration of Navy Family Housing controlled by the Installation Commanding Officer, U.S. Naval Base Guam and provides guidelines for personnel occupying government housing.

4. Policy. Based on DoD guidelines, the Chief of Naval Operations (CNO) established policy for the designation, assignment and utilization of Navy Family Housing through the Navy in references (a) through (h). Consistent with these references, which provide the greatest opportunity for occupancy by the largest number of eligible personnel, it is the policy of the Installation Commanding Officer to administer Navy Family Housing aboard Naval Base Guam to achieve the following:

a. Provide equal opportunity for housing personnel assigned to fleet units or to shore activities.

- b. Not discriminate because of race, color, religion, national origin, gender or disability.
 - c. Make assignments as quickly as possible to realize maximum benefit to Navy Housing Office and to minimize costs attributable to change of occupancy. Assignments to Navy Family Housing should only be made when a service member has six months or more remaining on the current tour of duty.
 - d. Establish bedroom entitlement based on family size and composition.
 - e. Establish proper application control date.
 - f. Provide the best possible information to applicants concerning quarters availability and estimated wait times prior to, or upon arrival, in Guam.
5. Procedures. References (a) through (h) define terms and specify procedures to be followed in designation, assignment, retention, termination, and utilization of Navy Family Housing.



J. M. WARD

Distribution:
NAVBASEGUAMINST 5216.1A
Lists I and II

RESIDENT GUIDELINES FOR NAVY FAMILY HOUSING OCCUPANCY



U.S. NAVAL BASE GUAM
NAVY HOUSING OFFICE
PSC 455, BOX 50
FPO AP 96540

10 Dec 12

**DEPARTMENT OF THE NAVY**U.S. NAVAL BASE GUAM
PSC 455 BOX 152
FPO AP 96540-1000

Welcome to Military Family Housing! Whether you are a newcomer or a seasoned veteran, the Housing Office is dedicated to providing you with the best possible facilities and service during your tour on Guam.

The quarters you will live in are not just buildings, but a place you can call home. Your sense of pride and surrounding community will make your stay in your new home a positive and rewarding experience. You and your family are now part of a proud and happy community.

This handbook is designed to make your stay in your new home a pleasant and trouble-free experience. It contains important information and is presented in a "user friendly" format. This handbook should easily answer most questions you will have about the Family Housing operations here on Guam.

We look forward to working with you to make this tour on Guam the best it can possibly be. For Family Housing at Naval Base Guam, you may call (671) 333-2081/2. If you have any questions or concerns please do not hesitate to contact us.

A handwritten signature in black ink, appearing to read "J. M. Ward", is written over the typed name and title.

J. M. WARD
Captain, USN
Commanding Officer
U.S. Naval Base Guam

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EMERGENCY
And
FREQUENTLY CALLED NUMBERS
 In case of an emergency, call 911

Animal Control	888-9606/898-3561
Base Operator	355-1110
Command Duty Officer (NBG)	777-1809
Child Development Home	564-1844/1845
Commissary	339-5177
Customs	339-2016
Fleet and Family Support Center	
Northern	366-8136
Southern	333-2056
Fire Prevention	339-3484
Housing 24 hrs Maintenance Service Desk	649-9572
Housing Assignment/Termination Division, Bldg 3191	333-2081/2
Housing Facilities Division, NAVFAC Bldg 4175	339-5735
Housing Furnishing Warehouse, NBG Bldg 365	339-5246
Housing Self-help Store (Northern), NBG Bldg A849	355-7867
Housing Self-help Store (Southern), NBG Bldg 365	339-5246/7184
Hospital Central Appointments	344-9202
Investigations	339-4283/8236
Morale, Welfare, Recreation (MWR)	333-2147
Naval Hospital	344-9351
Navy Exchange (NEX)	564-3221
Personal Property	333-2045/6
Preventive Medicine Department	339-1107
PSD	339-4225
Recycling Collection	339-3174
Refuse Collection	339-6198/2416
Security	333-2092/97
Telephone/Internet/Television/ Services	
GTA Telegam	644-4482
Marianas Cable Vision	969-4628
United States Department of Agriculture	635-4400
Veterinarian	333-3225

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INTRODUCTION

Hafa Adai! Welcome to the Naval Base Guam, Navy Family Housing community. We hope your stay in Family Housing is a pleasant one.

The Housing Department is primarily responsible for all aspects of the Family Housing operation and maintenance. Therefore, it is our goal to make your experience as residents the very best it can possibly be.

All facilities and assets of Naval Base Guam Housing Program are maintained to a standard that prevents deterioration beyond normal wear and tear. Furthermore, we attempt to correct deficiencies in a timely manner to ensure full life expectancy from our homes and provide the best service to our families.

The provisions of this guideline are applicable to all residents of Navy Family Housing stationed on Guam. This resident guideline is designed to both familiarize you with the standards of family housing and make the living environment pleasant for everyone.

This guideline is divided into the following sections:

Section A: CHECK-IN AND GENERAL INFORMATION

Section B: HOUSING SUPPORT SERVICES

Section C: RESIDENTS RESPONSIBILITIES

Section D: RESIDENT ACTIVITIES

Section E: FIRE PREVENTION

Section F: SELF HELP

Section G: DISASTER AWARENESS AND PREPARATION

Section H: TERMINATION OF FAMILY HOUSING

The Naval Base Guam Family Housing staff is readily available to assist you with any issues or concerns that may arise during your stay. The housing staff organization, office hours and contact list is provided below.

Assignment/Termination	Bldg 3191	333-2081/2082	0700-1700	Mon-Fri
Facilities Division	Bldg 4175	339-5735	0730-1630	Mon-Fri
Furnishing Management	Bldg 365	339-5246	0730-1630	Mon-Fri
Self Help Office (Southern)	Bldg 365	339-5246/7184	1030-1830	Mon-Sat
Self Help Office (Northern)	Bldg A849	355-7867	1030-1830	Mon-Sat

24 Hours Maintenance Service Call Desk 649-9572 thru 9576

SECTION A

CHECK IN AND GENERAL INFORMATION

1. Settling into your home. This process includes, but is not limited to, the service member or authorized civilian employee signing the assignment letter, arranging delivery of household goods or government loaner furniture, and the Housing Office sending documentation to the appropriate Personal Support Detachment for forfeiture of Basic Allowance for Housing (BAH). If the service member or authorized civilian personnel receives transfer/PCS orders, retires, or the sole authorized dependent leaves the residence for more than 90 days, termination from family housing is required. It is the service member or civilian personnel who are responsible for notifying the Housing Office when a change in member status occurs. These changes include, but are not limited to the following: change in marital status, number of dependents, service member's rank, and change in projected rotation date (PRD).

2. Check-In Inspection

a. The Housing Counselor will schedule a check-in inspection with a Housing Inspector before the move-in date. The purpose of this inspection is to familiarize residents with the home, associated grounds, minor maintenance responsibilities, family housing standards, base policies, and the neighborhood. Additionally, the Housing Inspector will identify and document any existing discrepancies pertaining to the unit, appliances, and government furnishings using the Dwelling Inspection Report. In most cases, a Change of Occupancy Maintenance (COM) is performed before the move-in date and the work has a warranty. Should any discrepancies be identified within 15 days of the move-in, contact your designated Housing Inspector for corrective action. The Housing Inspector will follow-up with the service desk and schedule the required work.

b. Two keys will be issued for the home, plus a mail box key, and if applicable, a garage key or remote control. The Housing Inspector will inventory all government items in the home.

3. Loaner Furniture. Government loaner furniture is available for temporary use up to 90 days until household goods arrive, or when the resident is transferring off-island and desires to ship household goods in advance. Request for loaner furniture

extensions are made at the Housing Office. Request for extensions must be submitted a minimum of 30 days prior to the end of the 90-day loaner period. Furniture must be dusted and cleaned before turn in or checking out of your home. Residents are liable for any damages or cleaning beyond normal wear and tear.

4. Customer Service. All customers will be afforded prompt and courteous service at all times. Housing Inspectors are the first point of contact available to answer inquiries regarding family housing, Monday through Friday from 0730-1630. We highly encourage all residents to read and understand the contents of this guideline to fully understand the housing policies.

5. Housing Facilities Division. The Housing Facilities Division team includes a Housing Facilities Division Manager, Housing Management Specialist and Program Assistants (Housing Inspectors) assigned to designated housing areas, and an Administrative team under the direction of the Housing Director. Housing Inspectors are the first point of contact if you have any complaints or concerns about your home or community. The Housing Inspectors oversee maintenance/repair and improvement work and are also responsible for ensuring the ground maintenance in the family housing neighborhoods is performed properly. They will provide answers to most questions concerning the progress or duration of work for projects in your community. Furthermore, if you need assistance following-up with service calls, they can assist you. Housing Inspectors also conduct check-ins, pre-termination and termination check-outs while also overseeing the warehouses, self-help stores, street sweeping, refuse/recycling collections, playgrounds, dog parks and the community center, etc. **In summary, your Housing Inspector is your first point of contact for all housing-related matters. We encourage you to meet them and know how to contact them should the need arise.**

6. Right to Enter Housing. The right to enter the home for inspection or ordering repairs is granted by the Housing Director. Housing Department personnel may be required to enter the home in an emergency. Under normal circumstances, no one will enter the home without acknowledgement and permission of the resident. However, if it is absolutely necessary to enter your home and we are unable to contact you, the Command and/or Security will be notified to accompany housing personnel to enter the home.

7. Exception To Policy. Residents may request special consideration of any circumstances (i.e. relocation, extensions, and alterations for convenience) that may warrant an exception to policy. Exceptions to policy are addressed via the Naval Base Guam Housing Review Panel (HRP). The HRP is chaired by the installation Executive Officer (XO) and is comprised of additional voting members from the Naval Base Guam staff and tenant Commands.

a. Residents submitting a request for exception to policy should provide full and complete justification for the specific policy exception(s) they are seeking using Exception to Policy Application, enclosure (1) of reference (h).

b. Residents requesting exceptions to policy should know that the majority of requests are denied. Specifically, requests made to occupy a specific house upon a fellow resident's transfer or for a convenience such as a garage or proximity to base amenities are generally rejected as well. To avoid an unhappy result from the HRP, we encourage residents to carefully consider their options prior to occupying a residence. The Navy rules and regulations governing an intra-tour move are very specific. Contact the Housing Office if you need clarity on the guidelines.

c. HRP meetings are held the last Friday of every month at 0900 in the Naval Base Guam Conference Room, Building 3190. When the last Friday of the month is a holiday, the HRP meeting will be held the following Friday. In the event of a conflict in schedule, the HRP chairperson may reschedule the meeting.

d. All requests should be submitted and received by the Housing Office no later than five working days prior to the scheduled panel meeting. The HRP may convene on an unscheduled basis to consider emergent, time-sensitive requirements. The HRP will review each case and the voting panel members will indicate whether they recommend approval of the exception to policy request. The Installation Commanding Officer has final decision authority for all requests. Residents submitting requests to the panel will be notified via official correspondence of the Installation Commanding Officer's decision per reference (a).

8. Bulletins & Newsletters. Recurring bulletins and newsletters are sent to the residents electronically and/or through the postmaster for any upcoming activities, major repairs, etc., pertaining to the homes or the surroundings.

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9. Town Hall Meetings. Town hall meetings are generally held semi-annually. However, if a specific topic involves a specific housing neighborhood, the Housing Office will announce a neighborhood meeting for that specific area. Naval Base Guam endeavors to widely advertise the meetings prior to the event to ensure maximum participation.

SECTION B

HOUSING SUPPORT SERVICES

1. Refuse and Bulk Collection. Household collection and bulk trash pickup is performed once a week. Residents should seal all garbage into plastic bags prior to depositing items in the trash container. Bulk trash must not be placed on the street or block sidewalks. The trash container shall be placed in front of your unit between 1800 the night before and 0730 the morning of the scheduled collection for trash pick up. Additional refuse must be placed in plastic bags not to exceed 25 pounds each. All trash containers must be returned back to its designated place the day of collection. Refuse container(s) must be cleaned weekly.

a. Weekly refuse collection schedule is:

Monday:

Royal Palms (South Finegayan)
Harbor View

Wednesday:

Ocean Ridge (North Tipalao)
Harbor Heights (Lockwood
Terrace)
Bay View

Tuesday:

Whispering Run (NCTS)
Y Puntan, Nimitz Hill
Flag Circle, Nimitz Hill
Coral Ridge, Naval Hospital

Thursday:

Apra View (Old Apra)
Apra Palms (New Apra)

Friday: Bulk item collection only (All areas)

b. Bulk item collection is scheduled once a week on Friday. If a holiday falls on a Friday, bulk collection will occur the day before on a Thursday. In addition, if your trash collection day falls on a holiday, trash will be collected the following workday after your regularly scheduled day in paragraph (a) above.

(1) Bulk trash includes green waste (i.e., coconut fronds, yard debris, yard cuttings, foam fillers) and wood furniture/material collection. Branches are to be cut down to 48 inches in length, bundled and tied not exceeding 40 pounds. Wooden materials are to be no more than 48 inches in length. Grass, leaves, coconuts, and packing materials are to be placed in plastic bags not to exceed 25 pounds. For special requirements, contact the Refuse Collection Division at 339-6198.

c. Citations will be given for refuse repeatedly placed on curbsides earlier than 24 hours prior to collection and to those who repeatedly fail to return trash containers to its designated area the same day of collection.

2. Recycling Collection. Recyclables collected will include the following: plastic bottles numbered "1" and "2" (most drink bottles and detergent containers), aluminum cans, aluminum food containers, aluminum baking trays, and aluminum foil, glass bottles and jars (no other glass items); cardboard (must be broken down and flattened); and mixed papers such as moving papers, office type paper, magazines, newspapers, books, phone books.

a. Items such as automotive batteries, used oil filters, used oil, oily rags, used antifreeze (engine coolant) must be turned into an authorized Auto Maintenance Garage.

b. Place recycling containers on the edge of your walkway by 0730 on the morning of your scheduled collection day. If the incorrect materials are in your recycling container, it will not be emptied. All recycle containers must be returned back to its designated place the day of collection. Recycle container(s) must be cleaned weekly.

c. Weekly recycling collection schedule is as follows:

Monday:

Royal Palms (South Finegayan)
Whispering Run (NCTS)

Wednesday:

Ocean Ridge (North Tipalao)

Friday:

Apra View (Old Apra)
Apra Palms (New Apra)
Coral Ridge, Naval Hospital

Tuesday:

Harbor View
Y Puntan, Nimitz Hill
Flag Circle, Nimitz Hill

Thursday:

Harbor Heights (Lockwood Terrace)
Bay View

For further information about recycling collections, contact the NAVFACMAR Recycling Collection Program Manager.

3. Household Hazardous Waste. Household hazardous waste must not be disposed in trash containers, storm drains, street gutters, toilets or on the ground. Household hazardous waste includes solvents, waste oil, coolants, paint, paint thinner, vehicle batteries, or any other similar items having hazardous

waste characteristics. If in doubt, please contact the Environmental Office for proper disposal.

a. Hazardous waste is strictly prohibited at the Navy landfill. No whole or partial vehicles, metal products, vehicle parts, appliances, septic tank pumping, sewage sludge and petroleum products are permitted. Wood waste is allowed into the landfill, but must first be shredded at the wood staging area. Landfill personnel will direct you to the area. Tires are not allowed to be disposed of in dumpsters. Tires are staged at the landfill for shredding. Please contact the Solid Waste and Environmental Operations for proper disposal and coordination.

b. Leaks or accidental spills of household hazardous waste fluids or any other products that may be harmful to the environment must be cleaned up immediately. Report all significant spills to the Fire Department.

4. Entomology (Pest Control) Service. Basic pest management is the resident's responsibility. Good routine housekeeping will prevent most pests from entering your home and neighborhood. If you have exhausted all means of self-help extermination and notice infestation beyond your capabilities, contact the Service Desk to establish a work request.

SECTION C

RESIDENT RESPONSIBILITIES

1. Housekeeping. Residents of government quarters are responsible for the performance of routine housekeeping tasks, normally performed by homeowners or residents in private housing. Typically, residents are expected to:
 - a. Clean walls, windows, blinds, all appliances, cabinetry, bathrooms and all fixtures.
 - b. Clean floors and carpeting.
 - c. Clean walkways, carports, garages, driveways, storage facilities, trash enclosures, and exterior walls.
 - d. Replace/clean air conditioner filters monthly, if applicable.
 - e. Maintain control of common pests (i.e., roaches and ants).
 - f. Grounds and yard maintenance.
 - g. Clean refuse/recycle container weekly.
2. Government Identification. Workers are required to have government identification with them while in the housing areas. If you question the identity of the person at the door, request that he/she present their identification. Contractors or any other personnel are expected to treat the residents in a courteous and considerate manner at all times. Likewise, the resident should treat the maintenance personnel in the same manner.
3. Maintenance and Repair. Residents should call the Service Desk for maintenance service. Residents are expected to report any condition of deficiency which might affect habitability and structural integrity of the assigned unit. Residents should allow reasonable access to the home for workers to perform repairs or maintenance inspections.
 - a. Once a repair call is received, the Service Desk will classify the service call and a service number will be provided to follow up if necessary. If the resident requests service and is not home when the contractors arrive, a "not at home" notice

will be left on or under the door with instructions on how to reschedule the service. It is important to contact the Service Desk if you are not able to meet the scheduled appointment.

b. The Housing Service Desk is the resident's primary point of contact for requesting service to their unit or government-owned appliances. The Service Desk is committed to providing responsible and quality service. Their objectives for response to service requirements are: promptly respond to service requests based on priority of the requirements, provide 24 hours a day/seven days per week emergency service, accomplish work with minimal disturbance to residents, and safeguard property by rapid response.

c. Service responses are classified as follows:

(1) Emergency Service Calls. Emergency Service Calls take priority over all other work and require immediate action, including overtime or diverting craftsman from other jobs if necessary, to cover the emergency. Work is classified as emergency when it consists of correcting failures or problems that constitute an immediate danger to life, health, mission, security, or property. The contractor shall respond immediately and must be on the site within one hour after receiving notification 24 hours a day, seven days a week. Examples include:

- (a) All door locks
- (b) Overflowing drains
- (c) Broken water or hot water pipes
- (d) Major utility service failures
- (e) Broken electrical components which may cause fire or shock
- (f) Non-functional A/C for residents with documented medical conditions. Medical documents must be filed at the Housing Office Facilities Department.
- (g) Complete water or power supply outage to unit
- (h) All clogged commodes

(2) Urgent Service Calls. Urgent service calls are those requiring a correction or condition that could lead to an emergency. The contractor shall be at the job site and working within four hours after receipt of an urgent service call received between 0730-1630 and be completed within 72 hours. Service Call received between 1630-2400 shall be responded to before noon of the next calendar day. Calls received between midnight and 0730 shall be responded to by noon on the same calendar day. Examples of urgent service calls are:

- (a) Hot water outage to a housing unit
- (b) Appliance failure
- (c) Air condition outage
- (d) Inoperable commode where other commode exist
- (e) Broken or defective windows/doors that compromise security

(3) Routine Service Calls. These are service calls that are neither an emergency nor urgent in nature and require work that, if not accomplished, would cause an inconvenience or unsightly condition. Work in this category will normally be completed on a first-come, first-served basis during the government's regular working hours. Normal working hours for routine service calls are 0730-1900. Routine service calls are responded to on-site within three regular working days of receipt of notification. Work is generally completed within five working days of receipt of notification. Examples of routine service calls are:

- (a) Inoperable or burnt out street light
- (b) Icemaker needs to be hooked-up
- (c) Mini/vertical blinds need to be repaired
- (d) Exterior unit light(s) not functioning

(4) Preventive Maintenance

(a) Preventive maintenance is conducted by the contractor every six months. Preventive maintenance includes HVAC, radon, fire alarm, fire sprinkler, water softener, exhaust vent, and dryer duct servicing. You must reschedule preventive

maintenance service if you are unable to be home for a scheduled appointment. If the resident is not home for the scheduled appointment, the government has the right to enter and perform any emergency maintenance work. If necessary, the government will supply an escort.

(b) Government or contractors screen the service calls to determine the validity of the service calls made. However, if a false service call is made by a resident when there is no problem or when the work requested is determined to be the resident's responsibility, the resident may be charged for the call.

(5) Electrical Installation. Power circuits in family housing are designed to accommodate only normal electrical appliances. Outlets will not be modified to supply additional power to any appliances or tools under any circumstances. Most family housing has electrical circuits which are protected by automatic circuit breakers. Residents may reset these. However, you should call the service desk immediately if trouble persists. Residents should inspect appliance plugs and cords periodically as a personal safety measure. Worn plugs have been the cause of numerous fires.

(6) Painting. Enclosure (2) must be submitted and approved by Facilities Housing Division Manager prior to painting. If approved, painting will be restricted to interior walls. Residents will also be required to restore the unit back to its original condition at their own expense. Painting of ceilings, millwork (cabinets, closets, doors or similar in kind) and the exterior of the home is strictly prohibited. Wallpaper and borders are also not permitted. For touch up paint, please visit the Self-help store.

(7) Miscellaneous Structures. Attachment of basketball backboards to a home, power poles, carports, trees or garages is not permitted. Free-standing basketball hoops are authorized if placed so that vehicles and pedestrians are not unreasonably impeded (i.e., keep hoops away from streets and walking paths). See your Housing Inspector if you have any doubts about where to place your basketball goal.

4. Alterations. Residents are not permitted to make any physical or structural changes (interior or exterior) in the home without prior approval from the Housing Office. This includes using tape or inserting nails, screws, or other hardware on the exterior of the home, including the areas of

siding, trim or stucco of the house, gutters, or eaves. Residents may use the Resident's Request Form, enclosure (2), to request permission to alter assigned quarters.

a. Alteration of electrical, plumbing, water heater or other installed utility equipment is prohibited. Unauthorized, not maintained, or non-standard alterations, equipment, or structures will be removed by the resident prior to the final inspection.

b. Any approved or unauthorized alterations will be identified during the resident's preliminary inspections. With the exception of normal wear and tear, the entire residence must be returned to its original condition at resident's expense prior to vacating housing. Fees will be assessed upon completion of the final inspection and the resident will not be cleared from the unit until payment is made in full.

5. Leave and Extended Absence

a. Residents must submit Absence From Quarters Form, enclosure (3), to the Housing Office and Naval Base Guam Security Division if they are absent from their home for greater than seven days. It is important that the resident designate a caretaker to watch over the home in the event of an emergency or natural disaster. In addition, the person designated will be responsible for grounds upkeep, mail pickup and must have access to perform normal occupant maintenance.

b. Residents are responsible to ensure the home is in Typhoon Condition of Readiness (TCOR) II prior to off-island departure. Refer to Section G: Disaster Awareness/Preparation for further information.

6. Appliances

a. All major appliances are provided in each of the units including stove, refrigerator, washer, dryer and dishwasher. Residents will not be allowed to replace government appliances or other installed equipment with personal furnishings. The government is not responsible for the maintenance services for personal appliances.

b. Do not attempt to repair any government-owned damaged appliances. Contact the Housing Service Desk for problems concerning your appliances.

7. Grounds Maintenance Standards

a. Residents are responsible for grounds maintenance of their areas to include mowing, trimming, pruning, repairing damage from pets, daily policing of trash and general neatness and cleanliness of the areas, to include parking areas and up to a common boundary or fence line. Some lawn care equipment can be checked out at the Self-help Store.

b. The grounds that the resident is responsible for extend from the home to the edge of the adjacent streets, parking lots, sidewalks, or halfway points between buildings. For those homes that border common grounds, the area of responsibility is 50 feet from the home (front, back and sides).

c. The lawn must be neatly cut by mowing as often as required to maintain a height of 2-4 inches. On Guam, this normally requires cutting the grass once a week.

d. Grass must be trimmed around trees, hedges, along sidewalks, curbs, driveways, flowerbeds, structures and similar places. Please rake as often as necessary to keep lawns free from leaves and litter.

e. Shrubs and hedges must be pruned and trimmed to maintain a neat and attractive appearance and to prevent encroachment upon structures and utilities. Shrubs or hedges located at street intersections or adjacent to streets are not to exceed three feet in height.

f. Shrubs and plants inside the flowerbeds should not exceed three feet in height and must be 24 inches away from exterior walls. The flowerbed frames should not exceed four feet in width. All flowerbeds should be free of weeds and debris.

g. Tree branches, palm fronds, fallen coconuts/fruits, vines, hedge trimmings, etc., must be removed, bundled, tied, and placed at the front of your home (curbside) for bulk pick-up collection. See section on Refuse and Bulk collection schedule and regulations.

h. Yards should be free of debris such as old newspapers, cans, candy wrappers, paper etc. Pet owners are responsible to ensure their yards are free of pet fecal matter at all times. Do not leave tree clippings, lumber, tires, and other miscellaneous items on the yards or leaning against the house,

carport, or garden. All personal items must be stored and secured while away from your home at all times (i.e. lawn movers, yard/garden tools or equipment, or any personal effects).

i. Resident's Request Form, enclosure (2), must be submitted and approved by the Facilities Housing Division Manager if residents desire to plant in their yard or start a garden. A detailed sketch must be included to identify location, types of plants, and scope of work. If a garden area is approved, residents will be responsible for full restoration of the garden area back to its original state when vacating the home. Grass must be two inches in height; all gardens/garden materials (including rocks and borders, etc) must be removed, and sods replanted and have two inches growth of grass, prior to vacating government family housing. Trees/plants that are approved for planting in the yard will normally have to be removed by the resident when vacating the home. It must be emphasized that **approval is required prior to planting trees in the yard or starting a garden.** Commands will be notified of resident's non-compliance to these grounds maintenance standards.

j. If approved, a garden may only be located at the rear of the home not to exceed 200 square feet and must be 48 inches away for the exterior wall. Elaborate supporting structures (i.e. nets, trellis, lattice work, or similar items) are not allowed. The use of decorative garden edging/borders is acceptable and must not exceed the height of 10 inches from the ground level.

k. Planting in common areas and along drainages is strictly prohibited. Residents are also prohibited from planting the following trees in their yard: bamboo, flame trees, coconut trees, signature trees, elephant ear trees, banana trees, cactus and other trees deemed unacceptable by the Installation Commanding Officer. Residents that desire to plant a particular tree not mentioned here shall submit the request in accordance with paragraph (i) above. The intent of this restriction is to minimize the infestation of ants, bees, termites, rodents, worms, snakes, and other pests.

8. Common Grounds. The government is responsible for providing major tree trimming and mowing in common grounds areas.

a. Trimming coconut trees; removal or shaving down of roots and stumps; and the removal of fallen branches (common areas), limbs and fruits.

b. Other trees are trimmed or removed as required by the Housing Inspector's report. Residents can help by reporting a tree that needs trimming to their Housing Inspector, especially if the tree causes unsafe conditions or damage to any structure.

c. Government is responsible to ensure mowing is performed in accordance to the Grounds Maintenance Contract in all Family Housing common areas.

d. Residents with pets are responsible for removing/disposing the pets' solid waste daily on government property.

9. Yard and Home Inspections. Housing Inspector conducts inspections to ensure grounds standards are maintained by the contractors and the residents. If ground maintenance and other exterior home standards are not maintained, a visit report (citation) will be issued to the resident and a copy will be filed in the resident unit folder. However, if a second citation is issued, a call will be made to the service member's Commanding Officer for corrective action.

10. Locked Out Of Family Home. If a resident is locked out of the home during normal hours (Monday through Friday, 0730 to 1630.), he/she may go to the Housing Office to obtain a key that must be returned prior to close of business the same day. Residents are not authorized to change or install any new lockset or duplicate keys. Residents will be liable for any damage caused by unconventional methods of entry. Please be aware that once the lockout service call is made, a lockout fee will be charged to the resident.

a. Resident's must have identification to receive a key. If the resident does not have identification, he/she must present his/her sponsor's social security number which will be verified with the resident listing before a key can be issued.

b. Keys will only be given to adults residing in the unit.

c. House sitters or babysitters requiring a key must have an approved letter on file with the Command, Security Office, and the Housing Office. Without a letter, the individual will be denied access unless a Command or Security representative can verify the information.

d. A government contractor will provide lockout services after normal working hours, weekends, and holidays. However, a lockout fee will be charged at prevailing rates. In the event the resident cannot produce the proper identification, he/she will need to present identification to the contractor immediately upon entry into the home.

e. If the lockset is broken due to resident negligence, the resident may also be liable for the repairs. The Housing Office will issue a liability letter after work has been performed and the resident must pay to the collection agent at the Housing Office. Residents are not authorized to change or install a new lockset or deadbolt and will be liable for any damage caused by unconventional methods of entry.

f. It is very important that the resident notify the Housing Inspector if an individual is not authorized by the resident to enter the home. In this event, the individual's name will be placed on a denied access list for lockout service.

g. When keys are lost and/or a new lock is required due to negligence, the resident will be required to reimburse the Housing Office for materials and labor costs necessary to change all the locks of the quarters, to include exterior storage spaces and garage remote/key, if applicable.

11. Neighbor Relations/Disputes and Family Disturbances.

Family Housing is a privilege requiring all residents to live harmoniously. Sponsors are responsible for the conduct of their dependents and authorized guests.

a. Residents are encouraged to solve problems amongst themselves. Most situations can be resolved by being neighborly. The Housing Office is responsible for mediating unresolved complaints. The Housing Office will handle complaints with the strictest impartiality. Complaints requiring investigation must be made in writing, signed by the complainant and submitted to the Housing Office. If both residents are not able to work out the situation, the sponsor's chain of command will be informed to help mediate the problem in coordination with the Installation Commanding Officer and Base Security.

b. Instances involving more than one resident require the Housing Office to have an understanding of all positions. Belligerent residents who are unwilling to resolve problems and are a continual source of conflict may be evicted at the

Installation Commanding Officer's discretion. A report of the investigation, results and actions taken will be formally documented. Conduct such as immoral practices, intoxication, fighting, using profanity and other improper actions may be grounds for loss of housing privileges and eviction.

c. It is the responsibility of each resident to ensure the safety, health and well being of his family members and authorized guests. They are further responsible for the conduct of their family members and authorized guests when on federal government controlled property. Violent behavior in government housing detracts from military performance, negatively affects the efficient functioning and morale of military units, and diminishes the reputation and prestige of the military service in the housing community. Misconduct in Family Housing will not be tolerated and may be reason for eviction.

12. Child Supervision/Control of Children. Parents are responsible for the actions of their children and will be liable for damages they cause. Overall supervision areas include inside and outside family housing units, parks, playgrounds, recreational facilities and in motor vehicles. Residents are prohibited from entering any construction areas. All ball games are allowed in designated play areas, but not on streets or parking spaces. Violations will be reported to Base Security. The following guidelines are used to determine the appropriate level of supervision needed for children:

a. No children under 10 years of age may be left unattended. When not under the care of parents or guardians, children under 10 years of age must be supervised by a babysitter (12-17 years of age) for a period not to exceed 10 hours or involving overnight.

b. Children under 15 years of age must be supervised by a responsible person at least 18 years of age for periods exceeding 10 hours or involving overnight.

(1) Children 15 and older may be left alone overnight provided adult access is available to make periodic checks and/or provide assistance.

(2) Children 16 and older may be left alone for multiple nights not to exceed a 72-hour period.

c. Children (ages 12-17) who babysit will care for no more than three children, including their siblings. Children 12

years of age who babysit will not care for any child less than one year of age. All babysitters are strongly encouraged to attend a babysitting course. Babysitters who are going home during curfew hours should be escorted home by an adult.

d. Children age six and under are required to be in physical presence of a parent or babysitter. Children between the ages of 7-9 are required to have physical access to a parent or babysitter. At recreational facilities, all children under 10 are required to be in the physical presence of a parent or babysitter.

e. Parents or legal guardians of children under 10 years of age must provide the babysitter with emergency phone numbers, names of persons to contact in case of medical or other emergency, their destination and approximate time of return to the home.

f. Unaccompanied minors (17 years of age and below) must be clear of public areas and streets between the hours of 2200 and 0600. The 2200 curfew does not apply to children playing quietly in their own yard under parental supervision or to children proceeding directly to or from a social activity.

g. Anyone who detects or identifies "in progress" cases of unattended children shall request Security personnel to intervene.

h. Any child/children under the appropriate age found unattended will be taken to Security headquarters.

i. Checklist before leaving children unattended:

(1) Child knows parents' whereabouts and how to reach them. Child has a telephone number.

(2) Child knows when the parent will return.

(3) Child has a list of telephone numbers of, or can reach a neighbor or responsible adult if parent is unavailable.

(4) Child knows how to call police/fire department in case of emergency.

(5) Child knows what to do in cases of minor injury (cuts/scratches). Child knows location of first aid kit.

(6) Child knows procedures for answering the telephone/door. Child knows how to handle these situations safely.

(7) Child is aware of general safety rules (e.g., matches, sharp objects, medications, etc.).

(8) Child has snacks and other prepared food available and can prepare something to eat/drink.

(9) Child is aware of house rules (e.g., having friends over, responsibilities, acceptable activities and unacceptable activities).

13. Guests. Bonafide house guests are defined as those persons residing in the government home at the invitation of the assigned resident and who do not share directly or indirectly in the cost of occupying the government home. Guests who remain in the government home for more than 14 days must be registered with their respective Housing Office. Authorizations will be granted for a 30-day duration. A copy of the approval must be provided to the Security Officer. Military guests are subject to military regulation and may be required to forfeit Basic Allowance for Quarter (BAQ) for occupancy in a government home other than their residence for more than 30 to 90 days, subject to approval by the Installation Commanding Officer. Non-military guests are limited to a 90-day visit in the home. This limitation also applies to personnel eligible for assignment to bachelor housing spaces. Former residents who have been evicted from government housing may not come to live with a resident unless approved by the Housing Authority.

14. Noise Control/Quiet Hours. Note that creating excessive noise during "quiet" hours (Sunday through Thursday, 2200 - 0600; weekends and holidays, 2200 - 0900) could be the basis for a complaint of disturbing the peace and could result in punitive action. Excessive noise means any noise which unreasonably interferes with the peace, comfort and convenience of any person. This can be caused by any musical instrument or music (whether amplified or not), an electrical appliance such as a television or stereo, powered machinery such as a vacuum or drill, explosion or vibration, or persons or groups of persons singing or shouting to include barking of dog(s). Excessive noise is a common complaint in high-density neighborhoods. If stereo or other noises can be heard outside or through the walls, it is too loud. Residents are reminded that many of our residents work night shift hours and are sleeping during the

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day. Complaints can be avoided by informing your neighbors prior to hosting a party.

15. Parties And Social Gatherings. Many complaints can be avoided by proper planning. Parties and other social gatherings are permitted; however, residents must strive not to disturb nearby residents or other residents who may be asleep. Residents must clean-up after the event and dispose of trash properly. Residents must keep the noise level to a minimum as not to disturb nearby residents. If residents are planning a large party (more than 50 guests), they must inform Security and their neighbors.

16. Canopies. Canopies (tarps, tents, gazebos or similar in kind) may be installed temporarily for parties, yard or garage sales but must be removed within 24 hours after the event.

17. Pet Control. Maintaining pets in government housing is a privilege not a right. Failure to comply may result in revocation of the privilege. The privilege of keeping a domestic animal on Family Housing property may be withdrawn at any time by the Installation Commanding Officer (or designated representative). Please adhere to the following:

a. Pet owners are required to register their dogs and cats with the installation Veterinary Treatment Facility (VTF) within five working days after arrival. They must also ensure the pet vaccinations are kept up to date.

b. The pet limit per household is two (i.e. two dogs, two cats, or a dog and a cat) with the exception of fish and small caged animals. Household pets that are permitted include dogs, cats, birds, fish, turtles, hamsters, gerbils, and guinea pigs. No more than one fish tank and/or two birdcages are permitted in a home.

c. Animals such as monkeys, skunks, raccoons, ferrets, foxes, iguanas, snakes, and breeds of dogs with dominant traits geared toward aggression or determined by Animal Control as vicious are strictly prohibited. In addition, livestock such as goats, pigs, sheep, and poultry are prohibited in Family Housing.

d. The only authorized area for dogs to run freely is the dog park located on Haputo Road behind Harbor View Housing, NBG and Mt. Tenjo Avenue, Apra View Housing area. Pets are prohibited in playground areas, basketball courts, pavilions,

community centers and property for which another housing resident is responsible.

e. When walking pets, owners are required to have bags to pick up any fecal waste from the pet and dispose of the waste properly. All residents must do his/her part to promote a healthy environment for all residents by cleaning up after their pet. Pet owner areas will be cleaned at least once daily to comply with sanitary regulations.

f. When not confined in the government home, pets will be leashed and in the control of a mature, responsible individual who is able to physically control the actions of the animal. Pets may only be tethered outside the home if 1) a responsible individual is physically present at the home with the pet, and 2) the pet is not a nuisance to the neighborhood (i.e., barks excessively). Pets must not be left at home unattended in enclosed or gated patios/porches.

g. Animals will not be secured near common-use walkways, service entrances to buildings, official work places, or mail boxes or not be tethered to any part of the building, including electrical services, water faucets, doors knobs, or in balcony areas.

h. Pets must not become a nuisance (i.e. excessive, continuous or untimely barking, molesting passersby, attacking any person without provocation, or damaging government property). Residents cannot leave the pet(s) outside during the quiet hours of 2200-0600.

i. A Resident Request Form, enclosure (2), must be submitted to the Facilities Division prior to the installation of a pet kennel/fence. See your designated inspector for specifications and requirements. Electronic leashes/collars and fences are prohibited in Family Housing.

j. Fleas can be a major problem on Guam. Please make sure the home does not become infested. A resident could be held liable for government cleaning and pest control services in extreme cases.

k. Should owners fail to exercise proper control of their pet, and the pet bites, mauls, or attacks an individual, the pet must be removed from the housing area within two days of the incident.

j. Any person observing pets running loose should contact the Security Animal Control Office to have the animals apprehended. The owner will bear the cost of the disposal of the animal, if required. Proper disposition of the animal includes the removal from Family Housing, finding a new home, or having the animal disposed of in a humane manner.

l. Owners' negligence and/or animal abuse will not be tolerated. Residents should report cases of aggressive, abused, sick, abandoned or neglected animals to the Security Animal Control Office.

m. The Housing Inspector will issue citations to residents who are not in compliance with the above provisions.

18. Police Protection and Authority in Housing Areas. The Security Department is the authority for all family housing areas. Laws of the Territory of Guam, as well as Family Housing rules and regulations, apply to all residents of family housing. Security Forces may request assistance from local authorities, when appropriate, and/or may deliver offenders to civil authorities for prosecution or other disposition. Housing residents are required to report all acts of a suspicious nature to the Security Office. In case of an emergency or to report a crime in progress, call Security Office.

19. Speed Limits. Security rigorously enforces the posted limits. The speed limit in all housing areas is 15 miles per hour, unless otherwise posted, and is to be adhered to for the safety of all residents and guests. While driving throughout the Family Housing area, all drivers should be aware of the surrounding areas due to children at play. Violators will be held accountable for citations and the subsequent consequences. Vehicles (except riding lawnmowers) will not be parked or driven on grassy areas.

20. Illegal or Unauthorized Activity. All residents and other approved guest(s) are required to refrain from illegal or unauthorized activity. Failure to do so may result in termination of eligibility for government quarters or denial of access to the installation in addition to any other administrative, disciplinary, or criminal action which may be made by appropriate authorities.

21. Firearms/Weapons, Ammunition and Fireworks. The following regulations apply to the possession of weapons and associated equipment on government property:

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a. Possession of government-owned ordnance equipment, such as ammunition and other ordnance equipment on housing premises without permission of the Security Officer is strictly prohibited.

b. Residents must register all personal firearms with the Security Office. Guam law requires the resident to obtain a firearm identification card as well. The applicant will need to present these documents to Security when weapons are registered on base.

c. It is prohibited to discharge any type of firearms within Family Housing to include BB, pellet or air soft guns, bows and arrows, sling shots, crossbows, all projectile propelling devices, paintball guns and similar weapons. Carrying concealed knives with blades more than three inches, to include switchblades, stiletto knives, blackjacks, brass knuckles, zip guns, gravity knives, and machetes/bolos outside the home are strictly prohibited.

d. All types of fireworks are prohibited in Family Housing.

22. Parking. Parking spaces throughout the housing areas are at a premium. Residents should properly park their vehicles in their carports, garages, driveways (while not impeding sidewalks or the roadway) or at off-street parking areas in the neighborhood conforming to normal parking standards. All unmarked parking spaces are to be utilized for guests and additional resident vehicles on a first-come-first-serve basis. Residents and guests must park their vehicle(s) with the flow of traffic and shall not block the driveway of other residents. Note: Do not utilize vacant units for parking/storage.

a. Boats and any trailers and other water craft vehicles will not be parked in the streets, on blocks in the housing areas, on the lawn, in the driveways, carports or garages. If a resident owns a boat, trailer, or other water craft vehicle, it must be parked at the marina.

b. All vehicles with outdated decals and/or license plates will be impounded and removed at the resident's expense.

c. Residents are responsible for their assigned parking space to ensure it is kept clean and free of oil spots.

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d. Inoperable (other than for temporary periods) or abandoned vehicles are not permitted in Family Housing.

23. Vehicles/ATV. All vehicles (including motorcycles) in the Family Housing areas must be maintained in a reasonable state of repair and must be registered and licensed at all times. They may not leak oil or other fluids onto the assigned driveways and parking surfaces. Inoperable, unregistered, unlicensed or abandoned vehicles will be cited and towed. No vehicle shall be parked on grass, seeded areas or walkways.

a. Repair of vehicles in carports, driveways, streets, or parking spaces with the exception of tire changes and simple preventative maintenance measures will not be conducted in housing areas. Auto-repair must be accomplished in the Auto Hobby Shop, which includes changing and/or adding oil or other hazardous fluids. Vehicle washing is authorized in Family Housing areas; however, they will not be washed on the lawn or during water conservation periods. Vehicle washing should not impede parking of other vehicles.

b. Recreational vehicles such as all terrain vehicles are not authorized to be used on Naval Base Guam.

24. Playgrounds and Recreation Equipment. There are ample playgrounds in each housing area. The streets should not be used as a playground. Playground equipment, such as swings and slides, are fixed in place. No personal equipment will be installed or placed in playgrounds. This includes, but is not limited to, swing sets, scooters, bikes, slides and any portable swimming pools. In the event of mistreatment or damage to any playground equipment by a resident or guests, the sponsor will be held financially liable and will receive a notice of violation. The sponsor may also be subject to disciplinary action, termination of Family Housing eligibility and/or have access to the installation denied or limited by proper authority. Do not leave litter or trash in the area. Pets, glass bottles or other breakables are prohibited inside and around the playground areas. Parents and guardians are reminded they must supervise their children under the age of 10 in playground areas. Report playground safety hazards to the Service Desk. Recreation equipment rules are as follows:

a. Trampolines. While trampolines are indeed fun, they also pose serious hazards for all who enjoy them. Therefore, the installation has instituted the following regulations regarding trampolines:

(1) A Resident Request Form, enclosure (2), must be submitted and approved prior to trampoline installation. It is highly recommended that the residents obtain liability insurance.

(2) If approved, trampolines are only permitted at the rear of the unit. It cannot be placed near concrete, asphalt surfaces or near the structure of the home. Always keep a clear space on all sides of trampoline and enclosures.

(3) When in use, adult supervision is mandatory at all times.

(4) The Customer Product Safety Commission (CPSC) recommends no child under six years of age should use a full size trampoline.

(5) All trampolines must have the basic safety enclosure (poles, netting, tension springs and foam sleeves) to help prevent trampoline users from falling off the unit. Additionally, trampolines must be free of deterioration (i.e., worn/torn netting, defective or missing parts, missing foam sleeves, rust, etc.).

(6) Residents are responsible for the grass cutting around and underneath the trampolines.

(7) Prior to the final inspection (at termination of Family Housing), the trampoline must be removed and sod replanted with two inches growth of grass.

(8) Trampolines must be secured indoors prior to heavy weather (i.e., typhoons, tropical storms) or in the event you are absent from your home for an extended period of time. Trampolines must be secured at storm Condition of Readiness (COR) III.

(9) The Housing Inspector will issue citations to residents who are not in compliance with the above provisions.

b. Pools. Small, well-maintained swimming pools are authorized in Family Housing. When in use, adult supervision is mandatory at all times. Pools larger than five feet in diameter and 12 inches in depth are prohibited in base housing.

(1) Residents are restricted to one pool per unit and it must be drained and stored after each use.

(2) Use of the pool is further restricted to backyards only.

c. Hot Tubs, Whirlpools, Spas. Privately owned hot tubs, whirlpools or spas are not authorized in Family Housing. Exceptions may be made for medical reasons but must be approved by the Installation Commanding Officer prior to use.

d. Flying Kites and Powered Model Airlines. Flying of kites and powered model airplanes to or over any overhead power lines within any activity is strictly prohibited.

e. Skateboards/Roller Skates/Roller Blades. Protective equipment (i.e. helmet, elbow pads, etc) is required for residents when using skateboards, roller skates or rollerblades. The use of skateboards, roller skates and rollerblades are prohibited on rails, curbs, homemade skate ramps and stairwells.

25. Recreation Safety Equipments. It is the responsibility of parents/guardians to ensure safety measures are met. Children and adults skateboarding, motorcycling, using motorized scooters, roller blading, riding a bicycle or any other similar activity within the housing areas must wear safety protective equipment.

26. Christmas Trees/Decorations/Decorative Lights

a. Residents should place live trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand or moist earth and remove it soon after the holidays. Trees shall not be located near an entrance/exit door or stairwell. Use only approved electrical lights that are in good condition and not worn or frayed. Ensure artificial trees are fire resistant. Dispose of live trees by placing them outside for Friday's bulk pick-ups; trees must be cut down to 48" in length and be bundled tied not exceeding 25 pounds. Adhesives and hooks used to hold decorations in or around the house must be removed (to include residue) prior to your check-out (final) inspection.

b. Decorating of quarters for holidays is festive and encouraged. However, adhere to the following guidelines when decorating the exterior of your home during the holidays or for other functions while always exercising necessary caution:

(1) Do not walk on or put anything on the roofs and/or ledges of the homes.

(2) Displays are not allowed to block walkways or home access

(3) Do not use tape or insert nails, screws, or other hardware into siding, trim or stucco of the house, gutters, or eaves

(4) Use only outdoor rated lights

(5) Use only heavy duty certified exterior extension cords.

(6) Use S-clips or similar inexpensive and non-destructive clips to attach lights

(a) Holiday decorating is permitted from the last weekend of November until 8 January the following year. All lighting or lighted decorations must be turned off by 2300 hours, Sunday through Thursday and 2400 hours, Friday through Saturday. All lighted decorations should also be secured when the home is unattended. Lights may be left on all night on 24 and 31 December.

(b) No decorations of any kind may be installed, planted or placed in the common ground areas where contractors maintain the grounds.

27. Antennas And Amateur Radios. Residents are required to obtain permission to operate an amateur radio station. Approval from the Navy-Marine Corps Spectrum Office (355-5066) and the Housing Office prior to installation of antennas and amateur radios is required.

28. Portable/Electric Generators. Because Guam experiences many temporary power outages, many residents elect to purchase their own portable electric generators. The following are some guidelines for the safe usage of generators:

a. Residents buying a generator should carefully select, understand, and ensure its safe usage and proper operation.

b. It is essential that residents do not conduct electrical repairs and/or modifications to the home electrical system. It is prohibited to use the panel box and circuit breaker switches

as a means for generator hook up. Cord and plug-connected appliances should be plugged directly into the portable generator using the receptacles provided. The only exception to this policy is a government home that has a built-in critical power grid and emergency transfer switch permanently installed (note: homes in Apra View, Flag Circle, North Tipalao and recently renovated homes have such a system built-in).

c. The operator should thoroughly read and understand the manufacturer's operation manual. Always heed precautions as they are essential when using any electrical or mechanical equipment.

d. Electric-generating equipment must be placed on a firm, supporting surface in a well-ventilated area. Do not operate in wet or damp conditions or in highly conductive locations such as metal decks or steel works.

e. The frame must be grounded to an adequate copper-grounding rod to avoid the potential for electric shock. A ground lug is normally provided for this function.

f. In order to avoid overloading the generator, operators should ensure that the load capacity to the generator does not exceed 80 percent of the generator's rated capacity.

g. Units with broken or missing parts, or without a protective housing or cover, should never be operated.

h. Extension cords, power cords, and all electrical equipment used should be Underwriter's Laboratory (UL) approved, and properly rated to withstand load passage capacity. Extension cords should be used from the generator receptacles to its intended load supply. Extension cords should not exceed 100 feet in length.

i. The fuel system should be checked for leaks or signs of deterioration such as chafed or spongy hoses, loose or missing clamps, or damaged caps.

j. The generator must be completely off when refueling.

k. Avoid wearing loose clothing, jewelry, or any object that may be caught in the starter or other rotating parts.

l. The generator should be started using long, slow pulls, without yanking the cord. Ensure the choke is set according to

manufacturer's instructions. Once it's started, allow it to warm up for a couple minutes before applying any load to it. Plug in only one appliance at a time.

m. The engine should not be allowed to run out of fuel when electrical loads are applied to prevent surging that may possibly damage appliances.

n. A resident with the proper certification from a medical doctor may operate the generator during the quiet hours of 2200-0600.

29. Transmission Line Access. The 10 feet of area on either side of the transmission lines is a utility easement area and must be kept clear of obstacles to allow patrolling of the line. This easement area is included in the Navy's maintenance of common grounds. If there is any rutting during the rainy season, residents can notify the Housing Inspector for appropriate action.

30. Insurance. The government does not insure the personal property of residents. Residents are strongly urged to obtain personal property and liability insurance. Liability insurance will protect the resident if a guest should get injured and seeks remedy regardless of the circumstances. The resident can obtain coverage for loss or damage of personal property due to fire, smoke, theft, wind, vandalism or damages due to broken utility systems or structural features which result in damages.

31. Subletting. Residents assigned to government quarters are not permitted to sublet or receive reimbursement for shelter from other persons who live in the residence. Only sponsors and their authorized dependents or guests can occupy Family Housing.

32. Storage Areas

a. Assigned storage areas are to be kept locked by the residents for the protection of personal items. The U.S. Government is not responsible for items stored outside of the assigned storage space(s) that may be damaged, destroyed or stolen. Regular cleaning in and around storage areas must be performed. Avoid storing items in boxes made of cardboard; they attract ants, roaches and termites.

b. Portable Storages/Sheds: All exterior portable storage areas/sheds are prohibited in Family Housing. For those residents in possession of a storage shed at the time of this

instruction approval, a temporary waiver to this prohibition will be granted by the housing office until those residents move out of Navy housing (PCS, change residences, etc.). Residents that have sheds under this temporary clause shall notify the housing office of their status so proper documentation can be completed. Also, these residents will ensure that storage sheds are properly secured during Typhoon Condition of Readiness (TCOR) III.

33. Lead Base Paint. Considering the age of many Family Housing units on Guam (25 years or older), it is likely that lead base paint was used during some changes of occupancy. Such paint is now prohibited and it has not been used for more than a decade. As long as the paint remains in good condition, and does not chip, peel, or flake, there is little immediate danger, provided children do not consume it. If residents know that the child has eaten paint, or if it is suspected that the child may have, residents should take them to the doctor or local clinic immediately for a check up. Children who have lead poisoning may show the following symptoms: unusual irritability, sluggishness, or drowsiness. These symptoms could be signs of other childhood diseases. Only a doctor can tell if a child has lead poisoning. Any paint that is peeling or flaking should be immediately reported to the Service Desk.

34. Newspaper Delivery. Delivery of newspapers can be arranged by calling the appropriate circulation departments (Stars & Stripes or Pacific Daily News). When absent from your unit, residents must make arrangements to suspend delivery.

35. Waterbeds. Waterbeds are permitted with the understanding that residents are fully responsible for any damages they may cause to government property (i.e., floors, carpet, and structure). Residents are strongly encouraged to obtain liability insurance covering waterbed damage in the home.

36. Energy Conservation. Energy conservation is a key element in our effort to become energy efficient. Residents are participants in the Guam utility conservation program and are responsible for practicing energy conservation and avoiding waste. Therefore, residents should think of utility usage as if they are responsible for costs. The bulk of housing cost is spent on utilities, especially electricity. The Housing Office urges the residents to routinely practice energy and water conservation. The Housing Office has also taken steps to conserve energy by adjusting the temperature in vacant units and

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securing all high voltage appliances (i.e. water heater) when not in use.

a. Electricity. During daylight or when not in use, turn off lights in unoccupied areas such as garages and outdoor areas. Keep refrigerator doors shut as much as possible. Be familiar with the wattage amounts of your appliances and light fixtures. Overloading your electrical system will trip circuit breakers and could damage electrical wiring.

b. Water. Conserve water whenever possible, especially during the summer months. During the summer, water may be subject to rationing. Tightly shut off all water valves and sinks after each use. Lawns should be watered between 1900 hours and 0800 hours. Avoid spraying water onto the street. Avoid flushing sanitary items, Q-tips or baby diapers down the toilet because they clog drains. Water blasting requires prior written approval from the Housing Inspector.

c. Utilities Guidelines. Residents should immediately report to the Service Desk any leaks, dripping faucets, unusual noises in calling systems, or any government-owned appliance or utility that does not function properly. The following suggestions should be practiced as part of the daily routine to assist in minimizing electrical and water consumption:

(1) Close the blinds during direct daylight hours. Turn lights on when needed and remember to turn them off when not in use. Outdoor lights may be left on at night for security purposes, but must be turned off during daylight hours.

(2) Air conditioner filters are available at the Self-help Store. Set the air conditioner at a higher temperature setting when not at home or on cooler days. The temperature in the home should be set at 76 degrees. Make sure doors and windows are weather-stripped to keep the cool air in.

(3) Use the dryer efficiently. Only dry full loads.

(4) Only wash full loads in the washing machine and the dishwasher.

(5) Use microwaves, toaster ovens, or slow cookers as an alternative when cooking small quantities of food. Put lids on the pots to keep the heat in and expedite cooking.

(6) Dust light fixtures and bulbs.

(7) Set the refrigerator at the right temperature.

(8) Commodes should not be used as a waste can. Four and one-half gallons of water are used each time the commode is flushed. If the commode runs continuously, lower the float.

(9) Limit water running continuously when washing dishes by hand, shaving, washing hands, brushing teeth, or taking showers.

(10) Reduce the frequency of car washing. Use a bucket, sponge, and a nozzle on the hose rather than letting the water run continuously.

37. Yard of the Quarter. Many families take special pride in maintaining their homes and the surrounding areas. Quarterly Yard awards are our recognition to residents. The Navy Housing Office's Yard of the Quarter Program highlights those individuals whose property exemplifies the vision of the neighborhood beautification campaign. Housing staff and representative commands will make recommendations and forward to the Installation Commanding Officer who, in turn, will select the Yards of the Quarter during a calendar year. Upon selection, a sign is placed in the winning yard, highlighting recognition for beautifying the community. The sign will remain there for 90 days. The following criteria will be used in selecting the Yard of the Quarter:

a. One yard from each housing area will be given a "Yard of the Quarter" award. Pictures will be taken of winners.

b. One award for a home per calendar year.

c. Yard must be well groomed (grass must be mowed, and the perimeter of the property must be edged) and lawns must be green and weed-free or weeds under control.

d. Grass or weeds removed from cracks in the concrete, lawns policed, grass trimmed around the foundation of the home and footsteps.

e. Trees and hedges should be kept neatly trimmed and have a uniform presentation.

f. Landscape should be attractive and pleasing to the eye, using a variety of plants such as trees, shrubs, ground cover, flowers, and wildflowers with a variety of heights, textures and colors.

g. Plants must be living. No plastic, silk, or artificial plants. Garden accents such as walls, paths, seating, water interests, statuaries, birdbaths, art, etc. must be tasteful and not overdone.

h. Other items that are considered by the committee include:

(1) The exterior and carport must not be cluttered and in good appearance.

(2) Yard must be free of litter, junk and debris

(3) Porches and patios must not have excessive appliances or indoor furniture stored.

(4) Yard must be free of inoperable vehicles, tires or ply wood.

(5) Residents must be in good standing and maintain compliance with housing policies and regulations.

(6) The Housing Judges' decision is final.

SECTION D

RESIDENT ACTIVITIES

1. Cable Television Service. The government provides a cable ready service from the exterior. Personal service can be obtained from either Marianas Cable Vision (MCV) or Guam Telephone Authority (GTA). Cable television reconnection charges for moves required for the convenience of the government (and not associated with a permanent change of station) are paid from Family Housing Navy account funds.

2. Telephone Services. Telephone services can be obtained from the GTA or MCV. There are several long distance calling companies with competitive rates. Check the yellow pages for the correct telephone numbers. The government owns the telephone wiring inside the home. When the resident subscribes for telephone services, inform the telephone company to waive the enrollment of the inside wiring maintenance program. If inside wire maintenance is needed during occupancy, contact the telephone company for service, pay the bill, and bring in the stamped paid receipt to the Housing Office for reimbursement. The Housing Office will verify reimbursement and contact the resident. This policy does not apply to the telephone instrument or any additional wiring inside the home which is the resident's personal property

3. Commercial Enterprises/Home Enterprises. Members residing in Family Housing may conduct an approved home enterprise. Request to operate a private home enterprise must be in writing to the Installation Commanding Officer via the sponsor's Commanding Officer and approved before starting the operation. The enterprise must be in good taste (e.g., tax preparation, tailoring, manicure services, or selling of crafts) and conducive to the community atmosphere, and must obtain a business license from the Government of Guam Business License Service Center. In no case will activities be authorized at the expense of the community's tranquility or safety. If the resident operates a home enterprise, canvassing, soliciting or selling door-to-door is strictly prohibited. Forms are available at the Staff Judge Advocate office on the installation.

a. The Child Development Home program is defined as care provided for up to six children by a private individual in Family Housing. Care is full-time or part-time on a regularly

scheduled basis. This program is not intended for 24-hour foster care on a regular basis. Installation certification is required to become a Child Development Home Provider. The certificate is processed through the MWR Child Development Center (CDC) Office to include health screening, training (CPR and First Aid, child abuse prevention, child development, activity planning, nutrition, business practices, and parent /customer relations), home inspections and background checks. Call the CDC Office for more information on becoming a certified Development Home Provider.

4. Garage/Yard Sales. Yard sales are permitted in Family Housing. However, residents are not permitted to attach their advertisements to traffic signs, utility poles, trees, or any government structure within the Family Housing areas. Residents may post a sign in the front yard for identifying the garage sale location. Residents may place advertisements through the local newspapers or the Pacific Navigator announcing their sales at their expense. Residents must sponsor civilian guests to gain access to the base through the Security Office.

5. Solicitation. Solicitation is prohibited in government housing. The one exception to the rule is children who live in the same general part of the housing area. They may solicit for non-profit groups such as schools or scouting groups which have been command endorsed.

6. Vendors. In order to protect residents from incidents of larceny, assault and false representations, security procedures regarding vendor's representatives are necessary. These procedures also apply to service contract personnel in family housing areas.

a. Commercial vendor representatives, telephone/cable installers, etc., requiring entry into government homes are not authorized access to Family Housing areas between the hours of 2000-0700 without specific approval from the Security Office. All vendor representatives will request entry onto Navy property from the Security Office and will be required to have appropriate personal and firm identification.

b. Government contractor, maintenance personnel, private contractors, etc., responding to resident requests and who require official entry into a government housing area will have their government or firm identification card openly displayed. They are also required to travel in an official government or firm's vehicle whenever possible.

SECTION E

FIRE PREVENTION AND AWARENESS

The Naval Base Guam Fire Department is responsible for instructing residents on the procedures to follow in case of a fire. Any questions on fire prevention should be directed to the Fire Prevention Section.

1. Fire Prevention And Safety. To report a fire dial 911. Report all fires, regardless of size, to the Fire Department immediately. Advise those in and around the home and neighborhood. Remember that smoke typically causes more deaths than flames in house fires. If the fire is not controllable, exit your home according to your evacuation plan. Provide the exact location of the fire to 911 personnel and give a brief description as well. Fires can build at an alarming rate, so please make the decision to evacuate your home in time to allow for a smooth exit. The following are important items for a successful escape from fire:

a. Know the sound of the smoke alarm and what to do when it goes off.

b. Plan a secondary emergency exit route in case the fire builds so fast the normal exit is cut off. In multi-story homes, this may mean acquiring a ladder to allow escape through a bedroom window.

c. Write down and practice the escape plan with fire drills in the home. People should act instinctively when the detector sounds an alarm. Everyone can attain this reaction by practicing the fire escape plan with all family members.

d. Practice crawling to safety staying below the layer of smoke. Remember, before opening doors touch the doorknob and the top of door to test for heat. Do not open a hot door; instead, use an alternate escape route.

e. Leave immediately and go to a pre-arranged meeting place outside the home when the detector sounds its alarm. A tree, streetlight, or a neighbor's home can be a meeting place. This is very important since numerous people have been killed when they have gone back into a burning building searching for loved ones.

f. Never re-enter the home without prior consent from the Fire Department officials.

2. Fire Inspections. To prevent loss of life and property damage to military housing, the Federal Fire Department conducts annual fire inspections in all housing areas. To make sure a home is a safe place to live, residents are expected to cooperate fully when the Fire Department calls to schedule an appointment so that they can eliminate fire hazards.

a. Fire inspection personnel are to be permitted to enter the home to conduct periodic inspections to include the closet area under stairways, paint lockers, and work benches for possible fire hazards. The Fire Department will inform the resident of any conditions that must be corrected. If the corrective action is not completed by the specified date, a citation will be issued.

3. Safety Tips. All stove burners, oven and electrical appliances should be turned off when unattended. Pots and pans should be removed from hot burners before leaving cooking areas. Secure all appliances during power outages (loss of power).

a. Lit candles used for decoration or other purposes will pose a fire threat if not monitored or secured. Candles, oil lamps, etc., must be extinguished before leaving the home or securing for the night.

b. Periodically test all smoke detectors and replace batteries when needed. Review and practice fire evacuation plans and check that electrical cords are not crimped, frayed, worn or damaged. Batteries may be obtained at Self-help Store on a one-for-one exchange.

c. Additional Safety Tips: Residents should not overload electrical circuits, use improperly sized plugs, run electrical cords under rugs, carpets or mats, permit grease buildup on or near the stove or oven, exhaust vent screen, tape circuit breaker switches in the on position, accumulate oil rags, rubbish or other flammable materials. Keep lighters and matches out of children's reach. Residents should not cook with charcoal or gas grills inside homes or near combustible material. Residents should not use gasoline, solvents or other flammable liquids for cleaning purposes. Residents should not burn trash, disconnect smoke detectors, or leave any cooking unattended.

10 Dec 12

4. Smoke/Carbon Monoxide Detectors. Smoke/carbon monoxide detectors are installed in Family Housing for the protection of the residents. It is the responsibility of the resident to ensure their home's detectors are working properly by testing it periodically. The detector should be tested by pushing the button on the detector if the alarm sounds, the alarm is working. If the detector is malfunctioning, conduct the following checks prior to reporting to the Service Desk:

- a. Check that the electrical breaker is in the "on" position and there is power going to the unit.
- b. If the detector makes a constant beeping sound, the battery needs to be replaced.
- c. Clean any accumulation of dust from the unit.
- d. Residents are not authorized to disconnect the detectors. Residents can use the Self-help Store to obtain batteries on a one-for-one exchange. If there are any problems with the detectors, immediately call the Service Desk.

5. Smoking Areas. Parents should take special precaution to ensure that matches, cigarette lighters, etc., are kept out of reach of small children. Several serious fires have occurred within Family Housing as a result of careless smoking habits. All residents depend on the observance of fire safety measures addressed below:

- a. Ashtrays should not be placed on or immediately adjacent to combustible materials such as drapes, upholstered furniture, etc.
- b. Wide-lipped ashtray or ashtrays that have a centerpiece will extinguish cigarettes accidentally left burning.
- c. Ashtrays should not be emptied into containers inside the home which contain other combustible materials, or in the garbage container, if the residual portion of the cigarette is still hot.
- d. Residents need to carefully examine upholstered furniture for signs of smoldering cigarettes before turning in for the evening. Emphasis should be placed on thorough examination after social gatherings in the home.
- e. Smoking in bed is strictly prohibited.

10 Dec 12

6. Use and Storage of Flammable Liquids. All residents are cautioned against the use of flammable cleaning fluids inside the home and the use of such fluids in large quantities outside the home and/or storage areas. Flammable liquids should not be stored inside the home except in Underwriter's Laboratory (UL) approved safety cans. The maximum quantity of gasoline permitted is five gallons. Flammable liquids shall not be stored near water heaters. Residents will be responsible for any damage to federal government property and equipment resulting from the use of these materials.

7. Gasoline Storage. Storage of gasoline or other flammable liquids is limited to five gallons for those who operate a gas lawnmower. Gasoline and other flammable liquids should be stored in outdoor storage or garage areas in proper containers and these storage areas should be secured from public access. Charcoal grills cannot be used on the balconies of any government housing.

8. Barbecues. Portable barbecue grills are permitted. However, care must be exercised when in use and should not be left unattended. Since the condition of the home is the resident's responsibility, the grill should be situated far enough away from the house when in use for safety considerations and to prevent smoke damage from marring the walls. Open fires are not allowed.

SECTION F

SELF HELP PROGRAM

The Self-help program is designed to enhance the environment and promote prudent homeowners attitudes. Residents can help conserve Family Housing repair costs and reduce tax dollar expenditures by accomplishing simple repair tasks themselves. Self-help refers to all repair work of a minor nature which is within the capability of the average housing resident. Some routine service calls can be considered as resident self-help items. For minor household maintenance tasks, material and tools for minor maintenance work are available at the Self-help stores. Residents may borrow items such as lawn mowers, carpet cleaners, and power washers and can find other items such as ant and roach baits, fertilizer, etc. All borrowed items must be returned within the required timeframe provided. Residents will be responsible for the cost of equipment that is damaged or lost.

1. Housing Self-Help Operating Hours and Locations. The respective stores are the Northern Self-help Store, Building A849 at the South Finegayan housing area, and the Southern Self-help Store located on Naval Base Guam, Building 365. Both stores are open six days a week, Monday through Saturday from 1000 to 1830. Self-help facilities are closed on Sundays and holidays.

2. Self-Help Work Restrictions

a. Major self-help work (i.e., construction, improvements, modifications or alterations) is not authorized. Self-help work must not generate additional maintenance, repair, utility costs or increase square footage of the living area. Modifications of utilities system, patio enclosures, construction additions, work requiring use of a ladder over six feet high, use of chain saws, or work on structural components of the facility such as roofs, foundations, and walls is strictly prohibited. All work dangerous to the resident or that will compromise the safety of the facility will not be authorized.

b. Any installation of a privacy fence, perimeter fence, or similar in kind are not allowed in Family Housing.

c. Residents will be cited for unauthorized construction, improvements, modifications or alterations and will be required to restore the unit back to its original state within 72 hours.

A copy of the citation will be provided to the resident's Command.

3. Requesting Self-Help Work. The Resident's Request Form, enclosure (2), is available from the Housing Office. The resident's request will include supporting documents such as a scope and sketch of the work, a detailed list of the type of materials to be used and a site plan. The site plan should show the location of the project in relation to buildings, parking spaces, or walkways. Common examples of self-help projects include but are not limited to the following: painting of interior walls, planting of flowers or shrubs, installation of a pet kennel, etc. Any work that requires digging must have a dig clearance approval from the Naval Facility Engineering Command (NAVFAC). A Resident Request Form and required documents must be submitted for review and approval by the Housing Facilities Division Manager prior to starting self-help work. Minor repairs such as touch-up paint, replacing commode seats, light bulb or filter change out, or replacement of faucet washers do not require self-help work approval.

4. Minor Homeowner Repair. Self-help work by residents who are within six months of departure will be monitored closely by the Self-Help Store personnel to ensure that the work is not being done to preclude cleaning or to repair/replace items identified as reimbursable to the government.

5. Dehumidifiers. Many of the housing units are made of concrete and need proper ventilation to prevent mold. The use of portable dehumidifiers is encouraged. If the resident detects mold in the unit, contact the Service Desk who will then determine if further testing or other corrective actions are required. Portable dehumidifiers can be obtained from Self Help (1 unit per floor).

SECTION G

DISASTER AWARENESS AND PREPARATION

Proper planning is essential in preparation of a natural or man-made disaster. Residents should utilize and reference the myriad government resources available to assist in preparing for such events. Remember to try and stay calm during a typhoon, tropical storm or earthquake. Seek shelter in an interior archway or doorway close to support beams and stay away from all windows. Gather keys, identification, a coat and readiness kit, if possible. Execute your evacuation plan when necessary.

1. Tropical Disturbances. Typhoons, tropical storms, and tropical depressions can hit Guam at any time, but are more likely to occur between July and November. These storms bring high winds, heavy rains, flooding, and high seas. The four types of tropical disturbances are:

- a. Tropical Depression - maximum surface winds of 39 miles per hour.
- b. Tropical Storm - maximum surface winds of 40 to 74 miles per hour.
- c. Typhoon - maximum surface winds of 65 to 150 miles per hour.
- d. Super Typhoon - maximum surface winds of 150 miles per hour or greater.

2. Storm Conditions of Readiness (COR) and Resident Responsibilities. Radio, television, social media and Giant Voice are all used to announce storm warnings. The following are the storm condition readiness levels and corresponding resident actions that are necessary to prepare for tropical weather systems, which include fully developed typhoons.

- a. COR IV. Sustained winds of 50 knots or greater from a tropical weather system are possible within the next 72 hours. Due to its geographic location Guam is always at least in COR IV, meaning the onset of extreme weather can be rather rapid. For tropical storm and typhoon preparedness, always keep the following supplies on hand: Drinking water, canned foods, disposable products and plastic bags, flashlights with batteries, lanterns with fuel, battery operated radio, and a small camp stove and fuel (use only in well ventilated areas).

Also, recommend having toys, books, and games available for children to keep them occupied.

b. COR III. Sustained winds of 50 knots or greater from a tropical weather system are possible within the next 48 hours. When this condition is announced, residents should do the following: Check on supplies and have them readily available, secure all loose objects near the home such as children's toys, bicycles, lawn chairs, barbeque grills, refuse/recycling containers, and natural objects (i.e. coconuts) that could become projectiles. All home storm shutters, if so equipped, should be deployed and latched closed (note: the Housing Office will arrange for second story home shutters to be closed). Additionally, residents should wash all clothes if practical and fill personal vehicles with gas.

c. COR II. Sustained winds of 50 knots or greater from a tropical weather system are possible within the next 24 hours. Residents should turn the freezer to the lowest degree setting, fill containers and bathtubs with water to use for drinking or flushing the commodes, roll up rugs, and move furniture away from the windows and doors to minimize water damage.

d. COR I. Sustained winds of 50 knots or greater from a tropical weather system are possible within the next 12 hours. When announced and during the storm, residents should do the following: Fill the bathtub with water to use for flushing the commode, if not already done. Remain indoors and stay away from windows and doors. Leave windows slightly ajar on the downward side of the home to reduce damage due to sudden pressure changes and be sure to reverse this procedure once the eye of the storm passes. Residents should not panic - the homes, windows and doors on Naval Base Guam are considered typhoon-resistant.

3. Post-Readiness Storm Recovery. After a tropical storm or typhoon has passed, and COR IV has been set, residents should notify the Housing Office of any damages in the home and remove debris to the curbside for collection. Residents should NOT attempt to make any electrical repairs to the home and most importantly DO NOT touch any downed power lines or wires. If the power is cut to the home, attempt to contact the Service Desk for emergency repairs and status. The house storm shutters can be opened and windows should be opened to prevent mildew if the power is off (note: the Housing Office will arrange for second story home shutters to be opened). Keep tuned to the radio and Giant Voice for further information.

4. Earthquakes. By their very nature, earthquakes strike suddenly and without warning. Identifying potential hazards ahead of time and advanced planning can reduce the dangers associated with earthquakes. Actions to take during and after an earthquake are as follows:

- a. Lie down in a doorway if indoors.
- b. Stay away from buildings and power lines, if outdoors.
- c. After the earthquake, assist injured people and aid in rescue work if required in your home or requested by emergency personnel.
- d. Everyone having disaster control assignments go to their duty stations if the earthquake resulted in major damage or if directed to do so.

5. Tsunami. Because of Guam's geographical nature and large populated areas along the coastline, the island is susceptible to tsunamis. A tsunami warning will normally be provided (via all means available) in advance of the actual tsunami, although in some scenarios the warning time will be very minimal (less than an hour). In such cases, residents living on base near sea level will be directed to move to higher ground. Elevations 50 feet or more above sea level are generally considered safe.

6. Emergency Measures. Making preparations and incorporating preventive measures into your daily life will ensure you and your family can successfully cope in the event of an emergency. All residents should assemble an emergency kit that includes first aid items, a supply of potable water, flashlights, battery operated radio, batteries, non-perishable food, and essential baby supplies and medicines. Safeguard all important documents in a weather/fire resistant container. Keep everything together in one place where all of your family members can access it. On Guam, it is not unusual to experience interruption of basic utilities and there is always the possibility of natural disasters, so being prepared is essential.

SECTION H

TERMINATION OF FAMILY HOUSING

1. Vacating Military Family Housing Policies

a. The process of moving out of your home begins when "Intent to Vacate" is filled out at the Housing Office. This must be done as soon as the resident receives Permanent Change of Station (PCS) orders, retirement, separation, or early departure of dependents, preferably 45 to 60 days before moving out. The Housing Office will acknowledge and schedule the pre-termination inspection to identify maintenance needed. The Housing Office will also schedule temporary loaner furniture delivery as soon as a date of household goods (HHG) is confirmed. The Housing Office will schedule a final inspection of the home once a flight date is set. The sponsor or an assigned representative must be present for these inspections.

(1) Timely scheduling ensures a smooth reinstatement of allowances and allows the Housing Office to anticipate vacancies for incoming residents.

(2) All emergency cases or vacate requests with less than 30 days notice, or extensions of assignment after a previous detachment date, are subject to the Housing Director's review and approval. Each case will be independently evaluated for extenuating circumstances and acted on in the best interest of the resident and government.

(3) The termination inspection date must be coordinated between the member and the Housing Office but not later than three working days prior to flight date. Personnel will receive Temporary Lodging Allowance (TLA) authorization (via personal portrait) upon successfully completing final inspection. Personnel are responsible to submit the documentation to their PSD to receive TLA. Final inspection will be scheduled two working days prior to flight date. Extensions are not authorized.

2. Pre-Termination Inspection. This inspection is held to assist the member in preparing for the final inspection and includes a detailed inspection designed to answer any questions. The Housing Inspector may find a need for normal maintenance to be accomplished during the change of occupancy. Any damage above normal wear and tear or resulting from resident

alterations may result in repairs or liability charges, which must be settled before the final clearance from housing. Residents are to advise their Housing Inspector of any damages not visible during their preliminary inspection. The Housing Inspector will provide the service member with cleaning instructions and will answer any question/concerns the resident may have during the preliminary inspection.

3. Final/Check-Out Inspection. Moving out of government quarters on PCS orders does not require a "white glove" inspection because the home will be cleaned by the government for the next resident. However, the final inspection ensures that expected standards of cleanliness are met while also checking for additional maintenance requirements. There is a stringent cleaning requirement for those relocating to another government home or local community rental for personal convenience. In this case, the home, equipment, appliances, government furniture, refuse/recycle containers and surrounding areas are cleaned, mowed, and ready for the next resident.

a. The Housing Inspector will also perform furnishings inventory, and refuse/recycle container and grounds inspections. No personal property is allowed in the home at the time of the final inspection. Residents are required to provide clearance paperwork from Self-help Stores acknowledging that all loaner furniture and/or Self-help items are returned and accounted for.

b. Any approved self-help alterations made to the home or grounds (i.e. such as interior painting or yard planting etc.) must be removed and the home restored back to its original condition. During the final inspection, all of the keys associated with the unit shall be turned-over to the Housing Inspector. Once the keys are turned over, the Housing Inspector will sign and date the clearance form from Family Housing. This form must be turned in to PSD or the appropriate military pay office to initiate BAH/housing allowance. If clearance was not met (i.e., payment for damages was not completed), residents should stop by the Housing Office to complete the clearance requirements, then follow with a request to PSD to reinstate the BAH/housing allowance.

4. Liability for Damage, Loss or Missing Items. Residents are responsible for any damage to any government owned home and to any of its equipment or furnishings. Damage or loss caused by the residents/guests due to abuse or negligence will result in the service member paying for such damages and could result in eviction. Liability includes damage and stains caused by the

residents, guests or pets (i.e., marking walls, painting, contact or wallpaper, stick-on, floors, carpet, tiles, furniture or appliances as well as damaged amenities in the home).

a. Federal law 10 U.S.C. s2275, as amended, authorizes pay garnishment to cover the cost of any repairs or replacements. Charges for loss or damage will be determined from an official cost estimate based on current labor, year purchase and material costs. If the resident elects to repair or replace damaged or lost items, the damaged item must be in the same condition which existed before the damaged occurred. The Housing Inspection must approve the repairs being made to the home.

b. Housing personnel will not stamp or sign clearance papers until payment has been made in full to cover the costs of any damages, lost and/or missing items.

5. Re-instatement of BAH. Re-instatement of BAH for service members will be prepared once the resident vacates housing (actual clearance from government housing). If the service member turns over the home to the Housing Department in clean condition and does not have any outstanding charges, he or she will be able to go to PSD, or their prospective paying office, to process reinstatement of BAH.

6. Departure TLA. Departure TLA will only be authorized for up to five days or less prior to departure from Guam. This action will require departing service members to closely liaise with PSD, the Housing Office and the Personal Property Office to ensure all departure arrangements are made in a timely manner.

7. Temporary Lodging. Temporary lodging expenses due to early termination for personal reasons are the resident's financial responsibility.

8. TLA Approved Hotel Listing. Approved hotel listings are available at the Housing Office. Some TLA approved hotels do not allow pets.

9. Relocation Assistance. If a resident is interested in family housing at the next duty station, the Housing Office has application forms and information on housing. The Fleet and Family Support Center offers a variety of relocation services.

RESIDENT'S REQUEST FORM

Name of Resident:	Unit #:
Contact No (Home):	Cell Phone No.:
To: Naval Base Guam, Housing Department Via: Housing Facilities Division	
Subj: RESIDENT REQUEST FORM	
Encl: (1) Drawing/Plans/Photos/Material Listing	
1. Request permission to alter my assigned quarters (i.e. to install TV wall mount, install garden or pet kennel, etc) as depicted in enclosure (1). I have read and understand the contents of the established Housing Resident Guidelines.	
2. I understand that alteration of the interior or exterior structure, extensions or enclosures, fences, electrical, plumbing, water heater or other installed utility equipment is strictly prohibited. I am aware that alteration of quarters will not be performed until approval is granted by the Housing Facilities Division Manager. I will be responsible for full restoration of the home to its original condition upon vacating Family Housing and will be accessed a charged for full restoration at the current rate.	
_____ Resident's Signature	_____ Date
NAVFACMAR AUTHORIZATION (REQUIRED ONLY FOR DIG PERMITS)	
<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
Remarks: _____ _____	
_____ NAVFACMAR signature	_____ Date
HOUSING PROJECT DIVISION AUTHORIZATION	
<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
Remarks: _____ _____	
_____ Housing Engineer signature	_____ Date
HOUSING AUTHORIZATION	
<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
Remarks: _____ _____	
_____ Facilities Housing Division Manager Signature	_____ Date

ABSENCE FROM QUARTERS FORM

Name of Resident:		Last 4 of SSN:	Rate/Rank:
Contact No. (Home):		Contact No. (during absence):	
Absence applies to:	<input type="checkbox"/> Entire Family	<input type="checkbox"/> Dependants Only	
Address while absent in case of emergency:			
CARETAKER INFORMATION			
Name:		Address:	
Contact No.:			
<p>CERTIFICATION: During established absence, my quarters (including grounds) will be adequately cared for by the above named caretaker. I understand that absences in excess of 60 days must be authorized by the Installation Commanding Officer, via the Housing Department. Absence of dependants for more than 90 days may be cause for loss of entitlement to Military Family Housing. I understand that it is against regulation to rent or sublease the premises during my absence. I (or my dependants) will notify the Housing Office upon my return. I understand that the housing staff may be required to enter my unit in the event of an emergency. I understand that I am responsible for the conduct of my caretaker while in my assigned quarters and that I will provide a copy to the NGB Security Office for their records.</p>			
Resident's Signature:		Date:	
Caretaker's Signature:		Date:	
HOUSING AUTHORIZATION			
<input type="checkbox"/> Approved		<input type="checkbox"/> Disapproved	
_____ Housing Facilities Manager signature		_____ Date	
<input type="checkbox"/> Approved		<input type="checkbox"/> Disapproved	
_____ Housing Director signature (Required only absences greater than 30 days)		_____ Date	
INSTALLATION COMMANDING OFFICER AUTHORIZATION (Required only absences greater than 60 days)			
<input type="checkbox"/> Approved		<input type="checkbox"/> Disapproved	
_____ NGB Commanding Officer signature		_____ Date	
PROVIDE COPY TO: INSTALLATION PROGRAM DIRECTOR, SECURITY OFFICE			