



SINGAPORE AREA COORDINATOR HOUSING WELCOME CENTER

2020

RESIDENT HANDBOOK



W E L C O M E

Welcome to Sembawang and the beginning of a wonderful tour in Singapore. We are very pleased to have you as part of our community where we lease housing through the local government. Working together, we can ensure a safe, clean, well-kept living environment conducive to rest, relaxation, and enjoyment. Residing in our community demands your constant attention to a spirit of Community Pride, so we ask for your cooperation and attention to the details with regard to this brochure.

It is often said that a person's "home is their castle," and we would like to ensure that every DoD member and his/her family feels that way. We encourage a "home ownership" attitude toward the upkeep of your assigned area to provide a happier "castle" in which to dwell.

The following information is offered to you as policy and guidance so that you can better understand what is expected of you as our tenant. Use this information as a guideline, understanding that all situations cannot be spelled out and that common sense plays an important role in questions or problems that may arise on a daily basis. Please also refer to SACINSTR 11101.13A for more policies regarding Family and Unaccompanied Housing in Singapore.

The relationship between you and Housing Management is very important. Each one of us has a role to play. If you have any questions regarding either our responsibilities or yours, feel free to contact our office at 6750-2800 or email SAC_Housing@fe.navy.mil

Again, welcome to Sembawang, Singapore, US Government leased housing!

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Section 1 – The History Behind our location

Our intent is to give a brief history of the local housing area and community. Should you want more on the History of Singapore and Sembawang Housing there is plenty to explore and visit during your tour. The Navy housing office can help with a history of each style of house in the local community, just stop by and ask for the information.

Singapore and the British

Singapore was literally a swampy backwater, covered by tropical rainforest, ringed with mangrove swamps, and inhabited by Malay natives, tigers and other animals prior to 1819. It was in that year that Sir Stamford Raffles sailed up the Singapore River on the south side of the island, and decided it would make an excellent port. The British, via the British East India Company, were having trouble with the Dutch and pirates, and needed a safe stopover on the route from Europe to the Far East. After a short series of negotiations and a reasonable cash settlement, Singapore became the property of Britain.

As more and more folks came to Singapore to become involved in the shipping, trading, and support business, Singapore grew, always under the watchful eye of British Colonial administrators.

The British on the Straits

By the turn of the 20th Century, Singapore was an undisputed stop for trade between East and West. With the sea power of Europe in general decline, it was decided that a naval yard in Singapore would be a wise venture to stem the growing strength of the Japanese in the Pacific.

The causeway between Malaysia and Singapore was completed in 1922, forming a natural western barrier to enemy ships. Long-range artillery mounted at Changi protected the Straits of Johor from the east. The deep channel proved ideal for British dreadnoughts and other warships, and work on the Admiralty Shipyard began in 1928.

The Canberra Gate stood near the site of the current Chong Pang wet market, through which all the local laborers passed to go directly to the main shipyard gates which are still located at the foot of the north end of Canberra Road. The Sembawang Gate was adjacent to the current Yankee Station, and was the usual passage for Europeans entering the base. Again, this is a brief history, we encourage you to explore the details and rich culture of Singapore.

Section 2 – Navy Responsibilities

INITIAL INSPECTION - Walk-through inspections are scheduled during your housing in-processing briefing once you are assigned a house. A Housing Office representative will walk through the unit with you to point out items such as cable TV location, electrical breakers, phone jacks, etc. The walk through also gives the resident an opportunity to identify areas that need correcting prior to occupancy.

After you move in, please take time during the first thirty days to familiarize yourself with the home. If you see additional items that need to be addressed, please contact CENTERRA Service Desk with your concerns. If CENTERRA is not able to help you, please call the Housing Office.

MAINTENANCE and REPAIR - The Housing Office has primary responsibility for maintenance and operation of all US housing facilities. The South East Asian Multi Support (SEAMS) service contractor, Centerra Group, LLC (CENTERRA) performs maintenance. CENTERRA is here to keep your home in the best possible condition and correct any maintenance and repair problems. Contact the help desk for service.

Maintenance Requests - If you require a service, call CENTERRA at:

HELPDESK	6750 2609/2620	Duty	0730 Hrs to 1730 Hrs Mon to Thu
		Hours	0730 Hrs to 1630 Hrs Fri
	6257 5969	After Duty	(All Other Times)
		Email:	helpdesk.sng@constellis.com

CATV	6750-2088 Duty Hours	0800 Hrs to 1630 Hrs Mon to Fri
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Please limit after-duty hours calls to EMERGENCY ONLY (see page 9). Centerra’s scheduled work hours are 0730-1730 Monday - Thursday and 0730-1630 Friday. They are closed on Saturdays, Sundays and Singapore & Federal holidays.

CENTERRA offers telephone contact at the Help Desk for all types of service requests. After hours Emergency service requests will be handled by “on call” personnel, service will be processed ASAP.

CENTERRA Chain of Command

	DESK	CELL
Housing Manager		9298 8215
Facilities Management Director		9117 9462

If your situation is not corrected by CENTERRA, please notify the Housing office immediately.

The CENTERRA office is located in the warehouse at 73-4 across from bldg. 7-4.

When you contact CENTERRA, please provide the following information:

Your name, address, a phone number where you can be reached (point of contact) and a **concise description of the problem.**

CENTERRA technicians are not allowed to enter your unit unaccompanied (unless given permission by you, the tenant). The only exceptions to this are cases of fire or medical emergencies. CENTERRA will make appointments in ½ hour blocks, i.e.: 14:30-15:00. If you would like to authorize a third party to attend either a service call or a preventive maintenance appointment for you, just write a signed note stating who that third party is and give the note to the CENTERRA helpdesk. If an authorized adult will be available for extended periods of time we may be able to address your problem with an open ended appointment (i.e. Tuesday afternoon).

The following chart informs you of the service categories and response times for each. There are an estimated 400 service calls performed each month therefore, the CENTERRA helpdesk will use the following criteria to prioritize your service call:

<u>Category</u>	<u>Response Time</u> <u>Within</u>	<u>Repair Time</u> <u>Within</u>
Emergency	1 hour	24 hours
Urgent	NA	5 Working days
Routine	NA	30 calendar days

Emergency Response –Emergency maintenance issues includes problems such as a pipe leak, a broken door lock or other problems which present an immediate life safety concern or major impediment to the structure of the housing unit. CENTERRA is required to respond to all emergencies called within 1 hour of receipt to resolve or mitigate the emergency condition. Once the emergency has been resolved or mitigated, any follow up work will be accomplished as Urgent or Routine service.

All other issues will be considered as urgent or routine maintenance issues and will address according to the repair time in the above table. In the event that repairs are not made, or you are concerned about the quality of repairs, please contact the Housing Office directly and report your concerns.

CATEGORY

HVAC

Unit not cooling
 Condensate leak
 All other HVAC

Emergency
 Emergency
 Urgent

GAS, WATER, AND WASTEWATER

Gas leak
 Broken supply lines, cannot be controlled at stop
 Water leak (hot or cold), cannot be controlled at stop

Emergency
 Emergency
 Emergency

Hot water heater leak	Emergency
No hot water	Emergency
Commode stopped up (one commode in the household)	Emergency
Commode stopped up (more than one commode in household)	Routine
All drain lines stopped up	Emergency
Sink, lavatory, or washing machine drain line stopped up	Emergency
Bathtub or shower drain stopped up	Emergency
All other gas, water, and wastewater	Routine

ELECTRICAL

Load centre hot	Emergency
No power	Emergency
Direct short	Emergency
Receptacle switch inoperable	Emergency
Light inoperable (not bulb)	Emergency
Breaker tripped	Emergency
Smoke detector inoperative	Emergency
All other electrical	Routine

STRUCTURAL

Exterior door not secure	Emergency
Window glass broken	Emergency
Door or window locks inoperative	Emergency
Roof leak	Emergency
Collapsed wall or ceiling	Emergency
All other structural	Routine

MISCELLANEOUS

Fire Extinguisher (inoperative)	Emergency
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REFUSE COLLECTION AND DISPOSAL - The local refuse collection company, **SEMBWASTE**, provides each housing unit with one (1) garbage container for use at curbside. You are responsible for maintenance and upkeep of garbage containers. Trash collection is **DAILY**.

Placement. Please ensure all refuse/garbage is placed in plastic bag(s) before placing in the curbside containers.

Housekeeping - Accumulation of trash is not allowed in any area of the housing unit including closets, storage areas, or laundry areas. Personnel residing in the block buildings (Flats) are not allowed to place trash in the stairwells outside of the front or back door, or inside the storage rooms at the back of the buildings.

BULKY ITEMS DISPOSAL - Bulk items are things such as furniture, appliances, ironing boards, mattresses, baby strollers/walkers, bicycles and other over-sized household items that will not fit inside the plastic bags and containers. Do not put these items in any re-cycling container. Do **not** place bulk items at curbside; it is the residents' responsibility to coordinate bulk item pick up/disposal. You may contact Sembwaste for removal of bulky item disposal @ 1800-278-6135. This service is NOT included as part of the standard service, rates will have to be separated negotiated. Alternatively, this link, <https://www.nea.gov.sg/docs/default-source/our-services/waste-management/list-of-all-general-waste-collectors.pdf>, has a good list of licensed general waste collectors that you can use.

RECYCLING - Please flatten and stack all boxes/cardboard containers, and bundle before they are placed at curbside for collection. Before departure of the moving carrier, ask that removal of all boxes/packing be removed by the housing unit resident. If you chose to unpack later, you must ensure the boxes/packing materials are stored in the housing unit, garage, or outside storage rooms and out of view when passing by the residence. Call the moving courier to pick up the boxes/packing material once you have finished all the unpacking. For your convenience, large refuse containers have been centrally located adjacent to the skating rink, which is located just off St. John's Road.

INSECT/PEST CONTROL - Pest control service is provided on a "as needed" service call basis. CENTERRA is not required to treat insect problems associated with pets. The occupant is the first line of defense against common pests such as ants, geckos, mosquitoes, and rodents. We recommended that you keep some form of insecticide in the home, in a safe area away from children. Eliminate insect breeding areas by disposing of garbage daily and do not leave food items open on counters or in cabinets.

NOTE: Geckos are not harmful, and help eliminate insects. If you are not a gecko fan, they tend to avoid rooms cooled by air conditioning. In Eastern culture, they are thought to be the bearers of good luck!

Mosquitos. The viruses that causes dengue fever and Zika are carried by the Aedes mosquito. As the bite of an infective Aedes mosquito spreads diseases; it is crucial to prevent its breeding. The Aedes mosquito is easily identifiable by the distinctive black and white stripes on its body. It prefers to breed in clean, stagnant water easily found in our homes. You can get rid of the Aedes mosquito by frequently checking and removing stagnant water in your premises.



Snakes. Black cobras are indigenous to Singapore. They are poisonous snakes and they can be deadly, especially to small children or the elderly. If you encounter one, retreat to a safe area and call the CENTERRA help desk (considered an EMERGENCY). DO NOT attempt to remove the snake yourself. Other local snakes are not poisonous, and they control the rodent and insect population. If you are in doubt, please call CENTERRA immediately.

LOCKOUTS - The cost of replacing lost keys/card keys and locksets due to negligence is your responsibility. If you are locked out, call the CENTERRA emergency number after hours at 6257 5969 . If your home is burglarized, immediately notify the Singapore Police @ 999 and provide a copy of the official police report to the Housing Office.

APPLIANCES - Stove/Range, refrigerator, washer and dryer, air conditioners, microwave, dishwasher etc., are government furnished and serviced for on base occupants. If you have a problem, please do not attempt repairs or adjustments. Call the CENTERRA help desk.

Clothes Dryers - Check and clean clothes dryer's lint traps before and after each operation. Do not place plastic articles in the dryers. Damage caused as a result of inappropriate use (e.g., plastics, dyes, metals, etc.) is your responsibility.

Privately Owned Appliances - Maintenance and repair of privately owned appliances are your responsibility. The voltage in Singapore is 220/240V, 50HZ. Since American appliances are 110V they require a transformer for proper operation. **The government is not responsible for any damage to personal appliances/equipment, including damage from acts of nature to include lightning.** Take proper precautions to protect your personal appliances and property. During thunderstorms, disconnect all outlets from the walls. For your convenience, **FH units are fitted with 110V outlets inside the house. Each UH tenant is issued 2 transformers on a hand receipt.** All transformers will be maintained at the housing unit and inventoried at check-in inspection. Please ensure you do not overload the transformers. Additionally, “daisy-chains” of extension cords are a fire safety violation.

UNACCOMPANIED UNITS are furnished with both kitchen appliances and furniture (please note that internet, TVs and VCRs are not provided). E4 and below will only reside in Unaccompanied Housing (UH). E5 and are above are expected to reside in off base housing. You should limit your personal household goods to 2,000 lbs. SAC does not have storage facilities here. If you know you will be residing off base, you may desire to bring your full Joint Travel Regulations (JTR) authorized household goods allowance but, should check with the Housing Office to verify where you will be residing first. You are responsible for the cleanliness of your UH unit to include interior walls, woodwork, windows, floors, and all government-assigned furnishings. The cleanliness of the common areas is the responsibility of the all personnel staying in the building. Damage to and/or missing government property in your assigned UH unit, due to abuse or negligence, is your responsibility. **Inspections will be conducted monthly for adherence to this policy.**

GROUNDS MAINTENANCE - CENTERRA performs grass cutting every month. Please do not leave any personal property in the yard that could interfere with their performance. The

contractor is not responsible for any damage to personal property that is left in the yard while accomplishing their tasks. **All other grounds maintenance such as raking, tree-shrubbery trimming, cleaning of ground drains around void deck & amahs quarters, is the responsibility of the Housing resident.** Authorized upgrades/improvements to your grounds/yard (e.g. planting a vegetable garden or flower bed) are encouraged as long as permission is obtained, in writing, from the Housing Office prior to the start of such work. Currently, common ground maintenance occurs at least once a month. Please report any damages to the housing unit done by falling trees or coconuts immediately to Centerra. Collection of garden waste is TWICE a week, Mondays & Wednesdays. Please place your bags of garden waste outside your premise before 0700hrs on the scheduled collection days.

Section 3 – Resident’s Responsibility

RESIDENTS’ INFORMATION – Residents are required to inform Housing Office whenever there is a change in status, such as promotion, demotion, increase/decrease in family size, curtailments, extension and early/delayed departure travel. In addition, in order to protect your gains and losses each year, the housing office will send out a notice requiring residents to verify their PRD date several months in advance to ensure housing is available for incoming personnel.

SPONSOR - The term “sponsor” as used in this brochure refers to military and civilian members assigned to FH and UH. Sponsors are responsible for ensuring that they, their dependents, and their visitors comply with the provisions of this brochure, as well as applicable directives. Sponsors will assure their households are conserving utilities, reporting maintenance needs, and following fire, health, and safety guidance. Sponsors must contact their immediate supervisor, command representative or unit commanders if unable to resolve any problems that might arise between themselves, their families and other residents of the community.

MEMBERS OF OTHER SERVICES OR AGENCIES - Members of all military services and other agencies residing in FH in Sembawang abide by CNIC, CNFJ/CNRJ, OPNAV and SAC Housing Instructions.

CHAIN OF COMMAND - Complaints on actual housing issues should be brought to the attention of the Housing Director. Special request letters pertaining to any aspect of housing must have your unit commander’s endorsement prior to submittal to the Housing Office for staffing up the chain of command.

LEAVE or EXTENDED TDY/TAD - If you are absent from your housing unit or leaving it unoccupied for more than **3 days**, you should make arrangements for the security and care of your unit. You can fulfill this responsibility through written notification to the housing office of your intended absence and the name of the person designated by you who has access to your home and can perform normal resident maintenance. We also recommend notifying the IAPF, security office at 6750-2578 for patrol purposes.

LIABILITY for Damage to Government Leased Military Family Housing (MFH) and Unaccompanied Housing (UH) Property, Equipment, and Furnishings - Members of the US Armed Forces, command-sponsored civilians, and their families occupying UH or FH will be held liable and accountable for the loss of or damage to housing equipment or furnishings caused from abuse or negligence. Report such incidents immediately to the Housing Office so that the problem is rectified. **DO NOT** wait until housing termination (out processing) to identify discrepancies. Your departure could be delayed while awaiting determination of liability results.

DAMAGE to HOUSING - Damage(s) beyond reasonable wear and tear is your responsibility, unless deemed otherwise by the Housing Office. Any repairs and/or replacements must meet Navy standards. The Housing Director will explain your options to repair or replace damaged items and recommend the best method of payment as determined by your military finance center.

REPAIR COST - Repair and/or replacement costs include all labor and material expenditures required to repair or replace the damaged/neglected items. Damage(s) include, but are not limited to, damage to the yard (unauthorized landscaping, trenching), the housing structure, furnishing/appliances and damages resulting from waterbeds.

ENERGY CONSERVATION - We need your assistance in conserving energy. Budget cuts and rising utility costs require us to use common sense to do everything possible to conserve utilities.

Alternative ways to save energy

- ☺ Turn off air conditioners in unoccupied rooms
- ☺ Close the doors of the rooms you are not using
- ☺ Keep curtains and blinds closed during the heat of the day
- ☺ Use natural lights as much as possible
- ☺ Use your fan instead of air- conditioners
- ☺ Do not open the refrigerator door more than you need to
- ☺ Air dry dishes instead of using your dishwasher’s drying cycle
- ☺ Turn the power strips off when the equipment is not in use (TVs and DVDs, battery, cellular phone chargers, etc)
- ☺ Set the air-conditioner temperature at 25° C. The higher temperature setting means lesser energy used by your air-conditioner

Water is one of our most important natural resources. Acting swiftly to report and prevent the abuse or misuse of water is everyone’s responsibility. If you sight water leak of any kind, please contact Centerra helpdesk immediately.

Air conditioning - The recommended temperature settings for your air conditioning are as follows: Day = 25° C and Night = 25° C. The temperature controls are:

F	64	66	68	69	71	73	75	77	78	80	82	84	86	87
C	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Electricity - We can all work together to conserve electricity by eliminating unnecessary uses. You can do your part by minimizing the use of electrical appliances and lights when they are not needed. Similarly, please do not leave outside lights on during daylight hours.

Meter Reading – Water and electricity meters are read by SP Services bi-monthly. Readings are taken between 27th – 29th of January, March, May, July, September and November. You **MUST** allow access to the meter reader to allow SP Services to bill Navy more accurately. Water meter can be found along the front fence line and electricity meter can be found at the void deck. Some houses along Montreal Road have electric meter inside the house. Failure to allow access for the purposes of utility meter readings could result in you as the tenant, responsible for the payment of your units’ utility costs.

INSURANCE - When government equipment fails or an “act of God” occurs, residents may file a claim through their commands. However, the government will not pay for damages caused by residents’ negligence. Since lightning strikes are a well-known danger to electronic equipment, claims for damage to equipment from lightning strikes generally are not paid if the items were not disconnected at the time of the lightning strike. It is recommended that you obtain a renter’s policy for the protection of your personal property and liability insurance for the housing unit where you reside. Both types of insurance are available from most insurance companies.

VEHICLE REPAIRS - Vehicle maintenance or repairs, other than changing flat tires, are not authorized in housing areas. **VEHICLES MUST NEVER BE ON JACKS FOR ANY REASON OTHER THAN TIRE REPLACEMENT AND MUST NOT BE LEFT UNATTENDED AT ANY TIME WHEN ON JACKS FOR TIRE REPLACEMENT.**

INTERIOR CARE OF THE HOUSING UNIT

Kitchen - Give special attention to the maintenance of appliances, cabinets and tiled walls in the kitchen.

Clean ovens and broiler regularly, along with the top burners, to prevent grease buildup which can become a fire hazard. Use caution and be sure all dials are in the *off* position before, during, and after cleaning.

Clean the interior of refrigerators frequently to remove food deposits, without the use a gritty or harsh cleaning detergent. **DO NOT** use sharp instruments/objects to remove ice when defrosting the freezer compartment.

Hot utensils/cookware should not be placed on the counter tops as they will cause permanent damage (and you are liable for these damages).

If desired, use regular shelf paper in drawers and cupboards. However, **DO NOT** use paper with an adhesive/sticky backing because adhesive backed paper damages the surfaces when removed and typically does not adhere well in this humid environment.

Clean the tiled walls periodically to prevent buildup of surface grease and soot.

Bathrooms - Since the walls in the tub and shower area have a tendency to mildew, clean them periodically with a product to combat mildew.

Floors - Excessive water may cause damage to any floor. Keep floors clean using a damp mop and a light cleaning solution. However, use extreme caution because the floor tiles used in the flats are extremely slippery when wet.

Caution: Don’t use the oil soap, designed for natural wood, on tile floors.

Mold - Mold has its own way of showing up in our FH and UH units. There are thousands of species of molds that have been categorized. Some mycotoxins produced by molds are harmful to all people. Other mycotoxins cause immune system responses that vary considerably,

depending on the individual. The duration of exposure is a key factor in triggering immune system response. Mold spores can be allergenic. When inhaled, mold spores may germinate, attaching to cells along the respiratory tract and causing further problems in those with weak immune systems.

Indoor Mold needs four things to grow:

- (1) **Spores:** Both indoor and outdoor environment have mold spores present. There is no such thing as a mold free environment.
- (2) **Nutrients:** The spores need food, and in the indoor environment these are normally cellulose materials (wood, dust, fabrics, cardboard, paper, etc.)
- (3) **Moisture:** Moisture is required to begin the decaying process of the cellulose material by mold.
- (4) **Time:** Mold growth typically begins between 24 hours and 10 days from the provision of the growing conditions. There is no way to date mold.

As soon as you see mold in your home, take proactive steps to get rid of it. Molds can be removed with a bleach solution.

Follow these steps:

- Mix no more than 1 cup of bleach in 1 gallon of water.
- Wear rubber gloves, goggles and a dust mask.
- Open windows and doors to get fresh air when you use bleach.
- Wash the item/surface with the bleach and water mixture.
- If the surface of the item is rough, scrub the surface with a stiff brush.
- Rinse the item with clean water.
- Dry the item or leave it out to dry.

Walls - Use a mild soap or cleanser and warm water to clean the walls in your home or apartment. Do not apply wallpaper, decals or paint any wall without prior written approval from the Housing Office. When terminating quarters, the surface of the walls must be returned to their original condition or better.

Bamboo blinds - To prevent damage and for safety reasons, wind-up the blind cord firmly around the holders provided.

Air Conditioners. If your air conditioner stops functioning properly, please put in a service call to CENTERRA. CENTERRA is required to service your air conditioning unit at least every quarter.

Electrical Equipment – It is recommended that no more than 2 electrical items are plugged into a electrical wall outlet. The improper use of extension cords presents an extreme fire hazard. The use of electrical power strips with a built-in circuit breaker (surge protector) that are underwriter Laboratory (UL) approved are the only extension cords allowed.

EXTERIOR CARE OF THE HOUSING UNIT

Breezeways and Patios. A significant amount of open space exists beneath a majority of the homes. Keep this area neat, clean, and free of litter/debris (e.g., old boxes, crates, etc.) The homes have adequate storage space, a garage and storage room in the laundry facility. Display your pride in our housing community by doing your part to keep it neat, clean, and BEAUTIFUL.

The cleanliness of the Pavilions are the responsibility of those who utilize the facility. Requesting special use of any pavilion by residents not residing in the Flats can be arranged but, must be done so 30 days in advance by signing the request form at the Housing Office. If the pavilion is not scheduled for use on the day desired the request may be approved. The pavilion at the Unaccompanied Housing facility is solely for use by the Unaccompanied Housing residents.

IS ASBESTOS A CONCERN IN MY HOUSE?

Asbestos is a general term that applies to a variety of naturally occurring mineral silicates, e.g. chrysotile, amosite, crocidolite, tremolite or any products composed of these minerals. In the old days, asbestos was referred to by the Greeks as the “miracle mineral” due to its softness and pliant properties as well as its ability to withstand heat, possesses high tensile strength, and moderate to good chemical resistance. The beneficial properties and abundance of asbestos make it ideal since the late 1800s for many diverse uses such as:

- (1) Insulation to pipes, fitting, boilers or interior structural components to prevent heat energy transfer or water condensation
- (2) Applied to surfaces such as acoustical plaster on ceilings, fireproofing materials
- (3) Miscellaneous such as brakes, clutches, floor covering, gaskets and cementitious materials.

With the advance of science and medical knowledge, asbestos is now known to be a health hazard. Inhalation of asbestos fibers over time may cause asbestosis, thickening of the lung linings, mesothelioma and cancer.

Asbestos containing material (ACM) is generally classified as friable and non-friable. Friable ACM contains more than 1% asbestos and can be “crumbled, pulverized, or reduced to powder by hand pressure when dry” and is thought to release fibers into the air more readily.

Continual sampling and monitoring of asbestos has been conducted in the housing and Navy Sembawang area since 2003. No friable asbestos was found since the initial survey. Transitite and some asbestos containing material were identified in car park roofing structures, portions of the Medical Aid Station roofing, some inner wall boards, roof top access panels and some floor tiles. Nearly all of the identified structures have been replaced and those that have not been replaced are under continual monitoring and re-inspections.

Under OPNAVINST 5100.23G, Asbestos Control, DoD policy is not to remove installed asbestos containing materials, which are in good condition, for the sole purpose of eliminating asbestos.

Asbestos fibers can only be released if broken or deteriorated due to weathering. Concern may arise if you break an Asbestos -Containing material (ACM) wall board or if you decide to sand or polish some ACM floor tiles (both highly unlikely events).

IS LEAD A CONCERN IN MY HOUSE?

Lead is a heavy, bluish-gray metal that has a low melting point. It occurs naturally in the Earth's crust. The largest use for lead is in storage batteries in cars and has been used as an additive in leaded gasoline to increase octane rating, lead-based paints (LBP), lead-based solder in food cans and water pipes, fishing equipment, and ammunition.

With the advance of science and medical knowledge, lead is now known to be a health hazard, exposure to which can produce a wide range of adverse health effects. Both adults and children can suffer from the effects of lead poisoning. There are many ways in which humans are exposed to lead: through deteriorating paint, household dust, bare soil, air, drinking water, food, ceramics, home remedies, hair dyes and other cosmetics.

Continual sampling and monitoring of lead has been conducted in the housing and Navy Sembawang area since 2003. Lead has not been detected in drinking water or drinking fountains for the past several years and when previously detected was well within acceptable U.S. and Singapore standards. An annual water drinkability report is produced by NAVFAC and can be obtained for review. Water for drinking in our community is safe. Some lead based paint has been found on metal railings, clothing line support poles, base boards, and some paint waste.

Our common goal is to prevent the disturbance of potential ACM and LBP. Therefore, the following is a list of prohibited activities:

- a. **DO NOT** drill or make holes in any ceiling or wall.
- b. **DO NOT** hang plants or other objects from the ceiling.
- c. **DO NOT** sand or remove the ceiling and wall material.
- d. **DO NOT** pull cable or wiring through or above dropped ceiling spaces.
- e. **DO NOT** remove existing screws or nails. Request removal of screws or nails through Housing Office.
- f. **DO NOT** vacuum, wet wipe, sweep or attempt to clean up suspected or confirmed asbestos-containing debris. Please notify Housing Office immediately if you notice any debris that is suspected of being ACM or LBP.

IF YOU HAVE ADDITIONAL CONCERNS OR WOULD LIKE TO HAVE MORE INFORMATION. Please contact Medical Aid Station at 6257-4233 or NAVFAC Environmental @ 6750 2956.

Section 4 – Inspection Standards

Service members receiving PCS orders or who are retiring must provide no less than **30 days written notice** of your intent to vacate the assigned Housing unit by filling out the “Intent to Vacate” form. Residents of Housing are required to notify SAC Housing office if there is intent to retire locally and submit exception to policy requests to SAC ICO for continued government leased housing extension approval. These requests will be reviewed and approved or disapproved on a case by case basis depending on demand for family housing units. At no time will any approved request to retire locally automatically guarantee members continued housing assignment. Service members who are approved to retire locally and request such housing extension will be required to pay rent and utilities for the assigned housing unit and duration of the approved extension. Residents should schedule their household goods (HHG) pack out with the Personal Property Manager. If departure loaner furniture is required these arrangements should be made with SAC Housing office at this time.

PRE FINAL INSPECTION - The initial inspection is designed to assist you in preparing for your final inspection. It includes the review of termination procedures and an opportunity for our staff to answer any questions that may arise. The sponsor must be present for this inspection but if unable, the sponsor may designate the spouse or a unit representative with power of attorney. NOTE: The sponsor ultimately maintains responsibility for compliance with the termination policy

It is imperative that the military member is present and ready for the pre-final inspection as the inspector will wait only 10 minutes past the scheduled appointment. If the military member has not arrived, the inspection is considered failed and the military member must call the Housing Office to reschedule. Any interior painting accomplished by residents must be returned to the original color, which includes removal of paint splashes from other surfaces.

FINAL INSPECTION - Successful termination of MFH and UH quarters must be completed before out-processing from the command takes place. Reminder: Please do not bring pets to the termination inspection. As you prepare to vacate your quarters keep in mind that the final inspection will not be a “white glove” inspection. The standards are such that the occupant should be able to accomplish the required cleaning themselves. Employment of professional cleaners is not necessary. If you fail the final inspection, contact the SAC Housing Office to schedule re-inspection for the next working/duty day or as soon as the housing inspection schedule permits. After two failures, there is an automatic charge for full cleaning. Housing occupants can stay in their residence until 10 days before departure. Members staying in their unit with pets must achieve the same level of cleaning standards as non-pet owners prior to departure. If the government has to clean the unit that does not meet the cleanliness standards the member will be responsible for the cleaning fee.

Section 5 - Pets

RESPONSIBILITIES – Families may only have a maximum of two pets. Any combination of dogs and cats. No exotic pets or reptiles are authorized. Monkeys and snakes (and other reptiles) are prevalent in our community. Please don't feed or attempt to capture. Any quarantine procedures for Singapore are at the tenant's responsibility to research/adhere to.

CLEANING/FECES - Good stewardship of the housing community includes having owners or their representative (if the owner is away from Sembawang) be responsible for the daily removal and sanitary disposal of pet feces from yards and/or common areas and neighboring yards. All animal feces within the interior of the quarters shall be picked up immediately and litter boxes cleaned regularly. Animal feces in Owner's yards must be removed on a daily basis. Violations will constitute a health hazard and citation will be issued. Pet droppings must be removed immediately from all neighboring areas, common areas, sidewalks, roads, carports, or parking areas. Be prepared and carry plastic bags or other means of removal every time your pet is out of your yard. In your own yard, pet droppings must be properly disposed on a daily basis. More frequently if you have more than one dog or a large dog.

CONTROL - Responsibility for the behavior, nuisance, and menace to other pets, persons, and property rests solely on the sponsor. Sponsors must ensure their dogs and cats are immunized. Owners displaying lack of responsibility jeopardize their privilege of having pets in Sembawang housing. For reporting pet neglect, abuse, biting, nuisances, and destruction of property, notify Security Forces at 6750-2578. Failure to comply with standards will result in a housing discrepancy citation. After the second notice, you may lose the privilege of having a pet in the Sembawang housing community.

Good stewards keep their dogs and cats confined to quarters, in a fenced yard. Other positive restraining methods designed to preclude the animal from running free or interfering with pedestrians or the normal flow of traffic are also acceptable. When dogs and cats are outside the owner's yard for any purpose, they must be leashed and under control of the owner or another person capable of controlling the animal.

STRAY/LOST ANIMALS – Wild dogs have been a continual problem in our area and the issue is not completely resolved even though working with Singapore agencies and CENTERRA. You are advised to close out the black gate to limit access points for the stray dogs into the yard. These dogs have been aggressive at times and domestic animals (even wild monkeys) have been attacked. AVA is the primary agency responsible for animal control in Singapore. They can be contacted via phone 1800 476 1600, email AVA_EMAIL@ava.gov.sg and mobile phone app – OneService

DO NOT FEED STRAY DOGS. Resident feeding of the strays only encourages them to stay in the area and pose danger to the community.

ANIMAL BITES - All incidents of animal bites must be reported immediately to Security Forces at 6750-2578. The SAC Housing Office involvement is also required. All reported incidents must be referred to the Medical Aid Station who should review animal bites.

PET SITTING - Residents may accept the responsibility of watching pets for a neighbor, friend, or co-worker in their own home if the additional pets do not bring the total household pets to more than two. By doing so, the pet sitter is accepting full responsibility and liability for the animals as noted above. All violations, fines, and reported incidents involving the animal will be issued to the animal sitter, not the owner, during the sitting period. The housing resident will also be notified.

DAMAGES - The responsibility for any damage to Government property, including furniture, appliances, accoutrements, and the units themselves fall fully on the occupant. Steam cleaning furniture, carpet, rugs, draperies, etc, to remove any pet odors or stains resulting from the pet staying in the unit are necessary when vacating Sembawang housing. If the stains/odors are not removable, the occupant is responsible to the government for the replacement of the damaged item.

Specifically to UH members

Pets are NOT authorized in the Unaccompanied Housing facility.

Section 6 – Special Interest Items

LIVE-IN AIDE - Any resident with one or more children under the age of 18 years, or with a dependent or dependents requiring live-in home health care, is eligible to submit a request for approval through the Housing Authority. Further, the sponsor must show proof that he/she is in compliance with all Ministry of Manpower requirements to employ a Foreign Domestic Worker (FDW). This includes but is not limited to completion of the mandatory class on employing an FDW. The sponsor must remain in compliance with all Ministry of Manpower and Government of Singapore laws, rules, and regulations with regard to the employment of a FDW a live-in aide. For more guidance on how to request a Live-in-Aide please refer to SACINSTR 11101.18.

GUESTS/VISITORS – Visitors are permitted in family housing. Visitors remaining overnight are considered guests. Guests are permitted under the following conditions:

a. Residents who intend to have guest(s) staying with them in their assigned housing for more than three consecutive days must notify the housing office at least three days prior to the guest(s) arrival.

b. Once notification has been made, guest(s) are authorized to remain in assigned housing for up to 60 days total.

c. Residents who wish to have their guests stay beyond 60 days can route a request through their chain of command to SAC via Housing for up to a 30 day extension, up to 90 days total.

d. Residents are limited to 90 days per guest per 365 day period beginning with the first notification given. The same guest(s) may not be sponsored by a different resident in the same 365 day period.

e. The maximum number of guests at any one time must be reasonable as determined by the housing office. The housing office will calculate the maximum number using the formula the fire department uses to determine maximum occupancy in base facilities, which is one person per every 200 square feet of floor space. Therefore a housing unit with a net floor space of 1,549 square feet would be authorized a maximum of eight persons, including the assigned residents.

f. The resident is responsible for the actions of all guests. If complaints are received concerning the activities or behavior of guests, the guests will be required to immediately vacate the resident's quarters.

g. Subletting or collecting payment for rent for any portion of quarters is prohibited. Any other form of allowing unauthorized guests to stay in housing is expressly prohibited. Such practices are cause for termination and will be referred for appropriate action.

h. Quarters are assigned to authorized personnel and their bona fide family members.

Other DoD personnel or their families may not occupy quarters except in accordance with the basic rules and requirements for guests outlined previously in this section.

i. Non-Command Sponsored family members are not authorized to reside in government quarters, except as a guest per the basic rules and requirements for guests outlined previously in this section. Violation of the aforementioned shall result in disciplinary or other appropriate administrative or corrective action."

HOUSE SITTING – House sitting is permitted, but the assigned member remains fully responsible for the quarters and for their sitter's conduct.

BASKETBALL GOALS, TRAMPOLINES, TIRE OR ROPE SWINGS, SWINGSETS, PLAYHOUSES, HAMMOCKS, ANIMAL SHELTERS, ETC

Requests for these items must be made in writing to the Housing Office and will be evaluated on a case-by-case basis. **WRITTEN APPROVAL MUST BE OBTAINED PRIOR TO INSTALLATION.** Approval includes installation and maintenance criteria; compliance is mandatory.

NOTE: Use of trampolines is a safety concern. Proper installation, use, and supervision is mandatory. Refer to information provided by the manufacturer's instructions. Personal liability insurance is recommended

SEASONAL DECORATIONS - Decorations placed on the exterior of the housing unit (MFH and UH) must be removed no later than 10 days after the holiday.

Section 7 – Fire Protection/Safety

FIRE EVACUATION PLAN - Make a fire evacuation plan for your home and indicate both primary and alternate routes of escape. Establishing and practicing your escape plan as a family may save the lives of you and your family. Remember...escape first, then **DIAL 995** to report fire. Contact the Command Duty Officer (CDO) at 9736 3691 after you have contacted the fire department.

FIRE EXTINGUISHERS – Fire extinguishers are slowly being phased out of Family Housing. The guidance from the Region Fire Marshall is to not fight the fire but exit the house immediately. Extinguishers that are still in place outside the kitchen are inspected monthly for operability. Familiarize yourself with the operating instructions, located on the extinguisher. If the extinguisher is under/overcharged or you suspect that it is inoperable please contact CENTERRA for inspection/replacement.

SMOKE DETECTORS – CENTERRA performs operational testing of the detectors at least quarterly. If the smoke detector malfunctions or is inoperable, contact CENTERRA at 6750 2609. Additional smoke detectors may also be requested.

Residents will be held financially responsible for any damage resulting from a fire, if the source of the fire is found to be due to negligence of the resident. In order to reduce the chance of fire, the following guidelines will be implemented:

- (1) Tampering with or modifying of any electrical outlet or wiring is prohibited. Electrical cords will not lie across doorways or walkways or to be placed under carpet. Overloading an outlet or unauthorized extension cord is prohibited.
- (2) Tampering with fire-fighting equipment positioned throughout the building is prohibited.
- (3) All residents must be alert to fire hazards. Report any potential hazards to the Housing Office.
- (4) Irons must not be left unattended while plugged in. After use, irons must be cooled in a safe place.

FIRE EMERGENCY PROCEDURES – If you see or smell smoke, assume there is a fire and take the following actions:

- a. Immediately spread the word to ensure those in the immediate vicinity are notified. Call the Fire Department emergency line at 995, speak clearly and ensure proper and exact locations are provided to the Fire Department for rapid response.
- b. If time permits, close doors and windows to confine the fire and prevents drafts. Do not endanger yourself or other residents.

- c. Certain types of extinguishing agents are not appropriate against certain types of fires. The following fire classifications should be learned and remembered so you will not have research the information in the event you find yourself in this position.

CLASS	TYPE OF FIRE	EXTINGUISHING AGENT
A	Consumables such as wood, paper, rags, etc.	Water and any other firefighting agent
B	Oil, grease, flammable liquids	CO2 or dry chemical agents (NEVER USE WATER)
C	Electrical	CO2 or dry chemical agents (NEVER USE WATER)

- d. Evacuate the area immediately and stand by to provide the Fire Department any information you may have to offer and prepare to assist as needed.
- e. All personnel are required to evacuate the building(s) upon hearing a fire alarm.

FLAMMABLE STORAGE - Never store flammable items in the home. If stored in an outside storage area, secure and child-proof flammable items.

BARBECUE GRILLS - Only adults should light and use grills. Keep grills away from the building/housing overhang. Always keep grill at a safe distance away from the building and any combustible structures. Any damage(s) to the painted surface caused by smoke from BBQ grills, or any other damage as a result of using the BBQ grill, is your responsibility. Keep children and their activities away from the barbecue grill area.

COOKING APPLIANCES - NEVER LEAVE COOKING FOOD UNATTENDED. Should a fire occur, cover the burning pan with a lid, turn off the appliance, and call the fire department and security forces. Beware of false alarms because of improper cooking techniques. A false alarm can cost you up to S\$500. **NEVER USE WATER ON GREASE FIRES! DO NOT ATTEMPT TO MOVE THE PAN!** Kitchen exhaust fan filters should be cleaned often to prevent the accumulation of grease.

Section 8 – Security

SECURITY PATROL - The Singapore Police and the Installation Auxiliary Police Force (IAPF) accomplish routine patrolling of the housing area regularly. The telephone number for the IAPF is 6750 2578. If necessary, they will inform the CDO or Command Security Officer or Singapore Police. Report all emergencies such as a housing break in, assault/attack or suspicious visitors to the IAPF immediately.

DOORS and GATES - Lock gates and doors at all times. Keep doors to common areas (flats) closed also.

PARKING - Park only in authorized areas. Do not park vehicles in the turn-around in front of the multiplex buildings or directly in front of the multiplex/block building entrance. Keep this area clear for loading, unloading, and emergency access.

FIREARMS - Singapore prohibits firearms. You will be heavily penalized if you are caught with a firearm.

CRIME STOP - Call 6750 2578 - (IAPF)

Section 9 – Good Neighbors

Family housing and close neighbors are synonymous. We seek your support and cooperation in the following:

CHILDREN - Parents, divert your children’s activities away from other housing units so their noise and play activities do not cause disturbance to neighbors. For your child’s safety, please do not use or transit your neighbors’ yards unless authorized. Streets will not be used as a playground. The streets are public access passageways and the speed limit may exceed that which is normally imposed on a military installation. Instruct your children to be considerate of others. We have playgrounds and recreational areas located throughout the housing community, so please use them. These facilities include playgrounds and BBQ pavilions at Lagos Circle.

Children will be supervised in accordance with the current Sembawang US Military Community Policy in Singapore. All questions or concerns regarding child supervision, babysitting criteria, suspected child abuse, child neglect or child maltreatment should be directed to Family Service Office at 6750 2945.

PARTIES - Many complaints can be avoided by informing your neighbors prior to hosting a party. The best way to prevent any misunderstanding over noise or music volume is to make arrangements with your neighbors, let them know your intent, and be considerate. The Family Housing area “Quiet Hours” are Sunday through Thursday 2200-0700 and Friday, Saturday and evenings before a U.S. Federal Holiday 2400-0700 . Also, please ensure your guests do not park in unauthorized areas or in neighbors’ assigned parking areas.

STORAGE - In the flats, storage is not authorized in the stairwells. Ensure that bicycles, strollers, skateboards, rollerblades, etc., are properly secured inside your apartment.

RESIDENT DISPUTES - As in most close communities, there is always the potential for disputes between neighbors. The best way to handle this is for the affected parties to simply discuss the issues between themselves and seek resolution. This should be accomplished resident to resident if at all possible. In the event this does not resolve the conflict, residents should then request the first sergeants, commanders, or their equivalents intervene and cooperatively, in a joint effort, bring the situation to resolution. The SAC Housing Office will become involved only when the individuals’ commands are unable to resolve the situation. Residents may request mediation services from the Housing Manager or Military Equal Opportunity office or seek counseling with the base chaplain. Proper conduct and adherence to the policies in this publication are disciplinary issues that are a function of command.

Section 10 - Community and/or Residential Activities

GARAGE SALES – Garage sales are permitted, as long as they comply with Singaporean law and all installation regulations.

a) Singaporean Law:

1) Under the Secondhand Goods Dealers Act of December 2007, the sale of “Scheduled Goods” requires a license. Individuals who intend to sell scheduled goods, including from home or over the internet, are required to obtain a license. Contact the Legal Office for information prior to obtaining a license. Scheduled Goods include:

- Cameras, video-graphic and photographic equipment;
- Computers, including tablets, laptops, palmtops, and PDAs;
- Handphones and smartphones;
- Compact Disc players, MP3 players, and MP4 players;
- Jewelry sets with precious stones;
- Jewelry made from platinum, gold, and white gold;
- Watches

2) Individuals who intend to sell items not considered scheduled goods are not regulated under the Secondhand Goods Dealers Act

b) Installation Regulations:

1) A maximum of two yard/garage sales per year are permitted, but must be limited to no more than two days. Recurring or extended yard/garage sales are not permitted. Request permission from housing at least two weeks before the date of the intended yard/garage sale in writing, certifying that none of the items above will be sold without a license. Housing will approve/deny all requests, and retain copies of requests with approval/denial.

2) Residents may request items for sale be posted on the bulletin board in Building 7-4 or broadcast on the CATV community bulletin board. If you sponsor such events, you are responsible for proper collection and disposal of refuse/garbage and for prompt removal of any notices you may have posted.

3) DO NOT deposit leftover sale items at curbside.

HOME BUSINESS ENTERPRISES - Request for operating a home business in government-owned housing must be submitted through your unit commander to the Legal Office for approval. **NO BUSINESS MAY BE TRANSACTED FROM YOUR BASE HOUSING UNIT WITHOUT PRIOR WRITTEN APPROVAL.** Approvals must be submitted via legal and must include approval by Housing, MWR, NEX and CO.

Section 11 - Self Help Work

Carpets. Do not install permanent carpeting without prior written approval from the Housing Office. Unless approved in writing by the Housing Office, remove all personally-installed carpet prior to terminating quarters. No traces of the installed carpets will be visible on the floor surface after removal of carpet.

Window Air Conditioners - Installation of privately owned window air conditioners (AC) requires prior written approval. As a general rule, no AC units will be installed if alterations to the structure is required (ie having to alter a wall or window to fit the unit). The Housing office recommends only portable AC units used.

Alterations - All modifications you are considering must be approved by the housing office. Submit in writing a request for the type of modification you desire, along with a detailed sketch of the modification showing specific locations and dimensions of the project prior to the beginning of any work. All modification made by residents will be the residents responsibility and personal cost to restore the home to the condition it was when they first occupied it. Any modifications made and not removed may be reason to charge the resident for the cost of returning the home to the original assigned condition.

Section 12 – Disaster Preparedness Information

For the most up to date information stay tuned to the following:

- ❑ View the blue screen for the most current information and command force protection operations.
- ❑ Read the bi-weekly Merlion for additional information.

THE RESPONSE ORGANIZATION - The Republic of Singapore Government provides all "on-scene" (i.e., at the location of the emergency) command and control of resources and personnel at the disaster scene. You may also download and install SGSECURE Apps or visit <https://www.sgsecure.sg/> for more information. The U. S. military may send a liaison to the scene in "large-scale" incidents to advise on any unique resources involved, request information on casualty handling or timing for recovery actions, etc. Your part in ensuring the organization responds rapidly and effectively is to report the situation to the proper authorities as soon as you are aware of the situation, then notify the U. S. military.

PUBLIC WARNING SYSTEM - The Public Warning System (PWS) is a network of sirens throughout the island. It will warn against natural or other man-made disaster. Two signals you should be familiar with are:

Important Message Signal. This is a series of pulsating blasts that is sounded when the population is to be alerted to an important broadcast on radio. Tune in to FM 90.5 or 98.7 for official information. **All Clear Signal.** This is a series of continuous blasts on the sirens. This is sounded when the threat is over. Alternatively you may browse thru Singapore Civil Defense Force website at <https://www.scdf.gov.sg/home/civil-defence-shelter/public-warning-system> for more detail information.

EMERGENCY ALERTING SYSTEM – This system will temporarily interrupt all television programming to display a message or broadcast deemed necessary by the Designated Command Officer (DCA). Whenever scheduled programming is interrupted the screen will turn blue and a message is forth coming. If the screen stays blue for any length of time call the CENTERRA help desk.

Section 13 – ANTI-TERRORISM PROCEDURES

International terrorism is a fact of life, one that we must live with and consider wherever we live. Although Singapore is considered one of the safest places in the world to work and play, be aware of simple antiterrorist techniques you can incorporate into your every day life.

WHEN AT HOME - Keep all doors locked - have locks changed if a key is lost or stolen. Destroy all envelopes or other items which indicate your name and rank. Develop a “neighborhood watch” relationship with your neighbors. Be alert to peddlers and strangers; also be alert to public work crews or others requesting access to your residence. Check identity cards through the door peephole before allowing entry. Write down license numbers of suspicious vehicles and note the description of occupants. Report all suspicious activity to the Housing Office at 6750-2800 (or email to SAC_Housing@fe.navy.mil), IAPF at 6750 2578, or call the Singapore Police at 999. Keep emergency numbers next to your phone. Don’t answer the phone with your name and rank.

CHILDREN - Never leave young children alone or unattended. If it is necessary to leave children at home, keep the house well lighted and notify the neighbors. Instruct the children to keep the doors and windows locked and never admit strangers. Teach children how to call the police or a neighbor in an emergency. Advise them to tell you where they are going and with whom they will travel.

SUSPICIOUS PACKAGES OR MAIL. Look for the following:

Unusual or unknown place of origin.	No return address.
Excessive postage.	Oily stains on the package.
Wires or strings protruding from or attached to an item.	Incorrect spelling on the package.
Differing return address and postmark.	Appearance of foreign style handwriting.
Peculiar odor (such as shoe polish or almonds).	Unusual heaviness or lightness, balance or shape.
Springiness in the top, bottom or sides.	

Don’t touch, do not attempt to open or immerse suspicious packages in water - notify security officials, IAPF 6750 2578 to check them.

PERSONAL TRANSPORTATION SECURITY. Keep your vehicle in good repair with the gas tank always at least half full; ensure sufficient tire tread remains. Always lock your car and park it at your home, not on the street. Leave only the ignition key with parking attendants. Don’t allow entry to the trunk unless you’re there to watch. Vary your routes to work and home and always use seat belts and keep doors locked with windows closed. If you believe you are being followed, circle the block for confirmation. Get a description of the vehicle and its occupants, then go to the nearest safe location (not home) and notify the police. Be wary of unusual events like a cyclist falling in front of your car or a flagman or workman attempting to. Be wary of fake police checkpoints, unusual detours, disabled vehicles on the road, an accident in which your car is struck, traffic (vehicles or pedestrian) which boxes you in or sudden activity.

If such events occur try to draw attention by sounding your horn, put another vehicle between you and your pursuer, ram the blocking vehicle if necessary or escape by making an immediate turn (jump the curb at 30-45 degree angle, 35 mph maximum if you need to), go to the nearest safe area and notify police.

PUBLIC TRANSPORTATION SECURITY- Vary modes of transportation. Select busy stops. Don't always use the same taxi service. Don't let a stranger direct you to a specific cab. Ensure taxi is licensed and that driver's face matches picture on the license. Try not to travel alone. If possible, tell the taxi driver the route you wish to use.

APPENDIX A

MAINTENANCE TROUBLE SHOOTING

Plumbing:

Leaks

Identify where the leak is actually coming from.

Turn off the water supply valve. If this does not stop the flow the category is Emergency.

Call the service desk.

Clogs

Try a plunger.

If the clog does not break up in less than 10 minutes, call the service desk. Let them know what has already been tried.

The system in the Housing areas is quite old and delicate. In fact, the tree roots continually grow into the underground pipes. Please do not flush sanitary napkins or paper towels down the toilet. If your system backs up or you notice a continuously wet and smelly area in your yard, please call CENTERRA.

No water/ low pressure

Check the water supply valve.

Open it fully if it is not, if problem persists, call the service desk.

No hot water

Make sure the power switch is on.

Check the circuit breaker (refer to electrical outage).

If this does not solve the problem call the service desk.

Electrical:

Power outage

Check the circuit breakers.

If one is tripped, unplug the equipment that uses that circuit. Then reset the breaker. Plug the equipment back in one at a time. If the breaker trips again unplug the last item reconnected, leave it unplugged, and reset the breaker. This way you have identified the problem (i.e.: AC master bedroom or refrigerator) and can continue to use the rest of your equipment. Find another place to plug in the item.

If all equipment trips the breaker; the problem is with the breaker itself.

Call the service desk.

Air Conditioning:

Not cooling

Check the setting on your remote control.

Try another remote control (it may be the battery)

Call the service desk

Leaking or frozen

Shut off the unit and call the service desk.

Not running

CHECK THAT THE POWER SUPPLY IS ON.

Try another remote control (it may be the battery or remote control)

Check the circuit breakers (refer to electrical outage).

Call the service desk.

Because of the high humidity and heat in Singapore it is recommended that the low fan setting not be used for long periods. This causes the unit to freeze up and work poorly. Resting the AC can only be accomplished by turning it off for a couple of hours. This is recommended.

Cable

Check the TV settings

Check for loose connectors and whether or not they stay tightened (you may need a new connector).

Try the buttons on the unit (if the unit works it is probably the battery or controller)

Check the circuit breaker, then call the service desk. Call the neighbor to see if anything is out.

Appliances

Not running

Check the power supply (is it turned on and plugged in)

Check the circuit breaker (has it tripped, refer to electrical outage).

Call the service desk. Let them know what has already been tried.

For gas stoves, check out if the gas bottles are empty. If empty change out the bottles and place a service call for replenishment.

Pest Control

Ants

Inside –get traps from self-help or call the service desk.

Outside- Call the service desk.

APPENDIX B

Appliances - Stoves/Ranges, refrigerators, washers and dryers, air conditioners etc., are government furnished and serviced. If you have a problem, do not attempt repairs or adjustments. Call the CENTERRA service call desk at 6750-2609. Damage to government-owned equipment and appliances caused by your attempts to repair them will result in refunds to the government for cost of repairs, replacement and labor at the tenant's expense.

Stove Operation. The standard stove is a gas range and electric oven. To operate a burner on the range, turn the appropriate knob 1/4 turn counter-clockwise, push the right-most button (on the left side of the stove), and adjust the flame by turning the knob even further counter-clockwise. When not in use, the dots on all knobs should be at the 12 o'clock position. It is operated with LPG (Liquefied Petroleum Gas) gas tank. When a bottle runs out, change the gas regulator to the spare tank and call CENTERA helpdesk @ 6750 2609 for a new bottle. The steps to change the LPG tank regulator is on the LAST page of this handbook.

Oven Operation. There is one knob to operate the oven temperature. The temperature control is in degrees Centigrade (or Celsius) vice Fahrenheit. To convert to Fahrenheit, subtract 32 and divide the remaining "degrees" by 1.8. Some standard temperatures are:

F	175	200	225	250	275	300	325	350	375	400	425	450	475	500
C	79	93	107	121	135	149	163	177	191	204	218	232	246	260

Privately Owned Appliances - Maintenance and repair of privately owned appliances are your responsibility. The voltage in Singapore is 220/240V 50HZ. **Since American appliances are 110V, please ensure that they are plugged into the correct outlet in the house for MFH tenants. For UH tenants, please plug them into the transformers provided. The government is not responsible for any damage to personal appliances/equipment, including damage from acts of nature (to include lightning).** You must take the proper precautions to protect your personal appliances and property. For your convenience, transformers are issued to each tenant, on a hand receipt, and will be returned to the Housing Office prior to PCS. Please ensure you do not overload the transformers. Additionally, "daisy-chains" of extension cords are not recommended and could constitute a safety hazard.

APPENDIX C

IMPORTANT PAPERS

Each family has important papers that need to be protected in a time of emergency. Before a disaster strikes is the time to decide which records are vital to the family. Put them in one location where you can get them in a hurry should evacuation become necessary. Keep them in a waterproof container or in a plastic bag, a small fire proof safe or lock box. Some items should be stored in a bank safety deposit box. These would likely remain safe during a disaster. The papers you need to keep together are the ones that you regularly have in your home. Some examples of vital records are:

- * Insurance records
- * Medical records
- * Deeds
- * Birth Certificates
- * Marriage Licenses
- * Social Security Numbers and Records
- * Phone numbers of relatives and friends
- * Irreplaceable photographs
- * Naturalization certificates
- * School records
- * Vehicle ownership records
- * Credit card numbers
- * Tax records
- * Passports
- * Bank Books
- * Stock and Bond Certificates
- * Certificates of Deposit
- * Wills
- * Immunization records

APPENDIX D

EMERGENCY SUPPLIES

1. Log onto <http://www.redcross.org>
2. Log onto <http://www.lifecure.com>
3. Log onto <http://www.fema.com>

APPENDIX E

CUSTOMER EVALUATION FORM

Because you, the customer, have the closest contact with service personnel, we solicit your participation in monitoring and evaluating the performance of the housing maintenance contractor. Every service call will have a survey form attached. We would appreciate your input to help us improve our service. Please take the time to fill in the form each time a technician calls at your home. If a form is not provided to you, please ask for one or contact the Housing Office. In addition, we ask you to help us by filling out an independent evaluation form from the Housing Office and return it to the Housing Office. You may use the commander's comment box in the Navy section at building 7-4 or drop it by our office.

Customer Evaluation Form

	1 = Poor	2 = Fair	3 = Good	4 = Excellent	5 = Outstanding			
A. Customer Service personnel were courteous				1	2	3	4	5
B. Response was timely				1	2	3	4	5
C. We kept you informed about progress/delays				1	2	3	4	5
D. Quality of work was satisfactory				1	2	3	4	5
E. We left the work site neat and clean				1	2	3	4	5
F. Is this a repeat call						YES		NO
G. Were you notified prior to craftsman(s) arrival						YES		NO
OVERALL RATING								
H. Products and services FDS provided met or exceeded your expectations				1	2	3	4	5

HOW CAN WE IMPROVE SERVICE?

REMARKS:

If you would like a reply by Housing please fill out the following:

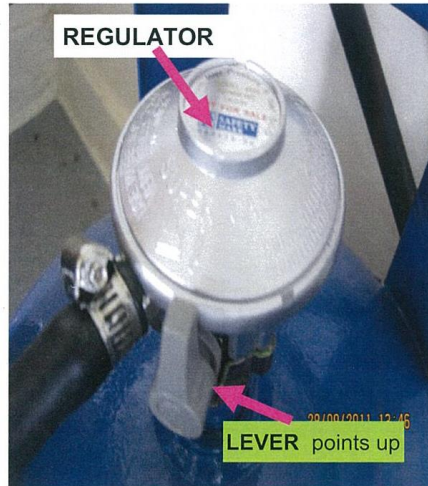
Name _____ Date _____

Organization _____ Phone _____

APPENDIX F

STEPS TO CHANGE LPG TANK REGULATOR

(A) REGULATOR - ON position



(B) Steps To Replace An Empty Tank With a Full Tank

