

NAVSUPACTNAPLESINST 11103.1E

22 MAR 2019



**UNACCOMPANIED  
HOUSING  
HANDBOOK**



22 MAR 2019

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## ASSIGNMENTS

1. Permanent Party Residents. Whenever possible, residents will be housed with other members of their command using the unit of integrity assignment. Unaccompanied Housing (UH) management may occasionally have to relocate residents to achieve unit integrity. Residents are to conduct a thorough room inspection as part of the check-in procedure within the first three days of arrival. See Check-in on page 6 for more details.
2. Transient Personnel. Transient personnel are not housed in Unaccompanied Housing. Navy Gateway Inn and Suites (NGIS) is the preferred option for transient personnel.
3. General Information. Rooms are classified by approved criteria. Once an assignment has been made, it cannot be changed without permission of the UH Director or UH LCPO. Residents may not use rooms that they are not assigned to them.
4. Building Manager Visits
  - a. The Building Manager is responsible to visit all spaces in their assigned area of responsibility. These visits are designed to serve the resident and residents command by checking on the material condition of the room. It is UH management's responsibility to ensure that residents are living in clean spaces and abiding by regulations. If the building manager finds a discrepancy, the following steps will be taken:
    - (1) The Building Manager will leave a note for the resident to correct the discrepancy.
    - (2) If the discrepancy is not corrected, the resident's supervisor will be contacted by UH management and appropriate actions will be taken.
  - b. Some violations are so serious that the Building Manager is required to take immediate action and report to the proper authorities. Room inspection failures may result in the execution of the process stated in enclosure (3) of this instruction. The resident's command will be responsible to ensure the correction of serious violations, and will inform UH management of their progress.
  - c. The NAVSUPPACT Naples Commanding Officer (CO) has the authority to remove (evict) members from UH if they habitually ignore standards and policies. Evicted service members are not entitled to receive Move-In Housing Allowance (MIHA), Overseas Housing Allowance (OHA), or any other entitlement unless specifically approved by CO, NAVSUPPACT Naples.
5. Check-In
  - a. Permanent party resident arrangements should be coordinated by the resident's assigned sponsor. Sponsors should make a room reservation with UH at least 30 days before resident's

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arrival. Upon arrival, residents will be provided a copy of UH rules and regulations. New residents shall meet with their Resident Advisors first and then coordinate with UH management to schedule a check-in interview appointment within 14 days of the resident's arrival. Members without sponsors, such as those moving from the economy, must also coordinate this interview appointment. Residents must bring their Resident Orientation Memorandum with signatures obtained from their Resident Advisor and/or Senior Resident Advisor.

b. The following list explains what will be covered during the check-in appointment. Within 14 days of checking in to UH, residents shall:

(1) Be met by UH LPO or LCPO and given general information about the facilities.

(2) Tested on their knowledge of UH rules and regulations. Once UH LPO or LCPO determines that the resident fully understands they will sign the Resident Orientation Memorandum.

(3) ANY discrepancies of the material condition of their assigned rooms should be noted in the check-in paperwork. Residents may be held accountable for damages or discrepancies that are deemed beyond normal wear and tear during check-out. It is imperative that all discrepancies are noted during this check-in inspection to avoid charges during the check-out inspection.

(4) Be provided a copy of check-in paperwork for the residents' personal records.

#### 6. Check-Out

a. At least two weeks prior to check-out, coordinate a pre-checkout appointment with the Building Manager. During this appointment, a room condition inspection and furnishing inventory will be conducted. It is recommended to have a copy of the check-in discrepancy sheet from the resident's personal records for this inspection. The Building Manager will inform the resident what conditions need to be met on the day of the final check-out. On the resident's last day in UH, the resident and a member of their chain of command (E6 and above) shall conduct a final inspection with the building manager. Residents shall arrange quarters outside of UH facilities for their final night attached to Naples area. Residents are authorized one night of TLA when detaching, and should reserve other quarters as soon as possible after they receive their orders to detach.

b. Prior to vacating UH, the room, furniture, and wardrobe lockers must be cleaned. The following standards serve as guidelines as to what will be expected:

(1) Dust shelves, ceiling fan, floor lamp, windowsills, blinds, and all other horizontal surfaces.

(2) Clean and empty assigned dressers, lockers and drawers.

(3) Clean and defrost the refrigerator.

(4) Ensure the kitchen area, to include all the kitchen appliances, are clean and free of food debris.

(5) Clean all furniture and ensure that it is in the same condition, less normal wear and tear, as check in.

(6) Clean the assigned bathroom, toilet, shower, sinks, and tub; which must be free of mineral deposits and rust.

(7) Clean the floor, vacuum the rug (if applicable), and remove any scuff marks.

(8) Account for all assigned furnishings.

(9) Room must not have outstanding maintenance discrepancies unless a proof of work order/trouble call number is shown.

(10) Clean and empty assigned storage area (if applicable).

c. All permanent party residents must check-out with the Building Manager. The time of check-out should be arranged during the pre-checkout inspection. At the time of check-out, the resident must meet the aforementioned standards of cleanliness and orderliness. Failure to conform to standards may result in the member being charged the cost to repair or replace government property determined to be caused by abuse or negligence of the registered resident.

d. Residents will reimburse the government for any lost or damaged property.

e. Arrange pack-out with the Personal Property Office and make sure building manager knows respective pack-out dates. To be able to release the room in an acceptable condition and have sufficient time to bring the room into standards, temporary quarters must be obtained by the resident prior to final inspection. Related billing expense shall be reimbursable under TLA authority. UH residents are authorized one day of departure TLA.

f. To facilitate securing the travel orders and flight tickets, PSD staff will require the UH stamp. This stamp may be awarded when the resident signs a letter of intent to vacate Unaccompanied Housing. This stamp only certifies the member's intention to vacate and does not guarantee that the resident has meet all requirements to check-out of UH. If the resident fails to meet all of the aforementioned requirements, they will be charged for any further costs associated with the remaining requirements, such as missing furniture or damages to the room or furnishings, via form DD139 with the resident's chain of commands' approval.

## RIGHTS, REGULATIONS, AND RESPONSIBILITIES

1. Alcohol. All UH residents of legal drinking age may have alcoholic beverages in their rooms. Alcohol shall not be consumed in passageways or any other common area. Groups consisting of five or more personnel consuming alcohol are considered parties and are not allowed anywhere in UH units. Only picnic areas are designated for group parties and events. The senior sailor in attendance will assume all responsibilities of any incidents or misconduct of that event or party. Drunken misconduct is subject to disciplinary action under the UCMJ.
2. Antennas, Satellites, and Televisions. Outside antennas are not allowed; however, indoor antennas are accepted. Satellites may not be mounted anywhere in UH. TV service is available via Navy Exchange (NEX) Residential Services Office. Residents who wish to receive these services should visit the NEX Residential Service office located on Support Site.
3. Appliances
  - a. All appliances provided in each of the rooms to include refrigerator, cooktop or stove, and microwave shall be maintained in good working order throughout your stay. Use of personal appliances in-lieu of those provided is strictly prohibited. Please notify your RA or contact a member of the UH staff if not working properly.
  - b. Residents may use the provided, approved, and installed cooktop, stove and microwave for cooking. A coffee maker, blender, and rice cooker may also be used; however their use is restricted to the kitchen area. Any other cooking appliances are not authorized and may be confiscated and turned in for disposal or donated to the Support Site thrift store.
4. Balconies. Balconies are to be kept clean and organized.
5. Bedding. All permanent party personnel receive linen and bedding during check-in. These are to be kept by the resident indefinitely. Residents are responsible for washing their linens for the duration of their stay. Residents who wish to purchase their own linens may do so.
6. Bicycle Parking. Residents are encouraged to use bike racks provided for locking/storing bicycles. They are not permitted to be stored in stairwells, passageways, walkways, or any areas where they block fire exits. Bicycles must be registered with a NAVSUPPACT Naples Security Pass and ID. Any bicycle with parts removed or left unattended for longer than 30 days may be removed by Security.
7. Bulletin Boards. UH residents and management may use the bulletin boards to publicize information of wide interest. Please read all official correspondence on these boards. Resident postings must be dated. Generally they will not be posted for longer than a week, unless they are of continuing interest.

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8. Cleaning Bills. UH Management will populate the cleaning watchbill and ensure that it is posted in the lobby bulletin board. RAs will enforce the watchbill and ensure that the residents comply. Those assigned to clean will do so from 1700-1730, Monday thru Friday. Residents are expected to know the current cleaning bill and inform their chain of command of any changes. Residents are expected to attend all building cleanups and fulfill their cleaning bill duties. Failure to do so may result in disciplinary action, punishable under the UCMJ.

9. Combustibles. Hazardous materials, such as paint, butane or propane for lighters, may be kept in small quantities (one pint or less) in the container in which they were purchased. Charcoal lighter fluid, gasoline, liquid propane, compressed gases, and other flammable or toxic combustibles are not approved by the Public Works Officer and Fire Chief. Open flames, such as candles, camp stoves, and incense are not allowed in UH.

10. Common Areas. A common area in UH is an area that is used by all residents in that unit (i.e. kitchen, recreation room, and gazebo) and are for the exclusive use of UH residents and UH staff. Procedures for reservations and regulations of their uses are available with the UH staff at the UH front desk. The vestibules leading to storage areas and common areas are to be kept clear and are not to be used as gathering areas. Please place a trouble call if you notice problems in the common areas around your unit. This will ensure that the stairways, walkways, and all common areas remain in a safe and usable condition.

11. Controlled Substances. The possession of controlled substances, other than those prescribed by a competent medical authority, is prohibited.

12. Dartboards. Dartboards are prohibited in all UH living spaces.

13. Day Sleepers/Sick in Quarters (SIQ)

a. Residents who work at night will not be disturbed from 0700 to 1400 unless suspected of violating regulations or for emergency maintenance calls. Day sleeper chits will be verified by departmental LCPOs by approving a memorandum or request chit and stamped by UH. A copy of the day sleeper chit must be provided to UH staff. An approved door sign must be posted in the day sleepers' door to avoid being disturbed. Door signs must be removed when they are expired.

b. Personnel who are SIQ should post their chit on their door to avoid being disturbed.

c. After 1400, access will be given to personnel who need to do necessary room inspections or maintenance. When placing a trouble call, day sleepers should notify the Maintenance or Building Manager of their day sleeper status for maintenance personnel planning purposes. Failure to notify the Maintenance or Building manager may result in an unwanted disturbance.

14. Dressing and Undressing. Please do not dress or undress in front of open windows. While in UH lounges, passageways, common areas, or recreation areas residents are allowed the



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maximum use of comfortable attire. It is not the intention of UH management to determine what you can or cannot wear; instead, we rely on your good judgment and consideration for staff and other residents. Shoes or sandals are required at all times when you are outside of your unit. Always wear a shirt when entering the front desk area. Installation instruction for civilian clothes applies when transiting outside of units.

15. Electrical Equipment. Electrical appliances and other electronics may be used in the units provided electrical safety guidelines are maintained. Please check the voltage on all equipment before plugging it in. Irons and hair dryers must be unplugged after each use. Do not plug more than two electrical units into one outlet. Extension cords are not authorized, but UL rated surge protectors are highly recommended and come with a variety of cord lengths. Daisy chains (plugging a surge protector into another) are not authorized.

16. Electricity. All units are supplied with six kilowatts of electricity. Much of the electricity in the rooms has been converted from standard European 220 volts/50 cycle to U.S. 110 volts/50 cycle. The attached light fixtures in the rooms are 220 volts. Transformers are not authorized in UH.

17. Emergency Preparation

a. Making preparations and incorporating preventative measures into your daily life will ensure that you and your family can successfully cope in the event of an emergency. NAVSUPPACT Naples has instituted an emergency system. **For any type of emergency situation, Call Emergency Dispatch Center COMM: 081-568-4911 DSN: 626-4911. (Note: Ensure you have these numbers loaded into your cell phone).**

b. All residents are recommended to assemble a disaster kit or kits that include a **minimum of three day supply** of the following items:

(1) Water. Minimum one gallon (4L) per person per day

(2) Food and a means to cook it (grilling is one possibility)

(3) Heat. Warm clothing, blankets, sleeping bags, etc. Check your camping equipment as one source.

(4) Money. ATM's may be down, but stores may be open so make sure you have cash on hand.

(5) Radio. Battery, solar or hand crank powered for news, updates and emergency directions.

(6) Other items:

- (a) First aid kit (include prescription drugs and medications).
- (b) Emergency tools (whistle, flashlights, extra batteries and a wrench or pliers to shut-off your utilities).
- (c) One change of clothing, footwear, and a blanket or sleeping bag per person, dust masks (N-95 rated for ash fall).
- (d) Toilet paper, baby wipes, garbage bags and feminine hygiene products.
- (e) Important documents placed in a water-proof container (i.e. one gallon zip lock bag).

**For more information check NAVSUPPACT Naples EM website:**

<https://www.cnic.navy.mil/Naples/Programs/Departments/EmergencyManagement/index.htm>

c. In the Naples area, it is not unusual to experience interruption of basic utilities, and there is always the possibility of natural disasters like earthquakes or fires. Make provisions to ensure that you take your important papers such as passports, visas, and sojourners permits, should evacuation become necessary.

d. Evacuation is critical in certain emergency situations. All members should periodically rehearse this plan so that it will be a routine response. Refer to the emergency evacuation plan for your designated meeting point.

(1) Earthquakes and Tremors - To protect your self during an earthquake, remember to stay calm. Seek shelter in an interior archway, a doorway close to support beams or under a table away from windows. Once the tremor stops, turn off all gas appliances and extinguish any open flames. Gather keys, identification, a coat, and your disaster kit. Use your evacuation plan to get out of your room.

**Tune into AFN radio channel 107 FM for emergency information and updates.**

(2) Fires - Remember that smoke causes more deaths than flames in fire. If your escape path is blocked or filled with smoke, go to the balcony, shut the door, and wait for help to arrive. If possible, attempt to put out the fire by using an extinguisher. If the fire is not controllable, exit your home according to your evacuation plan. You must notify Emergency Dispatch Center COMM: 081-568-4911 or DSN: 626-4911, the Fire Department and the UH front desk of any fire occurring in or around your room. Do not leave any food on the cooktop or stove without supervision.

(a) Before retiring each night, check that all stove burners, oven, and electrical appliances are turned off.

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(b) Periodically test all smoke detectors and replace batteries when needed. To replace batteries residents will need to place a trouble call with UH staff. Review your fire evacuation plan, and practice with your roommates; and check that electrical cords are not crimped, frayed, worn or damaged. **DO NOT REMOVE OR TAMPER WITH SMOKE DETECTORS, IT IS PROHIBITED BY LAW.**

(3) Gas Leaks - Immediately report any suspected gas leaks to Emergency Dispatch Center COMM: 081-568-4911 or DSN: 626-4911 and the UH front desk. If you smell gas, do not use any electrical items, including overhead lights and lamps, and extinguish flames. Open all windows and doors until assistance arrives to shut off the gas valve. You should evacuate the premise as soon as you smell gas. Then call EM Dispatch Center from a location other than the apartment or house with the suspected gas leak. Notify neighbors that there is a possible gas leak and ask that they vacate the premise. Never leave the gas on in an unlit stove. **If you have any problems lighting your stove, contact the UH Front Desk Reception.**

(4) Additional Safety Precautions. Do not:

- (a) Overload electrical circuits.
- (b) Use improperly sized plugs.
- (c) Run electrical cords under rugs, carpets or mats.
- (d) Permit grease buildup on or near the stove.
- (e) Tape circuit breaker switches in the on position.
- (f) Accumulate oily rags, rubbish or other flammable material.
- (g) Use gas or liquid fueled space heaters.
- (h) Cook with charcoal or gas grills inside rooms or near combustible material.
- (i) Use gasoline, solvents or other flammable liquids for cleaning purposes.
- (j) Burn trash.

#### 18. Energy Conservation

a. Electricity - Turn off lights in unoccupied areas. As a rule of thumb, use 40 watts on wall outlets and 60 watts on ceiling outlets. Keep refrigerator doors shut as much as possible. Be familiar with the wattage amounts your appliances use. Overloading your electrical system will trip circuit breakers and could damage electrical wiring. Independent transformers are not authorized. Immediately report all water leaks to the Maintenance Manager.

b. Gas - Report any suspected gas leaks immediately to the Emergency Number of 911 on base or COMM: 081-811-4911. You may also contact the UH front desk for assistance at COMM: 081-811-4123. Ventilate suspected areas until assistance arrives and shut off the gas valve.

c. Heating and Air Conditioning – Please use your heating and air conditioning moderately. Windows and doors **shall not be left open** when the heating or cooling systems are operating. When you are out of the room turn off the heating or air conditioning especially for day and weekend trips or extended travel periods.

d. Water - The Gricignano Support Site has potable water. Conserve water whenever possible, especially during the summer months. During the summer, water may be subject to rationing. Tightly shut off all water valves and sinks after each use. Avoid flushing sanitary items, or Q-tips down the toilet because they clog drains. Wait until you have a full dishwasher or washing machine before running them to save water and energy.

#### 19. Environmental

a. The NAVSUPPACT Naples Environmental Policy supports the Navy's stewardship of the environment as well as the implementation and sustainment of the NAVSUPPACT Naples Environmental Management System based on ISO 14001.

b. The facility's four goals being: Reducing the use of hazardous materials, reducing the number of hazardous materials spills, reducing electricity and water use, and reducing the generation of solid waste by increasing recycling.

c. For further information, see the sections on Energy Conservation, POL and Refuse Collection and recycling of this manual, as well as the Public Work's Environmental website at <https://www.cnic.navy.mil/naples/departments/environmentalsupport/index.htm>.

20. Exchange of Assigned Rooms. Exchange of rooms between residents, unless authorized or directed by UH Management is prohibited. Residents requesting to move rooms may route a request through their Chain of Command (COC), upon the resident's COC's approval, the request shall be routed through UH management for approval. Only after this process is complete will any room exchanges or re-assignment be granted. Vacated rooms must be thoroughly inspected by the Building Manager and meet the current change of occupancy standard.

#### 21. Fire

a. In case of fire:

(1) Sound the alarm at the closest firebox.

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(2) Secure windows and doors and turn off electrical appliances. **DO NOT ENDANGER YOURSELF!**

(3) Report to the muster point located outside of your building at the big soccer field if you are housed in the triangle units. If residents are housed in building 2087 the muster point is located in the parking lot. Muster will be conducted by the first RA who responds to the scene, or by the most senior person present. This person will keep a list of names for submission to the UH director or to his/her designated representative.

b. Fire Department holds quarterly, unannounced fire drills. The drills will be repeated until response meets a satisfactory level. Buildings must be vacated within three minutes to pass a drill. Not responding to a fire alarm may result in disciplinary action. Report all potential fire hazards to UH staff. Personnel found falsely activating a fire alarm are subject to punishment under the UCMJ.

22. Flags. Hanging national, host-country, or any other flags outside of or seen from outside the room window is prohibited. Flags will not be nailed to walls, used as bedspreads, or window curtains.

23. Flammable Storage. No gasoline or flammable products shall be stored in UH.

24. Flower Gardens. Residents may hang potted flower gardens on balconies. If residents hang flower pots, they must ensure the flowerpots are secured so they do not fall during high winds or rain. Residents may not make changes to the existing landscape by removing installed bushes or plants.

25. Food. Food that requires refrigeration should be kept in sealed containers in the provided refrigerators. All other food should be kept in a container that does not allow odor to escape. Nonperishable food items should always be kept in organized cabinet or drawers. Unattended food will result in an unsatisfactory room inspection.

26. Furnishings. Moving or removing government furnishings or assets from assigned rooms or lounges is strictly prohibited. Furnishings may not be moved from their designated positions. See UH staff members for current room configuration.

27. Gambling. Gambling is prohibited in all UH facilities.

28. Garbage/Trash/Recycling. Garbage/trash/recycling pick-up stations are located outside of the buildings. Accumulations of trash or overflowing trash cans are not authorized. Trash is to be disposed of in the proper station dumpsters outside the UH facility. Trash found in front of the door is the responsibility of the registered resident for its disposal. Do not leave trash in any public area, including passageways and stairwells. Unattended items may be suspected to be suspicious packages, resulting in emergency services notification. The Gricignano Support Site currently follows a trash schedule that promotes recycling and mirrors the town of Gricignano's

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refuse collection schedule. Wet waste is to be disposed of in biodegradable bags and placed in the containers labeled "Wet Waste". Plastic and metal are to be placed in the containers labeled "Plastic Packaging & Cans". Paper and Cardboard are to be placed in the containers labeled "Paper & Cardboard". Glass is to be disposed of in the containers labeled "Glass". Used cooking oil is to be poured into the collection receptacles labeled "Cooking Oil". Non-recyclables are to be placed in the dumpsters labeled "Non-recyclable Waste".

29. Guests and Visitors

**NO PERSON UNDER 18 YEARS OF AGE IS AUTHORIZED IN THE UH.**

a. Guests - People invited into UH by a resident. You are encouraged to have guests, as long as they do not interfere with good order or inconvenience other residents. A resident is authorized to have five guests. However, there may be no more than five guests per unit. Occupants must accompany guests at all times; the host is responsible for their behavior. Guests are allowed in the accompanying resident's room between 1200 and 2200 Sunday-Thursday and 1200-0000 Friday-Saturday, **but they are not authorized to stay overnight.**

b. Visitors - Personnel in UH on official duty, such as command representatives, security, maintenance, cleaning, and inspection workers.

30. Infestations. Report any problems with rodents or insects to the Building Manager or reception desk. The Building Manager will investigate the report and place a service call if needed.

31. Keys

a. For Building 2087 resident. If a resident loses or misplaces their ID card (room key), they are to report to Security Dispatch immediately. After filing a statement with Security, a copy of the statement should be presented to the front desk where residents will be issued a temporary room key. This key will only be valid for a reasonable amount of time so the resident can have a replacement ID card issued. Upon receipt of a new ID, residents shall report to the front desk to have the ID programmed for the room and to return the temporary key.

b. For Triangle Complex resident. If a resident loses their apartment key, they shall fill out a memorandum with the UH Staff acknowledging as such. Apartment keys found outside of the units will be confiscated, personnel claiming the key back will be processed as a lost key. Losing their apartment key multiple times will be processed as a negligence to government property and is punishable under the UCMJ. **DO NOT LEAVE YOUR APARTMENT KEY UNDER YOUR DOOR MAT OR OVER THE DOOR FRAME LEDGE.**

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32. Kitchens. Common area kitchens are available for residents housed in building 2087 for check-out from UH Duty Managers from 1600-2200. These kitchens are for the sole use of UH residents. Residents who check-out the kitchens will be expected to maintain its cleanliness and remove all trash when finished.

33. Laundry. Washers and dryers are available for residents on each floor that are housed in building 2087. Residents should remove clothes as soon as they are done so that other residents may use the machines. UH staff is not responsible for property left unattended or damaged by a machine. Unattended property left in the laundry room from more than 24 hours may be confiscated by UH staff and disposed of in the trash. Notify your RA or contact a member of UH staff if any machines are not working properly.

34. Leave/Temporary Additional Duty (TAD)/Temporary Duty (TDY). Personnel on Leave or TAD/TDY should post a copy of their leave chit on the door of their room. Personnel on leave is still subject to room inspection and as such should leave their room inspection ready. Personnel on TAD/TDY in excess of 90 days must vacate and properly check out of UH.

35. Lockouts. Residents who are locked out of their room/unit should contact the UH Duty Manager at the front office for temporary access to their room/unit.

36. Lost and Found. All items determined to be lost and found will be turned over to NAVSUPPACT Naples Security Department.

37. Noise. **Quiet Hours are from 2200-0600**. In the event of a loud noise complaint, residents should first try to resolve the issue by speaking with the offending party. If resolution is not reached, residents should contact their RA for assistance. RAs may submit a loud noise complaint chit to the UH Duty Manager for possible disciplinary actions against the offending party. Please be considerate of other residents by keeping noise to a level that will not disturb them. If noise or music can be heard outside of the room, it is too loud. Repeated noise complaints may result in equipment being confiscated by UH management or higher authority.

38. Painting. As a reminder, the housing units in Naples are leased and not owned by the government. Residents are asked not to paint units. Installation of wallpaper or borders is not permitted. If the contractor has to repaint the walls, the cost of restoring the wall to its original condition is assessed to the resident. If you would like to request touch-up painting, please inform the UH front desk reception or UH maintenance personnel.

39. Parking. Parking is available for resident's personal vehicles.

40. Parties. Gatherings and parties should be held in the designated lounges and barbeque areas. Groups consisting of five or more personnel consuming alcohol are considered parties and are not allowed anywhere in UH units. The senior person present is responsible for securing the area after the party. Alcohol is not allowed in any UH common area in building 2087.

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41. Pets. The only pets authorized to be kept in UH are gold fish kept in a small fish bowl (no large aquariums). Violation of this policy may result in disciplinary action.
42. Phones. Personal telephones may be installed in individual rooms at the resident's expense. Contact NEX Residential Services for more info.
43. Pictures/Room Decorations. Any pictures or decorations must be in good taste. Use proper hanging devices do not use tape that removes paint. Pictures may be hung in your unit using standard commercial-type hangers. Residents are not to drill holes in walls, wood frames, in the doors, or in wall tiles. The cost of damage to walls will be assessed to the registered occupant. Pictures depicting sexual, racist, or drug culture themes are strictly prohibited. Painting or alternating any portion of the room, bathroom, or furniture is not allowed.
44. Portable Heaters. The use of non-vented hydrocarbon fueled heating appliances inside buildings is prohibited. Hydrocarbon fuels include natural gas, gasoline, fuel oil, alcohol, liquid petroleum gas, and petroleum based kerosene. Open coil heaters are prohibited, unless the coils are screened. Do not place portable heaters near combustible or flammable type materials. Do not block exits with portable heaters.
45. Resident Advisors. RAs provide communication between residents and UH management to resolve UH related problems. They serve as a mentor to the residents they represent and are given the first opportunity to resolve UH problems. They take the lead in ensuring their assigned spaces meet cleanliness standards. The resident's chain of command will only be contacted if all other measures fail. See enclosure (2) for more information on RAs. All residents are expected to know which RAs area of responsibility they are assigned to. Residents should contact their RAs before contacting UH Staff with any problems.
46. Roof and Ledges. Access to the roof and ledges is off-limits to all residents.
47. Room Inspections. Room inspections are conducted by the resident's command, RAs, and/or UH staff. Room inspection procedures are defined in enclosure (3). Residents are responsible for the cleanliness of their assigned room, bathroom, common areas, and the passageway directly outside their room. These standards are used to determine cleanliness:
- a. The bed is neatly made with clean linen.
  - b. Floors are cleaned and swabbed.
  - c. Carpeted areas and rugs are vacuumed.
  - d. No gear adrift.
  - e. The furniture is dusted and polished.



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- f. The walls and doors are free of dirt, marks, and holes.
- g. Vents and air ducts are clean.
- h. Windows, window sills, screens, and blinds are cleaned.
- i. Mirrors are polished.
- j. Shower curtains are thoroughly cleaned.
- k. The shower and bathtub are clean and disinfected; all hard water deposits are removed.
- l. Trash cans are clean and empty.
- m. All food is stored in sealed containers.
- n. The refrigerator is clean. There is no food debris or mildew on the gasket, no spills or strong odors.
- o. The microwave is free of spills or strong odors.
- p. The kitchen area is free of debris and stains, organized, and all appliances are in good working condition.
- q. Material condition of the room is in order and in working condition. No evidence of unreported maintenance problems (must affix trouble call number and date reported onto the area of noted problem).
- r. Clothing is organized and stowed in lockers or drawers.
- s. The passageway area directly in front of your room is clean and free of debris.

48. Room of the Month. Residents who received a grade of "Outstanding" for both room and common room during room inspections will be exempt from room inspections for the following inspection cycle.

49. Security. Residents are encouraged to secure their room when not in it. Lock wardrobes at all times and secure the windows with provided window pins to prevent break-ins. Locks are provided by the UH management during check-in.

50. Smoking. Smoking is prohibited inside all government buildings which includes UH facilities. Designated smoking areas are in place and conveniently located near each building. Violators will be subject to disciplinary measures.

a. Hookah or E-Cigarette/Vape is considered to be a tobacco product and as such prohibited inside all government facilities.

51. Suggestions. Residents are encouraged to submit suggestions for improvement to their RAs who will address the issue with UH Management. There is also a suggestion box located near the front desk of building 2087.

52. Surge Protectors. The power provided to government housing in the Naples area has the tendency to fluctuate. This can cause damage to electronic components. Residents are advised to use surge protectors to protect electronic equipment (stereos, TVs, computers, etc.) from damage caused by voltage fluctuations. It is the resident's responsibility to purchase surge protectors. UH management is not responsible for damage to appliances or equipment due to power fluctuations.

53. Trouble calls. Maintenance discrepancies noted in the room must be reported to UH Staff immediately. Routine maintenance or repairs will be performed within five working days. Urgent trouble calls will be repaired within 24 hours. Emergency cases will be handled within 1 hour. After hours trouble calls must be submitted via UH Duty Manager. UH Duty Manager is on-site 24 hours a day, 7 days a week. Outstanding problems with no evidence of a resident having made a trouble call may be issued as a discrepancy during a room inspection.

54. Vehicles

a. All vehicles in the government housing areas must be maintained in a reasonable state of repair and must be registered and licensed. They may not leak oil onto the assigned driving and parking surfaces. Inoperable, unregistered, unlicensed or abandoned vehicles will be towed away. Towing costs will be charged to the owner. Vehicles shall not be parked in grassed/seeded areas. Motorcycle tents may only be placed in the resident's assigned parking spaces.

b. Repair of vehicles, with the exception of tire changes and simple preventative maintenance measures will not be conducted in housing areas. Self-repair must be accomplished in the Auto Skills Center to include changing oil and other fluids. Vehicle washing is authorized in UH areas; however, they will not be washed on the lawn. Vehicle washing should not impede parking of other vehicles or traffic flow on roadways.

c. Recreational vehicles (such as boats, RVs or jet skis) are not to be stored in housing areas. Requests to park recreational vehicles in residential areas on a long-term basis can be made to the Housing Director for their determination.

55. Vending Machines. The NEX operates the vending machines within the housing units in building 2087. If the resident encounters problems with the machines, please call the number located on each machine.

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56. Weapons, Ammunition, and Explosives. Any prohibited weapons found within UH spaces will be confiscated and turned over to Security. Prohibited items include, but are not limited to:

- a. Firearms, pellet or BB guns, spear guns, bows and arrows, hatchets, axes, knives or swords with a blade longer than three inches, throwing stars, etc.
- b. Explosives; such as firecrackers, fireworks, flash powder, and gunpowder.

Long bladed knives and other weapons required for the performance of assigned duties are allowed provided the owner prevents unauthorized use and stows them safely in a locked wardrobe or locker.

57. Windows/Screens

- a. Residents are not to remove screens or use windows to gain access to their room. Removing window screens may result in disciplinary action. Windows shall be closed and locked when no one is in the room and when using heating or air conditioning.
- b. Aluminum foil, cardboard or other items are not authorized to cover windows to block out light. The provided blinds and curtains are sufficient for this task.
- c. Window sills shall be free of decorations, plants or any other debris detracting from the uniform appearance of the building.

58. Window Decorations. It is prohibited to hang any items on the exterior part of the building or outside the window.