

**COMMANDER, FLEET ACTIVITIES SASEBO**  
**MILITARY FAMILY HOUSING**  
**RESIDENT HANDBOOK**



**FY 2019**

**DO NOT REMOVE THIS BOOK FROM THE RESIDENCE.  
REMOVE/DESTRUCTION OF THIS BOOK WILL RESULT IN A \$10.00 FEE.**

# **WELCOME TO MILITARY FAMILY HOUSING**

It is a sincere pleasure to welcome you as a resident of Sasebo Military Family Housing. We will assist you to make your stay in government quarters a pleasant one.

We will continually strive to ensure you receive the highest quality services. Please utilize the "Pride of Ownership" philosophy to maintain your quarters and make them a place where your family can develop fond memories and form lasting friendships. Only you and your family can make your housing unit a "home" and your housing site a "neighborhood." Please take the time and effort to make your neighborhood a great place to live. We also urge you to become involved members of your community: be active in your Housing Advisory Board, assist your children at their school functions and PTA, help with Little League, Scouting, and youth activities and assist in the improvement of your community.

As a resident of Military Family Housing, you also have certain responsibilities. This handbook is designed to provide you a comprehensive overview of all applicable housing rules and regulations.

We are committed to "Neighborhoods of Excellence." This means professionalism in our performance, taking initiative to make improvements, dedication to the highest possible standards of service, and striving for excellence every day.

We know your stay in Military Family Housing will be pleasant and rewarding. Your comments and suggestions for improvement are welcome anytime.

B. L. Stallings

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**MILITARY FAMILY HOUSING SERVICE CENTER HOURS**

Main Base Office: Monday, Tuesday, Thursday and Friday 0830-1630  
Wednesday 0800-1500  
Closed weekends and US Holidays

Hario Village: Monday, Tuesday, Thursday and Friday 0830-1630  
Wednesday 0800-1500  
Closed weekends and US Holidays

Commander Fleet Activities, Sasebo  
Housing Services Center (HSC)  
PSC 476 Box 126  
FPO AP 96322-0006

Reception Housing Services Center.....252-3402/3923  
Main Base Housing Inspector ..... 252-3430  
Hario Housing Inspector ..... 252-8888  
Housing Area Manager.....252-8896

Maintenance Request:  
Public Works Trouble Desk  
Sasebo Main Base ..... 252-3535  
Hario..... 252-8080

## Emergency (Life & Death Situations)

### **SASEBO**

Fire .....	911
Ambulance .....	911
Police .....	911
From off-base or cell phone .....	0956-50-0911

### **MISC. TELEPHONE NUMBERS:**

<b>Base Operator</b> .....	<b>0</b>
Child Development Center (Hario)---	252-8842
Child Development Center (Main Base) ----	252-3985
Family Member Assistance Team (FMAT)--	252-3627
Fleet Family Support Center (FFSC)-	252-3372
Housing Service Center (Hsc) -----	252-3402
Human Resources Office (Hro)-----	252-3883
Legal Office-----	252-3347
Naval Branch Health Clinic --	252-2551
Navy Lodge -----	252-3608
Personnel Support Detachment (Psd) -----	252-2200
Personal Property -----	252-3418
School Liaison Officer -----	252-2206
Veterinary Clinic-----	252-3583

## **Chapter 1. Eligibility, Assignment and Termination**

**101. GENERAL.** The Military Family Housing (MFH) staff is charged with the management, operation and maintenance of government housing. The rules and statements of the resident's responsibilities contained in this Handbook are considered to be in the best interest of the Military community. If you fail to comply with these requirements, you will be jeopardizing your housing assignment and you could be in violation of the Uniform Code of Military Justice (UCMJ). You are responsible for the proper care and use of your quarters, grounds and all government owned equipment and fixtures in the unit. This is effective from the time that the Residency Agreement is signed until the quarters are vacated and the final move-out inspection is passed.

**102. POLICY STATEMENT.** Although the government provides quarters, it is not required to do so by law. Living in government quarters is a privilege not afforded to everyone. We are sure you will appreciate your quarters and care for and treat them as if they were your own. Besides accomplishing routine tasks of care, pest control, and cleaning of your quarters, you will want to establish and maintain favorable day-to-day neighborhood relations. There are certain policies established to provide guidelines to benefit the government and all families living in close proximity. This handbook will provide you with helpful information and instructions regarding the maintenance of your assigned quarters. As a resident of MFH, you are the key to the successful and economical maintenance program for government quarters. Compliance with the rules and statements contained in this book is required of you, your family members and your guests. Commander, Naval Forces for Japan (COMNAVFORJAPAN) insists upon the highest possible standards of good management and maintenance of our Military Housing. We ask your full cooperation in complying with the rules and policies expressed, so that you may receive the maximum benefit of these standards.

### **103. ENTITLEMENT.**

- a. Military personnel with accompanying bona fide family members are eligible for MFH. Bona fide family members are those family members who have received dependency status and command sponsorship approval and will reside with the sponsor for nine consecutive months or more each year of the sponsor's tour.
- b. Appropriated fund civilian employees of the U.S. Forces (Article I of the Status of Forces Agreement) who have transportation agreements, are drawing Living Quarters Allowance (LQA), and are accompanied with bona fide family members with command sponsorship approval who will reside with the sponsor for nine consecutive months or more of each year during the sponsor's tour are eligible to apply for MFH. Application does not guarantee assignment. Assignments to MFH will be terminated after five years, unless the Installation Commanding Officer (ICO) determines it is in the best interest of the government to extend occupancy.
- c. Other civilian government employees and American Red Cross personnel in grade ARC 34 or higher and accompanied with bona fide family members with command sponsorship approval are eligible to apply for assignment to MFH. Application does not guarantee assignment.
- d. Non-appropriated fund personnel accompanied with bona fide family members with command sponsorship approval and with transportation agreements are eligible for assignment to MFH. The HSC will determine eligibility of MFH for non-appropriated fund (NAF) personnel with



transportation agreements based on equivalency in pay grade of a GS employee and certification of it from the employer's position management authority. Application does not guarantee assignment. Assignments to MFH will be terminated after five years, unless the Installation Commanding Officer (ICO) determines it is in the best interest of the government to extend occupancy.

- e. Contractor personnel accompanied with bona fide family members and command sponsored may be provided MFH under special priority situations as determined by COMNAVFORJAPAN in accordance with governing regulations. Rent will be charged at the monthly rate comparable to fair market value of local housing costs.

**104. CHANGES AFFECTING ELIGIBILITY FOR QUARTERS.** You are required to notify the HSC of any change in marital status (legal or voluntary separation, divorce, death of spouse), family composition (birth, adoption, etc.), pay grade, length of tour, change of duty station, release from active duty, terminal leave, or any other changes that effect your eligibility.

**105. REASSIGNMENT OF QUARTERS.**

- a. When a reduction in pay grade creates ineligibility for the MFH assigned, a resident may be reassigned.
- b. Once an applicant has been assigned to MFH, he/she will not be permitted to request placement on a waiting list for transfer to other MFH unless the following circumstances exist:
  - (1) Upon promotion from Junior Enlisted (E1-E6) to Senior Enlisted (E7-E9), Company Grade/Junior Grade Officer (W1-O3) to Field Grade Officer (O4-O5), or Field Grade Officer (O5) to O6 that results in an increase in bedroom entitlement, relocation is at the member's option and expense.
  - (2) Upon promotion from enlisted to officer rank, relocation is at government's expense.
  - (3) Upon change in family composition affecting size of MFH for which qualified, relocation is at the individual's option and expense. Relocation of civilians and contractors does not change their five-year occupancy rule and they must have at least nine months of assignment remaining on their original five-year occupancy. In cases of pregnancy, a resident in MFH can be offered assignment after the third trimester (seventh month).
- c. All applicants meeting the eligibility requirements for relocation must complete a new MFH application and submit it with a copy of orders and verification of bona fide family members to the Housing Services Center (HSC). The control date will be the date of the new application.
- d. Sponsors requesting reassignment of MFH will be required to pass an unannounced housekeeping inspection conducted by authorized HSC personnel. Failure to pass the inspection will result in cancellation of the reassignment application. Sponsors will not be permitted to re-apply unless they are requesting reassignment based on a change in family composition. Re-application may not be made for six months following the failed housekeeping inspection. When an applicant again requests reassignment, another unannounced housekeeping inspection is required. If the

inspection is failed, the application will be canceled and the sponsor will not be permitted to re-apply.

- e. A sponsor will normally be allowed three working days to relocate from one set of MFH to another.
- f. Relocations at the request of a resident will be at his/her expense (Exception: Enlisted promoted to Officer will be moved at government expense). In all cases, sponsors must have nine months duty remaining at their current installation when reassigned MFH.

#### **106. TERMINATION OF OCCUPANCY.**

- a. Termination of MFH is required in the following circumstances:
  - (1) In the event of absence of all family members for more than 90 consecutive days. A waiver may be requested prior to departure on a case-by-case basis.
  - (2) When the sponsor, in an act of apparent abandonment and as a result of his/her own voluntary action, ceases to reside in MFH. The family must vacate within 30 days.
  - (3) When the member has been officially declared a deserter.
  - (4) When the member is released from active duty, separated from the service, transferred to the Fleet Reserve, retired, or transferred to the Temporary Disability Retired List. This includes individuals requesting and granted approval to separate and remain in Japan, or with follow-on civilian employment on base or in the local economy.
  - (5) When COMFLEACT Sasebo HSC ceases to be the housing provider for member's permanent duty station or homeport.
  - (6) When a member who occupies one of the major command/post major command quarters is no longer assigned to a major command/post major command billet or retires from active duty.
  - (7) Death of sponsor or sole bona-fide family member. Family members may remain in quarters for up to 365 days after the death of the sponsor, and no rental fee will be charged for this period. After 365 days, rental rates equal to BAH or fair market value will be charged. In the event of the death of the sole family member (i.e. spouse of active duty sponsor), the sponsor will have to vacate MFH within 60-days. Local transportation of the member's HHG goods is paid for by the Government, but Dislocation Allowance (DLA) is not payable while staying in the same geographical location.
  - (8) Unacceptable or wanton behavior of the sponsor, spouse or any bona fide family members or guests, as determined by the local HA or ICO. Behavior that is destructive to morale or the peace and harmony of the neighborhood, threatening to other residents or their property, or not considered in the best interest of the U.S. Navy and the host nation.

Unacceptable behavior would include serious or repeated violations of MFH rules or other misconduct.

- (9) When the member or sponsored dependents engage in subleasing.
  - (10) Unacceptable care or destruction of the MFH unit assigned or related property and landscaping, as determined by the applicable HSC.
  - (11) When required to preserve military discipline, as determined by the HSC.
  - (12) When a sponsor, bona fide family members, or guests becomes involved with gangs as gang members, or in “gang related” activities; uses, sells or possesses illegal drugs; or becomes involved in any violence or disturbance involving force or the use or presence of a weapon.
  - (13) When a sponsor, any bona-fide family members or guest are found to be maintaining unregistered weapons in MFH.
  - (14) In the event of divorce or separation the sponsor has 30 days to terminate MFH once the separation has occurred. Exception to this rule will require prior approval by the HSC.
    - (a) The sponsor/spouse will not be required to vacate MFH if temporarily separated from his/her spouse and family members provided the sponsor’s command or Fleet Family Service Center endorses that there is a possibility of reconciliation and the sponsor is temporarily staying in unaccompanied housing not to exceed 90 days. If either the sponsor or all family members take up residence in rental property other than an approved “safe house” in the community it will be assumed that separate residence is intended and the sponsor must relinquish MFH.
  - (15) Early return of family members requires termination of MFH within 30 days of departure of family members. Exception will require prior approval of the HSC.
- b. Movement of household goods (HHG) due to termination of MFH for the convenience of the government at government expense is authorized when PCS orders do not cover entitlement in the following situations:
- (1) Upon initial assignment to MFH when moving from privately owned housing into MFH. Any subsequent move, which is at the convenience of the sponsor, will be at the expense of the sponsor except in the case of an enlisted member who is promoted to officer status.
  - (2) When directed, in the best interest of the government, to move from one public quarters unit to another.
  - (3) Upon termination of assignment of MFH, when determined to be in the best interest of the government.

- c. If a sponsor vacates MFH for personal convenience, re-applies and is offered MFH when he/she reaches the top of the waiting list, relocation back to MFH will be at the expense of the sponsor. The movement of household goods due to termination of MFH for the convenience of the government will be paid for by the government with the exception of evictions from MFH for disciplinary reasons, divorce or separation, early return of family members, or similar circumstances.
- d. Requests for Continued Logistical Support (CLS) for family members to remain in Japan after the departure of the sponsor executing PCS orders (even when returning to Japan) will be made no later than 60 days prior to the estimated day of departure of the sponsor from Japan in accordance with CNJFINST 4060.6 series.

**107. VACATING QUARTERS.** You are required to give 30 days written notice of your intent to vacate your quarters. Failure to provide 30 days notice may result in forfeiture of your housing allowances for a 30-day period. You or your spouse must go to your HSC and fill out the appropriate Intent to Vacate (ITV) notice form. You are responsible for returning the unit in a clean, well-maintained condition, less normal wear and tear.

**108. FINAL INSPECTION.** You or your spouse must be present at the final inspection. Upon the satisfactory completion of your final inspection, you, your spouse, or authorized individual with Power of Attorney (POA) will be given a memorandum reflecting the effective date for restoration of your BAH. Hand-carry this memo to your disbursing office. Your pay office will not reinstate allowances until they are in receipt of this memorandum.

**109. EVICITION.** Eviction occurs when conditions for Termination of Occupancy exist and you do not voluntarily vacate quarters. If eviction becomes necessary, justification for the action will be retained in installation files and you will not be eligible to reapply for MFH. Eviction policy is determined by COMNAVFORJAPAN.

**110. WAIVER PROCESS.** Waivers to housing program policy and requirements contained herein and higher echelon directives will normally not be granted. Waivers to processes and policies will only be considered for the most compelling mission essential or extreme hardship reasons, and shall never be granted solely to benefit an individual's billet title or rank. A hardship is unique and unusual circumstance beyond member's control that, in the HA's judgment, imposes an extraordinary burden on a member not normally encountered by other members of similar grade at the installation. Submission of a waiver request does not necessarily delay the normal process and the requester shall be prepared for the HA's final decision. The following additional information is provided concerning waivers:

- a. Waivers granted may not violate any provision of U.S. Law or Executive Order.
- b. Waiver requests shall be endorsed by the originator's command using official letterhead stationery, and signed by the activity's Commanding Officer. Requests signed "By direction" shall be returned without action being taken. Waiver requests shall be addressed to Commander, Fleet Activities, Sasebo (ATTN: Director, Sasebo Housing Services Center).

- c. Waivers submitted due to medical reasons shall only be considered in the most exceptional circumstance(s) and, if granted, shall normally be authorized at no cost to the government (member's own expense). Requests due to medical reasons must contain, as an enclosure, an endorsement signed by Commanding Officer, U.S. Naval Hospital, Yokosuka ("By direction" is not acceptable) that substantiates why relocation to a specific area or type of MFH is medically warranted.

## CHAPTER 2. PERSONAL SECURITY MEASURES

**201. INTRODUCTION.** Unpleasant as it may be, crime is a common occurrence. MFH areas are subject to the same problems as the surrounding civilian communities. It is important for you, as a member of the community, to take appropriate measures to protect yourself, your family, and your belongings.

**202. POLICE.** The Security Office should be notified whenever you are aware a crime is in progress or has taken place. Your residence is located on government-owned property; therefore, it comes under the legal jurisdiction of the local Security Forces and/or the Country of Japan. When in need of law enforcement assistance, notify the local Security Office.

**203. COMMUNITY ALERT/NEIGHBORHOOD WATCH PROGRAMS.** Statistics prove that these programs are effective in reducing crime and increasing safety and security in neighborhoods. Your local Security Office can provide information on how you may join and support this effort. This is a voluntary community effort and it is up to you to establish/maintain these programs.

**204. FIRE SAFETY INSPECTIONS.** Government regulations require that all government quarters be inspected for fire safety. Housing areas are inspected on a rotational basis. At least one adult resident member must be present during the inspection and briefing. Please give the local Fire Department personnel your full cooperation to ensure the inspections are successfully accomplished.

**205. FIRE PROTECTION/PREVENTION/SAFETY.** All fires will be reported to the fire department immediately. Under existing law, persons who negligently or intentionally set a fire, allow a fire to be set, or allow a fire to kindle are liable for the expense of fighting that fire and for the costs for providing rescue and emergency medical services. Renter's insurance to cover this liability is highly recommended. All fires must be reported to the HSC. Fires that occur after working hours must be reported to the Trouble Desk. You are responsible for the safety and security of your family. The following are provided for your information and guidance:

- a. DO NOT SMOKE IN BED!
- b. Residents assigned to Tower units will be required to observe and acknowledge the non-smoking requirements to include NO SMOKING in the building, balconies and outside areas within 50 feet of the building. This non-smoking policy will also apply to family members and any visitors.
- c. Smoking is not allowed in building common spaces. Common space is defined as any space within a building common to all occupants and visitors, such as corridors, elevators, lobbies, lounges or stairways. Townhouse Residents are authorized to smoke within your residence and backyards/balconies.
- d. Parents should take special precautions to ensure that matches, lighters, etc. are kept out of the reach of children.
- e. DO NOT DISCONNECT SMOKE ALARMS. Have units serviced when inoperable. Discovery of disconnected smoke alarms will result in disciplinary action.

- f. FIREWORKS: Fireworks of any kind are not allowed in any housing areas.
- g. OPEN FIRES AND BARBECUE GRILLS. Open fires, the burning of rubbish or other combustible items in housing areas is prohibited. All disposable, non-hazardous material should be placed in trash containers. Commercial fire pits are authorized as long as the pit elevates the fire off of the ground and can be covered with a screen enclosure to prevent the spread of the fire. Fire pits should be placed in backyards to prohibit children from coming into contact with them. The fire pit must be at least 10 feet from any structure and a fire extinguisher must be on hand. The use of commercial fire logs, such as Duraflame or equivalent, may be used in the fire pit. Firewood, pallets, scrap lumber will not be kept in yard or balconies. Barbecue grills must not be left unattended when in use or while still hot. Never empty hot or cold charcoal briquettes onto the ground. When cold, place the briquettes into the trash. Town House units are authorized charcoal or gas BBQ grills, but they are permitted ONLY outside on lawns or patios at least 10 feet away from a building. Tower residents must use gas barbecue grills only and a fire extinguisher must be on hand. Charcoal grills and turkey fryers are prohibited in all tower units.
- h. USE AND STORAGE OF FLAMMABLE LIQUIDS/MATERIALS (Townhouses). You are cautioned against the use of flammable cleaning fluids/gasoline and the use of such fluids in large quantities. They are not to be stored in common hallway storage closets or other confined spaces. Gasoline must be stored in an Underwriters Laboratories (UL) approved container with a tightly sealed cap. One gallon is the combined maximum quantity of flammable material permitted to be stored at any given time. Storage and proper disposal of such material will be your responsibility. Tower residents are not authorized to store any flammable liquids/materials at any time.
- i. CANDLE USE POLICY. Candles are approved for use in MFH. Keep the area near lighted candles free and clear of combustible or flammable materials. Report any fire incident immediately to the fire department and HSC.
- j. ELECTRICITY. There will be no unauthorized alterations to the electrical system in your unit. A certified electrician must complete all authorized electrical alterations. Passing electrical cords through casement and steel window frames, open doors, between door joints or through holes drilled in walls is not allowed. Frayed cords or poor insulation can cause fires. DO NOT plug in more than two appliances in any double electrical outlet. DO NOT overload electrical outlets by using adapters (multiple/gang plugs) or extension cords. Separately fused, surge protected receptacles are encouraged. Daisy chained extension cords are not allowed at any time.
- k. GREASE FIRES. Leaving a pan on the stove unattended causes most kitchen grease fires. Covering the pan, closing the oven door, or sprinkling baking soda on the burning grease will usually and quickly extinguish a grease fire. NEVER use water on a grease fire. You should routinely clean the exhaust fan and filter of your range hood.
- l. AUXILLARY HEATING SYSTEMS. The use of kerosene, gas, or electric heaters in any type of MFH is prohibited.

**206. GENERAL SAFETY GUIDELINES.** A common-sense approach will do much to promote your safety and well-being while living in government housing. In addition, the following guidelines will help ensure the safety of all residents:

- a. **PHYSICALLY IMPAIRED/DISABLED RESIDENTS.** It is your responsibility to ensure that a record of the physically impaired/disabled resident is on file with your local fire department and the HSC. This record should include the individual's special needs.
- b. **HAZARDS.** All safety hazards should be reported to your HSC immediately.
- c. **POISONS.** Poisons must be clearly marked and stored in an area where children cannot reach them. We highly recommend that you educate your small children in identifying poisonous substances. Further information may be obtained by contacting the local Poison Control Center or hospital/clinic.
- d. **CHILDREN.** Young children should not be left alone at any time. You may use child safety devices on cabinets and drawers, however, they must be removed prior to termination and any damage repaired. As a parent, it is your responsibility to ensure that your children are safe at all times. You are the person responsible to ensure that safety devices are working properly. Safety plugs for wall outlets are recommended in units where there are small children. Check with the HSC if you have any questions concerning the installation of safety devices that are not provided by the Navy.
- e. **BALCONY AND LEDGES.** Flower pots, planters, baskets, wind chimes, laundry, etc., are not authorized to be attached to or hung on the outside ledges or railing of tower balconies and townhouse ledges.

**207. TYPHOONS.** Tropical Cyclone Conditions of Readiness (TCCOR) Condition Checklist

a. TCCOR Condition IV:

- (1) TCCOR Condition IV is set when winds of 50 knots or greater are expected within 72 hours.
- (2) Check to ensure you have a three-day supply of non-perishable food items.
- (3) Check your first aid kit and your supply of emergency lighting materials like candles, matches, lanterns, flashlights and batteries.
- (4) Stay tuned to the Command Channel, Command Social Media, or AFN Radio for the latest information updates.
- (5) All personnel should rely on their individual commands for more detailed information and guidance.

b. TCCOR Condition III

- (1) TCCOR Condition III is set when destructive winds of 50 knots or greater are expected within 48 hours.



- (2) Pick up loose items around the outside of your home and place them inside if possible.
- (3) If the item is too large to put inside, tie it down to a tree or a stationary object. If residing in government quarters, do not tape windows.
- (4) Stay tuned to the Command Channel, Command Social Media, or AFN Radio for the latest information updates.
- (5) All personnel should rely on their individual commands for more detailed information and guidance.

c. TCCOR Condition II

- (1) TCCOR Condition II is set when destructive winds of 50 knots or greater are expected within 24 hours.
- (2) Set your freezer to the coldest temperature to minimize spoilage in case of an electric power outage.
- (3) Ensure you have ample bottled water available.
- (4) Minimize Telephone usage.
- (5) If you are concerned with the safety of your off-base home, call your local Typhoon Centers.
- (6) Stay tuned to the Command Channel, Command Social Media, or AFN Radio for the latest information updates.
- (7) All personnel should rely on their individual commands for more detailed information and guidance.

d. TCCOR Condition 1 (Red/Yellow)

- (1) TCCOR Condition I is set when destructive winds of 50 knots or greater are expected within 12 hours.
- (2) Stay inside. Do not attempt to go outdoors unless directed by local authorities. All personnel should rely on their individual commands for specific guidance on essential versus non-essential status and detailed information on required official actions and duties.
- (3) Limit Telephone.
- (4) At the center of a typhoon is an area of calm call the "EYE". The time immediately following the "EYE" of the storm is the fiercest part a storm. Do not venture out during the eye of the storm.
- (5) Stay tuned to the Command Channel, Command Social Media, or AFN Radio for the latest information updates.

e. When "All Clear" is declared

- (1) Once "All Clear," is declared, check for debris such as broken glass, broken roof tiles, fallen trees, broken fences, downed power lines and report problems to the local Typhoon Control Center.
- (2) Pick up items, which may have blown near your quarters just in case the typhoon should reverse course and return.
- (3) Once normal power has been restored (if lost) return your freezer to its normal temperature setting.

**208. EARTHQUAKES.** Since the islands of Japan are in a major seismic belt, earthquakes occur quite often. Approximately 1,500 quakes emanating from the Japan area are recorded each year. Most earthquakes are minor with little visible effect. However, the possibility exists that a damaging earthquake could strike at any time. Become familiar with and observe the following precautionary measures in the event of major earthquake:

- a. During an earthquake, keep calm and think before acting. Remember, even major tremors are measured only in seconds. On many past occasions, individuals have been needlessly injured because they panicked.
- b. Stay where you are when earth tremors are felt. Most earthquake injuries occur while individuals are entering or leaving buildings. If you are outdoors, stay outdoors and keep away from overhead wires and the sides of buildings. If you are indoors, stay indoors and keep away from windows. The best protection is afforded by strong desks, tables, and beds or inside door-jams. If you are driving, stay inside your vehicle and stop in an open space out of the traffic lanes.
- c. After the earthquake, stay away from all fallen or damaged wires, as they may still be dangerous. In the event of major earthquake damage, Maintenance will shut off the base electricity.
- d. Use extreme caution when entering all buildings as they may have been structurally damaged or weakened by the earthquake and may collapse without warning.
- e. Use your telephone only to report emergencies (i.e. fire, fallen power lines, serious injuries, etc.) to appropriate authorities. Non-essential telephone calls will overburden switchboards and may prevent emergency calls from being completed. Use your portable radio to receive pertinent follow-up information or instructions.
- f. Immediately notify the Fire Department of all fires. Prompt notification is essential in preventing fires from spreading.
- g. Check for wet electrical appliances. If an electrical appliance has become wet, disconnect it from the power source and check it thoroughly before using. If it is an HSC supplied appliance, call the trouble desk to have it checked before plugging it back in.
- h. Do not drive unless necessary. Undue traffic will add to the congestion and will hamper the travel of emergency vehicles.

- i. Stay away from disaster areas. Sightseeing may interfere with rescue work and may also result in unnecessary personal injuries.
- j. Stay tuned to the Command Channel, Command Social Media, or AFN Radio for the latest information updates.

## **CHAPTER 3. HOUSING REGULATIONS AND POLICIES**

**301. RESIDENT RESPONSIBILITIES.** You and your family members are responsible for keeping the quarters and adjoining grounds in a clean, sanitary and safe condition, and for minor maintenance and routine housekeeping in your quarters. You are responsible for adhering to all rules and regulations regarding MFH. All government appliances must remain in the quarters. Should you own your appliances, contact the HSC to have the government appliance(s) removed. You will be held financially responsible for any improper use or care of issued items. You will be required to correct, repair, or replace any item damaged by negligence or misuse. Flagrant abuse or damage to government property will be dealt with through your official chain of command. Parents are responsible for the actions and proper discipline of their children. Juvenile misconduct may subject their sponsor to involuntary termination of family housing.

**302. GOVERNMENT LIABILITY TO RESIDENTS.** You may file claims with the Navy for loss or damage affecting your personal property, provided such loss or damage is not caused by your negligence. The authority to pay such claims is provided in 31 U.S.C. Military Personnel and Civilian Employees Claims Act and is limited to \$40,000.00. Entitlement to such payments is subject to certain exceptions generally covered in most commercial homeowner's insurance policies. If negligence was involved, the government will not honor a claim for damage to personal property. You may be required to pay for any loss or damage to government property. To file a claim, the following forms must be obtained and submitted: DD Form 1842, Claim for Personal Property Against The United States; DD Form 1844, Schedule Of Property And Claim Analysis Chart. You must hand carry these forms to your legal office.

**303. RENTER'S INSURANCE.** The government does not carry insurance and does not assume liability for your personal property other than as stated above. You are strongly encouraged to carry appropriate renter's insurance. The insurance policy should cover loss of personal property, damages due to negligence and actions of pets (such as dog bites), fire, liability property damage, and any special endorsements required.

**304. LIABILITY FOR DAMAGES TO GOVERNMENT QUARTERS, GROUNDS AND EQUIPMENT.** Military members are responsible for the costs incurred to repair any damages in their assigned quarters, grounds and equipment that exceed normal wear and tear. In view of this, you are strongly encouraged to carry renter's insurance with liability coverage for at least the full replacement value of the assigned quarters you are occupying. Such insurance normally covers both your personal household goods and the quarters and can be obtained from most insurance companies. The Debt Collection Act of 1982 (Public Law 97-365) was enacted to increase the efficiency of federal agencies in collecting debts owed to the U. S. by its employees and members of the uniformed services. This law requires each federal agency to assist in collecting debts owed to other federal agencies. If you owe a debt to the HSC, it is in your best interest to resolve that debt. If you do not resolve the debt, it will be referred to your pay office for collection.

**305. CONSTRUCTION AND/OR ALTERATIONS.** Any new construction, additions or alterations to family housing units, including patios and surrounding grounds, must be approved in writing before starting the work. The required authorization request must be submitted to your HSC. Any unauthorized alteration/addition may be removed, and the area restored by the government at your expense. Construction, additions or alterations include, but are not limited to the installation of wallpaper,

boarders, stencils, painting, and safety latches/locks. Upon vacating government quarters, all alterations must be removed and restored to its original condition. Request forms are available at the HSC.

a. **PHYSICALLY IMPAIRED/DISABLED ACCOMMODATIONS OR ALTERATIONS.** The HSC must be advised of any handicapped or disabled family members that may be in quarters where special accommodations or alterations might be required.

b. **UNAUTHORIZED LOCKS, LATCHES, DEAD BOLTS, ETC.** Although home security is the responsibility of each individual resident, it is the Navy's responsibility to ensure that each locking door and window device is in good working order. Also, as in each landlord-tenant relationship, the landlord (in this case GOV) must maintain access to this unit in the event of an emergency. To ensure this, no changes (re-keying) to the entry door locks or passage door locks will be permitted since this will render the unit key inoperative. Similarly, additional chain locks, flip locks, barrel bolts, surface bolts, safety hasp or other type security door guard will not be permitted unless requested and approved in advance in writing to the HSC. Such request must be in the form of "Alteration to Quarter" request. Residents who change, alter, or in any way modify the original locks at their unit or add additional locks without prior written approval, will be charged for repair, removal or replacement of the lock.

Upon initial assignment for occupancy, residents will be issued two sets of keys. Any additional keys can be duplicated through the HSC. Lost keys and/or re-keying of locks will be at the resident's expense.

c. **SAFETY LATCHES AND LOCKS.** The Navy does not provide or install additional safety latches or locks. Residents may purchase and install these devices with prior approval from the HSC. The installation must meet the existing Life/Safety Code and requires an inspection by the HSC upon completion. Resident installed latches and locks must be removed and any damage repaired prior to termination.

d. **SHED/UTILITY STRUCTURES.** With the exception of those provided by the government, sheds or utility structures of any type must be requested and approved prior to installation. Residents shall not leave personal belongings in the common areas; all items must be stored in your provided storage area or within your residence.

e. **LOST KEYS.** When keys are lost it is necessary to immediately notify the HSC and Base Security. The cost of key replacement is the sole responsibility of the resident.

f. **LOCK-OUTS.** Residents who are locked out of their quarters must first contact a family member to obtain access to their quarters. If that is impossible, they should come in to the HSC with proper identification and a Housing Representative will take necessary action. Residents who are locked out after working hours should call Base Security.

**306. EXTERIOR DECORATING FOR HOLIDAYS.** Decorating of quarters for holidays is festive and encouraged; however, please adhere to the following guidelines when decorating the exterior of your home during holidays and always use extreme caution.

- a. Never walk on or put anything on the roof or second floor ledge, including storage sheds of townhouses.
- b. Do not use tape or insert nails, screws or other hardware into siding, trim or stucco of the house, gutters or eaves
- c. Use only outdoor rated lights.
- d. Use only heavy duty certified exterior extension cords.
- e. To attach lights, use S-Clips or similar inexpensive, non-destructive clips.
- f. Decorative holiday lights are authorized to be on from dusk to 2200 hours only.
- g. No decorations of any kind may be installed, planted or placed in the common ground areas where contractors maintain the grounds.
- h. For towers, decorating is authorized only on balcony areas or within the interior of the home.

**307. HOLIDAY DECORATIONS.** Holiday decorations may be put up no earlier than 30 days prior to the holiday and must be removed 15 days after the holiday.

**308. TEMPORARY ABSENCE FROM QUARTERS.** When quarters are to be vacant more than seven (7) days for any reason, the HSC must be notified in writing. An Absence from Quarters Notice is available at each HSC. The notice must be submitted in advance. In any absence, you are required to arrange for adequate care of your housing unit, grounds and other government property. The HSC may periodically check your quarters to ensure their integrity. All doors and windows need to be locked when you are away from your home. All appliances (except the refrigerator) should be unplugged for safety. The refrigerator should be set on low for energy conservation. All water must be secured in your quarters. Pets must be cared for in your absence. Notification forms are available at the HSC.

**309. HOUSE SITTING.** House sitting is permitted; however, the assigned member remains fully responsible for the quarters and for their sitter's conduct.

**DESIGNATE A CUSTODIAN/HOUSE-SITTER.** Designate a custodian/house-sitter that will be registered at your HSC and should have a key to your unit. The designated custodian/house-sitter must be a minimum of 18 years of age and be SOFA and Command sponsored. The custodian/house-sitter should ensure that mail and papers are picked up daily; grounds are watered, trimmed and neat; plumbing and electrical fixtures are inspected periodically. The custodian/house-sitter should also ensure that Security and the HSC are notified if someone attempts to break into your unit. In the event your absence from quarters will be for an extended period, you should make arrangements to have your mail held or forwarded and cancel your paper delivery. The designated custodian/house-sitter should be provided a Power of Attorney in case of an emergency, lost key, etc.

**310. CURFEW HOURS FOR MINORS.** To allow all residents to enjoy a quiet and restful environment, a curfew is imposed in all of our housing areas and is outlined in CFASINST 1752.1(series).

**311. HOUSING QUIET HOURS.** Although there are specific time frames designated as Quiet Hours, excessive disturbances and noise will not be tolerated at any time. Be aware and respectful of residents that works different shifts and may be sleeping during the day time hours. Quiet Hours are as follows:

2400 – 0700, Friday, Saturday, and the day before U.S. Federal Holidays  
2200 – 0700, All other days

**312. GUESTS/VISITORS.** Visitors are permitted in MFH under the following conditions/limitations:

- a. Guests are permitted in MFH housing solely for the purpose of social visits. Guests are not intended for childcare or housekeeping duties. Guest(s) staying over 72 hours are required to have a “Guest Pass” issued by the Security Department and approved by the HSC. Form available at the HSC.
- b. The same guest is allowed visitation rights totaling 90 days in a 365-day time period. Any stays over the combined 90-day period must be requested in writing from the member with full justification and documentation (if applicable) via their Commanding Officer and HSC for final approval by the HA (ICO).
- c. No guest will be sponsored by another MFH resident for the same individual in the 365-day period when that individual has already resided in MFH in excess of 90 days as a guest.
- d. The sponsor will be held both financially and personally responsible for the behavior of their guest(s) while at COMFLEACT Sasebo
- e. Subletting or collecting payment for rent, for any portion of your quarters is prohibited. Such practices are cause for termination.
- f. Double occupancy by more than one military family in excess of 10 days is prohibited.
- g. Quarters are assigned to authorized DoD Personnel and their bona fide family members. DoD personnel or their family members may not occupy your quarters, except in accordance with the basic rules and requirements for guests outlined previously in this section and CFASINST 11101.12(Series).
- h. If the sponsor presently has non-command sponsored person(s) residing in MFH, the person(s) must vacate MFH immediately until Command Sponsorship has been granted. They may not remain in MFH as guests pending Command Sponsorship approval. **THIS IS NOT WAIVERABLE.**

**313. Live-in Housekeeper/Nanny.** Live-in housekeepers/nannies may be authorized by the HSC in accordance with CFASINST 11101.12.

- a. Live-in housekeepers/nannies may be authorized. Request must be submitted in writing by the member to the ICO (Attn: N93) via their Commanding Officer.
- b. Live-in housekeepers/nannies will be Japanese Nationals or legal residents of Japan with visas appropriate for working individuals. Full compliance with Japanese immigration laws is required. The individual must be in Japan on a working visa suitable for this employment. Medical care and return transportation must be confirmed in the employment contract, and there are minimum requirements for salary to be paid. Housekeepers/nannies are not permitted to pay the employer for shelter/accommodations in MFH. Housekeeping reasons by itself is not sufficient justification for a live-in housekeeper/nanny, and there must be childcare or medical care requirements combined with the member and spouse's demanding duty schedules that clearly support the need for a live-in housekeeper/nanny. In some cases, a request for an additional bedroom may be justified and should clearly be articulated in this type of request.
- c. Request citing medical care requirements must be endorsed by the Officer-in-Charge, Sasebo Branch Clinic.
- d. A guest in a tourist or visitor status is not authorized to be a live-in housekeeper/nanny.
- e. A report from the local Japanese police department is required in order to determine past activities and/or possible criminal background.

**314. COMMERCIAL ENTERPRISES.** No commercial enterprise is permitted in the quarters or on the premises except for home enterprises as listed below. Department of Defense regulations prohibit the use of quarters as a show room or store for the sale of goods or services. Home based businesses are acceptable as defined below as long as there is not an excessive amount of traffic induced by such business and the business is approved, in writing, by the HSC and local legal office policy. Recognizing that the definition of services may not be easily definable, the following guidelines are provided:

- a. **HOME ENTERPRISES.** Normal home enterprises such as Avon, Tupperware, cookware sales, jewelry sales/parties, etc. are acceptable. Most computer or telephone services are acceptable.
- b. **YARD/GARAGE SALES.** Maximum of two yard/garage sales are permitted in the resident's yard but must be limited to no more than two days. DO NOT post signs on trees, mail boxes, street signs, utility poles, fences, buildings, tower bulletin boards, elevators, bus shelters or common area windows. Staked signs may be placed in your yard. You must take care to protect the grounds from damage. You will be held responsible for any damage to the grounds. Signs must be removed immediately after sale. Recurring or extended yard/garage sales are not allowed.
- c. **BABY-SITTING.** Irregular/periodic baby-sitting for a friend or neighbor is permitted. Family Home Care or regular childcare is permissible only in accordance with local instructions.
- d. **BREEDING OF ANIMALS.** Breeding any animals for any purpose is prohibited.
- e. **SERVICES NOT PERMITTED.** Examples of services not permitted are auto repair/sales or upholstery shops, TV repair shops, and the production for sale of items such as ceramics.



**315. TRAMPOLINES.** Trampolines must be in a fenced backyard and must have safety enclosure attached and in proper working condition. Liability insurance is strongly recommended.

**316. POOLS.** Privately owned swimming pools are prohibited in government housing. Due to the hazard of drowning, only small wading pools not larger than five feet in diameter and no more than 12 inches deep are permitted in government housing. Appropriate supervision in accordance with the local policy is required. Pools must be inside a fenced yard and must be drained and properly stored when not in use. In the event of damage to the grounds, you will be held responsible for the immediate restoration of the area.

**317. SPAS AND HOT TUBS.** Health related requests for spas or hot tubs maybe made at your HSC. Verification by the installation's senior medical authority will be required. Any cost associated with the installation, metering, use and removal of the spa/hot tub will be the sole responsibility of the resident.

**318. WEAPONS AND AMMUNITION.**

a. **FIREARMS.** The possession of firearms, ammunition, government-owned arms or other ordnance equipment or weapons in government quarters is a direct violation of security policy and Government of Japan laws.

b. **WEAPONS OTHER THAN FIREARMS.** Check with your local security office.

c. **UNEXPLODED ORDNANCE.** In the past, unexploded ordnance has been found in some areas. This ordnance is located in areas that were once used as storage sites. You are advised that firm precautionary measures should be taken to ensure that adults and children alike are aware of the dangers involving ordnance, firearms and ammunition. Report any suspected ammunition found to Security, Fire Department, and also inform your HSC. Never move the item and keep everyone clear of the area until it is checked out by a properly trained ordnance team.

**319. PETS.** Pet ownership is a conditional privilege extended to those personnel assigned to pet eligible quarters. Responsible behavior must be exhibited in the control of pets or the privilege may be revoked. This regulation pertains to any pet kept at a residence, whether owned by the resident or not. The number of pets allowed in MFH is limited to two and shall not be exceeded for any reason. This can be a combination of different types (example: two dogs, one cat and one dog, two cats, etc.). Documentation of spaying or neutering is required to be provided to the HSC. Dogs are permitted in all townhouses, garden apartments and the 1<sup>st</sup> and 2<sup>nd</sup> floor units of all Towers. **THIS IS NOT WAIVABLE.** Verify with your local HSC if you are assigned to pet eligible quarters.

a. **WILD, NON-DOMESTIC OR EXOTIC ANIMALS AS PETS.** All non-domestic animals including, but not limited to: snakes, chickens, ducks, lizards, ferrets, monkeys, reptiles, llamas and tarantulas are not permitted in government quarters. Raising birds and fish for commercial purposes is not allowed.

b. Small birds, fish, hamsters, gerbils and guinea pigs which are properly caged in a domicile designed for their habitation are allowed at all MFH sites.

c. Breeding any animals for any purpose is prohibited.

d. **CONDITIONS OF ANIMAL OWNERSHIP.** Animal owners or keepers must comply with the following conditions:

- (1) All pets are required to be registered with the local Veterinary Service and registered with the HSC. You must also keep your pets' shots current. Forms available at the HSC.
- (2) If you own a pet, you are responsible for your own flea/tick control program. You will be required to provide Raid flea and tick fogger prior to the date you vacate your quarters. Failure to provide required documentation will result in the unit being treated by the government and the resident charged for the service. Any damage to government property or flea infestation caused by your pet will be your financial responsibility.
- (3) Animals shall be restrained or confined as required by local policy.
- (4) Animals shall be humanely treated at all times.
- (5) Vaccinations, microchips, licenses, and permits shall be obtained as required by local policy.
- (6) Animal premises shall be kept sanitary and shall not constitute a fly breeding reservoir, a source of offensive odors or of human or animal disease.
- (7) Animals and animal premises shall not be permitted to disturb the peace or constitute a public nuisance or hazard.

e. **RESTRAINT OF PETS.** When outdoors, pets must be:

- (1) In an approved fenced yard unless being walked. Front patio of townhouses is NOT an approved fenced yard. Pets must remain in your backyard or in the residence. Cats are not allowed to roam free throughout the housing areas.
- (2) On a hand-held leash when taken for a walk, under the control of a responsible person.
- (3) Pet owners will maintain their yards and adjacent areas clean and free of animal droppings. The person walking the pet(s) will pick up and properly dispose of any droppings.
- (4) Pets will not be tethered, chained, or tied in front yards or on any common ground. Pets will not be tethered, chained or secured to trees, water faucets, drain spouts, or any part of the housing unit.
- (5) In the Hario and Dragon Vale Dog Park follow all the rules stated on the sign board and waiver/liability form. A signed waiver/liability form is required to use the on-base dog park.

f. **COMMITTING NUISANCE.** No person shall allow a dog or cat in his or her custody to defecate or to urinate on public property or any improved private property other than that of the owner or person having control of the animal. If a violation of the above occurs, such person shall immediately remove any feces to a proper receptacle. Common grounds and public areas (i.e., athletic fields, playgrounds and parks) shall not be used as dog exercise areas or dog runs.

g. **AUTHORIZATION TO KEEP PETS.** Authorization to keep pets will be rescinded when:

(1) The pet(s) becomes a nuisance to neighbors because of noise, odor, sanitation, misbehavior, or grounds condition.

(2) If you fail to control and maintain the pet(s) as required herein.

h. **STRAY/LOOSE ANIMALS.** Do Not Feed Stray Animals! All stray/loose animals should be reported to the local Security office. Your local HSC does not have the means to capture or contain stray animals.

i. **DEAD ANIMALS.** If you find a dead animal, call your local Security office.

**320. PETSITTING.** Temporarily caring for another resident's pet in MFH is allowed provided the type of pet being cared for does not violate the established pet policy (i.e. a resident in a high-rise or mid-rise tower above the 2<sup>nd</sup> floor cannot watch a dog) and the temporary pet does not exceed the two-pet policy.

**321. PARKING.** Parking is restricted to private driveways, parking lots, and parking structures. Unless otherwise designated, visitor parking is on a first come, first serve basis. In parking lots, common sense and courtesy must prevail in the use of available parking spaces. No vehicle may be parked on grassy/landscaped areas at any time. Long term vehicular parking or storage (such as a shipmate's car while he/she is on deployment) is not allowed at any time. Vehicles must not be parked in fire lanes or alleys, or adjacent to curbs painted yellow at any time. Motorcycles, scooters, mopeds, etc., are not authorized to be parked or stored on yards or on porches, patios, or balconies.

a. **TRAILERS, CAMPERS/SHELLS, BOATS, MOTOR HOMES, JET SKIS.**

(1) Recreation vehicles, such as trailers, campers, fifth wheel trailers, boats, jet skies, utility trailers, etc., are not authorized to be stored or parked in any housing area or housing parking structure(s) at any time. This includes inoperative and/or unregistered automobiles.

b. **TOWING/IMPOUNDING.** Vehicles, including those listed above, which are illegally parked, improperly licensed/registered, and inoperative or abandoned in the housing area will be cited by Security. Any vehicle that is not removed or that fails to have the violation corrected will be towed and impounded at the owner's expense. In the event your vehicle is towed, check with personnel at your site Security office for the impound location.

**322. AUTOMOTIVE REPAIR.** Minor repairs to your personal vehicles are expected. However, commercial work or repairs which cause a nuisance or safety hazard to neighbors such as engine or transmission overhaul, body work, spray painting, working late hours, or excessive noise is not allowed.

Oil/grease damage is your responsibility. DO NOT dump oil or grease on grounds, into drainage systems, dumpsters or personal trash receptacles. Proper HAZMAT disposal is required. You will be charged for the cleaning and restoration of soiled or contaminated government property.

**323. REFUSE DISPOSAL AND COLLECTION.** Refuse must be disposed of properly and in accordance with CFAS policy. Failure to do so is a serious violation of housing rules and may result in your termination from government quarters. You are responsible for the following:

- a. Careful handling of all waste items. Drain and wrap all garbage to prevent unsightly or hazardous scattering of trash. Properly segregate all trash in accordance with recycling policies.
- b. Boxes should be flattened and placed in the cardboard recycling containers located throughout your housing site.
- c. Keeping trash receptacles and surrounding areas clean. Place trash in the correct receptacle at all times. Townhouse residents make sure to secure the lids on assigned gray trash cans.
- d. Cooking oil shall be disposed of in properly labeled HAZMAT Receptacles at the Recycle Center at Main Base and behind 5114 at Hario Village.
- e. Proper disposal of all hazardous wastes. Proper disposal is extremely important. It is dangerous and illegal to dispose of containers filled or partially filled with these materials or to discard their contents in the trash, storm drains, sewer or ground. Toxic materials poured down a drain or into a sewer can reach and damage precious waterways, including the ocean. Hazardous materials discarded in the trash can harm refuse collectors and cause landfill and ground water pollution.

**324. RECYCLING.** Residents of MFH are required to comply with all CFAS instructions for the segregation and recycling of all trash.

**325. WATERBEDS.** All applicants must request, in writing, permission to have a waterbed in MFH and must provide proof of insurance against potential damages to MFH.

**326. SATELLITE DISHES.** Satellite dishes may not be installed.

**327. AMATEUR RADIO APPARATUS/MARS STATION.** A written request for authorization must be submitted to your HSC. Your request must include a copy of the channel frequency and sketch of the antenna installation and location. Antenna installations must be approved and inspected by the HSC and the Fire Department. Approval of your request and continued authorization to operate your equipment will depend on your proper licensing, design of installation, and compatibility with the electromagnetic environment and architecture. Amateur radio equipment may not be installed or operated without prior written approval. The only Citizen's Band radios allowed will be in conjunction with authorized community alert/neighborhood watch/radio alert programs.

**328. MULTI-PURPOSE ROOMS.** Multi-purpose rooms, which are located on the first floor of most mid-rise and high-rise towers, are available for use by all authorized individuals and organizations. Please contact the HSC for availability and reservation policy.

**329. PICNIC AREAS.** Picnic areas are available for occupants of family housing. Reservations are not required; they are on a first come first serve basis.

**330. OFF-LIMIT AREAS.** The following areas are considered off limits:

- a. Roof area of all housing units and other real property
- b. The ledge area of the second and/or third floors of all townhouses and garden apartments.
- c. All confined spaces
- d. Ledge/rock wall barrier around Housing areas. Please abide by all signs and warnings.

**331. LOITERING.** Loitering is not authorized on or in any common areas or on any common grounds.

**332. VEHICLE WASHING.** Washing of vehicles is generally prohibited in the housing area. Hario and Main Base residents can utilize the car wash located at the gas stations.

**333. BICYCLES.** Housing Management will conduct sweeps annually for abandoned/non-registered bicycles throughout the housing areas. The effort to dispose of these bicycles will be a combined effort with Security Department.

## CHAPTER 4. EMERGENCY/SERVICE CALLS

**401. POLICY.** You and the government share the responsibility for the upkeep and maintenance of your assigned quarters. It is Navy policy to accomplish necessary major repairs and maintenance of all quarters. You will be responsible for the performance of routine maintenance, housekeeping and, where appropriate, grounds care. These are the same responsibilities expected of a resident in private rental housing. Normally, government representatives will not enter your home without permission or a 24-hour notice. However, when it appears there is potential danger to persons or property, quarters appear to be abandoned or neglected or if contract repairs or scheduled maintenance work cannot be delayed, local command authority will authorize access to quarters without prior notice. You will be held liable for service charges if the damage was caused by your negligence. Maintenance personnel are not required to enter when no adult is present, or a dog is in your unit. Maintenance personnel do not have access to units or master keys. Only in emergency cases where there is the possibility of serious injury and/or property loss, will the government authorize and escort maintenance personnel into an occupied unit. If, after requesting emergency work, you leave the quarters or are unavailable for maintenance access, you could be charged for the service call.

You are responsible for the proper care and cleanliness of the housing unit and all household appliances furnished to you by the government. This includes reporting all necessary repairs and ensuring that the repairs you request are completed. An adult must be at home to allow entry of maintenance personnel to perform the requested repair. The repair personnel will provide you with a work order form to sign after completion of the work. You will be requested to sign all completed work orders verifying that the requested work is satisfactorily completed.

**402. EMERGENCY SERVICE (Trouble Call).** Emergency maintenance is work to correct a problem of a life and/or property threatening nature (i.e., broken water lines, leaking water heaters, etc.) and work that cannot reasonably wait until the next working day. Work will continue until the emergency has been secured.

**403. MINOR WORK.** All maintenance work not of an emergency nature that cannot be accomplished by the resident should be requested through the Public Works Service Desk.

**404. RESIDENT LIABILITY.** You are the custodian of government property and shall be held responsible and liable for losses or damages due to your negligence, unauthorized alterations and/or damaged or missing government property. Residents will not be provided materials to repair damage for which they bear liability or responsibility. You will be given the opportunity to:

a. Repair or replace a damaged item with prior management permission. The work/item must pass inspection by a member of your HSC, or

b. Reimburse the government for damages determined to be your responsibility. Contact HSC for current options regarding payment methods available.

## 5. RESIDENT HOUSEKEEPING/MAINTENANCE

**501. GENERAL HOME CARE AND MAINTENANCE.** The following section contains some cleaning procedures and suggestions that could save time and money. Most of them are common sense instructions and will extend the life of the appliances and enhance the appearance of cabinets, counter tops and the general appearance of your quarters.

a. **MOLD AND MILDEW.** Mold and mildew are not hard to prevent. Since they are tiny plants, you must make it hard for them to grow. Should mildew develop, remove it with a commercial cleaner containing bleach or cleaning solution containing one cup bleach per 1 gallon of water. To keep your home free from mold and mildew:

(1) Keep things and places clean. Even small amounts of dirt or dried food will help mildew grow. Keeping closets, drawers, walls and clothing clean will prevent many mildew problems.

(2) Keep things dry. To keep your home dry:

- a. Keep A/C no lower than 25 degrees Celsius to prevent condensation.
- b. Wipe down shower walls after taking a shower.
- c. Stretch shower curtains out to dry after taking a shower.
- d. Cover pots while cooking.
- e. Use exhaust fans in the kitchen, utility room and bathroom.

(3) Be sure you have air movement in all areas.

- a. Use a fan to move the air.
- b. Leave closet doors and dresser drawers open sometimes.
- c. Be sure clothing is dry when stored. Hang it loosely in the closet.
- d. Store items where they will not get damp.
- e. Don't put furniture tightly against the wall.
- f. Use chemicals such as Silica gel to absorb moisture. Place on a closet shelf or hang in a cloth bag to absorb moisture. Keep out of the reach of children.

b. **PAINTING.** Interiors will normally be painted on a "three year cycle" or on an "as needed" basis during a change of occupancy. Requests for painting occupied quarters should be made at HSC and the final determination to paint will be made by housing management personnel. The use of wallpaper, stenciling, or contact paper is not authorized unless approved in writing by the HSC. Other than minor touch-up, residents are not authorized to accomplish painting unless approved in writing by the HSC.

c. **FLOORS.** Use commercial cleaning products designated for particular flooring. Do not use water on wood floors, except for damp mopping. Do not wax wood floors. Vinyl/tile floors should be cleaned by damp mopping. Carpets should be vacuumed regularly and should be shampooed or steam cleaned at least once every six months. If you install an area carpet, do not use glue, nails or tacks. You will be held responsible for any damage to a floor where you have installed carpeting.

d. **DOORS/WINDOWS/CLOSETS.** Check your doors, windows and closets periodically. Tighten loose screws, lubricate hinges and make minor repairs as needed.

e. **WINDOW TREATMENTS.** Only window treatments designed specifically for window coverings will be authorized. The use of aluminum foil, bed sheets, blankets, etc. is not allowed. Check with the HSC for mounting instructions based on the unit type. Shades and blinds must be cleaned periodically with soap and water. All window coverings must be in good working condition. If not, you may be charged for repair or replacement.

f. **WALL HANGING OBJECTS.** Wall hangings should be hung using the appropriate type/size hangers. If using dry wall type anchor bolts do not remove them when you vacate. Televisions will not be mounted on the wall.

g. **KITCHEN CABINETS AND COUNTER TOPS.** Clean cabinets with mild liquid cleaners only. Do not set anything hot on Formica-type counter tops. Do not use counter tops as cutting boards. Check cabinet handles and latches and tighten loose screws. Use loose-lay paper on shelves and in drawers. Contact paper is not permitted.

h. **GARBAGE DISPOSAL.** Check the disposal for foreign objects such as silverware, bottle caps, etc. before running. **DO NOT PUT THE FOLLOWING ITEMS INTO THE DISPOSAL:** potato skins, rice, corn husks or cobs, bones, celery stalks, onion skins, banana skins or other fruit peelings, grapefruit or watermelon rinds, or any other hard, stringy, fibrous items that cannot be easily chopped by the blades.

(1) **OPERATION:** Run cold water before, during and for 30 seconds after use.

(2) If the disposal should clog and stop revolving, turn it off immediately. A disposal usually has a red reset button (on the disposer unit under the sink). Press the reset button, run water and turn on the disposal. If the unit blades still do not revolve, turn off the switch and unplug the unit from the wall. Attempt to loosen the cutting blades from the top. You can use the handle of a plunger or a broom handle to gently prod the cutter blades counter-clockwise. Plug-in the disposal and follow the operating instructions. If the disposal still fails to operate, call the Trouble Desk for repairs. Never put your fingers in the disposal to clean it out. **NEVER USE LYE** or other drain cleaning chemicals in the disposal.

i. **DISHWASHERS.** To get the most effective performance from your dishwasher and conserve energy, load the machine to its rated capacity. Use only automatic dishwasher detergents. Do not use hand-washing soap, laundry detergents, or laundry enzyme products, as they cause excessive suds. You may find it necessary to vary the amount and brand of detergent to suit local water conditions. In the event your dishwasher fails to operate, check to see that the door is properly closed and latched, the water supply is turned on, and the circuit breaker is turned on. If service is necessary, call the Trouble Desk. **DO NOT** use the dishwasher door as a stepping stool to reach high cabinets. You will be charged for any damage caused by misuse or abuse.

j. **REFRIGERATOR.** Remove dirt and dust from the ventilator coils and underneath the refrigerator quarterly. Clean the interior and exterior with a mild detergent and warm water as needed. Never



use sharp instruments to defrost the freezer or loosen ice trays. Punctures cannot be repaired. If the interior is punctured, you will be liable for the cost of replacing the entire refrigerator. If service is required, contact the Trouble Desk.

k. RANGES/OVENS/RANGE HOODS. Use the range only for cooking and baking, not for heating your quarters. Clean the oven as needed with a commercial cleaner, unless the oven is continuous cleaning or self cleaning. Remove the grease that collects between the stove and cabinets, behind and under the range, and in the range hood, fan, and filter. Lift top of stove to clean drip pans underneath. If service is required, contact the Trouble Desk.

l. SAFE-T-ELEMENTS: Always ensure burner is cool before attempting to clean. Never soak your Safe-T-Element or put it in the dishwasher. Use damp cloth or sponge with mild detergent to clean surface of burner and surrounding plate. Never use harsh abrasives or steel wool pads on any part of the Safe-T-Element. Contact the Trouble Desk if the element is not properly working.

m. BATHROOMS. Bathroom walls, tiles, tubs, commodes, etc. should only be cleaned with mild detergents or bathroom cleaners. Do not use acid, caustic or abrasive cleaners. DO NOT empty ashtrays or place sanitary napkins, tampons, tampon holders, paper towels, cat litter, disposable diapers, coffee grounds, newspapers, toothbrush, toys, etc. in the commodes. If any foreign item clogs the sewer system, you will be charged for repairs. If your commode does become clogged, use a plunger, available at your housing self-help store. If this does not remove the obstruction, call the Trouble Desk. Periodically check for leaks and loose screws on fixtures, commodes and showerheads. If the shut-off valve for the commode does not work or leaks, call the Trouble Desk.

n. HEATING VENTILATION AND AIR CONDITIONING (HVAC), SYSTEMS. Residents are responsible for cleaning filters and surrounding area of the HVAC. Check with the HSC for operation of your unit.

o. ELECTRICAL SYSTEMS. Use of light bulbs, which exceed the manufacturer's recommended wattage for the fixture, is prohibited. Personnel at the HSC will ensure that all bulbs are operational at the time you accept your quarters. With a few exceptions, it then becomes your responsibility to furnish and install your own light bulbs, light tubes and starters. Maintenance personnel will perform repair of defective lighting fixtures or wiring. It is your responsibility to ensure that all bulbs are operational when you vacate. Maintenance personnel maintain common space lighting and common space exterior security lighting. Report nonfunctioning lights to the Trouble Desk for repair/replacement. All circuits are equipped with circuit breakers. In the event of a short, the circuit breaker will trip. Wait 10 minutes for the circuit breaker to cool off before resetting. If it trips again, check your unit for excessive loads (more than two items per receptacle) and unplug excessive items. Call the Trouble Desk if circuit breakers trip often.

**502. PEST CONTROL.** You and the Navy share the responsibility for pest control in your government quarters. The control of a light to moderate occurrence of centipedes, cockroaches, ants, ticks, fleas, mice, or other pests is not an unreasonable burden for you and is your responsibility with locally available products. Sanitation and good housekeeping is the most effective means for controlling many household pests. Contact Trouble Desk if a heavy infestation of pests is evident.

**503. BIRD DROPPINGS/WASTE.** The cleaning and removal of bird droppings/waste from balconies, patios, stairwells and sidewalks is the responsibility of the resident. The feeding of any wildlife including stray animals, birds and pigeons is prohibited.

**504. CARE OF GROUNDS AND YARDS.** Common area and grounds are the responsibility of the Housing Service Center. No personal property may be left on common grounds. Some units have private yards and/or flowerbeds and in those cases, yard care is your responsibility. The property line is half the distance between your unit and your neighbor's unit or from your unit to a natural boundary line such as a cliff. Other boundaries include government fences/property lines, sidewalk, roadway, or other designated boundary lines. Maintenance includes all hedge pruning to the lower window edge, flowerbed weeding and maintenance and care of all grass areas and ground cover. Residents may also trim their trees to a reasonable height for shade and remove any dead branches or safety hazards caused by low growing tree limbs. Only furniture designed for outdoor use is allowed in authorized exterior areas. You are required to adhere to the following grounds maintenance standards:

- a. **MOWING.** Lawns must be kept neat and orderly by mowing as often as necessary. Clippings should be raked or swept from the lawn area and concrete walks. Do not sweep or wash clippings into the street or gutter. Grass should not exceed 3 inches in length.
- b. **EDGING.** A neat, clean edging parallel to walkways, planter/flowerbeds, fence lines and exterior walls must be maintained. Avoid scalloping effects and unsightly gullies between lawn and walks.
- c. **CULTIVATING FLOWER BEDS.** The width of the flower/shrub/planter beds generally should not exceed two feet and should be confined to the spaces adjacent to your quarters and/or fences, as approved by the HSC. Check with HSC for anything beyond four (4) feet. Appropriate ground cover plants may be planted in beds beneath shrubs to avoid unnecessary tilling.
- d. **GARDENS.** Only Townhouse residents are authorized gardens. Gardens are not authorized in common ground. Gardens must not exceed 32 square feet/ 8ft x 4ft and must be inside the fenced yard. Gardens must be kept neat and clean at all times. Plants cannot exceed the existing height of your fence and must be contained within the maximum 32 square foot area. Grounds must be restored prior to termination of Government Quarters at the owner's expense.
- e. **PRUNING/TRIMMING.** Shrubs and hedges around the quarters will be pruned and trimmed to the extent and frequency required to maintain a neat, attractive appearance; and prevent encroachment upon structures, utility boxes, and so forth. Hedges located at intersections or adjacent to streets must not exceed three feet in height. All other hedges shall not exceed the lower edge of the window in height. Residents having private yards or flowerbeds are required to care for all plantings except trees. Trimming trees over 8 feet tall will be performed by the Navy or contractor personnel and is not your responsibility.
- f. **WATERING.** MFH residents should work to preserve this precious resource. Grounds should be watered as often as allowed, preferably early in the morning or late in the evening. Watering in any given area is not to exceed 15 minutes at a time. Continued watering after the ground is saturated is wasteful and will cause erosion.

g. RAKING. Keep the area free of leaves and litter. Raked leaves should be placed in plastic bags. Cuttings must be tied in bundles and placed neatly alongside your trashcans for pick up.

h. VINES. Climbing vines such as ivy, clematis, honeysuckle, bougainvillea, and pyracanth may not be planted. You will be charged for the removal of such vines.

i. PLANTING. You must first obtain written approval from your HSC if you desire to plant hedges, trees, or shrubs. Your request must include a simple sketch of the intended planting. All plantings by you become the property of the government and may not be removed when you vacate, unless directed by the HSC.

j. COMMON AREAS. Grounds maintained by contractor personnel are considered “common areas.” You may not plant any vegetation without the prior written approval of the HSC. You are required to keep ground areas free of debris, toys, yard decorations or other obstacles for appearance and safety and to facilitate grounds care. Common areas and grounds including sidewalks, hallways, elevators, stairwells, foyers, etc., shall not be used as play or storage areas. Sidewalk chalk is not authorized in common areas such as sidewalks outside of your area of responsibility, roads, parking areas, and playgrounds.

k. GROUNDS INSPECTIONS. The housing areas are inspected regularly. Your housing manager is available to advise you of the established standards on grounds care and how to comply with them. The government reserves the right to have the grounds restored at your expense. If you are vacating and leave your grounds in unsatisfactory condition, you will be charged for the cost of restoration.

l. COMMON HALLWAYS AND STAIRWAYS. If you reside in a multi-family structure, you are responsible for keeping the halls free of personal items including doormats, shoe racks, toys, garbage, bikes, strollers, debris, etc. Although the contractor periodically cleans these areas, you are expected to keep stairs and halls near your quarters clean and swept. Common areas and grounds including sidewalks, hallways, elevators, stairwells, foyers, etc., shall not be used as play or storage areas.

m. VIOLATION NOTICE (VN). A violation notice will be issued to you if you do not meet the standards listed above. Failure to comply within the given time frame will result in a second violation notice via your Commanding Officer. Failure to comply with the second notice could be cause for termination of your housing entitlement.

## CHAPTER 6. UTILITIES AND ENERGY CONSERVATION

**601. GENERAL POLICY.** It is your responsibility to conserve utilities to the maximum extent possible. Utilities provided by the government must not be wasted or misused. Energy conservation is everyone's responsibility. You are expected to take the same precautions in using these resources as you would if you were personally paying for them. Repeated violations for wasting utilities could be the basis for termination of quarter's assignment. The following guidelines are provided to assist you in conserving utilities.

**602. ELECTRICITY.** Please reduce your electricity consumption during peak demand periods from 11:00 a.m. to 5:00 p.m. and observe the following conservation methods:

- a. Avoid the use of washers and dryers during the peak use period.
- b. Turn off lights in unoccupied rooms and appliances not in use. When leaving your quarters ensure lights and appliances are off. Turn off porch lights by 8:00 a.m.
- c. Do not use multiple (two or four way) plugs. Overloading outlet capacities may result. Electrical power supply can vary, therefore, we strongly recommend using surge-protected multiple outlet devices. Manufacturer's recommended wattage/ampereage should not be exceeded in light fixtures or appliances.
- d. Privately owned air-conditioners are not authorized for use in government quarters without the consent and approval of the HSC. Approval will be based on energy conservation and the electrical capacity of the unit occupied. Special requests based on medical requirements may be made to your local HSC.

**603. WATER.** Water is one of our most precious resources. Please don't waste it. The following are some helpful conservation hints.

- a. Faucets should be closed to prevent dripping. It is your responsibility to repair minor leaks, or report them to the Trouble Desk immediately. A dripping faucet could waste between 50-75 gallons of water per month.
- b. Water should be conserved when bathing, laundering, and doing dishes. Water should not be allowed to run continually while rinsing dishes or brushing teeth.
- c. Over watering lawns is extremely wasteful and prohibited. The most effective time for watering is before 0900 or after 1800, to reduce evaporation. Watering should not exceed 15 minutes per area, and care should be exercised to ensure that the sprinklers water the lawn and not the sidewalk or street.
- d. Washing of vehicles is generally prohibited in the housing area. Residents can utilize the car wash located at the Auto-Port on Main Base.
- e. Please ensure your household members are aware of the need to conserve water.

f. Continuously running commodes are generally caused by a poorly seated flapper valve or improperly adjusted tank float. Remove the tank lid. If the water is running into the overflow tube, slightly bend the copper rod holding the tank float in a downward position. If the water is running into the commode, check the seat of the flapper valve. Call the Trouble Desk if it needs to be replaced.

g. Report any leaks you cannot repair and any unusual exterior leaks that may occur around meters, sprinkler heads, water cut-off boxes, and exterior water faucets to the Trouble Desk immediately.

h. Sweep your walkways. Do not hose them down.

i. Empty the water from small (5 ft diameter) children's wading pools on your lawn after use. Water slides using continuously running water are not allowed.

**604. TELEPHONE SERVICE.** Telephone service is your responsibility and must be installed by Base Communications Office. Installation of additional jacks must be requested in writing to the local HSC and must be professionally installed. Any cost associated with the installation of additional jacks is the responsibility of the resident. If you lose service, ensure your telephone is not the problem before calling the Trouble Desk for repairs.

## CHAPTER 7. OCCUPANCY INSPECTIONS AND COMPLAINTS

**701. ENTRY INTO OCCUPIED QUARTERS.** You will be notified prior to housing personnel entering your dwelling for maintenance or inspection purposes, unless prior notification would defeat the purpose of the inspection. In the event of an emergency (i.e., the safety of the residents or the preservation of the quarters), management will enter without prior notice. When you are not available to allow entry for scheduled or unscheduled maintenance or repair work, you should make arrangements for a neighbor or friend to provide access. Only in emergency cases where there is the possibility of serious injury and/or property loss will the government authorize and escort maintenance personnel into an occupied unit.

**702. INSPECTIONS.** Your quarters and surrounding grounds are subject to continuous inspection to ensure your compliance with regulations and resident safety. The following inspections may be accomplished during your occupancy:

- a. **HOUSEKEEPING INSPECTION.** This inspection is conducted if there is reason to believe the interior of the unit is not being maintained in a safe and sanitary condition, or it is not being used for its intended purpose. Advance notification will not be provided for housekeeping inspections. The inspection is also conducted when you request a transfer to other government quarters or an extension in your government quarters. Your request may be denied if your quarters do not pass the inspection.
- b. **FIRE SAFETY INSPECTION.** The Federal Fire Department normally conducts this inspection. Advance notice will be given. You are required to cooperate with the Fire Department personnel and correct any deficiency noted during the inspection in those areas where you are responsible.
- c. **PRE-VACATE INSPECTION.** You or your spouse must be present at this inspection. This inspection is conducted after receipt of a Vacating Notice, in order to determine the work necessary to prepare the unit for the next resident. Residences will also be assessed for damages during this inspection. Residents will be given a notification on cleaning guidelines for their final inspection.
- d. **FINAL/VACATE INSPECTION.** You or your spouse must be present at this inspection. You are required to return your quarters to the government in satisfactory condition and ready for occupancy. Failure to meet the requirements may result in a delay in the reinstatement of your basic allowance for housing. All charges for restoration of quarters must be paid in full prior to receiving your termination letter. HSC will provide information on current payment methods available.

**703. COMPLAINTS.** This information is provided to make the residents aware of the types of complaints that are most common in the Housing area and to outline the complaint procedures.

- a. Sponsors are responsible for the conduct of their family members and guests. Should problems arise, try to resolve any differences with your neighbors privately and courteously. Your HSC will normally not become involved in or respond to neighborhood disputes (i.e. name calling/gesture making, younger children fighting, social complaints, noise, parking, etc.). These type of problems need to be resolved using your Chain of Command. Continual unsubstantiated complaints could result in termination of housing eligibility of the complainant. Likewise,

substantiated complaints could result in termination of housing eligibility of the offender. A common-sense approach will do much to reduce the possibility or occurrence of neighborhood problems or disputes. Some suggestions/guidelines for promoting good community relations are:

- (1) Keep the volume of televisions, radios, stereos, vehicle motors and vehicle radios at a low level. Close doors gently, and refrain from permitting excessively noisy parties and loud conversations.
- (2) Provide adequate supervision for your children at all times. All children under six years old must be directly supervised at all times by a responsible person when playing outside.  
REF: CFASINST 1752.1 SERIES
- (3) Prevent children from congregating on streets or in common hallways.
- (4) Advise bicycle riders that they are subject to the same vehicle laws as operators of automobiles and other motorized vehicles.
- (5) Be respectful of the peace and quiet of your neighbors.

b. It is your responsibility to notify housing officials when incidents or situations of a serious nature arise in which housing regulations are being violated. The following procedures must be followed:

- (1) You (or your spouse, if you are deployed) must complete and submit a signed MFH Complaint Form. The form is available at your HSC.
- (2) On receipt of a written complaint and supporting data (i.e., police report, witness statements), the housing staff will investigate the complaint and take appropriate action. Serious or repeated violations or occasions of misconduct will be presented to the Director of MFH for disposition and could result in the termination of housing assignment. Valid complaints will remain in the file of the responsible party until they vacate housing.
- (3) If you submit a complaint against a neighbor, the complaint may become a part of the neighbor's permanent housing record. Based on the Freedom of Information Act, any information contained in your MFH record is available for your perusal. The information contained in your housing record can be requested by submitting a request to Commander, U.S. Naval Forces, Japan.

c. Report violations of local laws to the appropriate local Security office.

## CHAPTER 8. COMMUNITY SUPPORT FACILITIES

**801. RECREATION CENTERS.** There are recreation centers located in most areas. All operations at the Recreation Centers are under the control of the Morale, Welfare, and Recreation Department. Recreation center telephone numbers: 252-3332

### **802. SCHOOL INFORMATION**

#### SCHOOLS IN MILITARY FAMILY HOUSING

Jack N. Darby School.....	252-8800
E.J. King School.....	252-3072
Sasebo Elementary.....	252-3600

**803. CHILD DEVELOPMENT HOME PROGRAM.** This information is provided so that you will be informed of the regulations that govern childcare in MFH.

- a. OPNAV 1700.9D defines Family Child Care as any childcare provided, with or without pay, full or part-time, on a regular basis by residents living in assigned government quarters. Regular childcare is any childcare, which enables parents to be on duty, to be employed or to attend school or training. Before residents are permitted to provide childcare in their assigned quarters, they must obtain certification to do so from the local Commanding Officer. Providing childcare without certification is a violation of housing regulations and will result in a violation notice or a letter of caution sent to you via your Chain of Command. Continued violations could result in your eviction. For information on becoming certified to provide childcare, please call the local Child Youth Program Director.
- b. The only childcare that can be provided in MFH without Child Development Home Certification is:
  - (1) Care given to children, with or without pay, by a person related by blood or marriage.
  - (2) Care given to children, with or without pay, only occasionally. Occasional childcare would be for brief periods, as an example, while the parent was temporarily engaged with such things as doctor's appointments. Occasional childcare is for less than ten hours per week.
  - (3) Care given to children occasionally and irregularly, as part of a cooperative agreement between parents for the care of their respective children, where no payment is involved.
- c. If you are looking for childcare, you can call the local Child Development Home Office for assistance in locating certified childcare providers in your area. Please do not leave your children with anyone in Military Family Housing who does not have Navy certification to provide childcare.





# EMERGENCY

**DIAL 911**

**CELL DIAL: 0956-50-0911**



# SECURITY

**DIAL 252-2372**

**CELL DIAL: 0956-50-2372**



# PUBLIC WORKS TROUBLE DESK

**MAIN BASE DIAL 252-3535 / CELL DIAL 0956-50-3535**

**HARIO VILLAGE DIAL 252-8080 / CELL DIAL: 0956-50-8080**