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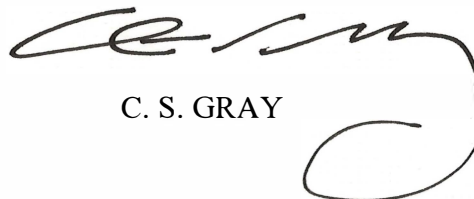
From: Commander, Navy Installations Command

Subj: UNACCOMPANIED HOUSING OPERATIONS MANAGEMENT

Encl: (1) Revised Chapter 2
(2) Revised Table of Contents

1. Purpose. To transmit new Chapter 2, which revises the unaccompanied housing (UH) standards of privacy and configuration in Tables 2-1 through 2-4, to correct page numbering throughout, and to add new policy on waivers to minimum standards of adequacy. Changes to Tables and page numbering reflected in new Table of Contents.

2. Action. Remove Chapter 2 of the Unaccompanied Housing Operations Management manual and replace with enclosure (1) of this change transmittal. Remove Table of Contents and replace with enclosure (2) of this change transmittal.



C. S. GRAY

Releasability and distribution:

This manual is cleared for public release and is available electronically only via CNIC SharePoint, <https://flankspeed.sharepoint-mil.us/sites/CNICGlobalHub/directives/>.

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23 Jan 2019

Unaccompanied Housing Operations Manual



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COMMANDER NAVY INSTALLATIONS COMMAND
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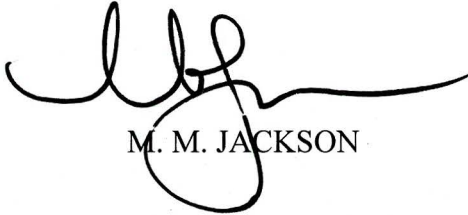
Ref: See appendix A

1. Purpose. To provide standardized policy and operational procedures for the management of the Unaccompanied Housing (UH) program. This manual defines the precepts and parameters for the UH program. References (a) through (aw) apply.
2. Cancellation. CNICINST 11103.15
3. Scope and Applicability. This manual applies to all Commander, Navy Installations Command (CNIC) Headquarters (HQ) and Regions.
4. Policy. The UH program will provide housing for unaccompanied personnel. The operation and management of UH will comply with all policies and procedures contained in the manual and its associated references in appendix A.
5. Responsibilities
 - a. CNIC HQ (N93) is responsible for:
 - (1) Administering the UH program per reference (a), paragraphs 4 and 5.
 - (2) Ensuring the UH program is operated per the policies and standards of this manual.
 - b. Region commanders are responsible for providing assistance to Installations to ensure implementation and compliance with this manual.
 - c. Installation commanding officers are responsible for implementing the policies and operational procedures in this manual.
6. Records Management
 - a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes (SSIC) 1000, 2000,

and 4000 through 13000 series per the records disposition schedules located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at [https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record %20Schedules/Forms/AllItems.aspx](https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx). For SSIC 3000 series dispositions, please refer to part III, chapter 3, of Secretary of the Navy Manual 5210.1 of January 2012.

b. For questions concerning the management of records related to this manual or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.

7. Review and Effective Date. Per OPNAVINST 5215.17A, CNIC (N9) will review this manual annually around the anniversary of its issuance date to ensure applicability, currency and consistency with Federal, Department of Defense, Secretary of the Navy and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This manual will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the manual is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



M. M. JACKSON

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CHAPTER 1 UNACCOMPANIED HOUSING PROGRAM OVERVIEW

1. Objective. The objective for this chapter is to provide a short overview of the Unaccompanied Housing (UH) program elements to ensure effective and efficient management.
2. Overview. Per reference (a), paragraphs 4 and 5, Commander, Navy Installations Command (CNIC), as the Navy's UH program manager, is responsible for management, control and performance oversight of the UH program. Additionally, CNIC Headquarters (HQ) Housing (N93) is responsible for developing and coordinating UH policy; defining program requirements across the future year's defense plan; establishing criteria and standards for design, construction and maintenance of UH facilities; providing staff training and written operational guidance. See appendix A for references and appendix B for definitions.
3. Program Mission. CNIC's mission is to "...deliver shore-based products and services to sustain the fleet, enable the fighter and support the family..." The UH program provides housing and related services in support of Navy's mission and readiness.
4. Program Objectives. The Navy has established four major objectives for the UH program:
 - a. Improve the quality of barracks and dormitories through continued renovation and modernization planning and funding. Per reference (b), volume 2B, chapter 6, article 060307, the Navy is continuing to work toward achieving the Department of Defense (DoD) goal of 90 percent adequate permanent party bedrooms.
 - b. Maximize the use of the existing permanent party inventory. Assignments will focus on maximum utilization of existing UH buildings until occupancy rates reach 95 percent. Unit integrity is secondary to maximizing utilization.
 - c. Reduce the Navy's cost of housing by limiting the approval of basic allowance for housing or overseas housing allowance at the without dependent rate.
 - d. Minimize future military construction costs through the conversion of other facilities to the UH inventory (e.g., lodging, family housing, administrative buildings, etc.).
5. Program Elements. Major UH program elements include requirements, eligibility, assignment and inventory and utilization (I&U). These interconnected elements impact the entire UH program (see figure 1-1). The timely and accurate management of these elements is crucial to defend the required resources (e.g., quarter's operations funding, staffing, capacity, etc.) to operate this critical quality of life program.

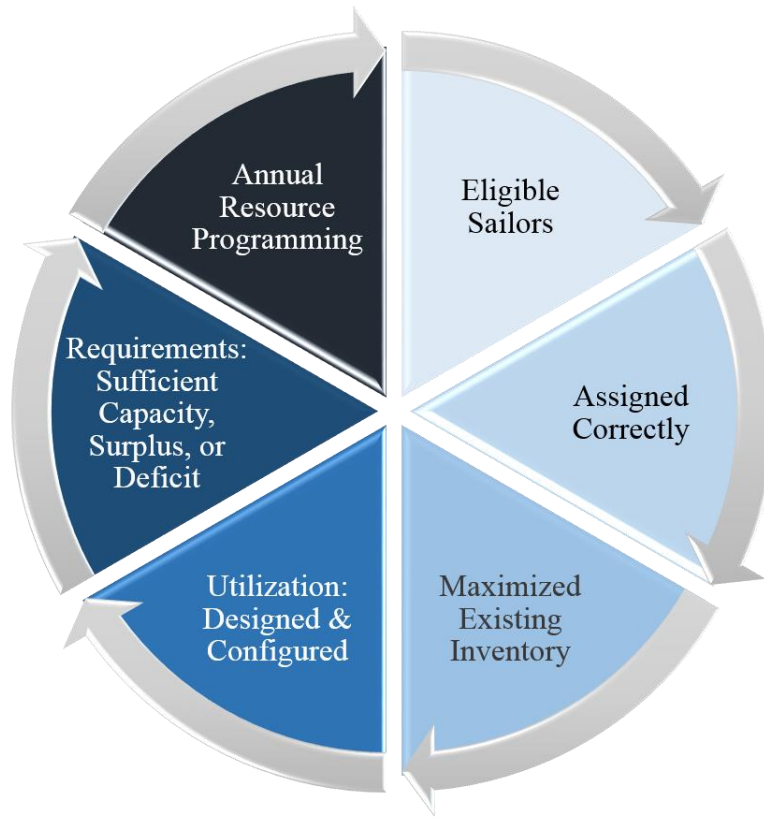


Figure 1-1, UH Program Elements

6. Program Metrics. UH program metrics are intended to measure the efficiency and effectiveness of the program to achieve DoD and Navy goals. Additionally, these metrics help CNIC HQ (N93) identify best practices, isolate potential inefficiencies that could negatively impact the UH program or our residents and more accurately inform Navy leadership of the UH program's performance. Typical UH metric data elements include, but are not limited to:

- a. Occupancy, both as a percentage of assignable spaces and pay grade composition. Comparing occupancy records to current population from the UH requirements report, the percentage of E-4s housed in barracks, assignment standards, etc.
- b. Utilization measures the effectiveness of UH inventory management over a period of time. Low utilization percentages in conjunction with decreases in requirements may result in surplus inventory.
- c. UH staffing, compared to Navy's housing staffing model and annual quarters operations costs per bed space.

- d. Overall UH funding obligations in comparison to budget requests, other Installations of similar size, occupancy type and turnover rate, types of expenditures, etc.
- e. Quality of UH service as measured by the annual Resident Satisfaction Survey (RSS).

7. Program Management Tools. The UH program has several management tool-sets available. These tool sets taken collectively or individually provide us with the ability to plan, program and define our requirements. They include: enterprise Military Housing (eMH), the UH Assessment Program (UHAP), the RSS and UH building adequacy standards and goals.

a. Per reference (c), DoD has mandated the use of the eMH system. The eMH system is a program management tool-set that automates core housing business processes, housing services and reporting requirements at Installations, Regions and Headquarters housing offices. The principal objective of the eMH system is to support efficient military housing program management by automating and standardizing business processes and identifying and managing standard databases and data elements.

(1) To request access, go to the eMH web site (<https://www.emh.housing.navy.mil>), select your common access card certificate and click the “Accept” button. Applicants will fill in the fields marked with an asterisk; select location, location type and program office, then click “Submit.” Users will receive an e-mail from the eMH support office stating they have received eMH access. Tutorials are available in the eMH training module to assist users in becoming proficient in the use of eMH modules. Once each tutorial is completed, a record of the training should be maintained in the employee’s training file.

(2) UH operations will utilize the following eMH modules and their associated components:

- (a) UH module.
- (b) Image assistant.
- (c) InfoCenter.
- (d) Condition assessment.
- (e) Policy and guidance.
- (f) Housing Learning Center.
- (g) eMH training tools and support.
- (h) Housing contacts.

- (i) Inventory change request.
- (j) eMH enterprise dashboard.
- (k) I&U.
- (l) UH Manual I&U.
- (m) Requirements reports and documents.
- (n) Housing requirements.
- (o) Base loading module.

b. The UHAP provides an independent assessment of the operational functionality and quality of UH including building systems, housing areas and support areas. It is a standardized assessment methodology for all UH facilities at the Installation level. It validates the inventory details contained in the centralized databases of Internet Naval Facilities Assets Data Store and eMH. The results of the assessments are used to establish criteria, metrics and characteristics as well as help validate requirements and backlogs. The four major areas of the assessment are: units, rooms, common areas, building systems and quality of life issues (see chapter 9 for more detailed information).

c. Per reference (a), paragraph 5.c., UH is required to evaluate the effectiveness of UH policies and procedures to make program-wide improvements. CNIC HQ (N93) meets this requirement by centrally funding and managing the RSS. The survey is conducted annually to ensure the facilities and services are meeting the specific needs and expectations of residents. The RSS is an industry standard assessment tool that serves as the principal UH service quality metric. Annual surveys are typically conducted in the fall with results published around the first of the following calendar year.

d. Per reference (d), enclosure (3), paragraph 2.c.(4), DoD established minimum adequacy standards for permanent party personnel. For a UH building to be considered adequate overall, it must meet minimum standards for configuration, privacy, condition and health-safety. Other Service specific configuration and privacy standards are identified in chapter 2, page 2-8, table 2-3, of this manual. For a UH building to be considered in adequate condition, the cost for all needed repairs and improvements cannot exceed 20 percent of the replacement cost.

8. Program Exceptions and Exclusions. The UH program is responsible for permanent party barracks, mission essential barracks and student dormitories. Additionally, the UH program provides oversight of the Navy's two UH Public-Private Venture (PPV) projects in San Diego and Hampton Roads, VA. The management of the following facilities is excluded from the UH program and this manual:

- a. Per reference (e), paragraph 4.c., the day-to-day management of UH PPV projects is the responsibility of the managing member.
- b. Recruit housing and resident management are integrated into the corporate enterprise training activity system. The Recruit Training Center (RTC) is responsible for managing the assignment of recruits. RTC occupancy and utilization data is imported into eMH for reporting purposes only. UH program support is limited to the purchase of RTC furnishings, fixtures and equipment.
- c. Per reference (f), paragraph 101, the mission of the Transient Personnel Unit (TPU) and the Transient Personnel Detachment (TPD) is to provide efficient and expeditious processing of transient personnel of fleet units and overseas commands. The assignment of TPU residents is managed by the local TPU or TPD. UH program support is limited to the purchase of furnishings for residential spaces.
- d. The United States Naval Academy (USNA) is managed and funded separately from the CNIC UH program. USNA is responsible directly to the Office of the Chief of Naval Operations (OPNAV) N1 and N4, as appropriate. Base operational support functions are provided by Naval Support Activity (NSA), Annapolis, MD.
- e. Per reference (g), paragraph 7.d., when ships are declared uninhabitable, it is the responsibility of the Commander, U. S. Pacific Fleet (COMPACFLT) or Commander, U.S. Fleet Forces Command (COMUSFLTFORCOM) to provide housing and messing through the berthing and messing program. This responsibility was transferred to the fleet commanders in 1992. Exceptions to this policy include:
 - (1) Per reference (g), paragraph 7.a., "...the Chief of Naval Operations (CNO) availability resource sponsor that is responsible for programming specific maintenance availability is also responsible for programming off-ship [housing] and messing requirements that support that availability."
 - (2) Naval Sea Systems Command (NAVSEASYS COM) is responsible for funding housing of pre-commissioning crews assigned to pre-commissioning units and pre-commissioning detachments of uninhabitable ship construction Navy funded ships.
- f. Per reference (h), the Navy Wounded Warrior-Safe Harbor (NWW-SH) program (CNIC HQ N95) provides customized, lifetime support, partnering with medical treatment facilities, to facilitate the non-medical care and management of recovering Service Members (RSM). Surplus capacity in barracks may be converted, or diverted, to NWW-SH use, where there is a validated projected requirement.
- g. Per reference (h), an authorized non-medical attendant of a RSM is considered a dependent for housing purposes and will not be housed in barracks space.

h. At joint-base or joint-Region locations, the designated supporting Military Service is responsible for funding UH operations at joint-base or Region locations. Specific operating and funding responsibilities are stated in the local support agreement.

CHAPTER 2 UNACCOMPANIED HOUSING ELIGIBILITY,
ASSIGNMENT AND TERMINATION CRITERIA

1. Objective. The objective of this chapter is to provide the criteria governing the eligibility for, assignment to and termination of unaccompanied housing (UH).

2. Overview. UH includes permanent party barracks, mission essential (ME) barracks (to include austere) and student dormitories. UH eligibility determination and assignment standards are based on pay grade, dependency status, and type of orders.

a. Assignment to UH will comply with the minimum standards of adequacy found in reference (d), enclosure (3), table (2), and reference (i), paragraph 5. Requests for a waiver to UH assignment standards will be addressed to Commander, Navy Installations Command (CNIC) Headquarters Housing (N93) via the chain of command. A waiver to the permanent party assignment standard requires Secretary of the Navy (SECNAV) approval while a waiver to student assignment standard requires Office of the Chief of Naval Operations (OPNAV) approval.

b. Unaccompanied personnel of the opposite sex will not be assigned to the same unit or room. All the bedrooms in a unit will be assigned to the same gender (e.g., a Welton Becket, 1+1, 2+2 or market units with multiple bedrooms are gender designated). The Installation commanding officer (CO) will apply these standards to provide equitable availability of housing to all eligible personnel. Per reference (c), the region and installation are responsible for managing UH assignments and terminations using enterprise Military Housing (eMH).

c. Per reference (j), paragraph 3b, except where prohibited by law or otherwise waived by competent authority, sex offenders will not occupy Navy owned, leased or Public-Private Venture (PPV) housing. As defined in reference (j), enclosure (1), the cognizant Region Commander (REGCOM) is the competent authority.

d. Eligibility does not ensure the availability of, or the assignment to, UH. The installation CO may temporarily change eligibility determinations due to special circumstances (e.g., natural disasters, emergency personnel surge, etc.).

3. Permanent Party

a. Eligibility. All unaccompanied Service Members on permanent change of station (PCS) orders to the installation, or units supported by the installation, are eligible for permanent party barracks. Other eligible personnel include:

(1) Department of Defense Employees. Department of Defense (DoD) civilian employees normally will be expected to rely on surrounding civilian communities for housing support whether stationed in the Continental United States (U.S.), Hawaii, U.S. territories and

possessions or foreign locations. Where the installation CO determines appropriate and adequate community services and support facilities do not exist, are substandard or cannot be enjoyed without restriction, housing will be allocated to provide equitable treatment to both eligible military personnel and eligible U.S. citizen civilian employees.

(2) Non-DoD Employees. Unless otherwise stated, non-DoD employees will be charged the established fair market rental rate per reference (k).

(a) Coast Guard personnel and non-military uniformed employees of the National Oceanic and Atmospheric Administration and the U.S. Public Health Service will be provided housing when inter-service support agreements are in place between the Department of the Navy (DON) and the agency concerned.

(b) Red Cross personnel will be furnished quarters in foreign locations on the same basis as DoD U.S. civilian employees recruited from the U.S. DoD U.S. civilians will forfeit their living quarters allowance when assigned to UH. In instances where DoD U.S. citizen employees are furnished government quarters without charge, Red Cross personnel will also be furnished quarters without charge.

(c) United Service Organizations, Inc., executive and professional staff may be housed, on a reimbursable basis, at overseas locations with surplus UH capacity and where applicable status of forces agreements do not prohibit it.

(d) Personnel (e.g., U.S. or third-country national bank personnel and key contractor personnel) serving on overseas DoD military installations as specified in written agreements.

(3) Foreign Nationals. Where a specific written agreement exists between a foreign government and the U.S. regarding the provision of housing, foreign nationals will be provided housing by the terms of that agreement. In the absence of such agreement, those in the Personnel Exchange Program, Foreign Military Sales (FMS) training program and students in the International Military Education and Training (IMET) program may occupy government housing under the conditions stated below.

(a) Subject to the approval of the Installation CO.

(b) Long-term foreign students, including those in FMS and IMET, may occupy government housing only after a determination has been made that U.S. housing requirements are satisfied and will be satisfied for the projected duration of the foreign student's occupancy.

b. Waitlist Management. UH management will maintain UH wait lists utilizing the eMH system for: unaccompanied personnel requesting assignment to barracks; unaccompanied personnel requesting referral to UH PPV; and UH residents requesting to move off-base and receive basic allowance for housing (BAH) or overseas housing allowance (OHA). Per reference (l), paragraph 3.d., the UH assignment review board will have oversight of wait list management.

(1) Care should be taken in the management of UH wait lists with particular attention paid to UH program objectives, specifically maximizing the utilization of existing barracks and minimizing housing allowance costs.

(2) Waitlists will be made available to interested parties and updated at least monthly. A Service Member's position on the wait list is determined by their control date and assignment priority.

(3) The top ten percent of any waitlist is the "freeze zone," meaning that a Service Member whose name has reached the top ten percent of the wait list will not be bumped from the freeze zone for any reason.

(4) The UH control date for Service Members reporting to their initial permanent duty station is defined as date of application. For all other Service Members, the UH control date is defined by date of application, but not earlier than the date of orders or date of certificate of homeport change. For civilian employees, the UH control date is defined as the date of application, but not earlier than their employment offer and acceptance letter.

(5) Installations may manage some, or all, of the following UH wait lists:

(a) Sea and shore duty E-1 through E-3 Sailors and E-4 Sailors with less than four years of service ($E-4 < 4$) who are requesting assignment to permanent party barracks.

(b) Sea and shore duty E-4 Sailors with four or more years of service ($E-4 \geq 4$) who are requesting assignment to permanent party barracks.

(c) Shore duty E-4 Sailors and sea duty E-4 Sailors, with four or more years of service, and UH residents who are requesting a Certificate of Non-Availability (CNA) and housing allowance (BAH or OHA).

(d) Service Members who are waiting to be referred to a UH PPV property (see reference (e), section 4.g.(3) for UH PPV referral waitlist requirements). This waitlist is only applicable to the San Diego and Hampton Roads UH PPV projects.

(e) Resident advisor (RA) applicants whose application has been reviewed and processed per references (l) and (m). Per reference (m), the RA waitlist control date is defined as date of a signed RA agreement.

(f) E-5 and above Service Members serving an overseas unaccompanied tour whose application for housing has been reviewed and processed per reference (l), paragraph 3d.

(g) Geographic Bachelors (GB) requesting a space available assignment to permanent party barracks whose application for housing has been reviewed and processed per reference (l), paragraph 3d.

c. Wait List Priorities. The Navy's goal is to provide suitable, affordable and safe housing for all permanent party residents. Reference (d), enclosure 3, section 2c(3)(b) and Navy specific categories establish the waitlist priorities for the assignment of eligible Service Members for permanent party barracks.

(1) Priority 1. Unaccompanied key and essential Service Members and civilians including special command positions. Military necessity may be declared when, in the judgment of the Installation CO, housing an individual(s) is required for mission accomplishment, contingency operations, training or maintenance of a disciplined force.

(2) Priority 2. Unaccompanied permanent party personnel in specific pay grade categories, PCS status for training, involuntarily separated personnel and E-1 through E-4 Sailors serving an overseas unaccompanied tour. Reservists recalled to active duty on PCS orders (and not authorized per diem in addition to a housing allowance) will be housed on the same basis as their active-duty counterparts.

(a) Category I. Security forces as required by mission.

(b) Category II. Sea duty E-1 through E-3 Sailors and E4 Sailors with less than 4 years of service.

(c) Category III. Rotational E-1 through E-3 Sailors and E4 Sailors with less than 4 years of service when in homeport. This includes Sailors assigned to a sea duty component of a deployable unit, such as air squadrons, mobile training units, mobile construction battalions (Seabees), etc.

(d) Category IV. Shore duty E-1 through E-3 Sailors and E4 Sailors with less than 4 years of service.

(e) Category V. Service Members in a PCS status for training course of 20 weeks or more.

(f) Category VI. Service Members from other military services on PCS orders to the Installation.

(g) Category VII. Service Members on dependent restricted tours Outside the Continental United States (OCONUS). This applies to any overseas duty station with an established tour that does not permit command-sponsored dependents.

(h) Category VIII. Recovering and transitioning Service Members not housed in a medical treatment facility and not requiring a live-in non-medical attendant.

(i) Category IX. RAs. Reference (m) defines the RA program.

(j) Category X. E4 Sailors with more than four years of service.

(3) Priority 3. All other unaccompanied personnel assigned on a space-available basis.

(a) Category I. Service Members registered with the Exceptional Family Member Program (EFMP). Per reference (n), paragraph 4c, Service Members that are registered in EFMP categories III, IV, V, and VI who are prevented from bringing dependents to their new duty station and have been authorized a housing allowance at the dependent's location.

(b) Category II. Sailors stationed aboard ships and submarines that are located outside of their homeport and have been declared uninhabitable due to construction, maintenance availability or repairs.

(c) Category III. Service Members serving an overseas unaccompanied tour.

(d) Category IV. GBs as defined in appendix B.

(e) Category V. Space available (others). This includes Service Members that are not part of the normal Installation UH requirement (i.e., assigned to a nearby Installation).

d. Eligibility to Receive Housing Allowances. Reference (o), chapter 10, provides policy and guidance for entitlement to housing allowances (BAH or OHA). Reference (p) provides specific guidance for Sailors' eligibility for housing allowance. Eligible unaccompanied personnel requesting to move off base will submit a written request to the installation CO via their respective chain of command. A temporary or permanent CNA may be issued if government quarters are not available at the time of check-in (95 percent or greater occupancy excluding GBs; see chapter 5 of this manual for discussion of the CNA review process).

(1) Per reference (q), section 403(f)(2)(A), sea duty E-1 through E-3 Sailors are not entitled to receive BAH or OHA and will be housed in barracks when their ship is in homeport.

(2) Per reference (i), paragraph 4.D., sea duty E-4 Sailors with less than four years of service are not authorized to receive BAH and will be housed in barracks when their ship is in homeport.

(3) Single E-1 through E-4 Sailors assigned to shore duty, or any type of duty other than unusually arduous sea duty, may request BAH or OHA when barracks occupancy is 95 percent or greater. Note: Spaces occupied by GBs will be considered available when determining occupancy percentages.

(4) Per reference (o), article 10010, a single Service Member without dependents living in single-type government quarters and not authorized to receive BAH or OHA at the without dependent rate, is authorized to receive BAH-partial.

(5) Per reference (o), article 10010.C. single personnel, referred by UH staff to one of the Navy's UH PPV projects are entitled to a higher rate of partial BAH (HRPB). The HRPB the Service Member receives is dependent on the unit type of the room they lease.

(6) Per reference (o), article 10008, a single Service Member living in government quarters is entitled to BAH at the differential rate when required to meet the Service Member's court assigned child support payment.

(7) Existing UH residents may request housing allowance, or a change to their housing assignment when they have a change in their personnel status, specifically:

(a) Per reference (r), article 1420-060, advancement in rank (e.g., E-3 to E-4 or E-4 to E-5), not frocking.

(b) Marital status.

(c) Dependent status (assuming custody of dependent).

(d) Pregnancy.

(8) Per reference (i), paragraph 6B(2), incoming shore and rotational personnel may be eligible for BAH or OHA if barracks space is unavailable to store the Service Member's government furnished table of allowance (TOA) gear (i.e., diving equipment assigned to the Service Member). Incoming personnel with assigned TOA gear will provide an official certified TOA inventory to UH staff to determine if adequate unit or room storage is available. This exclusion does not apply to excessive household goods or Service Member-owned professional equipment.

(9) Per reference (o), chapter 10, part C, a Service Member married to another Service

Member with no other dependents, including pay grade E-5 or below assigned to permanent sea duty, is authorized BAH or OHA at the without dependent rate.

e. Assignment. Permanent party assignments will focus on maximum utilization of existing UH buildings until the inventory reaches full utilization. For the purposes of BAH entitlement, “full utilization” of UH inventory is defined as 95 percent occupancy of available and on-line beds on the installation that are designated for permanent party Service Members. Per reference (o), section 10010.C, UH PPV beds will be included in UH inventory for the purpose of determining full utilization. Unit integrity is secondary to maximizing permanent party barracks utilization. Available UH units will not be kept vacant for assignment for a specific individual or group. Housing required for incoming students or returning rotational crews may be blocked in the UH module for no more than 30 days.

(1) Navy Permanent Party Minimum Assignment Standards. The minimum Navy permanent party assignment standards, including net square feet (NSF) minimum, are indicated in table 2-1. Unit is defined in appendix B. Per reference (i), single shore duty E-4s and single sea duty E-4s with more than four years of service will not be mandatorily assigned to quarters in an inadequate barracks as defined in reference (d).

Pay Grades	Adequacy Standards
E-7–O-9	Private unit with living room, kitchen and bathroom, with a minimum of 118 net square feet (NSF) in the bedroom.
E-5–E-6	Shared unit with or without living area, kitchenette, private bedroom(s) and maximum two Sailors per bathroom. Minimum 135 NSF per person in non-market unit or 118 NSF per person in market unit.
E-4	Shared unit with or without a living room: Private bedroom and maximum two Sailor per bath. Minimum 90 NSF per person in unit without a living room and a minimum of 72 NSF for each person in units with a living room and kitchenette.
E-1 through E-3	Shared unit with or without a living room: Shared bedroom and maximum two Sailor per bath. Minimum 90 NSF per person in unit without a living room and a minimum of 72 NSF for each person in units with a living room and kitchenette.

Table 2-1, Navy Minimum Standards of Adequacy for Permanent Party Assignment

(2) Other Service Assignment Standards. Service Members at joint-base or joint-region locations will be housed based on support agreements established by reference (d), enclosure 3, section 2(b)(3)(a). Other Military Services housed at non-joint base locations will be housed at Navy standards unless otherwise stated in a support agreement or memorandum of agreement.

(3) Civilian Assignments. Assignment standards for civilians are provided in table 2-2. Per reference (d), table 1, assignment of civilian employees to DoD housing will be based on the military and civilian schedule of equivalent grades.

	GS	WG	WL	WS	Red Cross	Teachers	NAF
Private unit with living area, kitchenette, bedroom and bathroom.	6-15	9-15	1-15	1-19	X	X	3-5
Shared unit with or without living area, kitchenette, private bedroom(s) and maximum two civilians per bathroom. Minimum 135 NSF per person in non- market unit or 118 NSF per person in market unit.	1-5	1-8					1-2

Table 2-2, Civilian Assignment Standards

(4) Special Assignment Considerations. There are certain situations or person types that require special consideration prior to assignment in UH. Per reference (s), all assignments to UH will be with the Service Member's assigned gender as reflected in Navy personnel administrative systems or the Defense Enrollment Eligibility Reporting System.

(a) GB Assignments. GBs will be housed on a space available basis to the standards in table 2-5.

Pay Grades	GB Assignment Standards
E-4 and above	Shared unit with or without living area, private bedroom and maximum two Sailors per bathroom in adequate buildings. Minimum 90 NSF per person in non-market unit or 72 NSF per person in market unit.
E-1 through E-3	Shared unit with or without living area, shared bedroom and maximum two Sailors per bathroom. Minimum 90 NSF per person in non-market unit or 72 NSF per person in market unit.

Table 2-3, Minimum GB Assignment Standards

1. Per reference (o), section 10306.H., GBs may not occupy government quarters (i.e., UH barracks) that exceed the minimum assignment standards found in reference (d) specified for their pay grade without affecting their authority to receive a housing allowance (BAH or OHA).

2. GBs will not be housed at homeport locations that are assigning at the Navy IAP. Exception: E-1 through E-4 serving an unaccompanied tour at OCONUS homeports.

3. Installation COs may provide up to five percent of permanent party barracks bedrooms for use by GBs. The five percent may be increased up to 15 percent with REGCOM approval. Any amount greater than 15 percent requires prior written approval from CNIC (N9). Calculation for the number of GBs allowed includes all active permanent party bedrooms, but will not include any UH PPV inventory.

(b) Changes in Status. Certain changes in personnel status will impact their housing assignment. These changes include:

1. Frocked Sailors. Per reference (r), section 1420-060, paragraph 3.d., frocked Service Members are entitled to military identification cards and certain privileges of the higher paygrade (e.g., clubs, messing, berthing, housing and parking), except as restricted by law. Sailors frocked to the pay grade of E-4 may be assigned to a private bedroom if space is available. Sailors frocked to E-5, shore duty and sea duty with more than four years of service, may request to reside in the community. Authorization is based upon command approval and 95 percent occupancy of UH.

2. Pregnancy. Per reference (t), single pregnant Service Members are eligible to apply for family housing (FH) and, at the discretion of the installation CO and may occupy FH before the birth of the expected child.

a. Up to the 20th week of pregnancy, an E-1 through E-4 Sailor assigned to a rotational unit in homeport or assigned to shore duty may request, and the installation CO may authorize, off-base housing and payment of a housing allowance at the "without dependent" rate. From the 20th week to full term delivery, if requested, the installation CO must authorize off-base housing and payment of a housing allowance at the "without dependent" rate.

b. Up to the 20th week of pregnancy, a pregnant sea duty E-1 through E-4 Sailor will reside in barracks while in homeport. From the 20th week to full term delivery, if requested, the installation CO must authorize off-base housing and payment of housing allowances at the "without dependent" rate. The authorization for housing allowance ends if the Service Member does not maintain custody of the child.

3. Marital status. A change in marital status (i.e., single to married, married to single).

4. Dependent status. A change in dependent status (Service Member assuming custody of a dependent).

(c) Special Environment Quarters. Special environment housing is designated for a specific mission and the exclusive use of a tenant command. Unless otherwise defined in the

host tenant agreement, eligibility and assignment for these facilities will be handled by the tenant command (includes housing for Marine Corps and Transient Personnel Units).

(d) Service Member Married to Service Member with No Dependents. Per reference (q), section 421, a Member who is on active duty in the U.S. uniformed Service and entitled to basic pay cannot be a dependent for housing allowance purposes.

1. Per reference (o), chapter 10, part C, table 10C-1, Service Members married to Service Members with no dependents that are co-located within normal commuting distances are both entitled to live off-base and receive BAH at the without dependent rate. Service Members married to Service Members with no dependents that are not co-located within normal commuting distances are each usually treated as a Service Member without dependents for BAH or OHA.

2. Per reference (o), chapter 10, part D, article 10302, note 2, “a member married to another member who is stationed at the same or adjacent Installations that enable both members to reside in government family quarters assigned to one of the members, are both considered to be assigned to government quarters. However, if there is a separation agreement, pending divorce, or marital discord that requires one member to obtain alternate private sector housing, the member not occupying family quarters must obtain a statement from the installation housing officer that government housing is not assigned to be authorized a housing allowance.”

3. Per reference (o), chapter 10, part C, article 10202, “When a member married to member couple maintains separate households at or in the vicinity of their permanent duty station(s) (PDS), each is individually authorized BAH or OHA.”

4. Service members married to service members without any other dependents are not GBs and when assigned to a different installation than their spouse, a Service Member may be housed in barracks on a space available basis.

e. Unaccompanied or Dependent Restricted Tour. Per reference (o), chapter 10, part E, section 5, article 10408.A.2, if barracks space is not available for assignment to a Service Member on an overseas (OCONUS) unaccompanied or dependent restricted tour, and the dependent does not reside at or near the PDS, then family separation housing (FSH) allowance is authorized. Per reference (o), section 10408.A.2, a service member assigned to unusually arduous sea duty is not authorized FSH since government quarters are available for assignment aboard their ship.

f. Terminations. Once assigned to a permanent party barracks, a UH resident may not be terminated from housing for reasons other than those stated below:

(1) When the resident receives PCS orders to a command not supported by their current barracks.

(2) When a permanent party resident will be deployed for greater than 90 days. Requests for a waiver to allow residents to retain their quarters while on deployments exceeding 120 days requires approval from CNIC (N9).

(3) When a resident is identified as a registered sex offender as defined in reference (j).

(4) When a resident is declared a deserter, released from active duty, separated from the Service, transferred to the fleet reserve, retired, transferred to the Temporary Disability Retirement List (TDRL), deceased or in an appellate leave status (not entitled to pay and allowances).

(5) At a permanent party resident's request following their promotion to E-5. E-4s and below require tenant command and installation CO approval prior to termination from existing housing assignment.

(6) When separated from the Service due to disciplinary actions.

(7) When a resident goes on terminal leave.

(8) Space available assignments will be terminated when necessary to house Service Members with a higher priority.

4. Students. Students' associated training programs where separate dormitory housing is part of the training mission are considered a training necessity. Reference (r), section 1320-300, defines the specific types of orders for students assigned to these training programs, officer accessions and enlisted initial skills training (e.g., "A" school, accessions pipeline schools, etc.). Students without a designated PDS are on temporary duty (TEM DU) for further assignment (six months or less) (ACC 320). Students with a designated PDS will be on TEM DU for further transfer orders (six months or less) (ACC 330). Unaccompanied Service Members with dependents assigned for less than 20 weeks are assigned to housing in the respective dormitory without loss of housing allowances.

a. Student Assignment Standards:

(1) Recruits. The minimum assignment standard for recruits is open bay, with a minimum of 72 NSF per recruit, with a central bath.

(2) Student Dormitories. The minimum assignment standard for students, excluding recruits, is shared bedrooms with a minimum of 90 NSF per student and a maximum of four students per bathroom.

b. Terminations. Once assigned to a student dormitory, a UH resident may not be terminated from housing for reasons other than those stated below:

(1) When the resident receives PCS orders to a command not supported by their current dormitory.

(2) When a resident is identified as a registered sex offender as defined in reference (j).

(3) When a resident is declared a deserter, released from active duty, separated from the Service, transferred to the fleet reserve, retired, transferred to TDRL, deceased or in an appellate leave status (not entitled to pay and allowances).

(4) When separated from the service due to disciplinary actions.

(5) When a resident goes on terminal leave.

5. ME. ME housing is provided for rotational or mobilized Sailors outside of their homeport and, if space is available, crewmembers of uninhabitable ships or submarines outside of their normal homeport. Rotational and mobilized service members are on unit deployments orders for 180 days. The following are unique ME barracks eligibility considerations: military and civilian personnel on orders to remote locations (i.e., San Clemente Island, Saint Nicholas Island, etc.); and service members of the pre-commissioning unit assigned to the Ingalls shipyard in Pascagoula, MS, housed at Lakeside Naval Support Facility, MS.

a. The minimum ME assignment standards are indicated in table 2-4.

Pay Grades	ME Assignment Standards
E-7 through O-9	Private bedroom and bathroom.
E-4 through E-6	Private bedroom and maximum two Sailors per bathroom.
E-1 through E-3	Shared bedroom and maximum two Sailors per bathroom. Minimum 90 NSF per person

Table 2-4, Minimum ME Assignment Standards

b. Austere facilities and locations standards are defined in per reference (u).

c. Once assigned to an ME or austere barracks, a UH resident may not be terminated from housing for reasons other than those stated below:

(1) When a resident is identified as a registered sex offender as defined in reference (j).

(2) When a resident is declared a deserter, released from active duty, separated from the Service, transferred to the fleet reserve, retired, transferred to TDRL, deceased or is in an appellate leave status (not entitled to pay and allowances).

(3) When separated from the Service due to disciplinary actions.

(4) When a resident goes on terminal leave.

6. Waivers to Minimum Standards of Adequacy. Waivers to permanent party assignment standards require the Secretary of the Navy (SECNAV) approval via CNIC HQ Housing and region N93. Waivers to student assignment standards require the Office of the Chief of Naval Operations (OPNAV) approval.

a. Waiver requests will be approved only if the following minimum options to provide housing that meets covered privacy and configuration standards as identified in the DON memorandum of 3 Sep 2024 and Title 10 have been exhausted.

(1) Modification of any unit integrity goals is required to allow the use of each available unit.

(2) Conversion of under-utilized government-owned family housing and lodging.

Converted inventory must be adequate with a condition rating of 80 and above.

(3) Issuance of a certificate of non-availability to permanent party personnel to allow eligibility for basic allowance for housing (BAH) under 37 U.S. Code §403.

(4) Use of available privately-owned housing on or off the installation by permanent party personnel either through the provision of BAH or by the authorization of a lease.

b. All waiver submissions will include:

(1) Justification for the waiver to privacy and/or configuration standards.

(2) Description of alternative solutions implemented and identification of number of personnel accommodated.

(3) Identification of the buildings and number of personnel impacted by the waiver.

(4) Near and long-term solutions to remedy the deficiencies requiring the waiver with a timeline to eliminate the waiver requirement; and

(5) Risk assessment from Navy and Marine Corps Force Health Protection Command, locally performed by the Navy Medicine Readiness and Training Unit and coordinated with Public Works Department and UH staff.

c. Approved waivers are not renewable.

CHAPTER 3

UNACCOMPANIED HOUSING STAFF ROLES AND RESPONSIBILITIES

1. **Objective.** The objective of this chapter is to: define the roles and responsibilities for unaccompanied housing (UH) staff positions and Installation partners, illustrate typical UH organization structures and present UH staffing requirements. Understanding each UH position's roles and responsibilities will allow for greater operations efficiency for the Navy, consistent UH operations, expedited issue resolution and improved service for UH residents. Table 3-1 provides a summary of the roles and responsibilities of the various organizations involved in, or supporting, UH operations.

UH Responsibility Matrix					
CNIC	Region	Installations			
		UH	PW	Commands	Partners
UH Program Management					
Policy Oversight HPR Metrics	Communication Review/ Submission Oversight	Implementation	Knowledge Real Property Records Support	Knowledge Advocate QOL Good Order & Discipline Support	Knowledge Support
UH Staffing					
Policy Guidance Oversight	Communication Oversight	Management Implementation	Knowledge	Knowledge Advocate QOL Support	Knowledge Support
Financial Management					
Policy Budget Reallocation Oversight	Communication Oversight Submit Requests	Submit Requests Implementation	Knowledge	Knowledge Advocate QOL Support	Knowledge Support
Resident Management					
Policy Oversight	Communication Oversight	Inspections Implementation Data Integrity Resident Liaison RA Management Oversight	Knowledge Trouble Call Response	Knowledge Inspections Advocate QOL Roving Patrols Support	Knowledge Service Provider Support
Asset Management					
Policy FF&E Funding Oversight	Communication Assistance Oversight	Implementation FF&E Order Data Integrity	Knowledge	Knowledge Support	Knowledge Support
Facility Management					
Policy Investment Plan UHAP Oversight	Communication Investment Input Oversight	Trouble Calls Oversight Minor Maintenance	Maintenance Repairs Renovations Real Property Records	Knowledge Support	Knowledge Support
Environmental Management					
Policy Oversight	Communication Oversight	Knowledge Oversight	Knowledge	Knowledge Support	Service Provider Support
Emergency Management					
Policy Oversight Assistance	Communication Oversight Coordination	Knowledge Notification Support	Knowledge Emergency Response Support	Knowledge Support	Inspections Emergency Response Service Provider

Table 3-1, UH Roles and Responsibilities

2. Overview. Because of the diversified UH funding sources discussed in chapter 4 of this manual, it requires multiple commands and organizations across every echelon of the Navy's shore establishment to effectively manage the UH program. These include Commander, Navy Installations Command (CNIC) headquarters (HQ), Regions and Installations. See appendix A for references and appendix B for definitions.
3. CNIC HQ. Per reference (a), paragraph 5, CNIC HQ Housing (N93) is the Navy's UH program manager responsible for developing and coordinating UH policy; defining program requirements across the future year defense plan; establishing criteria and standards for design, construction and maintenance of UH facilities; and providing staff training and written operational guidance.
4. Regions. Region program directors (RPD) for housing are responsible for communicating and enforcing UH policy and guidance; oversight of Installations' UH operations; and alerting CNIC HQ (N93) of UH issues, problems or concerns under their command. Regions may implement additional UH policy, provided it does not conflict with, or contradict, any higher-level policy or guidance.
5. Installations. Installation UH staffs are responsible for implementing UH policy and guidance and serve as the interface with residents and host and tenant commands. Installations may implement local UH policy and guidance, provided it does not conflict with, or contradict, policy and guidance contained in CNIC HQ or Region policies. Civilian UH positions will be classified as housing management specialists (GS-1173), unless otherwise approved by CNIC HQ (N93). The following are the functional duties and responsibilities of Installation-level UH staff positions:
 - a. Housing Director. The Installation program director for housing is responsible to the Installation commanding officer (CO), also known as the Housing Authority, for both family housing and UH. The day-to-day responsibility for UH operations is typically delegated to the UH manager.
 - b. UH Manager. The UH manager is responsible for the overall management and operation of all facilities (barracks and dormitories) designated for UH at their Installation. The UH manager will ensure all UH staff and residents comply with this manual, its cited references and applicable local policies or procedures, or both. Typical qualifications for this position include: experience with developing plans, policy and procedures for assignment and termination of housing residents; supervisory and management experience; effective communication and customer service skills; knowledge of Department of Defense (DoD) and Navy housing policies; and advanced knowledge of the enterprise Military Housing (eMH) information management system. Specific duties include, but are not limited to:
 - (1) Providing UH requirements and base loading data submissions in a timely manner.

(2) Coordinating the planning, funding, staffing, maintenance and management of all UH operations.

(3) Ensuring quarters operations (QO) funds are appropriately obligated (i.e., no prohibited expenditures, functions or positions (see chapter 4, section 4.e. of this manual)), in a timely manner to prevent loss or realignment of funds.

(4) Providing timely internal and external communication and liaison with Region personnel, Installation partners, other Installation tenant commands and the UH staff.

(5) Implementing local emergency procedures for UH. Ensuring every UH employee understands their roles and responsibilities in the event of an emergency.

(6) Supervising UH staff and ensuring they are properly trained, within fiscal constraints. At a minimum, ensuring UH staff members are trained in their assigned positions to include all emergency procedures (see appendix Q for training guidelines).

(7) Reviewing and approving statements of work for all Installation UH contracts as defined in reference (v), part 38. This includes a memorandum of understanding or memorandum of agreement.

(8) Issuing and maintaining current files of authorization and delegation letters for building managers, supply custodians, baggage room custodians, key control managers, etc.

(9) Approving local key and key card control guidance. At a minimum, this will include: management of resident, master and emergency keys and key cards and the procedures for key core and lock replacement.

(10) Serving as the UH program advocate when conducting town hall meetings, resident and command briefings, meetings with command representatives, etc.

(11) Reviewing building managers' assessment reports and determining if there might be any resident liability for property damage.

(12) Developing Resident Satisfaction Survey (RSS) action plans based on annual surveys and resident comments, implementing plan recommendations and tracking improvements between surveys. Action plans for scores below 70 will be submitted to the Installation CO for approval and forwarded to CNIC HQ (N93) via the RPD.

(13) Overseeing the development and implementation of the new resident orientation brief and the welcome aboard handbook (see chapter 5, section 2.d.(10) of this manual for details).

(14) Designating the appropriate staff members to conduct the new resident orientation brief within 30 days of resident check-in and document completion in eMH.

(15) Per reference (l), paragraph 3.a., serving as a member of the UH Assignment Review Board (UHARB).

(16) Per reference (m), managing the local Resident Advisor (RA) program; providing initial and on-going training; conducting annual evaluations of each RA's performance; and making recommendations to UHARB to extend agreements with RAs or terminate RAs who fail to perform per their agreements.

(17) Approving UH procurement requests, data requests and reports.

(18) Coordinating with tenant commands on the use of UH facilities or portion of facilities. Per reference (w), ensures all support agreements are up to date.

(19) Per reference (k), coordinating with Commander, Navy Facilities Engineering Command (COMNAVFACENGCOM) real estate staff to develop fair market rental rates for UH units or rooms.

(20) Accompanying the Installation CO and residents' COs during their command inspections of UH facilities and resident living standards.

(21) Serving as the Installation eMH system administrator responsible for ensuring all UH staff are properly trained to use eMH, approve requests for system accounts for new staff members, approve requests for changes to eMH and approve the mid-year and end-of-year inventory and utilization reports.

c. UH Officer. The UH officer (leading chief petty officer) is the senior enlisted assigned to the UH staff and may serve as the acting UH manager when required. In addition to the responsibilities of the UH manager, this position is responsible for:

(1) The performance of Service Members assigned to UH, to include counseling as necessary. The UH officer will ensure all military staff members complete the military training requirements, to include physical training.

(2) Conducting facility and in-room inspections.

(3) Administering watch bills.

(4) Conducting periodic audits of master and room keys and linen inventory.

(5) UH records and reports.

d. Front Desk Supervisor. The front desk supervisor will ensure efficient assignment of UH units or rooms to maximize existing UH inventory, maintain proper key control, maintain accurate equipment inventories and manage the UH resident check-in and check-out process. Typical qualifications for this position include: experience with daily UH operations to include safety and emergency response procedures; knowledge of UH policies and front desk management procedures; supervisory and management experience; effective communication and customer service skills; computer skills; and advanced experience with eMH. Specific duties include:

(1) Serving as the eMH system administrator alternate with the same responsibilities as the system administrator when the administrator is not available.

(2) Ensuring front desk clerks and duty-watch standers provide courteous and expeditious UH assignments in a customer oriented and responsive manner.

(3) Managing, organizing and training front desk clerks to carry out their duties and responsibilities in an appropriate and professional manner.

(4) Maintaining key control, including controlling the issuing of emergency and master keys and maintaining the supply of blank resident key cards. Providing oversight of all key inventories and accountability records related to key control.

(5) Managing UH wait lists and ensuring the UHARB has copies of the latest UH wait lists.

(6) Managing the preparation and submission of daily, weekly, monthly, quarterly and annual UH reports, including: occupancy, unit or room availability, utilization, inventory, etc.

(7) Ensuring the accuracy of the semi-annual inventory and utilization report.

(8) Ensuring timeliness and accuracy of front desk operations, correspondence and eMH data input and reports.

(9) Ensuring eMH reports are prepared, as required, for the daily management of UH (i.e., check-in, outstanding new resident orientation, vacant beds reports, etc.).

(10) Ensuring unit or room assignments are made following guidance in this manual and local policy.

(11) Per local guidance, approving resident-requested room changes and ensuring front desk clerks are properly documenting room transfers in eMH.

(12) Coordinating with tenant and training commands for required room blocks for returning air wings, incoming classes, etc.

(13) Facilitating the new resident orientation brief, if designated by the UH manager, using appendix F of this manual.

e. Front Desk Clerks. The UH front desk clerks are typically a resident's introduction to the UH operation and where new residents form their first impressions of UH staff. Typical qualifications for this position include: the ability to effectively communicate with a variety of individuals; knowledge of customer service; knowledge of military service ranks and assignment criteria; and computer skills for data input and reporting. Specific duties include:

(1) Providing quality customer service throughout the check-in and check-out process, presenting a neat, clean and professional appearance at all times.

(2) Verifying eligibility and assigning residents per applicable minimum adequacy standards and the guidance found in chapter 2 of this manual.

(3) Assigning personnel to ensure "best and highest use" use of UH inventory (see appendix C for summary of unit type capacity).

(4) Ensuring check-in and check-out transactions are accurately recorded in eMH. Clerks are responsible for the accuracy of their data input and editing.

(5) Safeguarding residents' personally identifiable information.

(6) Preparing eMH reports as required (e.g., daily vacant beds report for building managers).

(7) Creating new and replacement key cards per local policy and guidance.

(8) Providing new residents with linen sets (i.e., bed in a bag) and a copy of the Installation's "Welcome Aboard Handbook."

(9) Facilitating the new resident orientation brief, if designated by the UH manager, using appendix F of this manual.

(10) Receiving and collecting resident trouble calls and requests, if designated as the point of contact, and coordinating with appropriate UH staff to prepare work requests or other appropriate responses.

(11) Reporting any resident complaint or concern to the front desk supervisor. If the issue is an emergency or has anything to do with a personal assault, immediately follow local emergency procedures.

(12) Enforcing UH guest and visitor policies and ensuring non-residents are escorted at all times by a building resident, UH staff member or responsible RA.

f. Complex Manager. The UH complex manager is responsible for the management of several UH buildings, oversight of UH baggage storage areas and serving as liaison between residents and the UH manager. This position is only authorized at medium or large Installations. Typical qualifications for this position include: supervisory and management experience; analytical, communication and customer service skills; experience with building operations, maintenance, renovation and inspections; on-line data input and reporting; and knowledge of UH policies. Specific duties include:

(1) Management and oversight of multiple UH buildings.

(2) Supervising the building managers assigned to their complex, including prioritizing and assigning their duties and responsibilities.

(3) Facilitating the new resident orientation brief (if designated by the UH manager) using appendix F of this manual.

(4) Reviewing the building managers' assessment reports and determining if there might be any resident liability for property damage. The complex manager will also act as a liaison between the UH staff and the tenant commands regarding resident concerns.

(5) In the absence of a UH facility liaison, continually tracking and validating trouble calls and work orders through completion and performing quality checks on completed work. Evaluating project requirements and keeping UH management informed of progress or issues.

(6) In the absence of a UH warehouse or supply manager, conducting inventory management, maintaining usage data and providing data for annual budget input. Additionally, the complex manager will conduct quality control evaluations on furnishings, fixtures and equipment (FF&E) and prepare quality deficiency reports for submission to the contracting officer, as necessary.

(7) Conducting periodic inspections of the interior and exterior of UH facilities. Submit deficiency reports, as necessary, to the UH manager and the public works (PW) officer.

(8) Accompanying tenant commands, PW, security, fire and the Environmental Preventive Medicine Unit (EPMU) personnel during inspections of UH facilities and resident living standards.

g. Building Managers. The UH building manager function is responsible for the day-to-day operation of assigned building(s), including cleanliness and maintenance. The building manager is the primary point of contact, or liaison, between residents and UH staff and management. Typical qualifications for this position include: the ability to effectively communicate with a variety of individuals, gather data and provide recommendations for building operations; knowledge of customer service; and on-line data input and reporting utilizing the eMH system. Specific duties include:

- (1) Escorting new residents to their unit or room, when possible. Conducting a new resident visit to review the assigned furnishings and equipment inventory and help orient residents to their new accommodations, including building or campus common areas and amenities. If unable to conduct the new resident visit at check-in, conduct the visit as soon as possible as schedules permit.
- (2) Managing the check-out of cleaning equipment (e.g., vacuums) to residents, as necessary, to effectively clean and maintain their rooms.
- (3) Conducting daily facility assessments of the facility exterior and grounds as well as all common areas (i.e., lounges, laundry rooms, common kitchens, public restrooms, etc.).
- (4) Verifying that vacant or unassigned units or rooms are ready for occupancy.
- (5) Monitoring the performance of custodial contractors.
- (6) Conducting room inspection visits of all occupied or assigned permanent party spaces, at least quarterly, following entry protocols specified in chapter 6 of this manual. These inspection visits serve as an opportunity to converse with residents; provide updates on the status of any outstanding trouble calls; inspect fire safety equipment (e.g., smoke detectors, carbon monoxide alarms, fire sprinklers, etc.); verify material condition of the unit or room and assigned FF&E; and ensure compliance with UH rules and regulations.
- (7) Reporting any signs of property damage or violation of UH rules and regulations, along with visit findings, to the complex manager or UH manager, as appropriate.
- (8) Serving as an escort for anyone that is not a resident, to include: tenant commands, PW, security, fire, EPMU personnel, UH Assessment Program contractors and touring visitors.
- (9) Enforcing local UH guest and visitor policies. Ensuring guests are escorted at all times by a building resident, UH staff member or RA.
- (10) Coordinating resident trouble calls and submitting work requests as necessary.

(11) Coordinating with the complex manager, facility liaison or PW staff concerning maintenance problems regarding the interior, exterior or grounds and outstanding trouble calls in their assigned building(s).

(12) Performing minor preventive maintenance to furnishings and appliances to ensure compliance with warranties and to maintain functionality. This may include: changing lock batteries; changing light bulbs in fixtures that are accessible with no more than a six-foot ladder; lubricating the locks and hinges on doors; tightening furnishings hardware and screws; minor furnishings repairs, such as gluing joints and cleaning lint traps on dryer vents; etc. (see chapter 9 of this manual for details).

g (13) Operating baggage storage room in assigned UH building(s) (per chapter 6 and local policy).

(14) Coordinating dormitory maintenance requirements with the dormitory manger or training command representatives, as necessary.

(15) Conducting RA facility training and ensuring the completion date is entered in eMH.

(16) Conducting FF&E inventories and bar coding of furnishings, equipment and rooms as needed. Maintain control of FF&E in vacant or unassigned units or rooms in assigned UH building(s).

(17) Supporting the annual RSS with distribution of surveys and development of action plans based upon survey results.

(18) Using appendix F of this manual, facilitating the new resident orientation brief, if designated by the UH manager.

h. Warehouse or Supply Manager. The UH warehouse or supply manager function is responsible for the ordering, receiving, storage and disposal of UH funded supplies and FF&E. This position is only authorized at large Installations with authorized storage space (warehouse). At medium Installations, the complex or building managers may perform these duties. Typical qualifications for this position include: supervisory and management experience; knowledge of DoD acquisition procedures and inventory management; experience with developing and evaluating supply requisitions; on-line data input and reporting utilizing the eMH system; and knowledge of UH policies. Specific duties include:

(1) Managing UH warehouse operations and supervising warehouse clerks.

(2) Managing UH asset inventories utilizing bar coding equipment for the eMH system, and accurate uploading of UH inventory data in eMH.

(3) Researching and preparing purchase requests for submission to the Installation supply department when they exceed the micro-purchase threshold. This position can be required to be a government purchase cardholder and procure small items, such as office supplies. The Installation supply officer will set the specific limitations for micro-purchases using the government purchase card.

(4) Controlling inventory, maintaining usage data and providing data for annual budget submission.

(5) Maintaining consumable supply storerooms and UH warehouse as necessary.

(6) Planning for, and overseeing, proper excess property disposal.

(7) Managing UH storeroom or warehouse, including inventory of UH consumable supplies and equipment.

(8) Assisting with the evaluation of contractor and supplier performance.

i. Warehouse Clerks. The UH warehouse clerk's function is to receive, bar code, handle, deliver and process UH material and FF&E. This position is only authorized at large Installations with authorized storage space (warehouse) or medium Installations Outside the Continental United States (OCONUS) that maintain a loaner furnishings inventory. At small and Continental United States medium size Installations, building managers may perform these duties. Typical qualifications for this position include: experience in receiving, handling, dispersal and disposal of material; and knowledge of warehouse procedures and on-line data input and reporting. Specific duties include:

(1) Barcoding new FF&E items and inputting data into eMH prior to issue.

(2) Distributing UH consumable materials, supplies and FF&E as directed.

(3) Maintaining clean and safe UH storeroom or warehouse.

(4) Preparing FF&E for appropriate disposal as directed.

j. Facilities Liaison. The UH facilities liaison function serves as a single point of contact between residents, UH management and PW. This position, if staffing is available, is responsible for validating and reporting UH facility deficiencies found during the building manager's assessments and room visits to PW and coordinating the required corrective actions. This position is only authorized at large Installations or medium OCONUS Installations. Typical qualifications for this position include: the ability to effectively communicate with a variety of individuals; and a working knowledge of sustainment, maintenance and renovation funding, procedures, policies and regulations. Specific duties include:

(1) Coordinating with PW to develop comprehensive maintenance, repair and renovation plans for UH buildings.

(2) Representing the UH manager in planning meetings related to UH facilities.

(3) Participating in maintenance, fire and security inspections of UH buildings.

(4) Uploading trouble calls into the services module of eMH.

(5) Tracking maintenance work and trouble calls using the services module of eMH.

(6) Conducting trouble call closeouts and notifying building managers of work completion or delays.

(7) Overseeing PW response to trouble calls and work orders and performing quality assessment on completed work.

(8) Keeping UH management and staff aware of facilities major projects that could impact residents (i.e., utilities outages such as power, water or heating, ventilation and air conditioning; broken or missing fire safety equipment; repair work affecting resident parking; major landscaping or work to outside grounds that could affect day sleepers; etc.) or require the temporary closure of rooms or the entire facility.

(9) Per reference (x), coordinating UH self-help actions.

k. Dormitory Manager. A dormitory manager serves as a liaison between training commands and UH management. This position is authorized at those locations required to house large numbers of students, such as designated school commands. At other Installations that house students separately from permanent party personnel, complex managers or building managers perform these duties. Typical qualifications for this position include: knowledge of Navy training and UH policies and guidance; effective communication and customer service skills; and the ability to coordinate with external organizations. Specific duties include:

(1) Coordinating with training commands and UH management to determine dormitory support requirements.

(2) Coordinating with building managers, front desk supervisors and training commands to ensure readiness of dormitory spaces for incoming students.

(3) Coordinating with training commands to ensure dormitory residents comply with occupancy rules and regulations.

(4) Assisting building manager(s) with dormitory resident problems or damages identified during check-out.

(5) Ensuring dormitories are managed in compliance with this manual, local policy and guidance.

6. Installation Partners. Installation partners support the UH program by providing required services and functions not funded by the QO account. The UH program's partners include the following Installation-level organizations:

a. Tenant commands are responsible for adhering to the daily living standards established by the host command as agreed upon in the most current support agreement. This will include the inspection of rooms assigned to their command on a pre-established inspection schedule defined in the support agreement.

b. PW is responsible for responding to trouble calls, facility maintenance, renovation, construction, demolition, utilities, pest control, snow removal, etc.

c. Security and force protection is responsible for ensuring UH residents' safety and providing emergency response (see chapter 11 of this manual for UH emergency management details).

d. Fire and Emergency Services (F&ES) are responsible for conducting routine facility inspections and drills to ensure UH residents' safety and providing emergency response (see chapter 11 of this manual for UH emergency management details). Per reference (y), chapter 8, paragraph 12, the Installation F&ES department is responsible for fire extinguishers.

e. Morale, Welfare and Recreation provides recreational programs and opportunities for UH residents, including single Sailor and liberty programs, entertainment, clubs, etc.

f. The Navy Wounded Warrior-Safe Harbor program provides support and advocacy to seriously wounded, ill and injured Service Members and families, or designated caregiver, through treatment recovery, rehabilitation, return to duty or reintegration into the civilian community (see reference (h)).

g. Information Technology (IT) and services provides IT, services coordination and support on acquisition and security of electronic systems (i.e., locks, security monitoring systems, closed-circuit televisions, etc.).

h. Commissary and exchanges provide support services to UH residents and staff.

i. The human resources office maintains UH civilian staff records and processes civilian staffing requirements.

j. The legal department assists in ensuring contractual compliance and provides advice on issues related to UH staff and resident interaction.

k. Per reference (z), the EPMU ensures the Navy maintains a safe and healthy environment for UH residents. The EPMU should be notified when there is evidence of mold or pest infestation in a UH building.

l. Personnel Support Detachments (PSD) provide consolidated pay, personnel, administration and transportation services to active-duty and reserve personnel. PSDs also manage housing allowance (basic allowance for housing or overseas housing allowance) authorization and payment.

m. Sexual assault response coordinators (SARC) serve as the single point of contact for coordinating appropriate and responsive care for sexual assault victims. Per reference (m), enclosure (1), paragraph 6.c., the SARC provides the required sexual assault prevention and response training for new RAs.

n. Fleet and Family Support Centers provide support to unaccompanied personnel by offering a variety of counseling and support services. They also provide military support to include deployment readiness, relocation assistance, retirement activities and inter-cultural relations.

o. Per reference (m), enclosure (1), paragraph 6.c., chaplains provide suicide prevention training to newly designated RAs.

p. Training commands provide specific technical training and coordinate with UH staffs on assignment and management of dormitory residents.

q. The command duty officer is the direct representative of the CO after normal business hours.

r. Per reference (m), paragraph 7, RAs provide mentoring and counseling of UH residents and assist their adaptation to military life. RAs will be available to mentor and counsel junior Service Members and conduct facility after-hours walk-throughs in the buildings they are responsible for. RAs will also coordinate room inspections with the building manager(s) to ensure 100 percent inspection of assigned rooms is completed at least quarterly.

s. The Housing Service Center provides referral services to single Sailors eligible to receive a housing allowance and authorized to live in the community.

t. UH Public-Private Venture (PPV) property managers provide day-to-day management of UH PPV facilities and residents. The UH PPV property manager is responsible for creating

policies regarding resident complaints and conflict resolution and contacting the proper authorities when they become aware of illegal activity.

7. Optimal UH Organizations. Installation UH organizations vary in size and composition based on the Installation's UH personnel requirements, UH building inventory, type of UH residents and location. Appendix D provides a summary of optimum Installation UH functional positions and three sample Installation UH organization structures.

8. Installation Staffing Requirements. CNIC developed, and the Office of the Chief of Naval Operations approved, an Installation-level Housing staffing model. The manpower model application tool provides an overall staffing recommendation for each Installation, with subtotals by pay grades. The model will be implemented in coordination with CNIC HQ N1 (Total Force).

CHAPTER 4 UNACCOMPANIED HOUSING FUNDING (QUARTERS OPERATIONS)

1. Objective. The objective of this chapter is to identify differences, requirements and restrictions on the use of quarters operations (QO) funding. Understanding the proper management and administration of QO funding will maximize Unaccompanied Housing (UH) resources, avoid inappropriate obligations and ensure UH residents receive a level of service consistent with Navy programming guidance.
2. Overview. The operation of UH is funded as part of defense appropriations, Navy base operating support funds, QO special interest code (SIC). The QO SIC funds permanent party, student, mission essential and austere housing operations and leased quarters. UH operations include labor, furnishings, fixtures and equipment and services. QO funding also covers Navy oversight labor and support for UH Public-Private Venture agreements, but not day-to-day operations. Non-UH funding responsibilities are addressed in other chapters in this manual. See appendix A for references and appendix B for definitions.
3. Differences Between Family Housing and UH Funding. Commander, Navy Installations Command (CNIC) Headquarters (HQ) Housing (N93) centrally manages Family Housing Navy (FH,N) funding for both family housing (FH) facilities and operations. FH,N funding is a separate congressional appropriation and restricted to FH operations and facilities requirements. Responsibility for funding UH operations and facilities requirements is divided between several different SICs and managed by different CNIC program offices. For example, CNIC HQ Facilities and Environment (N4) manages the funding for UH construction; facilities sustainment, renovation and modernization; building maintenance; utilities; and environmental costs. CNIC HQ (N93) programs and manages the QO funds for UH operations and services. This diverse UH program funding requires deliberate management coordination between various fund managers to effectively and efficiently implement UH initiatives and objectives. Figure 4-1 provides a graphical representation of the difference in FH and UH funding. FH funding is provided in a separate appropriation (i.e., “under one roof”), whereas UH funding is part of the Navy’s Operations and Maintenance (O&M,N) appropriations and is divided between several accounts. Per reference (aa), the QO account funds the day-to-day operational requirements of UH. Military construction funding is for all new construction. The Military Personnel, Navy account strictly funds the pay and allowances for all military labor. The utilities account funds the costs of all common utilities such as electric, steam, fuel, natural gas, sewage and water. The facilities services account funds programs such as landscaping, pest control, hazardous materials, environmental, occupational safety, etc. The sustainment account funds the maintenance and repair activities necessary to keep the facilities in good working order. The restoration and modernization account funds major repair or upgrade projects.

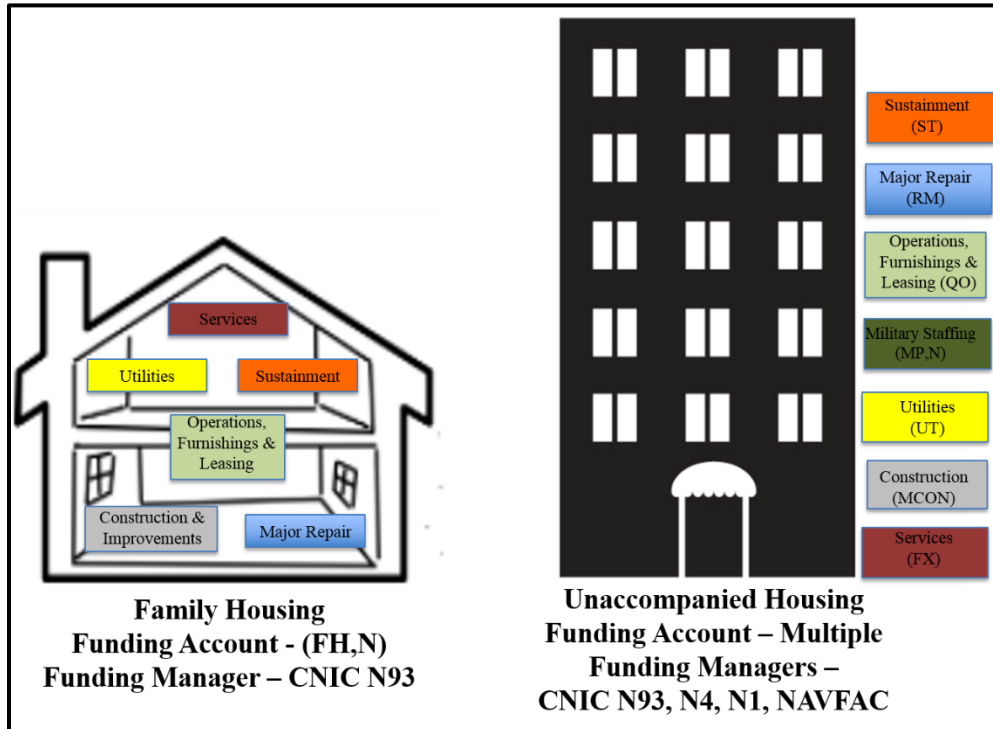


Figure 4-1, Differences Between the FH,N Account and the O&M,N Account

4. Authorized QO Expenditures. As noted in figure 4-1, there are multiple SICs used to fund the Navy's UH program. The SICs are defined on the CNIC HQ Installation Management Accounting Program (IMAP) located in the shared documents folder on the CNIC G2 drive at: <https://g2.cnic.navy.mil/tscnichq/N8/N82/default.aspx>. In addition, CNIC issues Base Operations Support guidance in an operations plan, annually. The operations plan provides the foundational guidance for execution of funds by SIC for the designated fiscal year (FY). Figure 4-2 provides a summary example of authorized and prohibited QO expenditures as defined in reference (aa).

Authorized Expenditures

- eMH Support
- Training & Travel
- Locking Systems
- Surveillance Systems
- Leased Housing
- Contracted Operations
- Labor, Staffing & UH-PPV Support
- Linens & Laundry Services
- Washers & Dryers
- Furniture, Fixtures & Equipment (FF&E)
- Overseas Loaner Furniture
- Supplies, Equipment & Office Support
- Recreational Equipment
 - Bike racks, BBQ grills, pool table, etc.

Prohibited Expenditures

- Sustainment, Restoration & Modernization (SRM) of UH buildings
- Installation or application of flooring, window or wall covering
- Landscaping, snow removal, refuse collection and disposal, and pest control
- Acquisition of snow blowers or pressure washers
- Cable services for common areas and resident private sleeping rooms
- Phone and Internet services in private sleeping areas
- Televisions for residents in bedrooms (see special consideration for NSF Diego Garcia)
- Mail delivery for residents
- Sports equipment (e.g., exercise equipment)

Figure 4-2, Authorized and Prohibited UH (QO) Expenditures

5. Cost Accounting Code Definitions. To better identify costs for planning, programming, budget and execution, the QO SIC is divided into sub-cost centers (SCC) and cost accounting codes. The list of QO cost accounting codes, their associated SCCs and definitions are in the IMAP.

6. Common Output Levels. Common output levels (COL) are output or performance level standards established by the Department of Defense (DoD) for Installation support, using a common framework of definitions, outputs, output performance metrics and cost drivers for each Installation support function. To provide consistent levels of service across all Navy Installations, fiscal and manpower resources are aligned with requirements through the use of COLs. Tables 4-1 and 4-2 provide summaries of UH operations COLs, including employee Continuing Education training. Consult the IMAP for specific FY guidance.

Barracks Operations	COL Descriptions			
	1	2	3	4
Janitorial	Cleaning – Daily Windows – Weekly Carpet - Monthly	Cleaning – Daily or Semi-Weekly Windows – Monthly Carpet - Quarterly	Cleaning – Daily or Weekly Windows – Quarterly Carpet – Semi-Annually	Cleaning – Semi-Weekly Windows – Semi-Annually Carpet - Annually
Travel	100 Percent Annual Region Installation Visit Semi-Annual Region Meeting	75 Percent Annual Region Installation Visit Semi-Annual Region Meeting	50 Percent Annual Region Installation Visit Semi-Annual Region Meeting	25 Percent Annual Region Installation Visit Semi-Annual Region Meeting
Annual Training	40 Hours plus 80 Hours CE	40 Hours plus 40 Hours CE	40 Hours 20 Hours CE	40 Hours
Front Desk	100 Percent Check-in or out Inspections 100 Percent Indoc Brief Staffing per CNIC Policy	100 Percent Check-in or out Inspections 100 Percent Indoc Brief Staffing per CNIC Policy	100 Percent Check-in or out Inspections 100 Percent Indoc Brief Staffing per CNIC Policy	100 Percent Check-in or out Inspections 100 Percent Indoc Brief Staffing per CNIC Policy
Linens	2 - Sets	2 - Sets	1 - Set	None
Small Appliances	100 Percent	75 Percent	50 Percent	15 Percent
Consumables	Available 24 Hours a Day, 7 Days a Week	Available Upon Request	Only Available at Check-in	Not Available
Key System	Fully Operational	Fully Operational	Fully Operational	Fully Operational
Office Supplies	100 Percent	75 Percent	50 Percent	25 Percent
Welcome Aboard Package	100 Percent	100 Percent	100 Percent	100 Percent
Washer or Dryer	1:6 Residents	1:10 Residents	1:15 Residents	Coin Operated
Service Response Time	24 Hours	48 Hours	72 Hours	N/A
Case Goods	100 Percent	90 Percent	75 Percent	60 Percent
Soft Goods	100 Percent	90 Percent	75 Percent	60 Percent
Loaner Furnishings	100 Percent	90 Percent	75 Percent	60 Percent

Table 4-1, Barracks Operations COL Summary

Dormitory Operations	COL Descriptions			
	1	2	3	4
Janitorial	Cleaning – Daily Windows – Weekly Carpet - Monthly	Cleaning – Daily or Semi- Weekly Windows – Monthly Carpet - Quarterly	Cleaning – Daily or Weekly Windows – Quarterly Carpet – Semi- Annually	Cleaning – Semi-Weekly Windows – Semi-Annually Carpet - Annually
Travel	100 Percent Annual Region Installation Visit Semi-Annual Region Meeting	75 Percent Annual Region Installation Visit Semi-Annual Region Meeting	50 Percent Annual Region Installation Visit Semi-Annual Region Meeting	25 Percent Annual Region Installation Visit Semi-Annual Region Meeting
Annual Training	40 Hours plus 80 Hours CE	40 Hours plus 40 Hours CE	40 Hours 20 Hours CE	40 Hours
Front Desk Operations and Staffing	Per CNIC Policy	Per CNIC Policy	Per CNIC Policy	Per CNIC Policy
Linen Issue	1 – Set	1 – Set	1 – Set	1 – Set
Linen Exchange	Weekly	Weekly	Weekly	Bi-Weekly
Small Appliances	100 Percent	75 Percent	50 Percent	15 Percent
Consumables	Available 24 Hours a Day, 7 Days a Week	Available 24 Hours a Day, 7 Days a Week	Available at Desk	Available at Desk
Key System	Fully Operational	Fully Operational	Fully Operational	Fully Operational
Office Supplies	100 Percent	75 Percent	50 Percent	25 Percent
Washer or Dryer	1:15 Students	1:15 Students	1:15 Students	1:15 Students
Case Goods	100 Percent	90 Percent	75 Percent	60 Percent
Soft Goods	100 Percent	90 Percent	75 Percent	60 Percent

Table 4-2, Dormitory Operations COL Summary

7. QO Reimbursable. The QO budget will include reimbursements for damages and rental of government-controlled UH. The reimbursements are referred to as collections. As authorized by

applicable statutes, collections may be utilized within the QO account of the O&M,N appropriations to eliminate the need to increase appropriated funds annually.

a. These procedures are issued to standardize the process of reimbursable collections for the QO account. Per reference (b), volume 5, chapter 8, paragraph 0803, transactions are collected and registered with the treasury as credits to reduce costs or charges incurred against the O&M,N appropriation. Reimbursable collections can originate from two sources. They can either be collected from individuals (private parties) or received from another government agency (i.e., the U.S. Coast Guard). Collections for lost or damaged property will be processed as a QO reimbursable.

b. Collections received from private parties will be collected and posted to a job order number constructed to identify the Region and benefiting activity collecting the funds. The FY in which the funds are collected will be based on the date the funds were received (e.g., funds received after 22 September will be posted to the next FY). The CNIC HQ (N93) director will redistribute collected funds to Regions as credits.

c. CNIC HQ (N93) provides direct funding to Regions for all QO funded UH inventory. Therefore, reimbursable source documents received from another government department will be forwarded to the CNIC HQ (N85) comptroller centrally managed accounts branch for acceptance and oversight. CNIC HQ (N93) will make the decision as to where reimbursable funds will be allocated.

d. Collections of funds from private individuals or private parties are recorded in the accounting records with a pound sign (#) as the reimbursable source code. Collected funds from other government agencies are recorded with reimbursable source codes applicable to their agency type.

e. Additional guidance will be provided upon further release of policies applicable to the financial reporting system.

8. Budget Submissions. Per reference (aa), paragraph 6.c., Installations and Regions will submit planning, programming, budgeting and execution materials per annual CNIC program objective memorandum and budget guidance, including submission timelines.

a. Installations will develop and submit annual budget requests and ensure cost-effective and efficient use of QO resources.

b. Regions will coordinate, review, validate and submit Installation requests and monitor QO fund status and execution.

9. Fiscal Reviews. Per reference (aa), paragraph 6.c., Regions will prepare quarterly and year-end cost reports and review, validate and submit to CNIC mid-year and year-end QO reviews.

CHAPTER 5

UNACCOMPANIED HOUSING BARRACKS AND DORMITORY MANAGEMENT

1. Objective. The objective of this chapter is to provide procedures and guidelines for the entire unaccompanied housing (UH) resident's experience, from eligibility determination through change of occupancy maintenance, to ensure consistent UH management expectations and practices. See appendix A for references and appendix B for definitions.

2. Barracks Management. The UH manager and staff are responsible for the day-to-day UH operations in permanent party and mission essential barracks. This includes determining assignment eligibility, wait list management, resident check-ins and relations, UH building and unit or room inspections, resident check-outs, change of occupancy maintenance, data integrity and records management. Barracks management must consider all UH operations, from identifying who must be housed to determining how to maximize UH inventory utilization. UH managers need to be ready to advise the Installation commanding officer (CO) on contingency housing requirements (e.g., natural emergencies, mission growth or loss, delayed arrival or departure of home ported ships, etc.).

a. Determining Eligibility. Chapter 2 establishes UH eligibility and assignment prioritization and standards. Additionally, UH eligibility considers a Service Member's marital and dependent status, type of orders and Installation location. Figure 5-1 illustrates the typical UH eligibility review process.

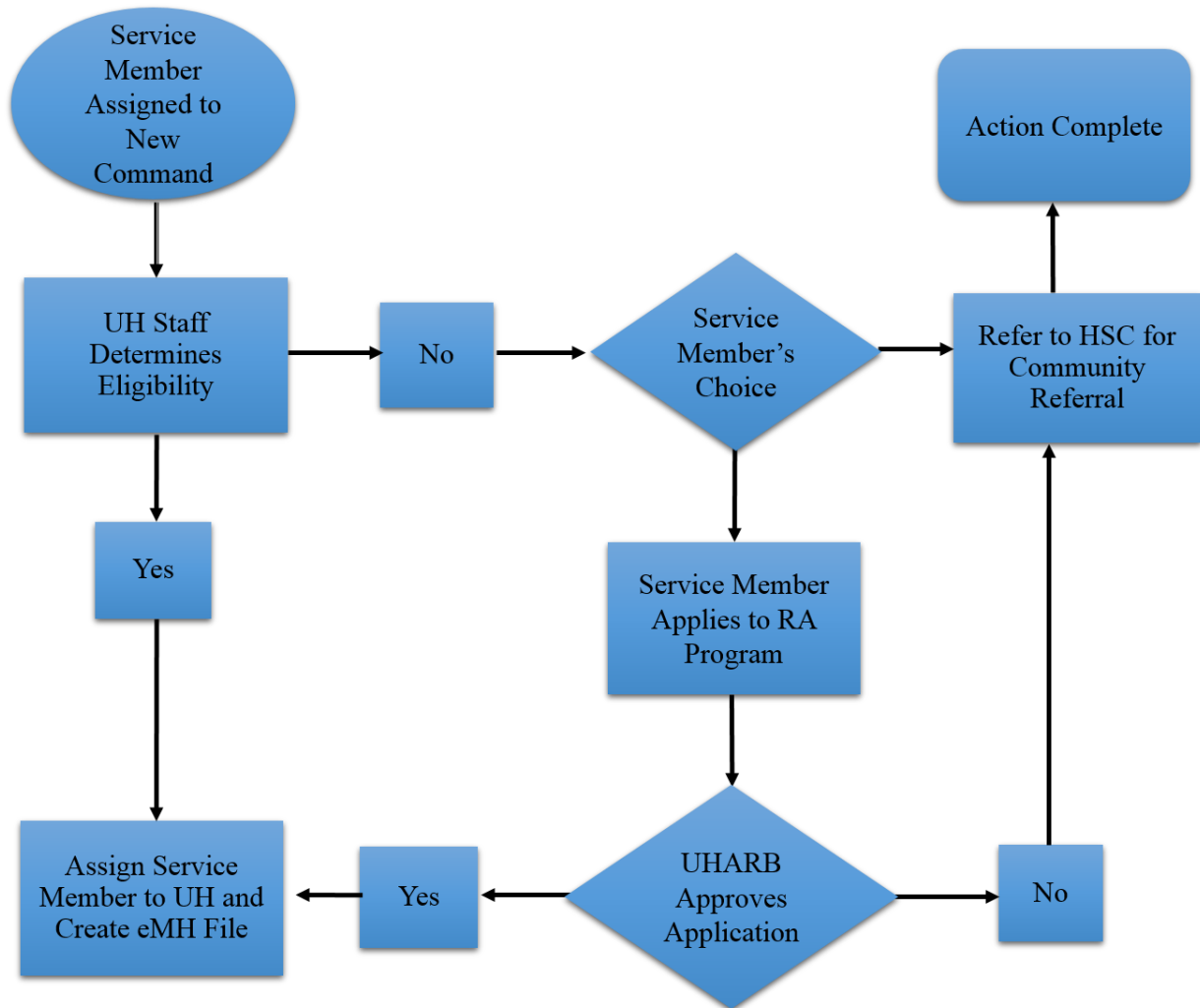


Figure 5-1, UH Eligibility Review Process

b. Certificates of Non-Availability. The UH module (UHM) in enterprise Military Housing (eMH) will be used to issue and track Certificates of Non-Availability (CNA). Before issuing a permanent CNA, UH staff will make every effort to house eligible Service Members ensuring there is no available or assignable space in the barracks. CNAs will not be issued until occupancy on the Installation has reached 95 percent or greater based on the percentage figure from the bona fide bachelor occupancy percentage column of the unaccompanied occupancy report as designed. Units or rooms assigned to geographic bachelors will not be counted towards total utilization. A temporary CNA may be issued in locations outside the Continental United States (except Hawaii) until space becomes available. However, once a permanent CNA is issued, the Service Member will not be involuntarily required to live on-base regardless of future barracks occupancy rates. CNAs are auditable by the Navy and the Department of Defense (DoD) inspector general during command audits. Figure 5-2 illustrates the typical CNA request

and review process. Figure 5-3 is an eMH sample CNA Form. Figure 5-4 is a sample Special Request or Authorization Form.

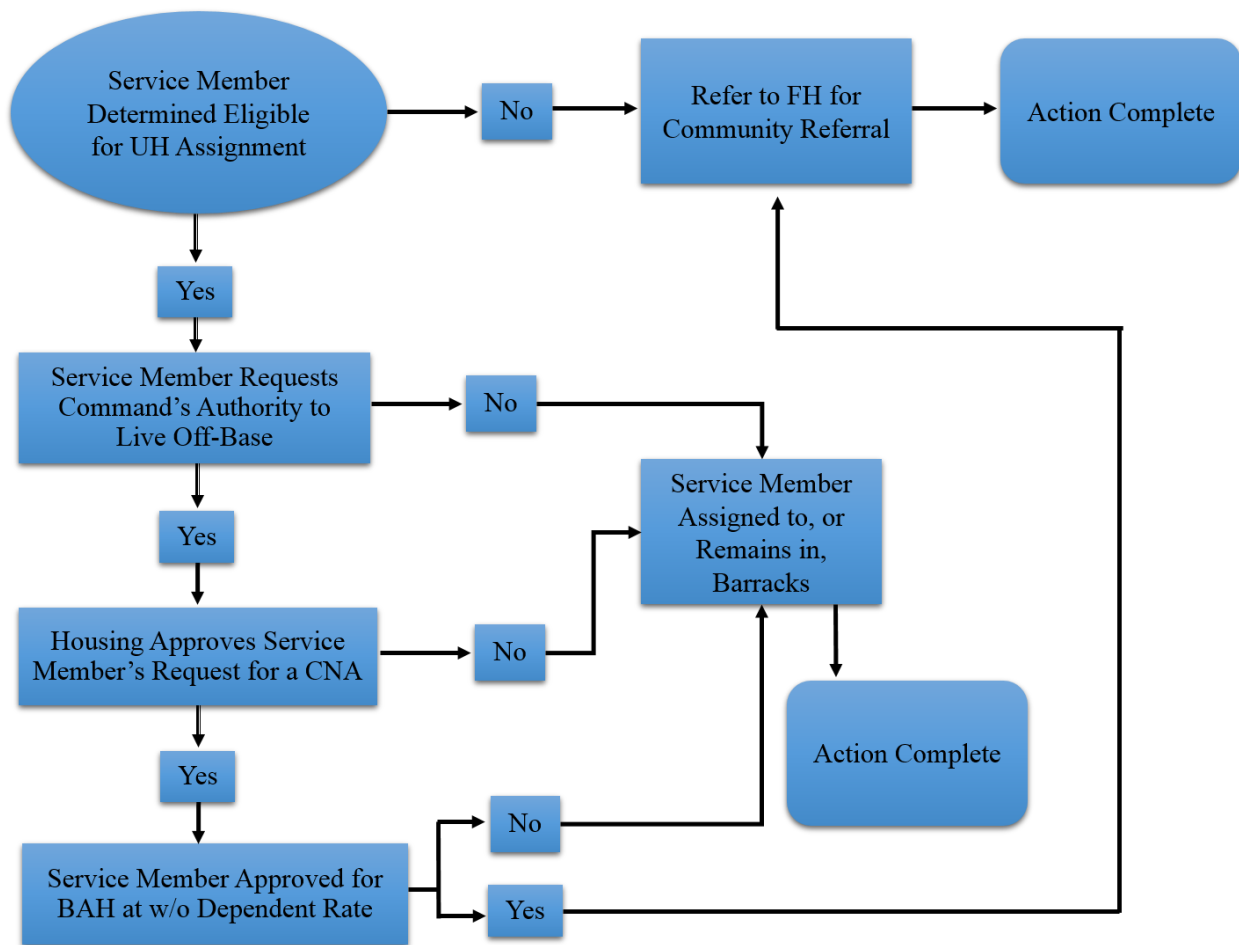


Figure 5-2, UH CNA Review Procedures



Naval Base San Diego
Unaccompanied Housing
Unaccompanied Housing (Permanent Party)
<http://navylifesw.com/sandiego/housing/unaccompanied/>
2450 McHugh St.
City STATE 92136-5395

CNA Control#: UPH-5389983-17-000000006
Date: SEP-25-2017

From: Naval Base San Diego Unaccompanied Housing
To: BBMTS, ZSFSZZ
Copy to: Distribution

SUBJECT: CERTIFICATE OF NONAVAILABILITY

Ref: a. JTR
b. NAVADMIN 072/12
c. CNICINST 11103.5

1. This letter certifies that adequate Government Unaccompanied Housing (UH) is not available for the Service Member listed below.

Name: BBMTS, ZSFSZZ
Branch: NAVY
Pay Grade: E-4
UIC / Duty Station: N22999 / USS HOWARD DDG 83)

2. Type of CNA (place an X on applicable line):

A. ☐ This is a temporary CNA and will expire as of this date:

B. ☒ This is a permanent CNA.

3. The current installation occupancy rate per the Unaccompanied Occupancy Report - As Designed is _____.

4. Per references (a), (b), and (c), this Service member may submit a request to the Installation Commanding Officer for approval to move off-base and receive a Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA) at the without dependent rate. UH is not available effective this date: SEP-25-2017

5. The Service member will check-in with the Installation Housing Service Center for housing referral services prior to negotiating a lease for housing off-base.

Notes: This is a test CNA for information only.

UH Manager Signature: _____ Date: _____

Service Member's Signature: _____ Date: _____

Distribution:
Member / UH Management / Personnel Support Detachment (PSD) / Installation UH Assignment Review Board

FOR OFFICIAL USE ONLY: This report contains information that is privacy and business sensitive. Any misuse or unauthorized disclosure of privacy and business sensitive information may result in civil and/or criminal penalties in accordance with 18 United States Code (U.S.C.) 1030; Section 552a of title 5 (U.S.C.); as amended Privacy Act of 1974; DoD 5400.11-R. To avoid compromise, destroy this report after use.

Figure 5-3, Sample CNA Form from eMH

SPECIAL REQUEST/AUTHORIZATION		SUPPORTING DIRECTIVE MILPERSMAN ARTICLES 1810-010 AND 1810-040	
PRIVACY ACT STATEMENT THE AUTHORITY TO REQUEST THIS INFORMATION IS CONTAINED IN 5 USC 301, AND FRIM E.O. 8387 DEPARTMENTAL REGULATIONS. THE PRINCIPLE PURPOSE OF THE INFORMATION IS TO ENABLE YOU TO MAKE KNOW YOUR DESIRE FOR ITEMS LISTED OR FOR SOME OTHER SPECIAL CONSIDERATION OR AUTHORIZATION. THE INFORMATION WILL BE USED TO ASSIST OFFICIALS AND EMPLOYEES OF THE DEPARTMENT OF THE NAVY IN DETERMINING YOUR ELIGIBILITY FOR AND APPROVING OR DISAPPROVING THE SPECIAL CONSIDERATION OR AUTHORIZATION BEING REQUESTED. COMPLETION OF THE FORM IS MANDATORY, FAILURE TO PROVIDE REQUIRED INFORMATION MAY RESULT IN DELAY IN RESPONSE TO OR DISAPPROVAL OF YOUR REQUEST.			
NAME:		RATE:	SSN (LAST 4 DIGITS):
SHIP OR STATION:		DATE OF REQUEST:	
DEPARTMENT/DIVISION:		DUTY SECTION/GROUP:	
NATURE OF REQUEST: ☐ LEAVE ☐ SPECIAL LIBERTY ☐ SPECIAL PAY ☐ COMMUTED RATIONS ☐ OTHER (BELOW)			
NO. OF DAYS REQUESTED:	FROM (DATE AND TIME):		TO (DATE AND TIME):
DISTANCE (MILES):	MODE OF TRAVEL: ☐ CAR ☐ AIR ☐ TRAIN ☐ BUS		
LEAVE ADDRESS:			TELEPHONE NUMBER:
REASON FOR REQUEST:			
SIGNATURE OF APPLICANT:			
I AM ELIGIBLE AND OBLIGATE MYSELF TO PERFORM ALL DUTIES OF PERSON MAKING APPLICATION.			
SIGNATURE OF STANDBY:		DUTY STATION:	
RECOMMENDED APPROVAL ☐ YES ☐ NO		SIGNATURE AND RANK/RATE/TITLE/DATE	
RECOMMENDED APPROVAL ☐ YES ☐ NO		SIGNATURE AND RANK/RATE/TITLE/DATE	
RECOMMENDED APPROVAL ☐ YES ☐ NO		SIGNATURE AND RANK/RATE/TITLE/DATE	
RECOMMENDED APPROVAL ☐ YES ☐ NO		SIGNATURE AND RANK/RATE/TITLE/DATE	
RECOMMENDED APPROVAL ☐ YES ☐ NO		SIGNATURE AND RANK/RATE/TITLE/DATE	
RECOMMENDED APPROVAL ☐ YES ☐ NO		SIGNATURE AND RANK/RATE/TITLE/DATE	
☐ APPROVED ☐ DISAPPROVED		SIGNATURE	
REASON FOR DISAPPROVAL:			

NAVJAG 1136/15 (REV. 03-05) S/N: 0106-1136-0400

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PRIVACY SENSITIVE

Reset Form Print Form

Figure 5-4, Special Request or Authorization Form

(1) Per reference (i), paragraph 4.B., E-1 through E-3 and E-4s with less than 4 years of service assigned to sea duty are not authorized to move off-base and receive basic allowance for

housing (BAH) or overseas housing allowance (OHA) at the without dependent rate. E-4s with more than 4 years of service assigned to sea duty may request to move off-base and be eligible to receive BAH or OHA once the occupancy rate of on-line available UH spaces reaches 95 percent for the entire Installation. The Navy does not program to house E-5 and above unaccompanied personnel, so a CNA is not necessary for them to move off-base and receive a housing allowance.

(2) A CNA is required for E-1 through E-4 Service Members assigned to shore duty to initiate a request to move off-base and be eligible to receive BAH or OHA. Unaccompanied personnel requesting to move off-base will submit a Special Request or Authorization Form to the Installation CO via their chain of command, the Installation UH Assignment Review Board (UHARB) and the UH manager. Service Members will not be directed to seek community housing until a request has been submitted and approved.

(3) Per reference, (o), chapter 10, part C, paragraph 10202, Service Members married to Service Members, with no dependents, that are co-located in the same geographic area, are both authorized BAH or OHA at the without dependent rate. They will be treated the same as any other married Service Member and are not required to occupy UH.

(4) See chapter 2, page 2-5, section 3.d., for a detailed discussion of housing allowance eligibility.

(5) Pregnant single Service Members are addressed in reference (t).

(6) Service Members approved to move off-base and receive a housing allowance will be referred to the Housing Service Center for base referral services.

(7) Service Members approved to move off-base and receive BAH or OHA who are transferred to a new command within the local commuting area will not be required to move back on-base until they receive permanent change of station (PCS) orders that include the authority to move household goods.

(8) Service Members with authorized table of allowances equipment that cannot be stored within UH can be issued a CNA and allowed to move off-base once approved by the Installation CO.

c. Wait List Management. Per chapter 2, Installation UH managers will establish and maintain wait lists in eMH for unaccompanied personnel waiting to be assigned a UH space and UH residents waiting to move out of barracks. Wait lists will be made available to interested parties and updated monthly. A Service Member's position on the wait list is determined by their control date and assignment priority. The top 10 percent of any wait list is the "freeze zone," meaning that a Service Member whose name has reached the top 10 percent of the wait list will not be bumped from the freeze zone for any reason.

(1) The UH control date is defined as the date of application.

(2) Care should be taken in the management of UH wait lists (see chapter 2) with particular attention paid to the UH program objectives identified in chapter 1 (i.e., maximizing the utilization of existing barracks). The front desk supervisor is responsible for the management of all wait lists. Per reference (1), paragraph 3.d., the UHARB is tasked with oversight of UH wait list management.

d. Check-In. Installations will establish local check-in policy and guidance based on their unique front desk requirements or mission, such as group check-in or check-out of shipboard Sailors. The check-in process may vary slightly between Installations due to the location and staffing of the front desk, as well as the Installations' size and mission. Regardless, this will be each resident's first impression of UH management and that impression may impact future resident satisfaction survey scores and the relationship with UH staff throughout their occupancy. At a minimum, Installation check-in guidance will address the following:

(1) The importance of timely and accurate check-in data (e.g., personnel data, person type, building, unit, space, etc.). The eMH "Training Tool" tab includes instructions on the UHM check-in processes. Front desk personnel can select "UHM" then scroll down and select "Check-in," and follow directions for initial or refresher training. Table 5-1 provides a summary of the approved UHM resident (person) and assignment types. See appendix B for person and assignment type definitions.

UHM Person and Assignment Type Matrix	
PERSON TYPE	ASSIGNMENT TYPE
Permanent Party	Normal Barracks Assignment
	Overseas Unaccompanied Tour
	Foreign Military
	Space Available
	PCS for Training >20 weeks
Student	Class A
Civilian	Normal Barracks Assignment
	Space Available
Wounded Warrior	Medical Hold or Hold Over at a Medical Treatment Facility
Military Necessity	Temporary Duty or Transient Personnel Units
	Foreign Military
	No-Cost Transient
	Restricted or Disciplinary
Mission Essential	Pre-Commission Detachment
	Pre-Commission Unit
	Shipyard Crew
	Rotational or Mobilized Sailors

Table 5-1, eMH Person and Assignment Type Matrix

(2) The location of the UH office and front desk, hours of operation and procedures for after-hours arrivals. The front desk should be located as close as possible to the largest concentration of barracks buildings. It is not necessary to operate a front desk in every building. Minimum UH front desk hours of operations are 0730-1600 Monday through Friday.

(3) The procedures to safeguard resident personally identifiable information (PII). Front desk supervisors and UH managers will continuously monitor the handling of PII and the secure use of eMH.

(4) The procedures for resident check-in (individual and group), including the anticipated or typical processing time. This will be dependent on the number of front desk clerks on duty, as well as the availability of building managers to assist new residents after check-in. Every member of the UH staff must be trained to complete a check-in and check-out of a resident or large group of residents.

(5) The procedure for a sponsor-requested room assignment or reservation, or both, prior to the Service Member's arrival (e.g., required sponsor identification, maximum time prior to the Service Member's arrival, escorted access to the unit or room, issue of linens, etc.).

(6) Directions for UH space assignment to maximize the "best and highest use" of barracks (e.g., assigning E-1 through E-3s versus E-4s to sharable bedrooms), including the use of UHM functionality to assist with this process. For example, incoming E-1 through E-3s should be assigned to vacant spaces in partially occupied sharable units or rooms before being assigned to vacant units or rooms (see appendix C for UH unit or room types, sizes and capacities).

(7) Directions for gender management to ensure unaccompanied personnel of the opposite sex are not assigned to the same UH unit or room. All the bedrooms in a unit will be assigned to the same gender (e.g., a Welton Becket or market unit with multiple bedrooms and beds or spaces will be designated specifically for male or female assignment). This includes the assignment of Service Members according to their gender marker assigned in the Defense Enrollment Eligibility Reporting System.

(8) Per reference (j), the requirements for sex offender screening. Every resident will complete, sign and return a Sex Offender Policy Acknowledgement & Disclose Form (Commander, Navy Installations Command (CNIC) Form 11103/1). These forms will be generated by eMH as part of the check-in documentation, with copies maintained in the resident's file.

(9) The procedures for issuing non-returnable linens (e.g., two sheets, pillowcase, pillow, bedspread, comforter or "bed in a bag") and guidance on providing replacement linens during a resident's stay.

(10) The procedures for scheduling and recording of the new resident orientation brief within 30 days of assignment for incoming personnel. Prior residents returning within a 12-month period are exempt from this requirement. Commands will utilize the template at appendix F for the new resident orientation brief. Facilitators will be E-6 and above or the civilian equivalent. Resident's completed training will be recorded in eMH.

(11) Distribution of the Installation welcome aboard handbook to all new residents at check-in. Appendix E is a template for this handbook, addressing resident rules, regulations and requirements identified in chapter 6 of this manual. Installations are required to enter their specific Installation data and photos to ensure the handbook is relevant to the Installation.

(12) Local procedures for the issue and control of key cards, and control of key card encoder(s), will be developed and available to UH staff at all times.

(13) The scope of and responsibility for new resident tours of UH building(s) and the UH campus, including escort or direction to the assigned space by the responsible building manager. At check-in, the available UH staff may conduct a physical tour of the property or a virtual tour using building and campus plan(s). Preferably, residents should not have to find their UH unit or room and space without an escort. At a minimum, new residents should be given a full tour of the UH building(s), campus, common areas and amenities within 30 days of assignment.

(14) The procedures for completing the inventory and check-in checklist. At a minimum, this will include the residents' and building manager's review and signature of eMH generated furnishings, fixtures and equipment (FF&E) inventory and check-in checklist within 72 hours of assignment (see appendix E for the checklist sample). Residents will have a minimum of 7 days to submit any deficiencies they did not identify in the initial review. The original checklist will be retained by the UH front desk with a duplicate copy given to the resident. Residents should be advised to retain their copy and use it as a reference during their joint check-out inspection.

(15) The procedures for managing temporary assignments, part of an Installation's military necessity programming requirement. Temporary assignments may include:

(a) Command-requested hardship cases with initial assignment not more than 30 days and reviewed every 30 days.

(b) Command-requested marital disputes (cool-down periods) for a maximum of 7 days based on initial report.

(c) Individual augmentees.

e. Inspections. Installations will establish their local guidance for command and UH inspections of UH buildings. The UH staff is responsible for routine facility inspections of occupied and unoccupied units or rooms and interior and exterior common areas. Installation and tenant command staffs are responsible for inspecting residents' compliance with daily living standards. At a minimum, local inspection guidance will address:

(1) The frequency of UH inspection of occupied units or rooms (not less than quarterly).

(2) The frequency of command inspections of occupied units or rooms.

(3) The requirements for the daily UH inspection of unoccupied units or rooms as well as interior and exterior common areas.

(4) The coordination, or consolidation, of UH and command inspections to improve operational efficiencies and minimize disruption of residents.

(5) The protocol for room entry and notification (see chapter 6 for guidance on room entry procedures).

(6) The format and content of room and common area inspection reports (see appendix G for a sample).

(7) The protocol for discovery and reporting of controlled substances, weapons or other prohibited items found in rooms during either a UH or command inspection.

(8) The procedures for addressing and correcting deficiencies identified during either UH or command inspections, including re-inspections.

f. Residents' Baggage Storeroom. If UH building(s) currently have appropriate storage facilities for a resident's personal items, Installations will establish local policy and guidance for the operations of a resident's baggage storeroom (e.g., for the bulk storage of bags, large boxes, sea bags, etc.). Storerooms will not be used for residents' non-temporary storage as this would be an inappropriate use of quarters operations (QO) funding. UH buildings without existing storage space are exempt from this requirement. UH rooms will not be diverted or converted to baggage storerooms. The local guidance for baggage storerooms will address:

(1) The inventory procedures for resident items placed in storage (e.g., use of a numbered three-part tag: one part of the tag will be attached to the item, another part placed in the resident's registration file and the third part given to the resident as a receipt).

(2) The procedures for residents' recovery of their stored items (e.g., providing receipt and valid identification).

(3) Management of UH baggage storeroom inventories.

g. Trouble Calls. Installations will establish local policies and guidance for accepting and managing resident trouble calls. It is important for UH staff to communicate with the residents on a regular basis, not just during periodic unit or room inspections. Residents' assistance is critical to timely reporting of maintenance issues. Prompt resolution of reported problems will: improve residents' quality of life; avoid more significant facility problems, such as mold growth or heating and cooling system damage; and encourage residents to submit future trouble calls. Installation guidance will address:

(1) The use of the eMH service module to log and track all trouble calls on UH facilities. Include tracking the date and time the call was received; the location and type of problem; what maintenance or repair was required; and completion date and time.

(2) The preferred and alternate processes for resident trouble call reporting (e.g., via phone, written or on-line submission), including after-hours submissions.

(3) Guidance to residents on identifying the type or severity of trouble calls (i.e., routine – for typical day-to-day maintenance issues; emergency – problems that may pose potential hazard to life, disruption of essential services or possible property damage or loss; and urgent – problems that are affecting the health, safety or security of residents).

(4) The procedures for submission, coordination and tracking trouble calls with public works (PW) to ensure the timely response, problem diagnosis and resolution (e.g., a trouble call may identify a wet bedroom floor, but the source of water may be from a leaking window, blocked condensate drain or from a space above or adjacent to the resident's unit or room).

(5) The process for UH staff to provide residents updates on progress and resolution of reported trouble calls.

h. Room Changes. Installations will establish local guidance for review and approval of resident-requested room changes.

(1) A resident-requested move to another unit or room may be granted at the resident's expense.

(2) An Installation or tenant command mandated move.

(3) A room change resulting from a resident's promotion (e.g., E-3 in a shared bedroom to an E-4 that is entitled to a private bedroom) will be completed as of the resident's actual promotion date, not a "frocking" date.

i. Janitorial Services in Common Areas. Janitorial services for UH common areas (e.g., cleaning public restrooms, replenishing supplies, trash removal, vacuuming, mopping, window washing, etc.) are a contract requirement. These services will be provided by a separate UH contract or as part of another base operating support contract. UH residents will not be required to perform these services. The level of janitorial services to be accomplished will be negotiated annually with the PW officer to ensure that UH requirements are included in any new contract, or contract option years, and are within annual QO funding guidance.

j. Check-Out Procedures. As with the check-in process, each Installation's check-out process may vary due to location and staffing of front desk, as well as the Installation's size and mission. Installations will establish standard UH check-out policies and guidance. At a minimum, Installation check-out guidance will address the following:

(1) The importance of timely and accurate check-out data (e.g., personnel data, person type, building, unit, space, etc.). The eMH "Training Tool" tab includes instructions on UHM check-out processes. Front desk personnel can select "UHM" then scroll down and select "Check-out" and follow directions for initial, or refresher, training.

- (2) The procedures for mass check-outs for departing ships, air wings, Seabees, etc.
- (3) The requirements and procedures for residents' advance check-out notice. Residents should provide a minimum 30-day notice prior to check-out unless operational commitments do not allow.
- (4) Identify the residents' responsibilities for cleaning assigned spaces, including shared units or rooms and bedrooms. The term "clean" means free from dirt, stain, impurities or foreign matter; unsoiled. Residents should be required to provide a completed copy of the "Resident Check-Out Cleaning Checklist" to the building manager at, or prior to, the joint check-out inspection (see appendix K for a sample).
- (5) The procedure for joint resident and UH staff pre-check-out inspections, typically completed a week prior to check-out. These inspections should compare the condition of assigned furnishings and facility space to those of the resident's check-in FF&E inventory and checklist. The findings of this inspection should be documented in an inspection report and signed by both the resident and building manager (see appendix I for a sample). This joint inspection should identify any additional resident cleaning required prior to check-out.
- (6) The procedure for the building manager's final check-out inspection, following the joint UH or resident check-out inspection and prior to the resident's actual departure (see appendix L for a sample UH check-out inspection report format). These inspections verify material condition and cleanliness of the unit or room and determine if there are any resident damages and liabilities.
- (7) The process for resident after-hours check-out. This should be limited to residents with proof of flight itinerary that requires their departure after-hours or on a holiday.
- (8) Per reference (b), Chapter 7 section 0707 of volume 12, residents will be held liable for any loss or damage to equipment, furnishings or facilities caused by their negligence or willful misconduct, not normal wear and tear. If it is determined that there are damages or losses due to a resident's willful neglect or abuse, or both, financial charges will be assessed. Figure 5-5 provides a simplified flow chart for processing a claim for damaged property.

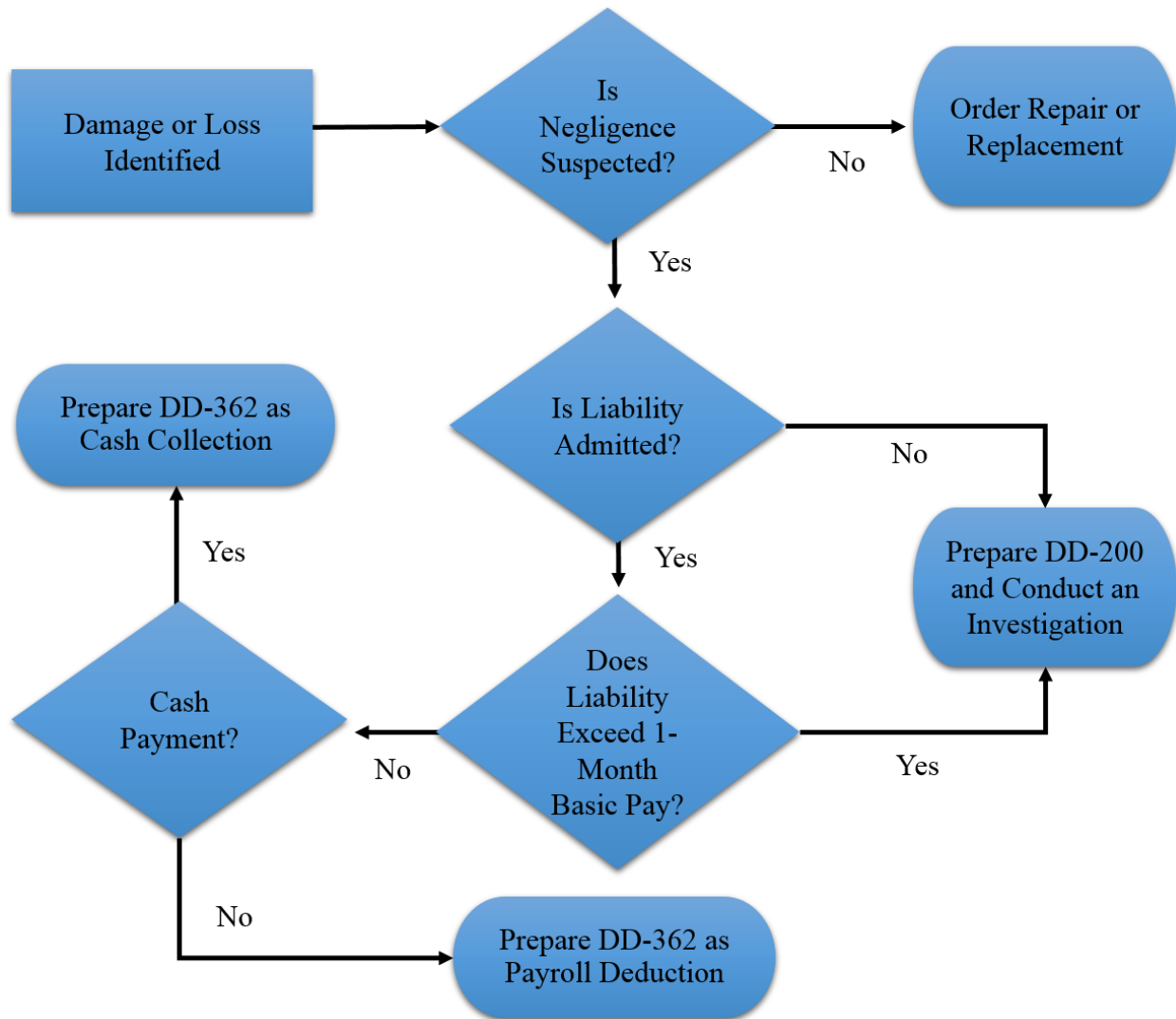


Figure 5-5, Damaged Property Claim Process

(9) Installations will establish standard procedures for documenting any resident liability for any losses or damages and securing payment to repair or replace losses or damages prior to a resident's departure.

(10) Following a resident's departure, the building manager will inspect the unit or room to determine what, if any, change of occupancy maintenance (COM) work needs to be completed before the space is reassigned, including any needed FF&E repair or replacement. The building manager will assess the unit after COM work is completed and notify front desk personnel when the space is ready to be assigned (see appendix M for a sample).

k. Resident Advisor Program. The Resident Advisor (RA) program was developed to help support UH policies, enhance resident living standards, ensure resident safety and increase leadership presence in UH buildings during off-duty hours. RAs are one of the “Installation partners” identified in chapter 3. The Installation UHARB administers the RA program. Reference (m) contains all policy pertaining to the RA program.

3. Dormitory Operations. The operation of student dormitories is a part of UH operations. Dormitories are housing for unaccompanied student and recruit personnel. Dormitories are special environment housing units that may be managed by a tenant training command, supported by UH staff or by UH staff supported by the training command. Per reference (ab), chapter 3, Installations and associated training command(s) will establish local guidance as deemed necessary to maintain the recruit and student environment conducive to learning. The UH manager is responsible for all dormitory operations, regardless of how management responsibilities are delegated.

a. Training Command Managed Dormitories. The UH dormitory manager, or UH manager, will coordinate with the training (tenant) command(s) to determine support requirements. Per reference (w), these requirements will be specified in a host or tenant support agreement. At a minimum, this agreement will include the following:

(1) The tenant’s acknowledged receipt of facilities and the actions required to ensure residents are provided clean and habitable quarters.

(2) Coordination on changing student requirements, including short-term surges; projected increases or decreases due to mission changes; and students not under instruction awaiting to be assigned a class seat or pending a class start-up.

(3) Joint inspections by both tenant and UH staff, prior to the assignment of each class of students.

(4) The tenant command’s responsibility for assignment and utilization of space, including timely and accurate data input.

(5) Real time eMH access to dormitory utilization and occupancy data by UH staff.

(6) Timely reporting of recruit housing data which is managed outside of eMH.

(7) Designate responsibility for performance of common area cleaning.

(8) Reference (aa) authorizes UH QO funding of furnishings, linens and laundry services. Linen issue, storage and laundry collection will be conducted in the dormitory provided there is adequate storage space.

(9) Coordination of routine trouble calls and work orders through UH staff, typically the building manager. Emergency (911) calls that require an immediate response will be coordinated with UH staff after the fact.

(10) As part of the support agreement required by reference (w), tenant commands will be responsible for the cost of maintenance, repairs or replacement resulting from abuse by or negligence of their personnel. The tenant command will:

(a) Ensure students comply with resident occupancy and liability provisions to include cleanliness, consideration to other residents and care of quarters and facilities.

(b) Assist the UH staff in resolving occupancy and check-out issues, such as damage to quarters' FF&E or damage to other facilities.

(c) Ensure use of facilities complies with safety, security, environmental and energy conservation policies and procedures of both the Installation and UH management.

(11) The UH staff will:

(a) Provide support functions per the host or tenant support agreement.

(b) Utilize the "New Class" list function in eMH (UHM), "Person" and "Person Search" to expedite the check-in process for known class attendees.

(c) Be responsible for the overall management of the dormitories to include oversight of daily maintenance, service calls, janitorial services, etc.

(d) Work closely with the training command(s) operating student housing to ensure all requirements, to include furnishings, soft goods and consumable supplies, are included in the overall UH QO budget request.

(e) Coordinate with PW to ensure trouble calls, work orders, maintenance and COM issues are resolved in a timely manner.

b. UH Management of Dormitories. There are Installations where the tenant training command does not have sufficient resources to manage day-to-day dormitory operations. At these locations, the UH staff will provide all Housing operation services.

(1) Per reference (w), a host or tenant support agreement is still required to maintain clear lines of communication and establish responsibilities for UH related issues, such as check-in or check-out procedures, room inspections and the students' responsibility and liability for assigned spaces and furnishings.

(2) The tenant command staff will have read-only access to eMH dormitory utilization and occupancy data.

4. Resident Records. Resident records will be maintained for 3 fiscal years (FY) after the date of check-out (e.g., records for a resident that checked-out in June 2015 will be kept until the end of FY18, or 1 October 2018). Records to be retained include all registration and assignment; notice of BAH withholding; official resident or management correspondence, including room inspection failures or violation notifications; completion of UH orientation briefing; check-in or check-out documents; checklists; forms; and RA application, designation and training completion, if applicable. Electronic copies of these records may be maintained in lieu of paper files. Paper records will be destroyed after the third FY.

CHAPTER 6
GUIDELINES FOR UNACCOMPANIED HOUSING STAFF, RESIDENTS AND
INSTALLATIONS

1. Objective. The objective of this chapter is to establish guidelines, rules and regulations for both unaccompanied housing (UH) staff and residents, and to provide guidance to Installations on the development of local policies for UH residents' behavior in UH. See appendix A for references and appendix B for definitions.

2. Guidance for UH Staff. UH staffs are expected to follow the rules, regulations and requirements identified below. UH staff and resident advisors (RA) will strive to ensure residents comply with these rules and regulations. When violations are identified, UH staff will provide written notification to either the resident or the resident's command with a copy to the resident for resolution.

a. Abandoned, Lost or Unclaimed Privately-Owned Personal Property. Per reference (b), volume 12, chapter 25, UH staff will make every reasonable attempt to notify current or former residents (e.g., phone, text, e-mail, contact command, certified letter, etc.) when lost or abandoned items are discovered. This effort must begin within 7 days after the property comes into the custody or control of UH management and will not exceed 45 days. Lost or abandoned property will be inventoried and stored by a two-person team. If the owner is determined, but not found, the property may not be disposed of until 45 days after the date of notification that there is intent to sell or otherwise dispose of the property. After 45 days of trying to determine the owner of the property fails, the Installation commanding officer (CO) may dispose of the property.

b. Emergency Response. UH staff will, upon notification by a resident of an accident, injury, assault or theft, immediately call security and emergency services, and then inform UH management no matter how small the incident may seem. For medical emergencies, UH staff should dial 911 or base 911 immediately. After normal working hours at locations where there is not a staffed 24-hour front desk, residents will inform the responsible RA, who will contact the appropriate authorities (e.g., security, emergency services, command duty officer, etc.), and then report the incident to UH management. If the incident is serious enough to warrant emergency response, residents will be directed to call the local emergency response number for assistance, and then report the incident to UH staff.

c. Bed Bugs. UH staff will immediately contact public works (PW) and the Navy Environmental and Preventive Medicine Unit (EPMU) when they receive notification from a resident of the suspected presence of bed bugs in their unit or room. If bed bugs are discovered in a unit or room, PW is responsible for treatment in coordination with environmental health and EPMU guidance. Neither staff nor residents will apply pesticides or attempt treatment. To minimize the spread of the infestation, residents will not remove anything from their unit until approved by EPMU (see reference (ac), article 8-37, for information on bed bugs). See appendix

O for the EPMU inspection template and appendix P for resident bed bug frequently asked questions.

d. Bedding and Linen. Barracks residents will be issued a set of non-returnable linens (e.g., two sheets, pillowcase, pillow, bedspread, comforter, or “bed in a bag”) or they may purchase and use their own linens. Barracks residents are responsible for laundering their used linens, both those issued and the ones they have purchased. Use of quarters operations (QO) funds to launder permanent party linen is prohibited. Dormitory residents will be issued linens upon check-in and will be provided linen exchange throughout their stay. Dormitory linens will be cleaned by a linen or dry-cleaning contract funded with QO funds.

e. Bomb Threats. UH staff, RAs and residents will report the presence of any suspicious packages or receipt of bomb threats by dialing the identified local emergency response number (base phone) posted on official bulletin boards. UH staff will follow fire and security direction and assist in evacuating UH buildings as required.

f. Bulletin Boards. Both official and unofficial bulletin boards will be provided throughout each UH building as a means of communication between UH staff, RAs and residents. Official bulletin boards will be clearly marked “For Official Use Only.” Residents will be responsible for reading official correspondence placed on these boards. Documents larger than a single page will be available at the front desk to hand out to residents.

g. Cable Television Service. Cable television (TV) service may be provided in UH common areas only. UH common areas include lobbies, lounges and the lounge area of a Welton-Becket unit. This is an Installation (N6) responsibility and will not be funded with QO funds. Residents are responsible for contracting and paying for the cable TV service to their units or rooms.

h. Comments, Complaints and Suggestions. The UH staff will manage suggestion and comment boxes in every UH building. Residents’ comments, complaints or suggestions may be submitted to the building manager, RA or placed in their building’s suggestion box. Building managers, or an appropriate UH staff member, will provide a timely and courteous response to all resident comments, complaints and suggestions.

i. Conduct. UH staffs, civilian and military, are subject to the Installation CO’s regulations with respect to conduct, safety and security. UH staff and RAs will ensure residents’ compliance with the UH program and local policies and guidance. Violation of these policies will be reported to UH management. The UH manager will report repeat violators to the resident’s command.

j. Controlled Substances. Per reference (ad), the possession of controlled substances, including drug paraphernalia, syringes, pipes, etc., other than those items prescribed by competent medical authority, is prohibited. UH staff and RAs will follow local reporting policy

if controlled substances are discovered in an occupied unit or room (see paragraph 4.k. of this chapter for room entry procedures).

k. Day and Late Sleepers. The UH manager will establish local guidance for “day sleeper” requests, approval and signage. Due to shift work or irregular work hours, some residents’ sleep schedules may conflict with normal working hours. Day or late sleepers will be required to register with both the front desk and responsible building manager. If a resident is in a shared unit or room, their “day sleeper” sign will be affixed to their bedroom door (e.g., “A” or “B”). UH staff will not enter a “day sleeper” unit or room from 0730 to 1400, except for suspected violation of Installation regulations or urgent trouble call work. Unit or room inspections and maintenance will be scheduled for after 1400 unless arranged otherwise with the resident.

l. Dormitory Supplies and Services. Unlike permanent party residents, dormitory students will be provided basic paper goods (e.g., paper towels, toilet paper, etc.), cleaning supplies, returnable linens and linen laundry services.

m. Elevators. UH staff will notify PW, or other designated departments or offices, of any problems with, or malfunctions of, elevators. PW, or other designated departments or offices, is responsible for ensuring all elevator permits are current.

n. Employees. All UH civilian employees are subject to command regulations with respect to conduct, safety and security. UH employees are responsible for providing quality customer service to all residents and maintaining a clean and professional appearance throughout UH buildings. UH employees will display approved identification that clearly identifies them as UH employees that have authorization to be within the facility.

o. Exercise Rooms. Unmanned exercise rooms or gyms are prohibited in UH buildings. QO funds will not be used to purchase exercise equipment or to outfit a fitness room.

p. Fire. Emergency fire procedures will be part of the front desk standard operating procedures and will be immediately available should the need arise. The UH manager will coordinate with local Fire and Emergency Services (F&ES) authorities to establish fire response procedures. Per reference (ae), volume 101, section 29.3.5.8, and volume 10, chapter 4, portable fire extinguishers are not required in UH buildings with automatic sprinkler systems. UH staff will be trained in emergency reporting, evacuation procedures and operational testing of smoke detectors. Additionally, UH staff will cooperate with the local fire protection authorities to conduct periodic UH building inspections and fire drills. UH staff will ensure that evacuation or egress routes are appropriately posted throughout all UH buildings. In the case of a fire, or suspected fire (e.g., smoke coming from electrical or mechanical rooms, etc.), UH staff or residents will activate the nearest fire alarm and call emergency services. If there is time to do so safely, close windows and doors and turn off electrical equipment. UH staff will ensure buildings are evacuated in a quick and orderly manner without jeopardizing personal safety and

ensuring that residents proceed to designated muster areas. UH staff members are not to stay and try to put out a fire.

q. Fire Prevention. The UH manager will coordinate with local F&ES authorities to establish fire prevention procedures that will be added to the resident handbook. UH staff will immediately report any fire safety equipment that is missing, broken or has been tampered with (e.g., smoke detectors, exits signs, fire doors blocked open, etc.). Residents are prohibited from tampering with, modifying or damaging exit signs or smoke detectors. Residents found responsible for such actions will be reported to security and held liable for repair costs. The use of candles, incense and open flames by UH staff or residents is prohibited in UH buildings. Storing fuel of any type in habitable UH buildings is prohibited. Personal electric, gas or kerosene space heaters are prohibited in UH buildings.

r. Furnishings, Fixtures and Equipment. UH units or rooms, lobbies and lounges will be furnished per reference (af) and appendix B of the Furnishings Desk Guide. Residents will receive an inventory of furnishings, fixtures and equipment (FF&E) associated with their assigned space and will be held responsible for any damages due to willful neglect or abuse by them or their guests. Installations may permit the use of a resident's personal furnishings provided this does not result in any additional UH QO costs (e.g., government funded movement or storage of FF&E).

s. Heating, Ventilation and Air Conditioning. UH management will provide residents with operation guidance for UH building heating, ventilation and air conditioning (HVAC) system(s). To minimize energy consumption and maximize comfort, residents should be required to keep exterior doors and windows closed when the heating or air conditioning system is operating. Resident-owned portable fans are permitted, but resident-owned window air conditioning units are prohibited. Residents will submit a trouble call or notify the building manager of problems with their HVAC system. In hot moist climates, like the Continental United States Southeast, residents may be directed to leave air conditioning on a low setting to minimize daytime heat build-up and reduce indoor humidity and the associated growth of mold and mildew.

t. Inspections. UH staff (UH manager, complex manager and building manager) will conduct facility inspections of occupied units or rooms with the designated RA at least once a quarter. Installations will establish local policy and guidance for residents' command inspections. Command inspections will ensure residents are complying with local policy and guidance set forth in the welcome aboard handbook, to include specific compliance with daily living standards (DLS), and that units or rooms are being kept in a safe and sanitary condition. Other inspections may be conducted by fire, security, PW, environment or medical staff, etc. Prior to entering a resident's unit or room, UH staff will properly announce themselves as required in the room entry procedures.

u. Internet Service. The Navy is prohibited from providing free internet service in UH. Information regarding internet service should be available at the UH front desk or posted on

bulletin boards. UH staff support of this service will be limited to providing contact information only. UH staffs are prohibited from providing support to service providers (e.g., resetting routers, troubleshooting residents' connection problems, etc.).

v. Key Control. The UH manager will establish local policy for key control to ensure the safety of residents and security of the facilities. Access and key control will be established in three levels: resident keys, master keys and emergency keys. The local policy will determine the location and custody of master and emergency keys, as well as procedures for inadvertent resident lockouts.

(1) Resident keys will be kept at the front desk or where the actual assignment to the resident occurs. Keys will not be marked with any space identification. Keys for mechanical locks will be stored in a locked container.

(a) Replacement keys are issued to residents upon presentation of positive identification. Residents may be held accountable for lost keys.

(b) Resident keys will be returned upon check-out and erased of any prior programming before storage and reuse.

(c) Mechanical locks will be re-keyed or rotated whenever a compromise is suspected.

(2) Master keys open a series of rooms or spaces as required. Whether electronic or manual, all master keys will be stored in a secure container when not in use.

(a) Keys will be inventoried upon each shift change or daily, as appropriate.

(b) Access to master keys will be limited to personnel designated in writing by the Installation CO or their designated representative.

(c) Check-in or -out of keys will be recorded. Master keys will not leave the property. If a master key is missing, an entire area, or the entire property, may need to be re-keyed.

(3) Emergency keys open all doors, including resident rooms. These keys must be highly protected, and their use strictly controlled. Emergency keys will be secured in a sealed container and only issued to authorized persons for use during fire, police or medical emergencies. The emergency keys will be inventoried each time the seal is broken and when resealed. Emergency keys will never leave the property.

w. Lobby. UH buildings that have a large open lobby area will be furnished as a lounge for residents' and guests' use, provided it does not conflict with normal check-in and check-out

procedures. Building managers will inspect lobbies daily for appearance, cleanliness and condition of furnishings and equipment.

x. Lost and Found. The UH front desk will maintain a lost and found area for personal items discovered by UH residents or staff. Lost personal property will be handled per reference (b), volume 12, chapter 25.

y. Lounges. Lounges may include indoor or outdoor spaces within the UH building perimeter, serving as recreational areas, game rooms, TV or movie rooms, etc. Installations will establish local policy and guidance for the use of UH lounges. Building managers will inspect lounges daily for appearance, cleanliness and condition of furnishings and equipment. Residents are responsible for cleaning rooms and emptying the trash after use. Installations may allow residents to reserve a lounge for group gatherings or parties. If so, UH staff will post a reservation schedule for the benefit of all residents. The resident reserving the lounge is responsible for any damage caused by them or their guests. Per reference (ag), paragraph 7, Installations may allow the possession and consumption of alcoholic beverages in lounges.

z. Mail. Per reference (ah), paragraph C1.2 and appendix B of the Postal Agreement with the Department of Defense USPS Publication 38, resident mail delivery is not a function of UH staff or an authorized expense for UH funding (QO). Certified military mail handlers may distribute residents' mail to assigned mailboxes as authorized by the local Installation CO. The general sorting of residents' personal mail and delivery to UH units or rooms is to be strictly prohibited.

aa. Mold. Per chapter 10 of this manual, UH staff should know how to identify and report instances of mold. Residents will notify the building manager at the first signs of suspected mold growth. After inspecting the unit or room, UH staff will take appropriate action to address mold growth and the source of moisture. In all situations, the underlying cause of water accumulation must be rectified, or mold growth will recur.

ab. Recycling. UH staff will comply with local recycling programs and Region or Installation policies and guidelines.

ac. Refuse Collection and Disposal. UH or janitorial staffs are responsible for daily refuse disposal in office, front desk, public restrooms, common areas, etc. UH staff will comply with local refuse collection policies and guidelines.

ad. Roving Patrols. Per reference (ai), paragraph 12.b., Installations will institute roving patrols with the intent of increasing the visible presence of leadership to deter behavior that may lead to sexual assault or other misconduct. Patrols have access to the common areas in and around UH buildings, but do not have authorization to enter private spaces or assigned units or rooms. RAs may participate in the Installation roving patrol program and may serve as after-

hours UH escorts as necessary. UH (QO) funding is not to be used to purchase supplies for roving patrols.

ae. Navy Wounded Warrior-Safe Harbor. UH staff will coordinate as necessary with the Installation Navy Wounded Warrior-Safe Harbor program staff for appropriate support to recovering Service Members s requiring Architectural Barriers Act compliant units or rooms.

af. Snow Removal. Snow removal in front of and around UH building is an Installation's PW responsibility. UH funding (QO) will not be used to purchase snow blowers or fund snow removal. UH staff may check out snow removal equipment from the PW department, if available. Fuels for this equipment will be funded and controlled by the Installation PW department.

ag. Telephone Service. Telephone service is an individual resident responsibility. Except as provided in reference (aj), section 1348, the Navy is prohibited from providing telephone services for residents.

ah. Vacant Units or Rooms. UH building managers will inspect vacant units or rooms on a daily basis to ensure they are ready and available for assignment. Water supply to plumbing fixtures and appliances will be turned off in units or rooms expected to be vacant for more than a few days. Where possible, HVAC systems in vacant units or rooms will be set to minimum levels to maintain adequate indoor air quality and reduce energy consumption.

ai. Vandalism. UH staff will report any act of vandalism noted in or around UH buildings to the UH manager and security. UH residents will be encouraged to report any acts of vandalism witnessed or discovered (e.g., broken or damaged exit signs in hallways).

aj. Vending Machines. The Installation Navy Exchange (NEX) has the right of first refusal to provide UH vending and resale machines and services on Navy Installations. Written approval from NEX is required to permit another resale agent to operate in UH buildings. UH staff is prohibited from handling funds or material on behalf of NEX or other resale agents.

ak. Vehicles. Resident's personal vehicles will be registered in enterprise Military Housing (eMH) at check-in utilizing the vehicle section of the "Person" tab of the UH module. Recreation vehicles, un-drivable vehicles, boats, cargo trailers and business vehicles will be parked in controlled base parking per Installation instructions.

al. Welcome Aboard Handbook. UH staff will provide new permanent party residents with a welcome aboard handbook (see appendix E for the template). The handbook addresses residents' DLS, the Installation CO's rules and regulations and information on how to care for their room, appliances and furnishings. The handbook will include the following Installation and community information:

- (1) Front desk and building manager office hours and contact numbers.
 - (2) Emergency telephone numbers (fire, security, medical, etc.).
 - (3) Morale, Welfare and Recreation facilities and their hours of operation.
 - (4) On- and off-base dining, fitness, religious, shopping facilities and their hours of operation.
 - (5) Installation and community maps.
 - (6) Local bus routes (Installation and community).
 - (7) Installation and community history.
 - (8) State and community requirements, like driver's licenses, vehicle registration and driving regulations, prohibited items and local support organizations.
 - (9) Tenant command information.
 - (10) Local area overview.
3. Guidance for Permanent Party Residents. Residents are expected to follow the rules, regulations and requirements identified below and as outlined in their welcome aboard handbook and new resident orientation brief.
- a. Antennas. Resident-owned exterior and window mounted antennas or satellite dishes are prohibited in or on UH buildings. Interior tabletop or wall-mounted antennas are permitted with the written approval of the UH manager. Residents will only attach or mount antennas to the wall using locally approved hangers (e.g., nails, "Command hooks," double-sided tape, etc.).
 - b. Appropriate Attire. UH residents and their guests will wear appropriate clothing in and around UH buildings including while sunbathing. Appropriate attire is defined as military uniforms or civilian clothing that is not too tight or too loose, is not overly revealing, has no vulgarity or profanity and does not show any undergarments. Clothing items considered appropriate include shirts, shorts and physical training gear.
 - c. Bulletin Boards. Residents will coordinate with the building manager before posting items on unofficial bulletin boards. Information on the "unofficial bulletin board" will be removed or renewed after 10 days.
 - d. Business Enterprises. UH resident business enterprises, to include computer gaming enterprises and associated solicitations, are prohibited in and around UH areas.

- e. Cleaning Supplies. Residents are to provide their own cleaning supplies for their room. This includes, but is not limited to: bathroom cleaner, general purpose cleaner, furniture polish, tile cleaner, toilet cleaner, carpet cleaner, window cleaner, trash bags, etc. UH will have equipment available at the front desk for checkout to include vacuums, carpet cleaners or shampooers. Installations will establish guidance on the storage, issue and replacement of cleaning equipment and common area cleaning supplies. UH staff will approve the use of all cleaning supplies and provide all the necessary safety data sheets on the approved supplies. This is to ensure that non-compatible chemicals or cleaning supplies are not used (i.e., powdered cleanser with powdered bleach used with lime scale remover (phosphoric acid) creates chlorine gas).
- f. Conduct. Residents, civilian and military, are subject to the Installation CO regulations with respect to conduct, safety and security. UH staff and RAs will ensure residents comply with the UH program and local policies and guidance. Violation of policies will be reported to UH management. The UH manager will report repeat violators to the residents' command.
- g. Controlled Substances. Per reference (ad), the possession of controlled substances, including drug paraphernalia, syringes, pipes, etc., other than those items prescribed by competent medical authority, is prohibited.
- h. Cooking. For the safety and protection of other UH residents and the facilities, cooking in UH buildings is only permitted in unit or room kitchenettes or kitchens and common kitchens. Installations will provide a list of authorized small appliances.
- i. Damages and Repair Costs. Per reference (b), volume 12, chapter 7, article 0707, residents are responsible for the repair or replacement of any damage they cause to unit or room walls, floors, appliances, fixtures or furnishings due to their willful neglect or abuse. Residents will report damages to the UH manager as soon as they occur (see chapter 5, section 2.j.(8) of this manual for further discussion of resident liability).
- j. Day and Late Sleepers. Day or late sleepers are required to register with the front desk or building manager. If a resident is in a shared unit or room their "day sleeper" sign will be affixed to their bedroom door (e.g., "A" or "B"). UH staff should not enter a "day sleeper" unit or room from 0730 to 1400, except for suspected violation of Installation regulations or urgent trouble call work. Unit or room inspections and maintenance will be scheduled for after 1400. A "day sleeper" resident should indicate on their trouble call report if maintenance can be performed before 1400.
- k. Diving Tanks. Diving tanks will not be kept in a UH unit or room. Diving tanks for Navy divers are to be stored in the dive locker on the Installation.
- l. Electrical Equipment. Use of resident-owned or operated commercial electrical equipment (e.g., multiple computer servers or wireless repeaters) is prohibited in UH buildings.

m. Extended Absence. For extended absences from their room, such as leave, temporary additional duty, deployment or hospital stay, residents are required to notify UH staff.

n. Extension Cords. Residents will not be permitted to run extension cords across a walkway, under rugs or through the overhead and over door jams. Only Underwriters Laboratories, Inc., approved extension cords, power strips or both, with circuit breakers, are permitted in UH buildings. Residents will use “smart” power strips to reduce standby power loads.

o. Flags. American and national flags, when displayed, will comply with standards, protocols and traditions of displaying national ensigns.

p. Fire. Residents will be advised of proper emergency response procedures, including fire notification, egress and muster responsibilities. Emergency procedures will be available at the front desks, included in the welcome aboard handbook, and posted on each floor in UH buildings. Per reference (ae), volume 101, section 29.3.5.8, and volume 10, chapter 4, portable fire extinguishers are no longer required in buildings that have an automatic sprinkler system. Residents will follow fire department instructions during fire drills and emergency evacuations.

q. Gambling. Gambling is prohibited in UH buildings.

r. Graffiti and Vandalism. The defacing or damaging of government property is prohibited. Residents found responsible for such actions will be reported to security and held liable for cleaning, repair costs or both.

s. Guests and Visitors. Installation COs will establish specific visitor policies for UH that account for the unique situations of their command and include the policies cited in this chapter. UH residents may have visitors provided they do not interfere with good order and discipline and do not inconvenience other UH occupants. A visitor is any person not assigned to the resident’s building. Visiting hours are typically 0800-2400. Overnight guests of any kind are strictly prohibited in UH. Residents will accompany visitors at all times and are responsible for their visitor’s behavior, to include any damages. Residents assigned to shared bedrooms will visit with their guests in common area lounges unless agreed upon by the other assigned resident of the room. Unrelated visitors less than 18 years old are prohibited in UH units or rooms.

t. Hazardous Materials and Combustibles. Residents may store small quantities of combustible hobby type fluids, paint, butane or propane for lighters in the purchased containers. Other combustible fluids or gases and all hazardous materials are prohibited in UH buildings. The use of candles, oil lamps, incenses or other household items with continuous open flames are prohibited in UH buildings.

u. Kitchens. Residents using common kitchens will be responsible for providing and removing food, spices and condiments; properly cleaning food preparation areas, utensils, dishes

and cookware after each use; and disposal of trash after each use. Building managers will inspect common kitchens daily to ensure cleanliness and compliance with local sanitary standards. Installations may allow residents to reserve common kitchens and adjacent lounges for group gatherings or parties. If so, UH staff will post a reservation schedule for the benefit of all residents. The resident reserving the kitchen is responsible for any damage caused by them or their guests.

v. Laundry. Laundry machines (washers and dryers) are provided in UH buildings in either common laundry rooms or in-unit laundry machines. These machines are intended for UH residents' use only. In either case, residents are responsible for the proper use of machines, as defined by local guidance. Copies of operating instructions for the laundry machines will be made available to residents (e.g., posted in common laundry rooms or laundry closets, included in welcome aboard package, etc.). At a minimum, residents will be responsible for timely removal of laundry, wiping out washers and dryers, immediately cleaning up any spills, emptying lint traps after each use and leaving doors open on front-loaded washers, per the manufacturer's recommendations. Except for planned and announced maintenance, common laundry rooms will be accessible to residents 24 hours a day. Common laundry rooms will have both folding and hanging space for residents' use. Residents will notify UH staff of any problems with, or malfunction of, laundry equipment, clogged drains or visible leaks. To avoid theft or damage, residents should not leave personal items unattended. The UH staff is not responsible for residents' laundry or personal items left unattended. Building managers will inspect common laundry rooms daily to ensure cleanliness and appearance, and that all equipment is functioning properly. Residents found responsible for damaging laundry machines will be held responsible for cost of repair or replacement. See appendix B of the Furnishings Management Desk Guide for the quantities of laundry machines required.

w. Lock-out. Residents will be required to show proper identification (ID) prior to being given entry to a unit or room or issued a new key card. If the ID card has been left in the locked room, the building manager or RA will escort the resident to their room to retrieve the ID and key. If the key has been lost and the resident does not have an ID card, they will be escorted by someone from their command that can verify their identity before a replacement key card is issued or the resident is allowed in the room. Residents will report lost or stolen key cards to UH staff immediately. This is to ensure the safety and security of the other residents in the building and their personal property. Residents may be charged for key replacements requiring a locksmith. All lost keys or key cards will be noted in the resident's eMH file.

x. Locks (Resident Provided). Residents will provide either a combination or key lock to secure their assigned closet or locker where a government installed, or factory-made, hasp is provided, and no government lock is provided. Residents are prohibited from installing hasps without written authority from UH management.

y. Noises, Loud Music and Quiet Hours. UH residents work, study or both, at all hours of the day and night. Therefore, noise levels within units or rooms will be respectful of other

residents. TV, music or conversation levels will be considered too loud if: they can be heard by UH staff or an RA outside a unit or room; or the adjacent resident objects to the volume level. Local UH management will establish and publish quiet hours that meet the needs of the residents.

z. Parties. The resident reserving a UH common area for a gathering or party is responsible for: cleaning the area, furnishings and grill(s); appropriately disposing of trash, recycling and ashes after each use; and any damage caused by them or their guests.

aa. Personnel Status Changes. UH residents are responsible for reporting changes in personnel status to UH staff. These typically include, but are not limited to, changes in command, deployment, rank, marital status, dependency status (non-custodial-to-custodial) or pregnancy.

ab. Pest Control. Installations will establish local guidance for resident notification procedures to report a pest problem. Residents will notify the building manager, UH staff or RA of any pest control problem (e.g., ants, rodents, roaches, etc.). Residents will not apply pesticides or attempt treatment. UH staff will notify PW for appropriate assessment or corrective action (see reference (ak) for specific guidance).

ac. Pets. All pets are prohibited in UH buildings. Only certified service dogs prescribed to recovering Service Members are permitted in UH buildings. Therapy pets, with or without a doctor's prescription, are not certified service animals and are therefore prohibited in UH buildings (see reference (al) for additional guidance).

ad. Recycling. Residents will comply with local recycling programs, Region and Installation policies and guidelines.

ae. Refuse Collection and Disposal. Residents are responsible for unit or room refuse disposal. Residents will comply with local refuse collection and disposal services, Region and Installation policies and guidelines.

af. Renter's Insurance. While residents are not required to have renter's insurance, they should be encouraged to obtain renter's insurance to cover the replacement or repair of lost, stolen, vandalized or damaged government or personal property. Residents should also be encouraged to label personal property and secure valuable items (e.g., electronics, photographic equipment, collections, etc.) when not in their unit or room.

ag. Resident-Requested Room Assignment Change. Installations will establish local guidance for resident-requested room changes. A resident-requested move may be granted at the resident's expense. Intra-station move funding will not be used to fund resident-requested moves.

ah. Sick in Quarters. Residents who are “sick in quarters” (SIQ) will inform the building managers of their situation. If the resident is in a shared unit or room, their SIQ chit will be affixed to their bedroom door (“A” or “B”). UH staff will not enter a SIQ unit or room from 0730 to 1400, except for suspected violation of Installation regulations or urgent trouble call work. Unit or room inspections and routine maintenance will be rescheduled. SIQ residents placing a trouble call will indicate if maintenance can be performed before 1400. Installations will establish local guidance for SIQ notification and signage.

ai. Tobacco Use. Per reference (am), all indoor areas of Department of the Navy (DON) facilities will be designated as “tobacco free.” This applies to UH staff, residents, guests and visitors. Tobacco use is restricted to specifically designated areas outdoors. Designated tobacco use areas will not be located near areas frequented by children. This includes any athletic fields located close to or within the UH complexes. Tobacco products include the use of smoking tobacco (e.g., cigarettes, cigars, water pipes, hookah and pipe tobacco), smokeless tobacco (e.g., spit, plug, leaf, snuff, dip and chew), electronic nicotine delivery systems (ENDS) and associated devices to include electronic cigarettes, electronic pipes, electronic hookah (e.g., e-cigarettes, e-pipes and e-hookah) and any other ENDS. Per reference (am) the following policy will be implemented:

(1) Designated tobacco-use areas (DTUA) are established not to encourage tobacco use, but rather to provide a location where others are not exposed to environmental tobacco smoke and residue. DTUAs will be at least 50 feet away from all points of facility entry or exits. DTUAs will not be directly in front of a building, or near air intakes, and will have as minimal an impact as possible on non-tobacco users. DTUAs will be at least 100 feet away from any area frequented by children. Setback distances will not be waived. In the event a location that meets these criteria is not available, no DTUA will be designated.

(2) Residents are responsible for the actions of their guests and visitors and will notify them of this policy and ensure their compliance.

(3) UH building managers and RAs will include DTUAs in their daily common area walk-throughs to ensure the proper disposal of used tobacco products. Evidence of used tobacco products in or around UH buildings, other than in designated smoking areas, will be investigated and corrective action taken.

(4) Tampering with or disabling smoke detectors is prohibited and considered vandalism. Residents found responsible for such actions will be liable for the cost of repair or replacement of damaged detectors.

(5) If there is evidence of tobacco use (room or furniture smelling of smoke; ash trays, cigarette butts or both; cigarette burns in furnishings or room; or stains from smokeless tobacco residue) found in units or rooms, the resident will be liable for repairs and charged the necessary costs to return the room to a tobacco-free condition.

aj. TVs. Residents are allowed to have their own TV in their rooms. Furniture will not be modified to accommodate personal TVs. Personal TVs must not block egress from the room or encroach on a roommate's space in a shared room.

ak. Trouble Calls. Residents will submit their trouble calls to the building manager or front desk during normal work hours. Installations will establish after normal work hours' procedures and ensure residents understand how to report an issue with their unit or room, or the facility in general. Building managers or front desk clerks will forward work requests per local procedures for processing and reporting to PW. Emergency trouble calls will be reported directly to PW. All trouble calls will be recorded in the service module in eMH. Residents will be kept informed of the status of their trouble call on a weekly basis until completed.

al. Unassigned Beds and Closets or Lockers. Residents assigned to shared bedrooms may not use unassigned beds, closets or lockers, as they need to remain available for incoming personnel. Residents will not use any furnishings, closets or lockers not assigned to them.

am. Vehicle Washing and Maintenance. For the purposes of this section, vehicles are defined as automobiles (i.e., cars, vans, pickups, etc.), recreational vehicles, boats, all-terrain vehicles (ATV), motorcycles, mopeds, scooters and bicycles. Maintenance on vehicle components in UH buildings is prohibited. Storage of new and unused vehicle components in UH buildings is permitted (e.g., residents may store replacement brake pads in their original manufacturer's box in their unit or room, but may not bring used brake pads into a UH building). Maintenance of vehicles is prohibited within the UH complexes. Vehicle care in UH parking lots and garages is limited to routine fluid checks, not changes, and non-mechanical part replacement (e.g., wiper blade, light bulb, etc.). Vehicle washing is permitted only in designated areas. Installations may establish local guidance for emergency vehicle maintenance.

an. Wall Art and Room Decorations. Displays of pornographic, sexually explicit, discriminatory or otherwise offensive material, is prohibited in UH units or rooms. This prohibition also applies to computer screen savers and wallpapers. Residents are prohibited from painting UH walls or ceilings. Installations will provide guidance on locally approved hangers (e.g., nails, "Command hooks," tape, etc.).

ao. Weapons, Ammunition and Explosives. Possession or storage of resident-owned weapons is prohibited in UH buildings. This includes all firearms, air guns, BB guns, bows and arrows, knives with more than a three-inch blade, ammunition, fireworks, martial arts related items or any other items defined by security. All firearms or weapons brought on-base must be registered with the local security office and will be stored at the base armory per local guidance.

ap. Windows and Ledges. Residents are prohibited from loosening or removing window screens or placing items on exterior window ledges. UH staff will accommodate authorized day or late sleepers' requests for additional room darkening. Leaving window(s) open while HVAC systems are operating is prohibited.

4. Guidance for Installation Commands. The following topics are addressed to assist Installations in the creation of local UH policies and guidance. Several topics include UH program requirements or recommended items local guidance needs to address, or both.

a. Alcoholic Beverage Control. Per reference (ag), paragraph 3.e., the sale, purchase, possession and consumption of alcoholic beverages on naval Installations will be restricted to personnel 21 years of age and older in the United States and U.S. territories. The drinking age on Installations located in foreign countries will conform to the legal age set by the host country. UH staff will consider age when making room assignments, to the extent practicable. If assignment of legal age Service Members with other legal age Service Members is not possible, the responsibility for the control of alcoholic beverages falls on the resident that is of legal age. Installations may allow the possession and consumption of alcoholic beverages by legal age Service Members in lounges of permanent party barracks.

(1) Installations will establish local guidelines on the amount of alcohol that may be stored in barracks units or rooms.

(2) Alcoholic beverages of any type are not permitted in dormitories, and students are not authorized to possess alcoholic beverages in dormitories regardless of their age.

b. Barbeque and Picnic Areas. Installations will establish local guidance for UH barbeque and picnic area use, reservation requests and approvals. At a minimum, Installation guidance should include the authorized hours of use (typically 0800-2200) and UH resident responsibilities. Barbeque and picnic area hours and rules will be clearly posted in UH buildings and on picnic structures. UH residents will be responsible for cleaning tables, grill(s) and the barbeque or picnic area, appropriately disposing of trash, recycling and ashes after each use. The Installation will provide separate receptacles for disposal of hot ashes, designed for that purpose. Storage of briquettes or lighter fluid in UH buildings is prohibited.

(1) Installations may allow the possession and consumption of alcoholic beverages in and around barbeque and picnic areas for Service Members of legal drinking age. Installations may also allow residents to reserve barbeque, adjacent picnic areas or both, for group gatherings or parties.

(2) UH staff will post a reservation schedule for the benefit of all residents. The resident reserving the area is responsible for any damage caused by them or their guests.

(3) Installations may allow the use of resident-owned barbeque grills in outdoor common areas. Use of resident-owned barbeque grills indoors or on a UH balcony is prohibited.

c. Cleaning Equipment and Supplies. Per annual QO funding guidance (i.e., common output levels), Installations will establish guidance on the storage, issue and replacement of cleaning equipment and common area cleaning supplies. Residents will be provided cleaning

equipment, such as vacuums and carpet cleaners either in their unit or on a check-out basis from the UH staff.

d. DLS. Installations will include DLS as part of their UH policies and guidance. These standards ensure that a healthy living environment is maintained and establish a minimum level of cleanliness required. The DLS will also ensure a consistent “yardstick” for various command inspections. The DLS will be published in the welcome aboard handbook, so that all residents understand what is expected of them while living in UH. At a minimum, an Installation’s DLS will address residents’ need to:

(1) Clean their kitchen or kitchenette daily. This will include washing and stowing all dishes, utensils and cookware; storing opened dry food items in plastic containers with lids; properly refrigerating food items in sealed plastic containers with lids or wrapped in aluminum foil; and cleaning appliances, counters and sinks per the Installation’s guidance.

(2) Make their beds daily.

(3) Properly stow all personal items in drawers or closet or display in an orderly manner. Closets will be locked when the resident is not in the room even if it is a private room.

(4) Clean and dust furnishings per local guidance.

(5) Clean bathrooms and showers, tubs or both, per local guidance. If strong chemicals are being used to clean hard-to-remove soap residue or hard water deposits, make sure the bath and bedroom are well ventilated. Residents will be advised to never mix bleach and ammonia-based cleaning supplies as it can create toxic chlorine gas.

(6) Clean floors, walls, ceiling fans and HVAC vents to remove dust and anything that has been spilled or is accumulating. Residents will clean spills as they happen to prevent stains.

(7) Clean unit or room washer and dryer, inside and out, per local guidance. Doors on front-loading washers should be left open when not in use to prevent mold growth or foul odors. Dryer vent screens should be cleaned after each use.

(8) Empty all trashcans daily, disposing of trash per local guidance (e.g., a designated dumpster or garbage chute).

e. Elevators. Installations will establish local guidance for UH staff and residents’ use of elevators. Residents and UH staff are prohibited from eating, drinking or smoking inside elevators in UH buildings.

f. Energy Conservation. Installations will establish specific energy conservation measures to achieve targeted energy reduction goals. Residents will be required to use “smart” power

strips to reduce or eliminate the load of electronic devices in standby mode (see the energy conservation discussion in chapter 9).

g. Guests. Installations will establish local guidance to support the UH program policy of no overnight guests.

h. Noises, Loud Music and Quiet Hours. Installations will establish specific guidance for UH quiet hours and complaints of excess noise. UH residents work or study, or both, at all hours of the day and night. Therefore, noise levels within units or rooms should be respectful of other residents. TV, music or conversation levels will be considered too loud if they can be heard by UH staff or an RA outside a unit or room or adjacent residents object to the volume level. UH building quiet hours are typically 2200-0600.

i. Parking. Installations will establish local guidance for vehicle parking. For the purposes of this paragraph, vehicles are defined as automobiles (cars, vans, pickups, etc.), recreational vehicles, boats, ATVs, motorcycles, mopeds, scooters and bicycles. All resident vehicles will be registered in eMH in the resident's account.

j. Parties. Installations will establish local guidance for common area use, reservation requests and approvals (e.g., resident gathers or parties). Per reference (ag), paragraph 6.c., Installations may allow the possession and consumption of alcoholic beverages at such parties. UH staff will post a reservation schedule for the benefit of all residents. The resident reserving the area will be responsible for cleaning the area, furnishings and grill(s); appropriately disposing of trash, recycling and ashes after each use; and any damage caused by them or their guests.

k. Room Entry. Installations will establish local policy or guidance for unit or room entry procedures that take into consideration the uniqueness of their facilities. At a minimum, local guidance will address how UH staff will announce themselves; procedures for entering a unit or room assigned to the opposite gender; procedures if resident requests staff come back at a later time; procedures for entering an unoccupied assigned unit or room; procedures for discovery of suspected unauthorized materials, like weapons or controlled substances; procedures for notifying residents that staff were in their unit or room and why; and procedures for escorting non-residents, including inspection parties, PW maintenance workers and emergency personnel.

(1) At a minimum, UH staff will be required to both knock and announce themselves several times before entering an assigned unit or room.

(2) A good operating practice is that UH staff will not enter a unit or room occupied by the opposite gender without a third person present. At a minimum, if there is not a third person available, the unit or room door should remain open while UH staff is in the space.

(3) Typically, UH staff may not enter an occupied UH unit or room without the resident's consent, unless they:

- (a) Suspect the unit or room is abandoned.
 - (b) Suspect resident damage or unsanitary conditions.
 - (c) Have an emergency situation that may cause damage to the unit or room or disruption to neighbors.
 - (d) Have been unable to contact the resident for emergency repairs or scheduled routine or preventative maintenance.
 - (e) Are escorting a command inspection.
- (4) Typically, if unauthorized material is found in a unit or room, UH staff will:
- (a) Secure the unit or room by locking doors and windows and barring entry.
 - (b) Post a trustworthy guard if it is a shared unit or room.
 - (c) Call security and UH management immediately.

CHAPTER 7 INVENTORY AND UTILIZATION MANAGEMENT

1. Objective. The objective of this chapter is to identify specific unaccompanied housing (UH) inventory actions, responsibilities and procedures. Maintaining timely and accurate UH inventory and occupancy records is essential to the Navy's UH program management. As noted in chapter 1 of this manual, UH inventory and utilization (I&U) is interconnected with eligibility, assignment and the requirements process (see figure 1-1). Together, they all allow the Navy to monitor past management performance, track current occupancy and more accurately project future requirements.
2. Overview. UH I&U management and responsibilities are specified in reference (an). The UH I&U reports are used to measure an Installation's current housing status, both the number of beds, on and off-line, and the cumulative year-to-date utilization of beds. Installations are required to complete and submit semi-annual I&U reports for Region and Commander, Navy Installations Command (CNIC) review. The official end of fiscal year (FY) UH I&U data supports the annual Housing Complex Unaccompanied Housing Requirements reports (R-19). Accurately reporting the assignment, occupancy and current UH bed status is critical in the UH I&U process. Proper UH I&U management will maximize efficiency of existing UH inventory and help to project how many UH beds will be required at each Installation. See appendix A for references and appendix B for definitions.
3. I&U Data. The data used during the UH I&U process is divided into two categories:
 - a. Inventory. This includes on-line and available units or rooms ready for occupancy; those that are off-line for maintenance or renovation; or those that are on-hold for incoming students, returning squadrons, etc.
 - b. Utilization. This represents the year-to-date cumulative UH occupancy, measuring occupied days divided by available days. Occupied days are the number of days in the reporting period a bed, or space, has assigned occupancy (e.g., a unit or room with four occupied beds for an entire FY = 1,460 occupied days; that is 4 occupied beds x 356 days a year = 1,460).
4. I&U Responsibilities. Each Navy echelon command has a different action, review or approval authority for UH I&U management:
 - a. Echelon 1. Office of the Chief of Naval Operations (OPNAV) or Secretary of the Navy (SECNAV) – review and approve Navy real property acquisition and disposal.
 - b. Echelon 2. CNIC headquarters (HQ) – UH I&U management, review and approve I&U reporting, and review and approve UH conversions, diversions and extended inactivation.

c. Echelon 3. CNIC Regions – UH I&U oversight, review and coordination of UH inventory actions and validation of UH I&U reports.

d. Echelon 4. Installations – day-to-day UH operations, including UH inventory and resident management; initiate UH inventory actions; prepare and submit UH I&U reports; and ensure accuracy of daily UH inventory, assignment and occupancy data.

5. Inventory Actions. Changes in UH requirements are inevitable. UH inventory actions to account for these changes will result in either the gain or loss of UH spaces. These actions include acquisition, conversion, diversion, divestiture, disposal, inactivation and reactivation. Requirements and utilization rates are impacted differently by each of these actions.

a. Acquisition, or gain, is the addition of real property to the UH inventory. This is accomplished through construction, either military construction or host nation funded, or leasing. An inventory change request (ICR) form must be submitted to add these spaces into the enterprise Military Housing (eMH) system. Required documents to support the ICR must include an as-designed floor plan and Naval Facilities Engineering Command's (NAVFACENGCOM internet Naval Facility Assets Data Store (iNFADS) facility data.

b. A conversion is the permanent gain or loss of UH units, or buildings, typically to or from the Family Housing (FH) or lodging programs. This inventory action results in the permanent gain or loss of UH units, rooms or building(s). A conversion of a building will be recorded on the plant property account, and the gaining program assumes funding responsibility for the operation and sustainment of new inventory (e.g., the conversion of an FH building to UH would shift the sustainment funding from FH to operations and maintenance, Navy). UH units or rooms and associated furnishings may also be permanently converted from assignable to non-assignable areas (i.e., administrative or office space, restricted rooms or command duty rooms).

(1) Conversions from UH to other use are limited to Installations with surplus capacity as indicated by a 6-month utilization average of less than 95 percent to avoid creating or increasing a UH deficit. Conversion of UH units to command duty officer rooms are limited to two per Installation. The lost inventory may be re-gained via a follow-on conversion action. UH inventory lost in a conversion will have no negative impact on UH utilization (e.g., converted assets are no longer counted in UH inventory). Conversions start with a written request from the Installation and require written Region endorsement and CNIC HQ (N9) written approval.

(2) To address projected UH deficits, reference (i), paragraph 4.G. directs CNIC to convert lodging facilities to UH where the total ownership cost of conversion is less than new construction. This analysis is conducted annually by CNIC HQ Housing (N93) as part of the R-19 process, in coordination with CNIC HQ (N92), Regions and Installations.

(3) Typical conversion reasons include, but are not limited to convert to Installation use (e.g., office space, storage space, etc.); convert from FH to UH; convert to other than Navy use;

and convert to transient housing, etc. Refer to eMH's Unaccompanied Housing Module (UHM, ICR form and glossary of terms for appropriate conversion reasons.

c. A diversion is the temporary (less than 2 years) gain or loss of UH spaces, or buildings, typically to or from FH or lodging use. Because diversions are temporary inventory actions, they are not to be recorded on the plant property account. Likewise, because this is a temporary inventory action, the "losing" program will continue to fund operations and sustainment (e.g., the operation and sustainment of a FH building diverted to UH use continues to be the financial responsibility of FH). Diversions typically start with a written request from the Installation and require written Region endorsement and CNIC HQ (N9) written approval.

(1) UH inventory lost in a diversion will negatively impact UH utilization (e.g., diverted UH assets are still counted in UH inventory, but non-UH residents are not). Diversions from UH are limited to locations with surplus capacity to avoid creating or increasing a UH deficit.

(2) Typical diversion reasons include, but are not limited to exclusive occupancy by non-affiliated civilians, foreign military, base-administration, base-storage, duty room, FH, etc. Refer to the UHM ICR form and glossary of terms for appropriate diversion reasons. Occupancy of UH by affiliated civilians, non-affiliated civilians and foreign military are automatic diversions in eMH and do not require an ICR.

d. A divestiture is the permanent removal of a building from the UH inventory. Divestiture is an effective means of managing (i.e., right-sizing) UH inventory at locations with decreasing personnel requirements. Divested UH inventory is typically returned to the Installation for reuse or hold until demolition or disposal. Divestitures may start at any level of the CNIC organization with a written request and require written Region endorsement and CNIC HQ (N9) written approval.

(1) CNIC HQ (N93), as part of the annual R-19 preparation process, conducts surplus building analyses annually. At Installations where the projected personnel surplus exceeds the capacity of one or more UH building for more than 2 years, a divestiture plan is required. For example, if an Installation has a projected surplus of 200 beds and has 2 buildings (350 beds and 120 beds), then a divestiture plan should be prepared for the 120-bed building. Divestiture plans need to identify the UH building(s) and associated timeline for divestiture.

(2) Refer to the UHM ICR form and glossary of terms for appropriate divestiture reasons.

e. A disposal, per reference (ao), enclosure 3, paragraph 10, is a real property action that permanently removes building(s), land or both, from the Navy and Department of Defense (DoD) plant property records. Demolition and transfer are forms of disposal. Disposals are considered when real property is determined to be excess to the needs of the Navy. The determination of excess Navy property is made outside of the UH program.

f. An inactivation is the placement of a UH unit, room or building into caretaker status, for 3 months or more for reasons other than routine maintenance and cleanup. These units are not available for occupancy and will not negatively impact UH utilization reports (i.e., in as much as these units or rooms are not available for assignment, they are not counted in available “bed-nights”). An inactivation of 2 years or less requires written Region approval. An inactivation exceeding 2 years, not associated with a renovation and modernization funded renovation, requires written Region endorsement and CNIC HQ (N9) written approval.

(1) Typical inactivation reasons include base realignment and closure, fire damage, pending demolition or conversion, preparing for major maintenance or renovation, etc.

(2) A UH unit, room or building is reactivated when it is returned to on-line status and available for assignment.

6. ICRs. UH inventory actions will be documented utilizing the support and ICR module in eMH. These ICR forms are completed locally, routed to the Region and then to CNIC HQ (N93) for review and approval or disapproval. Supporting documentation may be required with the ICR depending on the nature of the inventory action. Supporting documents include floor plans, iNFADS data, UH assessment program data or written approval from reviewing authorities, etc. As a reminder, written approval from CNIC HQ (N9) is required prior to submitting an ICR for conversions, diversions or divestitures.

a. All fields with an asterisk (*) will be populated to complete an ICR form. ICRs with missing or incomplete data or information will be returned. One ICR line item must be completed for each UH unit or room being added or modified unless the change applies to the entire building, such as an inactivation.

b. Providing any necessary supporting documents, and a concise explanation for the justification of the proposed inventory action, will greatly expedite the review and approval process.

c. The eMH “Training Tool” tab has instructions on how to create, modify and submit an ICR.

7. Utilization. Utilization measures the efficiency and effectiveness of an Installation’s day-to-day UH assignment practices. In other words, who is housed and how are they housed? Several factors may impact an Installation’s assignment practices, including current versus prior missions; the size and configuration of UH inventory; and the eligibility of those seeking housing. Chapter 2 establishes assignment and eligibility criteria and priorities.

a. Utilization is provided using three core algorithms: actual, gross and net.

(1) Actual utilization percentage equals occupied days divided by gross available days, providing the actual measure of how the inventory has been utilized, ignoring any inactive days.

(2) Gross utilization percentage equals occupied days divided by (gross available days minus inactive days). Unexpected gross utilization values can occur when an Installation forgets to inactivate or reactivate a block of inventory. The gross utilization percentage also allows Regions and CNIC HQ (N93) to see the impact of inactivation on UH utilization.

(3) Net utilization percentage equals occupied days divided by (gross available days minus major rehab minus student hold days minus rotational hold days minus inactive days). This measures the UH utilization of on-line available beds. This measure most closely resembles that used in the community rental market. Net utilization takes into account uncontrolled factors that cause utilization to artificially drop. As in gross utilization, unexpected net values can occur when there are errors in an Installation's inventory data.

b. UH utilization is measured against two standards: "As Designed" and "As Configured."

(1) "As Designed" utilization is the standard method of calculating UH utilization and the method that will be used going forward with reporting. The "As Designed" utilization is based on the number of beds designed, or programmed, for a unit or room (see appendix C for UH unit or room types, sizes and capacities). This method of calculating utilization takes the actual number of residents in all sleeping bedrooms divided by the total program capacity of the units or rooms. The "As Designed" standard compares actual occupancy with programming policy.

(a) Permanent party barracks are calculated at the programming policy of no more than two residents per bedroom, with a minimum Net Square Feet (NSF) per resident and no more than two residents per bathroom. Dormitories are calculated at two residents per bedroom, with a minimum NSF per student, and no more than four students per bathroom.

(b) The "As Designed" utilization is used to measure how the inventory is meeting the long-term programming policy and to support short- and long-range renovation, replacement and acquisition projects in the programming and budget processes.

(c) The "As Designed" utilization percentage is calculated as occupied days divided by "As Designed" beds multiplied by available days in a reporting period. The "As Designed" utilization percentage may exceed 100 percent in situations where actual occupancy exceeds the programming policy for a particular property type.

(2) "As Configured" utilization is based on how a unit or room was configured (being used) at the end of the reporting period, as identified in UHM. "As Configured" utilization percentages can range from zero percent to 100 percent. The "As Configured" utilization percentage is calculated as occupied days divided by "As Configured" beds multiplied by gross available days in a reporting period.

(3) An example of the difference between “As Designed” and “As Configured” follows: a UH building with 100 private room shared bath (1+1) units has a programmed capacity of 200 beds. If that building is located at a homeport Installation and is managed at the Interim Assignment Policy (IAP), it would be furnished with 400 beds. If the average annual occupancy were 300 residents, then the “As Designed” net utilization would be 150 percent, while the “As Configured” net utilization would only be 75 percent.

(4) A single net utilization value of 75 percent would not necessarily support a projected UH deficit or accurately convey the current UH conditions. By using both “As Designed” and “As Configured” the Navy can better understand UH occupancy and defend projected requirements.

8. I&U Reporting. UH I&U reporting data is drawn directly from the eMH UHM. Informal quarterly I&U reporting is incorporated into the eMH functionality to provide periodic reviews of I&U management throughout the FY. Other cyclical I&U reporting includes: occupancy-by-pay grade versus current requirement; geographic bachelor (GB) occupancy percentage; GB waiver status; and DoD joint-based common output levels. Installations are required to submit formal semi-annual (mid-year and year-end) comprehensive UH I&U reports, detailing the current I&U status of their respective housing programs. In as much as year-end utilization data is officially reported to OPNAV and DoD, accuracy and timeliness of reporting is critical. The eMH “Training Tool” tab includes several how-to instructions for the UH I&U process, specifically: UH I&U module, mid-year approval process, year-end approval process and Housing I&U glossary of terms.

a. The formal UH I&U reporting process is initiated by CNIC HQ annual guidance, then Region and Installation UH staff can open the eMH I&U module and begin their review process. Installations will review initial reports for accuracy, make any needed corrections, add comments and then submit their recommendations to their Region for review and validation. Once Regions complete their reviews and forward their I&U reports, CNIC will go through a similar review process and either approve the report or return it to the Regions for rework. Upon completion of the year-end review and approval process, CNIC will create a summary report of the entire UH program.

b. The eMH I&U report menu is comprised of two sections. The top section contains the I&U reports used in the approval process. The bottom section contains other reports with amplifying information. Users can select a date range using the drop-down menu to begin their review process. There are separate drop-down categories for mid-year or year-end reports. It is important for users to ensure they are reviewing the reports in the correct date range. It is equally important to ensure the date range in the amplifying data report matches the time frame being reviewed. If changes are necessary to correct data, they must be made in the eMH UHM, typically via the ICR form. Once the changes in UHM have been completed, the data needs to be refreshed before the changes are reflected in the I&U report.

c. Installations should review the following reports to validate the I&U information:

(1) “Add Beds by Action Type” – This report will show the beds that have been added to the inventory during the reporting period. An example of this would be the addition of a “C” bed in a dormitory unit or room (e.g., reconfiguration bed gain) to accommodate a surge. Other actions, such as design change gain and re-gain from a previous loss, will also be recorded. Keep in mind that if a bed was added and lost within the same reporting period, both actions will be reflected on this report.

(2) “Bedroom Type” – Shows a breakdown of the types of bedrooms that are in the inventory for the Installation (e.g., private room private bathroom, shared room shared bathroom).

(3) “Block Beds by Action Type” – This report is used to verify how many beds are blocked and the reasons for the block. Blocks can include major rehab and minor repair.

(4) “Category Code” – This report shows the design category code(s) of each building. It is important to ensure that there are no undefined category codes and the codes reflect actual usage.

(5) “Diversions by Action Type” – This report will show all diverted units in the inventory. These actions must have a CNIC approval letter to verify it against.

(6) “Inactive Beds by Action Type” – The number of UH government owned, foreign leased, or privatized unit(s) or bed(s) that have been placed in caretaker status for 3 months or more for reasons other than routine maintenance and cleanup. These units are not available for occupancy. For example, a unit or bed is inactive, if due to poor conditions, it is not habitable, and no maintenance repair, renovation, replacement or demolition is scheduled to take place within 90 days.

(7) “Property Type” – This report lists the types of properties and the number of buildings, beds and bedrooms in each, to include government-owned barracks, dormitories and privatized. It is important to review these to ensure the correct number of beds and bedrooms of each property type are accounted for.

(8) “Utilization” – This report gives the actual, gross and net utilization totals and percentages in both “As Configured” (current use) and “As Designed.” The “As Designed” percentage is the standard for reporting.

(9) “Occupancy” – There are four different reports to show the occupancy of the UH inventory. The occupancy can be broken down by rank, person type, branch of military service, and occupied or vacant bedrooms and beds in a building. These reports are used to verify

assignment standards and practices and, along with the utilization reports, to evaluate an Installation's effectiveness of maximizing their UH inventory.

CHAPTER 8 UNACCOMPANIED HOUSING ASSET MANAGEMENT

1. Objective. The objective of this chapter is to identify the funding and management responsibilities for key unaccompanied housing (UH) assets, including electronic locks, security systems and furnishings. It is critical that the funding, approval and management guidelines identified in this chapter, and referenced policy and criteria, be followed to avoid any asset acquisition delays or negative impacts to UH resident safety, service or quality of life.
2. Overview. The effective management and control of government assets is critical to maximize limited UH program resources. Accordingly, it is imperative UH managers ensure their staff receive the proper training to inventory, oversee, operate, track and manage UH assets. Whether they are encoding and issuing key cards, bar-coding assets, reviewing unit or room inventories or managing warehouse stock, all UH employees have a responsibility for UH asset management. See appendix A for references and appendix B for definitions.
3. Electronic Lock Systems. The front desk supervisor is responsible for key control as well as oversight and management of UH residents' key card encoding. Typically, residents' key cards will have multi-tiered encoding, allowing them to unlock several doors (e.g., unit or room, bedroom, closet, lounge, etc.).
 - a. The Department of Defense (DoD) and Navy have mandated information assurance (IA) and security requirements for the UH electronic lock (e-Lock) system. UH quarters operations funds are used for the procurement, installation and maintenance of UH e-Lock systems. Commander, Navy Installations Command (CNIC) Headquarters (HQ) Housing (N93) is centrally managing and funding the IA compliance, the completion of the assessment and authorization for UH e-Lock systems.
 - b. CNIC HQ (N93) has identified four e-Lock systems approved for use in UH buildings: ONITY (HT24 or HT28), SAFLOCK, KABA-ILCO (Atlas or FDU) and VINGCARD. Installations using other e-Lock systems will transition to one of these approved systems when upgrading or replacing failing e-Lock systems. Replacement of functional e-Lock systems is prohibited, except in conjunction with a renovation and modernization funded whole-building renovation.
 - c. Existing e-Lock systems may use residents' common access cards (CAC) as a key card. However, per reference (ap), the use of CACs as key cards for internal doors in new or replacement e-Lock systems is prohibited.
 - d. Purchase of a replacement or new e-Lock system requires an information technology procurement request (ITPR) approval. Installation UH staff will work with Installation or Region N6 staff to process the ITPR for one of the approved e-Lock systems.

4. Security Systems. To improve the security and safety of UH staff and residents and reduce or eliminate vandalism or damage to UH buildings, the Navy is reviewing the requirement for closed circuit television (CCTV) systems for UH buildings.

a. Additional information on new CCTV system design, configuration, IA and funding will be provided in future manual updates, as necessary.

b. Existing UH CCTV systems may be maintained (e.g., replacement of failing parts, components and physical maintenance), but not expanded, without written approval from CNIC HQ (N93).

5. Furnishings, Fixtures and Equipment. Per reference (af), paragraph 4, it is Navy policy to provide quality, durable furnishings to enhance the quality of life for all UH residents using best business practices to reduce costs. Accordingly, UH furnishings are to be centrally funded and procured through CNIC HQ (N93), except for the initial outfitting of military construction projects funded as collateral equipment. Reference (af) and the Furnishings Desk Guide will be used to identify appropriate furnishings, in terms of the number and type of furniture, for each unit or room type (e.g., market, private bedroom with bath shared with one other bedroom, shared bedroom with private bath, etc.), and for common areas, lounges and lobbies.

a. Accounting for government property is critical. There is an obligation to safeguard against property theft, abuse, waste and unauthorized use. Per reference (af), paragraphs 4.a.(2) and (3), and the Furnishings Desk Guide, appendix E, a physical inventory of quarters operations funded furnishings, fixtures and equipment (FF&E), including bar-coding, will be maintained. Property accountability records will be maintained, and controls will be conducted utilizing the enterprise Military Housing furnishings component to ensure furniture accounts are cleared prior to residents' departure. Building managers and residents will conduct a visual inspection of furnishings during check-in and check-out. Per reference (b), volume 12, chapter 7, article 0707, UH residents will be held liable for any loss or damage to government FF&E they or their guests caused by willful negligence or abuse (see chapter 5 of this manual for a detailed discussion of resident liability for loss or damage).

b. UH warehouses or storerooms will be managed per reference (af) and appendix E of the Furnishings Desk Guide. UH warehouses are only authorized at large, Continental United States (CONUS) or Outside the Continental United States (OCONUS) Installations, and medium OCONUS Installations (see A D of this manual for samples of UH organization structures and sizes).

c. Disposal of surplus, damaged or replaced FF&E will be per reference (af) and the Furnishings Desk Guide. Only the Defense Reutilization and Marketing Office can authorize the disposal or transfer of government property to a non-government entity (i.e., a donation). Under no circumstances will UH staff, acting on behalf of the government, authorize the use of government property or funds to transport or package items for disposal or transfer to non-

government entities. Donations are seen as gifts, and non-government entities are required to provide their own source for pick-up at no cost to the U.S. government.

CHAPTER 9
UNACCOMPANIED HOUSING BUILDING MAINTENANCE, RENOVATION AND
CONSTRUCTION MANAGEMENT

1. Objective. The objective of this chapter is to identify the key components of unaccompanied housing (UH) facility management, including UH Assessment Program (UHAP) assessments, criteria, sustainment, renovation and modernization, construction and energy conservation; and the UH staff's roles and responsibilities. In as much as the UH program does not directly manage or fund UH facilities, it is imperative the UH manager, or designee(s), proactively advocate with public works (PW) for the required resources and services to achieve and maintain adequate housing for UH residents. See appendix A for references and appendix B for definitions.

2. Overview. UH management will serve as the advocate for the sustainment, repair and renovation of UH buildings and the quality of life (QOL) of UH residents. UH managers should be aware of the requirements cited in the references in this chapter and how they impact the short and long-term operation of UH buildings. As noted in chapter 4 of this manual, Commander, Navy Installations Command (CNIC) Headquarters (HQ) (N4) is responsible for the funding of UH building construction, renovation and modernization (RM), sustainment, repair, utilities and environmental costs. CNIC HQ Housing (N93) only funds UH quarters operations (QO). UH management is responsible to preserve the life, health and safety of UH residents. This can only be accomplished with proactive coordination with PW and other "Installation partners." These actions may include:

- a. Participating in UH construction and RM project development and execution, including functional requirements determination, material and finish selections, participating in the final walk-through, etc.
- b. Working with PW to ensure timely and thorough response and completion of residents' trouble calls and scheduled maintenance and repair efforts, to include repair or replacement of fire safety equipment (e.g., smoke detectors).
- c. Providing feedback on the quality of work performed by PW, contract personnel or both.
- d. Coordinating furnishings, fixtures and equipment (FF&E) orders and delivery to coordinate with the UH RM project schedule.
- e. Scheduling unit or room "refresh" (i.e., paint, flooring, fixtures, etc.) to coincide with FF&E replacements.
- f. Serving as the UH program advocate for commands' attention and resources.

3. UHAP. In as much as CNIC HQ (N93) does not “own” UH buildings, the UHAP assessments focus on the operational functionality of UH buildings and their ability to carry out the UH mission. As noted in chapter 1 of this manual, UHAP reports are the authoritative source of UH unit or room count, design type, area (gross and net square feet) and capacity calculations. This information is used in enterprise Military Housing (eMH) system’s UH module (UHM), the annual Requirements Determination Process (R-19) and the inventory and utilization module. Additionally, the UHAP supports the annual program objective memorandum update and annual UH investment plans.

a. The UHAP assesses every UH building, residential and non-residential, based on Internet Naval Facilities Assets Data Store (iNFADS) records. These include permanent party and mission essential (ME) barracks (including austere), student dormitories and the UH portion of dual-use buildings. UH building assessments are divided into four categories: units or rooms, building systems (e.g., electrical; plumbing; heating, ventilation and air conditioning; etc.) common areas and QOL. Additionally, the UHAP report groups UH buildings and related support facilities at an Installation into one or more UH campuses.

b. The UHAP findings are based on a physical assessment of representative sampling of each unit or room type. Common unit or room types are determined by size and configuration of sleeping area(s), number of bathrooms, year built or renovated, unit or room design, and unit or room size (gross and NSF). Additionally, the assessment team will conduct a walk-through of several other units or rooms to ensure UHAP findings accurately reflect the condition, capability and functionality of each UH building.

c. UHAP assessment standards are based on reference (d), enclosure 3, paragraph 2.c.(4) and 2.e, and reference (ap). As many as 180 components may be scored in a UH building. Each component is scored on two attributes: 1) appearance or functionality; and 2) life expectancy. Each attribute is scored on a scale of 1 to 5:

5 = Component exceeds requirements.

4 = Component meets requirements.

2 or 3 = Working component that does not meet requirements.

1 = Component does not function or has exceeded its useful life.

d. UHAP reports are available on eMH (program management and reports) and include summaries for each: Installation, campus, building and unit or room type. Additionally, detailed assessment and scoring data is available at the component level. Figures 9-1 to 9-6 are examples of typical UHAP report pages and UHAP data elements that are used to update eMH.



Installation Summary

Navy Unaccompanied Housing Assessment Program
HCIC GULFPORT, MS

Table 1: Barracks Condition Scoring

Building	Building Systems		Unit		Quality of Life
	Condition	Life Cycle	Condition	Life Cycle	
A	3.51	2.87	3.06	2.72	3.67
B	4.50	4.40	3.89	4.79	4.07
306	3.38	3.45	2.97	2.52	4.47
309	3.07	3.01	2.86	2.14	3.93
315	2.79	2.72	2.80	2.66	3.80
316	2.91	2.50	2.95	2.27	3.80
317	2.89	3.58	3.14	3.93	3.80
318	3.02	2.51	2.97	2.26	3.80
400	3.18	4.46	3.06	3.74	3.80

Table 2: Space Inventory

Building	Number of Units	Number of Design Spaces	Number of Bedrooms
A	86	200	100
B	179	358	215
306	92	184	184
309	90	180	180
315	56	224	112
316	76	152	152
317	19	224	112
318	76	152	152
400	84	330	166
Total	758	2004	1373

Page 2 Parsons Government Services, Inc.

Number of Bedrooms
100
215
184
180
112
152
112
152
166
1373

Note: Designed bedroom/bed count
uploaded to UHM

Figure 9-1, Typical UHAP Installation Summary Table



Campus Summary

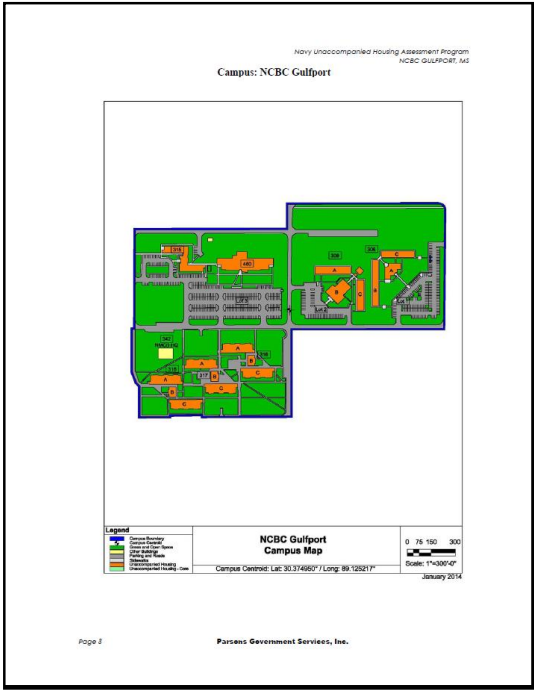


Figure 9-2, Typical UHAP Campus Summary Map



Building Summary

Navy Unaccompanied Housing Assessment Program
NCHC 602/PCN 145

Building 318
Building HQ/ID: 000005487617
INFAID'S FAC ID: NFA100001147467
Assessment Date: 1/30/2014



Year Built (INFAID'S)	1971
Last Year Renovated (INFAID'S)	2002
Field-verified Renovations	2007
Total Floors	3
Structure	Concrete Frame/Standard Slab on Grade
Roof	Asphalt Shingles on Prefabricated Panels
Overall Assessment Rating	Four

C-Scoring (End of FY13)	3
REACT Property Scores*	
Overall Score Current	83.3
Property Score Current	81.1
Service Score Current	85.9

*REACT scores provided via 2013 Resident Satisfaction Survey prepared by CEL Associates

Unit Inventory Summary						
CAF Inventory Type	Alpha	Bravo	Charlie	Delta	Echo	UH Total
Description	2 BR, 1 BA W/ K/L	2 BR, 1 BA W/ K/L	2 BR, 1 BA W/ K/L	2 BR, 1 BA W/ K/L	2 BR, 1 BA W/ K/L	
Room Type / Bath Type	PR.SB	PR.SB	PR.SB	PR.SB	PR.SB	
ADA accessible	No	No	No	No	Yes	
Number of Units	31	19	14	10	2	76
Number of Bedrooms	62	38	28	20	4	152
In Unit Kitchen	Yes	Yes	Yes	Yes	Yes	
In Unit Laundry	No	No	No	No	No	
Floor Area, SF						
Unit Gross	588	608	616	660	600	46,142

Unit Score Summary						
CAF Inventory Type	Alpha	Bravo	Charlie	Delta	Echo*	Weighted Average
Unit Condition Score	2.88	2.85	2.95	2.97	2.97	2.97
Unit Life Expectancy Score	2.38	2.25	2.25	2.36	2.36	2.26

*scores from weighted average of scored units

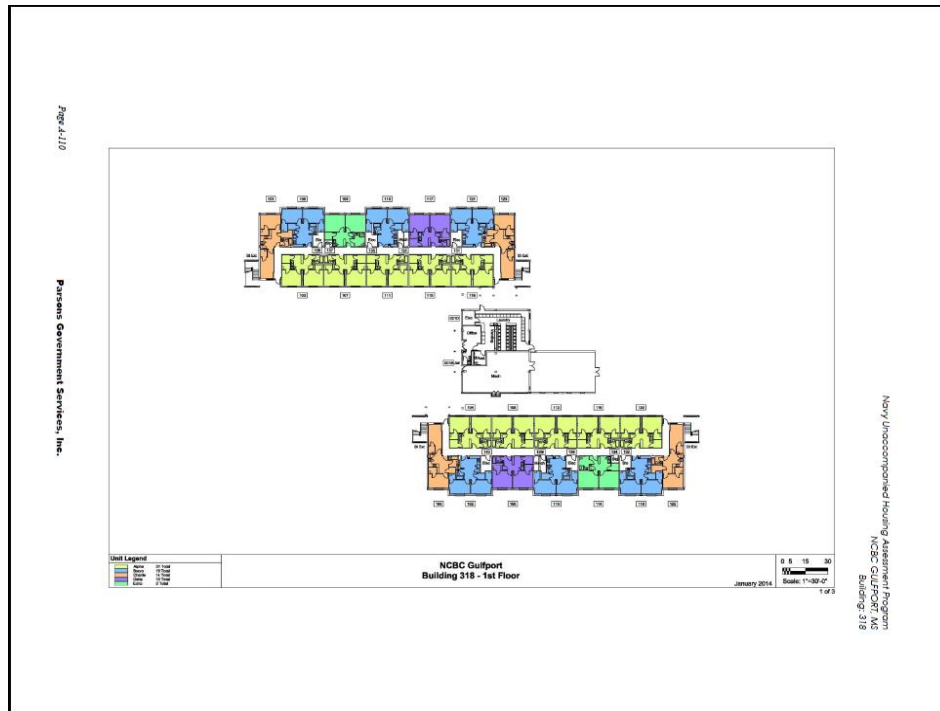
Page 20 Parsons Government Services, Inc.

Note: Information in Summary uploaded to UHM

Figure 9-3, Typical UHAP Building Summary Page



Building Plans



31

Figure 9-4, Typical UHAP Building Floor Plans

586 SF Gross

Legend

Room	Area (SF)
Kitchen	140 SF
Living Area	130 SF
Dining Area	120 SF
Bedroom	110 SF
Bathroom	50 SF
Other Living Area	20 SF
Other Storage Area	10 SF

Note: Sq ft information uploaded to UHM

616 SF Gross

Legend

Room	Area (SF)
Kitchen	130 SF
Living Area	120 SF
Dining Area	110 SF
Bedroom	100 SF
Bathroom	50 SF
Other Living Area	20 SF
Other Storage Area	10 SF

316 SF Gross

Legend

Room	Area (SF)
Kitchen	120 SF
Living Area	110 SF
Dining Area	100 SF
Bedroom	50 SF
Bathroom	40 SF
Other Living Area	20 SF
Other Storage Area	10 SF

Note: Sq ft information uploaded to UHM

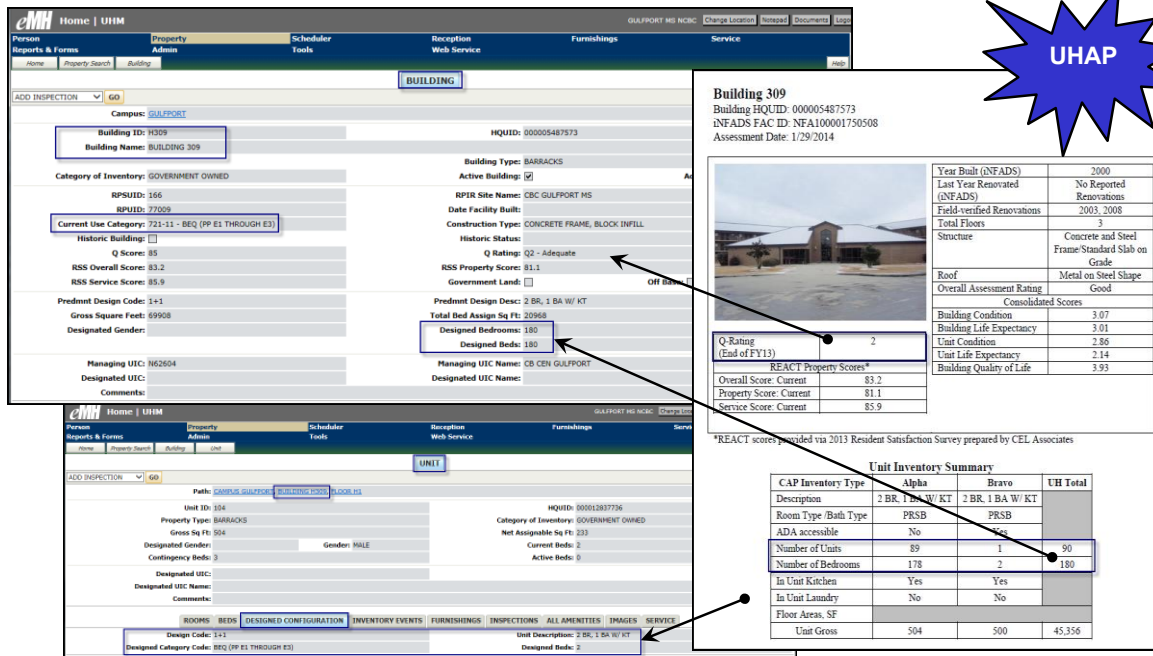
316 SF Gross

Legend

Room	Area (SF)
Kitchen	120 SF
Living Area	110 SF
Dining Area	100 SF
Bedroom	50 SF
Bathroom	40 SF
Other Living Area	20 SF
Other Storage Area	10 SF



UHAP Updates to UHM



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Figure 9-6, Typical UHAP Data Updates to UHM

e. The UHAP reports provide a tremendous amount of information about UH buildings, units or rooms and common areas. The UH management staff are responsible for changing this data into meaningful information to inform Installation and Region leadership, PW staff and, as appropriate, UH residents. Similarly, UH managers need to advocate the correction of functional deficiencies, life safety issues and low scoring QOL elements. This applies throughout the day-to-day sustainment process, especially in developing the scope of repair and renovation projects. As noted above, the UHAP data is critical to the CNIC HQ (N93) UH program team, but the intended users of these reports are Installation and Region housing staffs.

4. Design Criteria. Reference (ap) presents the basic design criteria guidance for Navy UH RM and construction projects. It also takes into account local program operations and requirements per the latest standards established by reference (d), enclosure 3, paragraph 2.e. These criteria address requirements for recruits in open bay, students in dormitories, permanent party, and ME barracks and austere locations. Planners and designers will incorporate applicable requirements in all UH projects. Per reference (ap), paragraph 1-7, project design teams wishing to deviate

from established UH criteria will forward a waiver request to CNIC (N93) for review and validation. This request should address the specific variance being requested, rationale and defense for change, and the initial and long-term cost impacts. If CNIC HQ (N93) determines a waiver is required, the waiver will be discussed with the requesting site and forwarded with recommendation(s) to the Assistant Secretary of the Navy (Energy, Installations and Environment) (ASN (EI&E)), via the Chief of Naval Operations (N46).

5. Sustainment. As noted above, the UH manager should be the primary UH advocate with PW and local commands to ensure UH buildings receive sufficient levels of sustainment funding. Insufficient sustainment funding, and associated efforts, can cause a building to age prematurely, effectively reducing its useful life and increasing future Navy investments. Per reference (b), volume 2b, chapter 8, the sustainment of UH buildings is the responsibility of CNIC HQ (N4) and Installation PW (see chapter 4 of this manual for authorized QO expenditures). UH building sustainment typically includes: routine maintenance, response to trouble calls, work request repairs, preventative maintenance tasks (where applicable), etc. Work request repairs are divided into six categories, depending upon scope of work and expense:

- a. Emergency work covers situations requiring immediate action to prevent property loss or damage, to restore essential services, or eliminate life, health or safety hazards to UH residents or staff.
- b. Service work is commonly referred to as a “trouble call.”
- c. Minor work authorization covers unscheduled work not included under “emergency work” or “service work.”
- d. Specific job orders cover a specific amount of work at a specific cost.
- e. Standing job orders cover repetitive work or services, including janitorial services and trash disposal.
- f. Rework to correct faulty, incorrect or incomplete work or repair(s).

6. Maintenance, Repair and Renovation. The UH manager should be the primary advocate with PW to ensure timely and thorough response and completion of residents’ trouble calls and scheduled maintenance and repair efforts. To ensure proper operation of assigned UH building(s), building managers may perform minor day-to-day maintenance work, but are prohibited from performing major repair or renovation tasks, which are PW responsibilities (see table 3-1 of this manual for a summary of UH roles and responsibilities). UH operations may fund certain items associated with UH renovations or a unit or room “refresh” using QO funds. Figure 9-7 provides examples of the type of work building managers are, and are not, authorized to perform. Figure 9-8 provides examples of what QO funding is, and is not, authorized to fund for repairs.

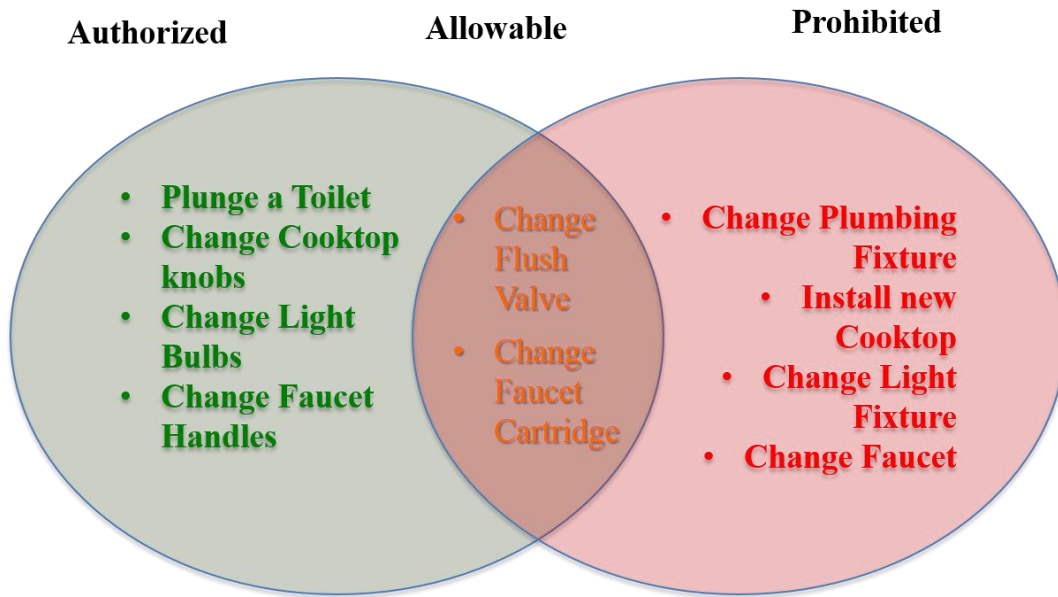


Figure 9-7, Examples of Authorized and Prohibited UH Staff Maintenance

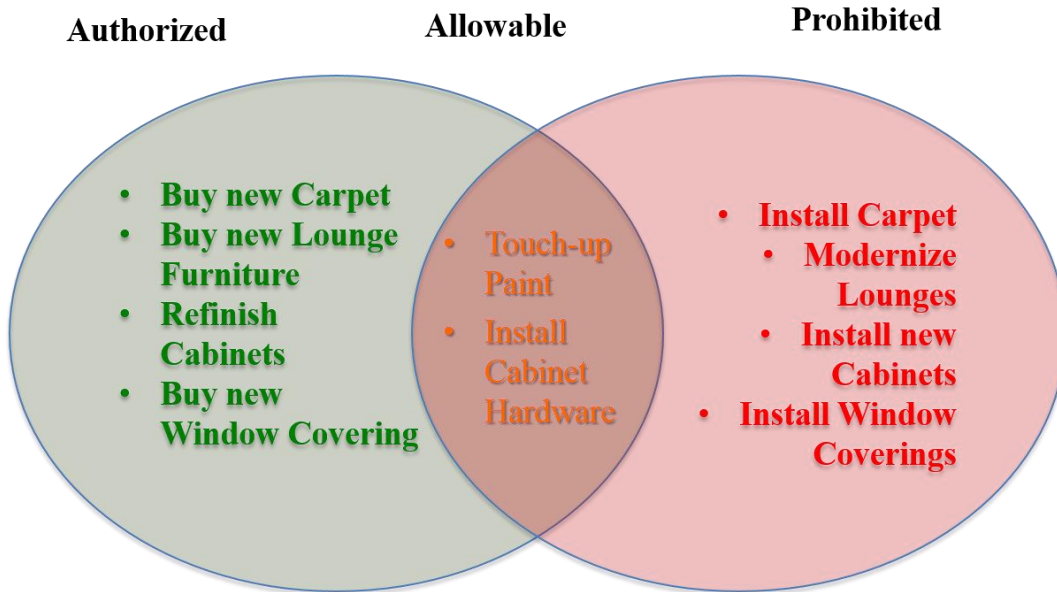


Figure 9-8, Examples of Authorized and Prohibited QO Funded Repairs

7. Facility Condition Index. The Navy is in the process of transitioning from Q-ratings to Facility Condition Index (FCI) scores to denote the condition of shore facilities, including UH buildings. Reference (aq) directed all the Services to adopt a common process to generate FCI

scores using the sustainment management systems. Naval Facilities Engineering Command (NAVFAC) manages this process for the Navy, utilizing data captured by Installation PW offices. FCI scores are calculated using the following formula, one minus the estimated maintenance and repair (M&R) requirements divided by the plant replacement value (PRV) multiplied by 100. For example, a building with a PRV of \$1.0M that has an M&R requirement of \$250K would have an FCI score equal to $1 - 250,000 / 1,000,000 \times 100$ or 75. FCI scores rate and rank the condition of buildings and are critical in determining UH program investment priorities. Table 9-1 identifies FCI bands, or groupings, in comparison to the previous Q-ratings.

a. Unlike the old Q-rating system that included both condition and configuration (e.g., obsolescence and missing functional components) costs, FCI scores are based solely on the identified M&R requirements (e.g., the cost to correct identified deficiencies). Therefore, it is critical for UH managers to work with PW staff to identify all M&R deficiencies and costs in UH buildings, including the cost of critical missing life safety or QOL building systems (e.g., the cost of missing automatic fire sprinkler systems, air conditioning, etc.).

b. As CNIC and NAVFAC transition to the new FCI metric, CNIC will utilize the condition index, found in iNFADS, to denote the condition of UH facilities.

FCI Bands	Condition	Old Q-Rating
100-90	Good	Q1
89-80	Fair	Q2
79-60	Poor	Q3
59 or less	Failing	Q4

Table 9-1, FCI Bands

8. RM Projects. As noted above, UH managers should participate in UH RM project development and execution, from determining functional requirements through material and finish selections, and participating in the final walk-through. UH RM projects will comply with the applicable sections of reference (ap), and should incorporate a “whole building approach,” with the goal of eliminating all identified condition and building code deficiencies defined by iNFADS and addressing the functional and QOL deficits as identified in UHAP reports. UH RM projects should focus on returning an adequate facility with a “Good” FCI or condition (greater than 90). There is no requirement, or justification, to redesign adequate UH buildings, units or rooms. However, redesign is appropriate where existing unit or room configuration is inadequate or inefficient for permanent party assignment (see section 8.d. below). The UH manager will coordinate with PW, and NAVFAC staff where appropriate, to ensure UH RM projects follow the guidance in section 4-5, “Renovation and Redesign Requirements,” and appendix B, “Best Practices” of reference (ap). All UH RM projects on historic facilities will comply with applicable cultural resource standards. At a minimum, the UH manager will coordinate with PW to ensure that all UH RM projects: have a business case analysis to determine whether renovation or replacement construction is more cost effective; and have considered adjustments to the typical unit or room designs in reference (ap) to better work within

existing structural constraints to maximize the building area while minimizing the investment (e.g., modify bedroom or living area widths to fit within a building's existing structural elements).

a. CNIC HQ (N4 and N93) uses a UH RM decision model to implement the Navy's investment business rules. The decision model, depicted in figure 9-9, analyzes the inventory to recommend the action to be taken at the UH building level. The following building aspects are taken into consideration to determine the most appropriate action to maximize the return on the Navy's investment in inadequate UH buildings:

(1) Does an Installation have surplus UH buildings? That is when the projected surplus exceeds the capacity of one or more of the UH buildings (e.g., when an Installation has a projected surplus of 200 beds and has 2 buildings (350 beds and 120 beds) for more than 1 R-19 reporting cycle, a UH divestiture plan should be prepared for the 120-bed building). If so, UH RM investments at these locations will be deferred until a CNIC HQ-approved divestiture plan identifies which UH buildings are to be retained.

(2) The priority for RM investment is UH buildings with an FCI or condition score less than 80 (see section 7 of this chapter for a more complete discussion of FCI).

(3) Historic buildings, because of their protected status, are typically limited to interior renovations, often at a higher than average cost per square foot (see chapter 10 of this manual for further discussion on historic UH buildings).

(4) When UH buildings have surplus capacity (when the projected requirement surplus is less than the capacity of a UH building), UH RM projects may right-size capacity where feasible (e.g., convert some units or rooms to UH office or storage space, create additional lounges or divest a portion of the building for non-housing use).

(5) When a UH RM project cost exceeds 100 percent of the adjusted PRV, an in-depth review of the project's scope and an economic analysis is required. Alternative design solutions should be investigated if the post-review estimated cost is greater than the PRV.

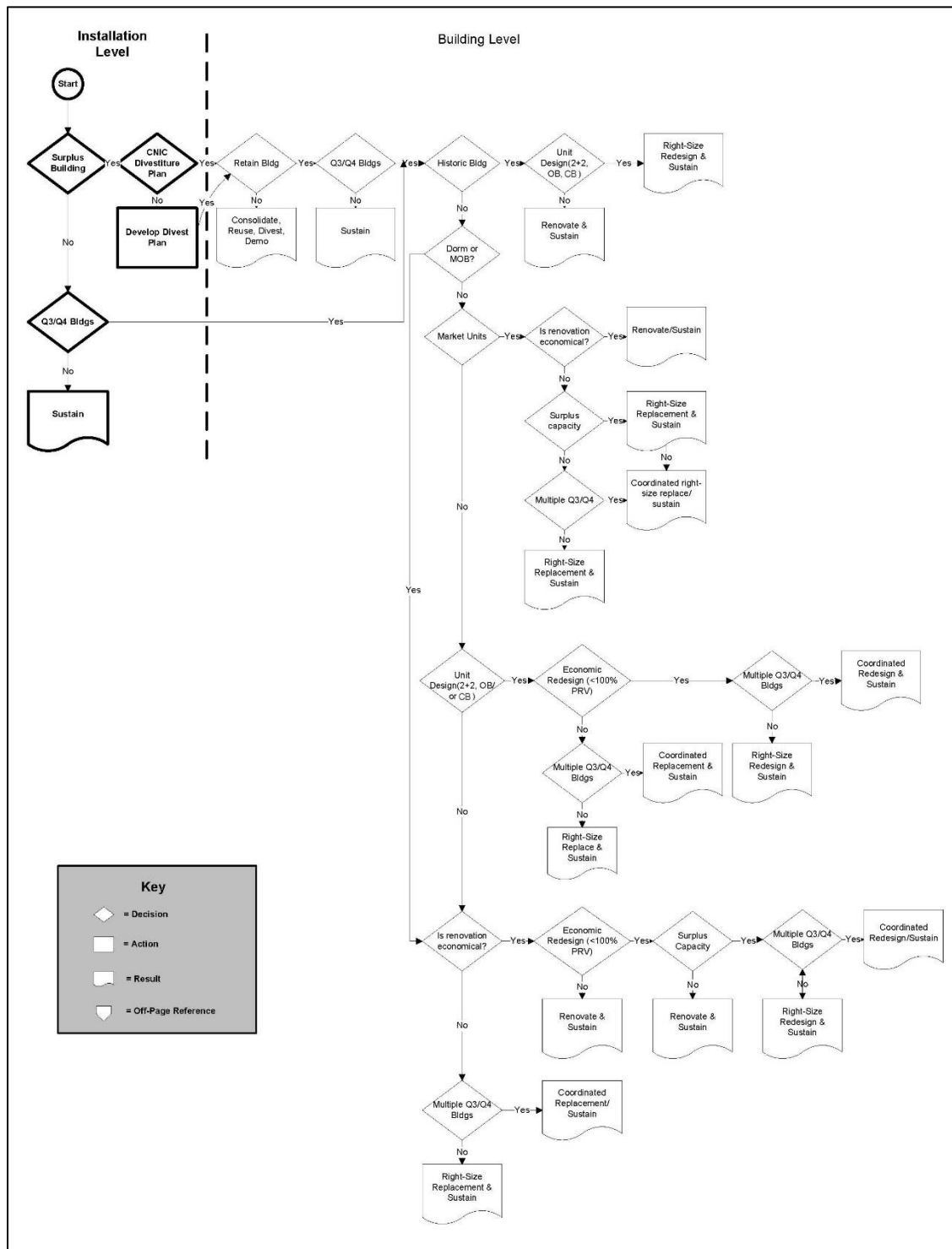


Figure 9-9, UH RM Decision Model

b. CNIC HQ (N4 and N93) also use a parametric cost model to estimate UH building RM costs to help prioritize annual RM investment. This model uses iNFADS published restoration backlog amount plus a modeled modernization cost. This programmatic model is based upon the age of the building, expected life cycle investments and the scope of work (renovation or redesign). The cost model is incorporated into the decision model to test for economic feasibility.

c. CNIC HQ (N4 and N93) analyzes the entire UH inventory annually through the decision model and parametric cost models to determine: which UH buildings warrant RM investment; the recommended scope of work for each UH building; the programmatic cost of that work; and initial Navy investment prioritization. CNIC's requirements are forwarded to the Regions for project development. The Navy's annual UH decision lens review process scores and ranks UH RM projects. UH RM projects are typically prioritized based on: primary resident type, mission dependency index and FCI or condition scores.

d. UH RM projects will optimize Navy investment, maximize UH building efficiency and improve residents' QOL. Typically, this is accomplished through building renovations. However, there are two circumstances where redesign of units or rooms, with associated impact on UH capacity and improved QOL, is more appropriate (see appendix C for examples of these two redesign scenarios):

(1) Redesign of a barracks with shared bedroom shared bath (SRSB) units to market or shared bedroom private bath units will typically result in 20 percent plus adequate capacity increase. This is accomplished by the construction of new units with capacity for eight sailors in the space of existing SRSB units that can only adequately house six sailors. This is an effective way to increase UH capacity at locations with deficits and significantly improve residents' QOL.

(2) Redesigning one bedroom and bathroom in a Welton-Becket unit into a kitchen, dining and laundry area creates a three-bedroom market unit. This redesign results in ~25 percent building capacity decrease, making it an effective way to right-size UH inventory at locations with surplus UH capacity and improve residents' QOL.

9. Military Construction. UH management should participate in UH military construction (MILCON) project development and execution, from determining functional requirements through material and finish selections, and participating in the final walk-through. UH MILCON projects will comply with the requirements of reference (ap). The scope and number of beds of UH MILCON projects will be based on the projected personnel requirements of the most current budget year R-19. Per reference (i), paragraph 4.8., conversion of lodging, or Family Housing, facilities must be considered before programming a UH MILCON project. UH MILCON investment is limited to:

a. Locations with new or increased Navy-approved mission and associated deficit in projected requirements of more than 100 spaces (i.e., minimum economical construction size) where there are insufficient conversion alternatives.

b. Replacement of existing UH buildings that are beyond economical renovation, as identified in a business case analysis or encumbered by external constraints (e.g., in air installation compatibility use zone, crash or safety zones, etc.).

10. Energy Conservation and Management. All UH RM and MILCON projects will comply with applicable executive orders, Federal statutes and regulations, as well as Department of Defense (DoD) and Navy policy with regard to life-cycle cost-effective, sustainable, development practices to reduce the Navy's environmental and energy footprints, and future operation costs. All UH projects should incorporate renewable energy elements to the extent practicable. Similarly, UH projects will meet the qualifications for certification as Leadership in Energy and Environmental Design Certified (or equivalent) with energy or water efficiency features, utilizing recyclable materials and reducing carbon dioxide emissions. All applicable UH appliances, equipment and light fixtures, new and replacements, will be Energy Star compliant. Energy efficiency in design, procurement and day-to-day UH management is a program priority. The existing infrastructure should be recapitalized whenever possible to increase the Navy's energy return on investment.

a. UH staff will coordinate with their local utilities management office and PW to help achieve energy conservation goals and promote residents' energy awareness. UH staff will notify residents of upcoming season changes in UH building systems (e.g., switch between heating and air conditioning or visa-versa). Local energy conservation standards will be included in the new resident's welcome aboard handbook.

b. The resident will be held responsible for compliance with local energy conservation standards. UH staff and resident advisors should encourage the resident's compliance. Energy conservation violations may result in failure of a command or UH inspection.

CHAPTER 10 UNACCOMPANIED HOUSING ENVIRONMENTAL MANAGEMENT

1. Objective. The objective of this chapter is to identify significant environmental issues that may be found in unaccompanied housing (UH) buildings and identify the appropriate UH staff responses. Following environmental management guidelines contained in referenced policies, instructions and criteria are essential for the health and safety of UH staff and residents. As with UH facility management, it is imperative that UH managers proactively advocate for required environmental resources and services to provide safe housing for UH residents.
2. Overview. The UH manager will coordinate with “Installation partners” to ensure the effective management of environmental conditions and indoor air quality (IAQ) in UH buildings, and the protection of the Navy’s historic UH buildings (see chapter 3 of this manual for a list of “Installation partners”). These actions will ensure the provision of healthy working and living environments for UH staff and residents, and the continued protection of the Navy’s cultural resources. See appendix A for references and appendix B for definitions.
3. Safety Data Sheets. Per reference (ar), chapter 23, paragraph 23-3.1, all safety data sheets (SDS) on products used in or around UH buildings, which meet the definition of hazardous materials, will be properly filed and accessible for review. UH staff will be properly trained for storage and use of all products, chemicals and cleaning supplies in the UH storeroom, or warehouse, or both.
4. Environmental Preventive Medicine Unit Inspections. Per reference (z), the local Environmental Preventive Medicine Unit (EPMU) staff will conduct inspections of UH buildings at least quarterly. Inspection reports, including discrepancies and recommendations, will be provided to UH staff. As required in reference (as), paragraph 3, an unsatisfactory inspection result will be forwarded to Commander, Navy Installations Command (CNIC Headquarters (HQ) Housing (N93)) with a plan for corrective action. EPMU inspections will review UH buildings for adequate:
 - a. Living area assigned to each resident.
 - b. Ventilation (e.g., operable windows in units or rooms without air conditioning).
 - c. Heating (e.g., maintaining minimum indoor temperature in winter).
 - d. Sanitary facilities.
 - e. Water supply.
 - f. Lighting.

5. IAQ. The indoor environment is a result of the interaction between many factors: building's location, seasonal climate, construction methods and materials, renovations, occupant activities, furnishings, etc. With the focus on energy conservation in the 1970s came the idea that "tighter is better," and buildings were constructed to prevent infiltration and exfiltration. However, design of UH building's mechanical ventilation systems did not always account for the loss of natural ventilation, sometimes leading to IAQ problems and increased mold growth. Consequently, IAQ issues, including ventilation, radon, asbestos, mold, etc., have become an occupational and residential health issue (see reference (at) for current building system requirements).

a. Per reference (ap), paragraph 3-24, new and renovated UH buildings' heating, ventilation and air conditioning systems will be sized, designed and constructed per the American Society of Heating, Refrigerating and Air Conditioning Engineers standards 62.1 and 62.2 to ensure acceptable IAQ for UH staff and residents. Consideration should be given to all components of natural and mechanical ventilation to provide a system that is adequately sized and easily maintained to avoid excessive indoor moisture, mold growth and future IAQ problems. UH staff will coordinate closely with public works (PW), and other "Installation partners" as necessary, to ensure existing UH building systems are properly maintained and operating within system specifications. This especially applies to UH bathroom ventilation systems.

b. Radon is a colorless, odorless, radioactive gas formed by the decay of radium. Radon exists in soils, rocks and some groundwater supplies, and can infiltrate into buildings. Navy Installations will undertake radon mitigation measures in buildings determined to have indoor radon levels above four picocuries per liter (see reference (ar), paragraph 25-3.2 for specific guidance; see reference (au), paragraph 3.2.4.1 for radon assessment requirements).

c. Asbestos was used in more than 3,000 commercial products due to its excellent heat properties, acid-resistant properties and electrical non-conductivity. Building materials that may contain asbestos, include roofing, siding, flooring, plasters, drywall joint compound, mastics, ceiling panels, caulking, glazing, putty, sealants, textured and roofing paints, high voltage electrical insulation, pipe and boiler insulation products, and gaskets. Asbestos-containing materials (ACM) are a health hazard when the asbestos fibers become airborne.

(1) Per reference (ar), paragraph 25-3.3.a., Installation commanding officers (CO) are required to appoint an Asbestos Program Manager (APM) responsible for carrying out the asbestos management program ashore. The APM may be located in the PW, environmental or occupational safety and health departments. Effective UH staff coordination with "Installation partners" is required to ensure proper management, and where required, mitigation of Asbestos Containing Materials (ACM) in UH buildings.

(2) Funding of asbestos management and mitigation work are the responsibility of the APM department and will not be paid for by UH quarters operations (QO) funds.

(3) Figure 10-1 below is a facilities asbestos management process flow chart that illustrates the appropriate work request, or trouble call, review process. This APM or PW process is critical before beginning any work in a UH building to ensure the safety of workers, UH staff and residents.

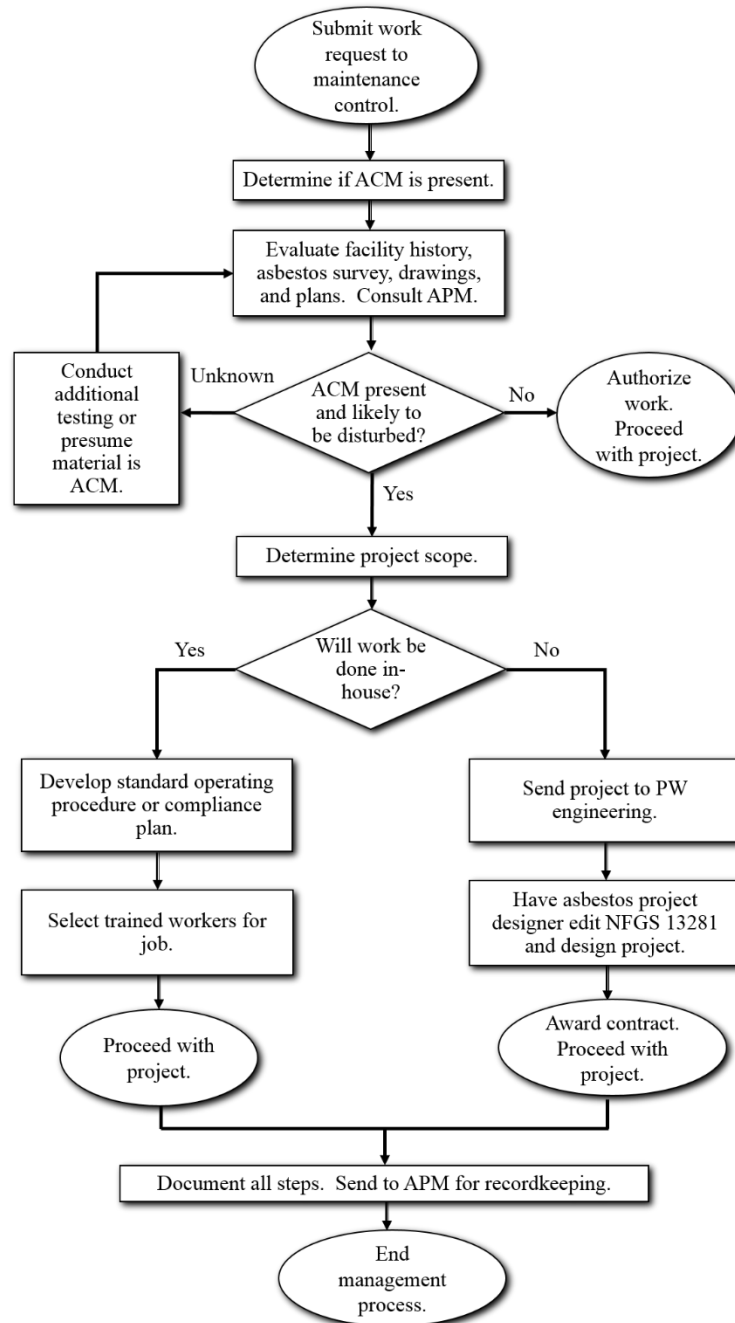


Figure 10-1, Typical Asbestos Management Process

d. Mold spores float through indoor and outdoor air continually. When mold spores land on a damp spot, they may begin growing and digesting the material's surface to survive. Molds can grow on wood, paper, carpet, grout and foods. Where there is excessive, or uncontrolled, moisture or water accumulation indoors, mold growth will often occur. This is particularly true if the moisture problem remains undiscovered or uncorrected (e.g., leaking pipes in the wall, roof or exterior wall leaks, leaking air conditioning condensate lines, etc.). There is no practical way to eliminate all molds and mold spores in the indoor environment; however, the most effective way to control indoor mold growth is to control indoor moisture.

(1) Residents are responsible for routine unit or room cleaning (see chapter 6 of this manual for daily living standards). These standards are intended to help prevent the growth of mold or mildew in bathrooms and kitchens. However, due to insufficient ventilation, plumbing leaks or moisture intrusion, mold can develop in the best-kept units or rooms.

(2) Residents will notify UH staff at the first signs of a leak or suspected mold growth. After inspecting the unit or room, UH staff or PW, or both, will take the appropriate corrective actions to address the source of moisture and mitigate the mold growth. In all situations, the underlying cause of uncontrolled moisture or water accumulation must be corrected, or mold growth will recur. Cleaning the mold on a building finish (e.g., a diluted bleach washing), without addressing and correcting the cause or source of the moisture, is not an appropriate corrective action.

(3) Appendix N provides UH staff additional information to prevent or limit the growth of mold.

6. Pest Management. Per reference (ak), paragraph 4, Installation pest management programs will be implemented by PW, medical, environmental or natural resources offices. It is current policy to:

- a. Prevent pests from adversely affecting military operations and missions.
- b. Safeguard human health, morale and quality of life (QOL) by controlling pests that transmit diseases, annoy personnel or represent a hazard to public health, safety or QOL.
- c. Maintain and extend the service life of facilities, structures and materiel by preventing pest damage from termites, bees, carpenter ants, etc.
- d. Ensure pesticide use, when necessary, is safe and consistent with U.S. Environmental Protection Agency label directions and SDS information.
- e. Use the principles of integrated pest management (IPM), and minimize the use of pesticides when practical, non-chemical alternatives are available.

f. Protect the natural environment, endangered and threatened species, wildlife, watersheds and water quality through the careful implementation of IPM strategies, including safe, judicious use of pesticides.

g. Comply with quarantine laws and regulations to protect plants, animals and human health.

h. Comply with applicable laws and regulations concerning pesticide storage, application, use reporting, disposal and transport.

7. Bed Bugs. UH residents will notify the UH staff as soon as they suspect bed bugs may be present in their unit or room. UH staff will then immediately contact the EPMU and PW to verify bed bug infestation and begin appropriate treatment measures as necessary (see reference (ac), paragraph 8-37 for bed bug information). Bed bugs are a serious community issue and residents will comply with all instructions to ensure the control and eradication of bed bugs.

a. PW will contact the exterminator to perform a thorough inspection of the units or rooms in question. PW is responsible for confirmation of the presence of bed bugs and the treatment of bed bugs, in coordination with environmental health and the EPMU.

b. If the technician concludes that bed bugs are present, PW will provide the UH staff and the affected resident(s) with a detailed list of instructions for the removal of UH furnishings, residents' personal items and laundering of linens and clothing (see appendix P of this manual for resident bed bug frequently asked questions).

8. Environmental Mitigation. The manner and duration of environmental mitigation (i.e., cleanup) is dependent on the type and severity of the environmental contamination or risk (e.g., mold, asbestos, lead based paint, etc.). The identification of an environmental contamination may or may not pose an immediate risk to UH staff or residents (e.g., the presence of enclosed asbestos in a UH building may not be a risk unless it becomes accessible, friable or airborne). Additionally, the occupancy status of the UH area in question may determine the mitigation strategy and scheduling. UH staff will coordinate with PW and environmental health or EPMU staffs, or both, throughout the mitigation planning, design and execution process.

a. Environment mitigation in occupied UH units or rooms will be limited to affected areas (i.e., ceiling, wall or floor) of less than ten square feet (e.g., Level 1 mold mitigation, "small isolated area") and where the cleanup can be completed within 3 calendar days (i.e., 72 hours) of contamination identification. Resident(s) will be relocated, within 24 hours, at the Navy's expense if any environmental contamination is identified that exceeds these limitations or if any environmental hazards are identified.

b. UH units or rooms that are unoccupied due to pending environmental mitigation will be inactivated in enterprise Military Housing's unaccompanied housing module to avoid negatively

impacting UH utilization. These units or rooms will remain inactive until mitigation actions are completed, including post-mitigation testing, and PW and environmental health or EPMU, or both, certify the area is suitable for reassignment.

9. Historic UH Buildings. The Navy's UH inventory contains a few buildings that are either on, or have been determined to be eligible for, the National Register of Historic Places (National Register). Per reference (av), paragraph 5, "protection of these components of the nation's heritage is an essential part of the defense mission; the Navy is committed to responsible cultural resources stewardship."

a. Once a building has been determined to be eligible for the National Register, it will be considered and managed the same as historic buildings actually on the Register.

b. UH staff will work with PW and the Navy's cultural resource manager to ensure the State Historical Preservation Office is included in the initial planning phase of any project to renovate, redesign or replace a historic UH building.

CHAPTER 11
UNACCOMPANIED HOUSING EMERGENCY MANAGEMENT

1. Objective. The objective of this chapter is to identify unaccompanied housing (UH) staff responsibilities in the prevention of, and response to, emergency situations. Maintaining working relationships with emergency service providers and providing routine training will help ensure the appropriate UH reaction in the event of an actual emergency. It is critical that UH staff provides timely, calm and correct emergency response, guidance and direction to UH residents to ensure everyone's safety and well-being.
2. Overview. The UH manager is responsible for compliance with local emergency guidelines and procedures to ensure the safety and security of UH staff and residents, and the timely and appropriate response of UH staff in the case of an emergency. Accordingly, the UH manager will proactively coordinate with "Installation partners" to provide appropriate training, drills, inspections, etc. (see chapter 3 of this manual for the full list of "Installation partners"). See appendix A for references and appendix B for definitions.
3. Physical Security and Law Enforcement. Reference (aw), paragraph 3, identifies three core lines of effort necessary for protection: critical Navy shore infrastructure protection, continuity of operations and force protection. Anti-terrorism, Law Enforcement (LE) and Physical Security (PS) are pillars, which complement, integrate with and support these core lines of effort. The UH manager will coordinate with PS and LE staff for training on emergency response and incident reporting (e.g., theft, assault, property damage, etc.) to ensure the safety and security of UH staff and residents.
4. Fire and Emergency Services. Reference (y), chapter 1 establishes the policy, guidance, structure, standardization and responsibilities for the provision of Fire and Emergency Services (F&ES) at Navy Installations, and specifies the following:
 - a. Installation commanding officers are responsible for assigning primary and alternate "fire wardens" to each building. Fire wardens are the designated individuals responsible for executing and implementing the fire prevention program within their department, building, facility or unit. Installation F&ES staff will provide training for designated fire wardens and their alternates.
 - b. Region or Installation F&ES organizations are responsible for replacement, testing and maintenance of fire extinguishers in buildings that do not have an automatic fire sprinkler system installed.
 - c. Installation F&ES staff will conduct annual fire risk management inspections of all common areas, and annual inspections of fire prevention equipment (e.g., sprinklers, smoke detectors, alarms, etc.). The UH manager will ensure that smoke detectors in all units are tested annually. Building managers will visually inspect, and where possible test, smoke detectors

during routine facility inspections to ensure detectors are in place with no visible signs of damage or tampering.

d. The UH manager will coordinate with F&ES staff for training on emergency response and evacuation, fire safety and prevention, fire drills, etc., to ensure the safety of UH staff and residents. Installation F&ES staff will conduct planned and unplanned fire drills to ensure residents, resident advisors (RA) and UH staff are familiar with emergency egress plans, policies and procedures. All UH building occupants are required to participate in drills and assessments.

5. Safety. Installations are required to have plans in place to respond to disasters and emergencies, such as fires, storms, floods, earthquakes, bombs and bomb threats, terrorism, security, medical, etc. The UH manager will ensure the UH staff receives appropriate emergency and safety training and are familiar with response plans.

a. Complex or building managers are responsible for ensuring emergency egress, or exit, maps are posted throughout UH buildings, including the identification of mustering locations outside.

b. The UH manager will ensure there is a muster, or roll-call, process in place to ensure all residents are accounted for. Any missing residents will be immediately reported to F&ES personnel.

c. Complex or building managers will inspect UH common areas, hallways, stairs and landings, building entrances, egress paths and fire doors daily to ensure there are no blockages or obstacles to an emergency egress.

d. Complex or building managers and RAs will report any fire safety violations noted during daily inspections or routine building tours.

APPENDIX A
REFERENCES

- a. OPNAVINST 5009.1
- b. DoD 7000.14-R, Financial Management Regulations of June 2013
- c. USD (AT&L) memo, “Enterprise Military Housing Information Management System” of 16 April 2014
- d. DoD 4165.63-M, DoD Housing Manual of 28 October 2010
- e. CNICINST 11103.11A
- f. BUPERSINST 1306.77C
- g. OPNAVINST 4700.38B
- h. CNICINST 1740.1
- i. CNO WASHINGTON DC 011654Z Mar 12 (NAVADMIN 072/12)
- j. CNICINST 1752.1
- k. Office of Management and Budget Circular A-45 of 23 October 1993
- l. CNICINST 11103.14
- m. CNICINST 11103.13A
- n. OPNAVINST 1754.2E
- o. Joint Travel Regulations
- p. OPNAVINST 7220.12
- q. 37 U.S.C.
- r. Military Personnel Manual of 8 August 2016
- s. NAVADMIN 248/16
- t. SECNAVINST 1000.10A
- u. CNICINST 11000.2
- v. Federal Acquisition Regulations
- w. CNICINST 4000.1C
- x. OPNAVINST 11000.8J
- y. OPNAVINST 11320.23G
- z. NAVMED P-5010-2, Sanitation of Living Spaces of 24 April 2008
- aa. CNICINST 11103.7A
- ab. NETCINST 1500.11A
- ac. NAVMED P-5010-8, Medical Entomology and Pest Control Technology of 9 November 2004
- ad. SECNAVINST 5300.28E
- ae. National Fire Protection Association Life Safety Codes
- af. CNICINST 11103.6B
- ag. OPNAVINST 1700.16B
- ah. DOD 4525.6-M, DoD Postal Manual of 28 December 1989
- ai. OPNAVINST 1752.1C
- aj. 31 U.S.C.
- ak. OPNAVINST 6250.4C
- al. DoD Instruction 1300.27, Guidance on the Use of Service Dogs by Service Members of 7

January 2016
am. SECNAVINST 5100.13F
an. CNICINST 11103.10
ao. SECNAVINST 11011.47C
ap. FC 4-721-10N
aq. DOD Memorandum Standardizing Facility Condition Assessments of 10 September 2013
ar. OPNAV M-5090.1
as. CNO ltr 5050 Ser N46/14U133367 of 25 Jul 14
at. UFC 3-410-01
au. Navy Radon Assessment and Mitigation Program Guidebook for Navy Shore Installations of
6 June 2015
av. SECNAVINST 4000.35A
aw. OPNAVINST 5530.14E

APPENDIX B DEFINITIONS AND ACRONYMS

Definitions

Austere Facility. Austere facility is defined as a structure designed and constructed with minimal infrastructure, footprint or area, and finishes incorporating applicable building codes and facility criteria to assure adherence to all health, accessibility and life safety standards and regulations required to fulfill the mission, including anti-terrorism force protection regulations, as appropriate to each site. Austere facilities should be built with the lowest total ownership costs possible, including purchase, maintenance and use of consistently available local goods.

Barracks. Facilities used to house permanent party or mission essential (ME) Service Members, or both.

Basic Allowance for Housing. Reference (q), section 403, is the law determining the eligibility to receive basic allowance for housing (BAH). It states under general entitlement: “Except as otherwise prescribed by law, a member of a uniformed service who is entitled to basic pay is entitled to BAH at a monthly rate prescribed under this section or another provision of law regarding the applicable component of the BAH.” The amount of BAH for a Service Member will vary per the pay grade in which the Service Member is assigned or distributed for basic pay purposes, the dependency status of the Service Member and the geographic location of the Service Member. Reference (p) provides eligibility standards for receiving BAH at the without dependent rate.

Bed. The assignable portion of a unit or room for a Service Member, otherwise referred to as a “space.” There is always a one-to-one relationship between “bed” and the Service Member (resident) assigned to the bed (space).

Bedroom. A room with one or more beds. As defined in reference (d), glossary, part II, net square feet per Sailor in a bedroom is the sleeping area, excluding closets, living areas, food prep areas and bathrooms.

Campus. Logical groupings of unaccompanied housing (UH) buildings and support facilities. An Installation may have more than one UH campus.

Certificate of Non-Availability. The Certificate of Non-Availability (CNA) form is generated by enterprise Military Housing (eMH) and certifies that UH is unavailable for assignment of the Service Member.

Class “A” Student. Students attending accession training programs, including officer accessions and enlisted initial skills training (“A” schools, accessions pipeline schools, etc.), where student

housing is a part of the training mission and separate from other UH, and students are considered “must house” on the Installation.

Common Bath (Gang Head) Buildings. Buildings, or portions of buildings, with three or more bedrooms served by a single bathroom, or in which a bathroom is located outside of the unit. This type of building is inadequate for permanent party assignment.

Continental United States. The 48 contiguous states and the District of Columbia (D.C.) are defined as the Continental United States (CONUS). This definition specifically excludes the states of Alaska and Hawaii as they are not part of the contiguous states and are included in the definition of non-foreign, Outside of the Continental United States (OCONUS), locations.

Dependent Restricted Tour. Also referred to as an unaccompanied hardship overseas tour or remote tour. Any permanent duty assignment where the Service Member's orders do not authorize the movement of their dependents. This also includes stations where command-sponsored dependents may be authorized, but where the Service Member is not eligible to serve the accompanied tour, as in Korea. The Service Member is authorized to retain their housing allowance while occupying UH at their new duty station.

FCI Band	Condition	Old Q Score
100-90	Good	Q1
89-80	Fair	Q2
79-60	Poor	Q3
59 or less	Failing	Q4

Dormitory. Facilities used to house unaccompanied class A students.

Facility Condition Index. Facility Condition Index FCI is a financial liability metric used to denote the condition of shore facilities.

Fleet Concentration Area. A fleet concentration area (FCA) is a geographic area where the Navy homeports a large number of ships. The emphasis is on fleet concentration (i.e., a large fleet population). Examples are Norfolk, Pearl Harbor, San Diego and Yokosuka.

Foreign. Any area or country outside of the 50 states, D.C., the Commonwealths of Puerto Rico and the Northern Mariana Islands, Guam and U.S. territories and possessions.

Furnishings, Fixtures and Equipment. Furnishings, fixtures and equipment (FF&E) are furniture, household equipment, carpet (when not installed as part of the unit), draperies and miscellaneous items procured under special authority. In foreign areas, includes equipment or appliances

normally provided as part of the housing unit in the United States (U.S.), such as moveable kitchen cabinets, wardrobes or light fixtures.

Geographic Bachelor. A geographic bachelor (GB) is a Service Member in receipt of BAH at the with dependent rate, who has executed permanent change of station (PCS) orders that authorized the movement of dependents and has elected to not be accompanied by their dependents.

Gross Living Area UH. The total area of the unit from exterior wall to exterior wall.

Homeport Ashore. Homeport ashore (HPA) is a Navy-specific housing program where Sailors assigned to surface vessels over 1000 tons, and mine countermeasure ships, will be housed ashore while in their homeport.

Inadequate UH. Housing that does not meet Department of Defense (DoD) minimum standards for configuration, privacy, condition and health-safety. Inadequate housing is not necessarily uninhabitable unless it has a serious health or safety deficiency.

Interim Assignment Policy. The interim assignment policy (IAP) is the housing of Sailors at less than the typical assignment standard to achieve HPA. Per reference (i), paragraph 5.C.(3), when housing at the interim assignment policy, E-1–E-3 shore duty and E-4<4 sea duty Sailors are housed at not less than 55 square feet per Sailor with no more than four per bathroom.

Joint Base. A location designated in the Defense Base Realignment and Closure (BRAC) commission report as having Installation management functions transferred from one or more Installations to another Installation.

Joint Region. A regional command designated in the Defense BRAC commission report as having Installation management authority for two or more Installations.

Key and Essential Personnel. Key and essential (K&E) personnel are military and civilian personnel required to reside on the Installation by the Installation commanding officer (CO) because of military necessity and operational considerations.

Lodging Program. The lodging program includes temporary duty (TDY), PCS, recreational and medical treatment facility lodging (i.e., Navy Gateway Inns and Suites and Navy Lodge).

Maintenance. The recurrent, day-to-day, periodic or scheduled work required to preserve, maintain and restore real property facilities to such condition that it may be effectively used for its designated purpose. It includes cost effective work to prevent deterioration or future damage to a facility.

Market Units. A studio to four-bedroom unit, with a bathroom for each bedroom (or one shared by no more than two bedrooms), a living room, a full kitchen with a full-size refrigerator, sink

with disposal, range (or oven with four-burner cook top), microwave oven, and a clothes washer and dryer.

Military Necessity. Housing supporting individual's accounts personnel, individual augmentees, Sailors assigned to transient personnel units (TPU) while awaiting the ship's movement or separation from the Navy, executing TDY for further assignment orders, awaiting medical boards, executing limited duty orders or directed by the command to temporarily reside in UH because of restricted duty, military protective orders, etc. Personnel are considered "must house" on the Installation.

Mission Dependency Index. Mission Dependency Index (MDI) is an operational risk-based metric developed to communicate the relative importance of individual facilities in terms of "mission criticality." It evaluates impact to the Navy mission, should the function provided by the infrastructure be interrupted or relocated.

MDI			Color	MDI Category
100	-	85	R	Critical
84	-	70	O	Significant
69	-	55	Y	Relevant
54	-	40	G	Moderate
39	-	1	B	Low

ME Housing. ME housing is for rotational or mobilized Sailors outside their homeport, and crew members of uninhabitable ships or submarines outside their normal homeport.

Navy Wounded Warrior-Safe Harbor Program. As defined in reference (h), the Navy Wounded Warrior-Safe Harbor (NWW-SH) program provides support and advocacy to seriously wounded, ill and injured Service Members and families, or designated caregiver, through treatment recovery, rehabilitation, return to duty or reintegration into the civilian community.

Net Living Area UH. Net living area is the space within the interior face of full height walls of a room with no deductions for furnishings, door swings, sinks, installed cabinets or countertops, heating or cooling system components, or exposed vertical pipes. Net living area does not include the area of bedroom closets.

Non-Temporary Storage. Non-temporary storage (NTS) is long-term storage of household goods in lieu of PCS transportation. It is sometimes referred to as "extended storage" or "permanent storage." The Joint Travel Regulations (JTR) only authorizes NTS in specific cases.

Open Bay Buildings. Buildings with no internal bedroom partitions or walls.

OCONUS. OCONUS is all areas outside of the continental United States.

Overseas Loaner Furnishings. Government-owned furnishings provided on a temporary basis to personnel pending receipt of personally-owned furnishings or when it is determined to be more advantageous to the government over the shipment of personally-owned furnishings.

Overseas Unaccompanied Tour. Any permanent duty assignment where the Service Member's orders do not authorize the Service Member's dependents to relocate with the Service Member.
PCS Status for Training Courses of 20 Weeks or More. Formerly called duty under instruction. This is when a Service Member is ordered to attend a course(s) of instruction at a school or Installation where the scheduled cumulative duration is more than 140 days (20 weeks). The school or Installation is the Service Member's permanent duty station (PDS) regardless of the terms of the orders involved.

PCS. In general, the assignment, detail or transfer of a Service Member or unit to a different PDS under competent orders that don't specify the duty as temporary, provide for further assignment to a new PDS or direct return to the old PDS.

Permanent Party Member. Service Members ordered to the Installation or units supported by the Installation to include units designated as unusually arduous sea duty for the purposes of housing allowances in homeport, crew members of uninhabitable ships or submarines at their normal homeport, and rotational units (air squadrons, mobile training units, Seabees etc.) in their homeport.

Pre-Commissioning Crew. Service Members ordered to the pre-commissioning unit or the builder's shipyard prior to the official commissioning of the new vessel (see reference (r) for account coding on the orders). Duty CFO ACC-106 will be treated as permanent party and TEMDU ACC 352 will be treated as TDY and entitled to per diem.

Pre-Commission Detachment. The pre-commission detachment (PCD) consists of various ships' personnel located at the fleet training center (FTC).

Pre-Commissioned Unit. All pre-commissioning ships personnel ordered to the pre-commissioned unit (PCU) or the builder's shipyard. The PCU is a separate and detached command from the naval shipyard or supervisor of shipbuilding, and commanded by the prospective CO. Members on PCS orders will be permanent party or normal barracks assignment; members on TDY orders will be military necessity.

Recruits. Personnel undergoing basic military training who have no continuous prior enlisted service (active or reserve).

Restricted or Disciplinary Assignment. Service Member, not current resident, restricted to the Installation by the responsible CO up to 60 days.

Rotational or Mobilized Sailors. Sailors attached to units that are “sea duty for rotational purposes” (air squadrons, mobile training units, Seabees, etc.) on orders as a unit to duty outside their homeport; individuals, on orders to combat zone; or crew members of uninhabitable ships or submarines outside their normal homeport.

Sea Duty. Duty performed in commissioned vessels and deployable squadrons homeported in CONUS, Alaska and Hawaii. U.S. land-based units and embarked staffs, which require members to operate away from their duty station in excess of 150 days per year.

Ship in Overhaul. For ships in overhaul, any Service Member on sea duty deprived of quarters on the ship because of repairs, or because of other conditions that make the ship uninhabitable, must be provided suitable off-ship housing and messing facilities. Per reference (g), fleet commanders are responsible for housing shipyard crews if adequate UH is not available at the repair location.

Space Available. Assignment of personnel that are not UH assignment priority 1 or 2. Personnel in priorities 1 and 2 must be housed adequately for space to be available. Service Members housed in space available may be required to vacate as necessary to house higher priority Service Members.

Sustainment, Restoration and Modernization. Sustainment, restoration and modernization is the recurrent, day-to-day, periodic or scheduled work required to preserve or restore a real property facility to such condition that it may be effectively utilized for its designated purpose. This includes work undertaken to prevent deterioration or damage to a facility without which the facility would be costlier to restore.

Table of Allowances. The table of allowances (TOA) is government issued equipment (e.g., diving gear, Military Police gear, etc.).

Temporary Duty. Per reference (r), Service Members assigned temporary duty (TDY) at one or more locations for less than 180 days and away from the PDS.

Temporary Duty Under Instruction less than 140 days. Per reference (r), when a Service Member is ordered to attend a course(s) of instruction at a school or Installation where the scheduled cumulative duration is less than 140 days (20 weeks) in conjunction with a PCS.

Training Necessity. Training programs including officer accessions and enlisted initial skills training (“A” schools, accessions pipeline schools, etc.) where student housing is a part of the training mission and separate from other UH, and students are considered “must house” on the Installation.

Transient Personnel Unit or Detachments. Transient personnel units (TPUs) or transient personnel detachments (TPD) process Sailors through administrative, transfer, discipline and medical transition pipelines for commands that, because of deployment or overseas location,

cannot provide appropriate facilitation themselves. As per Commander, Navy Installations Command (CNIC) Headquarters (HQ) (N142), TPUs provide indoctrination, messing or billeting, accountability, administrative functions, work assignments and legal or disciplinary processes for all transient personnel assigned.

United States. The 50 states and the District of Columbia.

Unaccompanied Tours. The authorized tour length at a specific overseas duty station for Service Members who are not accompanied by command-sponsored dependents. Per reference (r), any permanent duty assignment where the Service Member's orders do not authorize the Service Member's dependents to relocate with the Service Member to the overseas duty station for the duration of the Service Member's tour.

Unaccompanied Personnel. Personnel who either have no dependents or who have dependents but are geographically separated from them (also see geographic bachelor).

Unusually Arduous Sea Duty. Pertaining only to the entitlements for housing allowances. Per reference (p), any Service Member permanently assigned to a commissioned shipboard vessel or to an afloat squadron designated "unusually arduous sea duty." Service Members assigned to sea duty for rotational purposes are not considered assigned to unusually arduous sea duty for BAH entitlement purposes.

Utilization. The cumulative occupancy of UH (owned or leased) inventory during the reporting period (i.e., quarterly, semi-annual, annual or year-to-date).

Voluntarily Separated Member. A Service Member who, for reasons other than availability of housing at their permanent duty location, elected not to be accompanied by dependents. Also referred to as a GB.

Willful Misconduct. Any intentional wrongful or unlawful act or omission relating to government property, to include misappropriation of government property.

Acronyms

A	
ACM	Asbestos-Containing Materials
APM	Asbestos Program Manager
ASN (EI&E)	Assistant Secretary of the Navy (Energy, Installations & Environment)
ATV	All-Terrain Vehicle
B	
BAH	Basic Allowance for Housing
BRAC	Base Realignment and Closure
C	
CAC	Common Access Card
CCTV	Closed-Circuit Television
CE	Continuing Education
CNA	Certificate of Non-Availability
CNIC	Commander, Navy Installations Command
CNO	Chief of Naval Operations
CO	Commanding Officer
COL	Common Output Level
COM	Change of Occupancy Maintenance
COMUSFLTFORCOM	Commander, U.S. Fleet Forces Command
COMPACFLT	Commander, U.S. Pacific Fleet
CONUS	Continental United States
D	
D.C.	District of Columbia
DLS	Daily Living Standard
DoD	Department of Defense
DoN	Department of the Navy
DTUA	Designated Tobacco Use Area
E	
e-Lock	Electronic Lock
EFMP	Exceptional Family Member Program
eMH	enterprise Military Housing
ENDS	Electronic Nicotine Delivery System
EPMU	Environmental Preventive Medicine Unit
F	
F&ES	Fire and Emergency Services
FCA	Fleet Concentration Area
FCI	Facility Condition Index
FF&E	Furnishings, Fixtures and Equipment
FH	Family Housing

FH,N	Family Housing, Navy
FMS	Foreign Military Sales
FSH	Family Separation Housing
FY	Fiscal Year
G	
GB	Geographic Bachelor
H	
HEPA	High-Efficiency Particulate Air
HLC	Housing Learning Center
HPA	Homeport Ashore
HQ	Headquarters
HRPB	Higher Rate of Partial BAH
HVAC	Heating, Ventilation and Air Conditioning
I	
I&U	Inventory and Utilization
IA	Information Assurance
IAP	Interim Assignment Policy
IAQ	Indoor Air Quality
ICR	Inventory Change Request
ID	Identification
IMAP	Installation Management Accounting Program
IMET	International Military Education and Training
iNFADS	Internet Naval Facilities Assets Data Store
IPM	Integrated Pest Management
IT	Information Technology
ITPR	Information Technology Procurement Request
L	
LE	Law Enforcement
M	
M&R	Maintenance and Repair
MDI	Mission Dependency Index
ME	Mission Essential
MILCON	Military Construction
MSPB	Market Style Unit with a Private Bath
MSSB	Market Style Unit (includes converted FH units with a limited bath configuration and/or non-sharable bedroom net square footage)
N	
N4	CNIC Headquarters Facilities and Environment
N85	CNIC Headquarters Comptroller's Centrally Managed Account Branch
N93	CNIC Headquarters Housing

NAVFACENGCOM	Navy Facilities Engineering Command
NAVSEASYS COM	Naval Sea Systems Command
NEX	Navy Exchange
NSA	Naval Support Activity
NSF	Net Square Feet
NTS	Non-Temporary Storage
NWW-SH	Navy Wounded Warrior-Safe Harbor
O	
O&M,N	Operations and Maintenance, Navy
OBCB	Open Bay with Common Bath
OCONUS	Outside the Continental United States
OHA	Overseas Housing Allowance
OPNAV	Office of the Chief of Naval Operations
OSHA	Occupational Safety and Health Administration
P	
PCS	Permanent Change of Station
PCU	Pre-Commissioning Units
PDS	Permanent Duty Station
PII	Personally Identifiable Information
PPV	Public-Private Venture
PRPB	Private Bedroom with Private Bath
PRSB	Private Bedroom with Bath Shared with One Other Bedroom
PRV	Plant Replacement Value
PS	Physical Security
PSD	Personnel Support Detachment
PW	Public Works
Q	
QO	Quarters Operations
QOL	Quality of Life
R	
R-19	Unaccompanied Housing Requirements Report
RA	Resident Advisor
RM	Restoration and Modernization
RPD	Region Program Director
RSM	Recovering Service Member
RSS	Resident Satisfaction Survey
RTC	Recruit Training Center
S	
SARC	Sexual Assault Response Coordinators
SCC	Sub-Cost Center
SDS	Safety Data Sheets
SECNAV	Secretary of the Navy

SIC	Special Interest Code
SIQ	Sick in Quarters
SRCB	Shared Bedroom with Common Bath
SRPB	Shared Bedroom with Private Bath
SRSB	Shared Bedroom with Bath Shared with One Other Bedroom
T	
TDY	Temporary Duty
TEMDU	Temporary Duty Under Instruction
TOA	Table of Allowance
TPD	Transient Personnel Detachment
TPU	Transient Personnel Unit
TSM	Transitioning Service Member
U	
U.S.	United States
UH	Unaccompanied Housing
UHAP	Unaccompanied Housing Assessment Program
UHARB	Unaccompanied Housing Assignment Review Board
UHM	Unaccompanied Housing Module
USNA	United States Naval Academy

Table B-1, Acronym List

APPENDIX C

UNACCOMPANIED HOUSING UNIT TYPES AND CAPACITY

Tables C-1 through C-3 provides a summary of the size and assignment capacity of typical unaccompanied housing (UH) unit or room types. Unit or room capacity varies based on different assignment standards: permanent party; homeport ashore (HPA) at interim assignment policy (IAP); student; or recruit.

Unit Description	Unit Design Description	Net Living Area/ Unit <u>1</u> /	Maximum Occupancy per Unit by Pay Grade <u>2</u> /			
			E7- Officer	E5-E6	E4	E1-E3
PRPB	1+0	300+ SF	1	1	1	2
PRSB	1+1	236 SF	1	1	2	2
PRSB	1+1E	310 SF	1	2	2	2
SRPB	2+0	180 SF		1	1	2
SRSB	2+2	360 SF		2	2	2
MSPB	Market	400+ SF	1	2	2	4
MSSB	Market	400+ SF			2	2
SRCB	Gang Head	180+ SF				
OBCB	Open Bay					

Table C-1, Permanent Party Assignment Standards

PRPB = Private Bedroom with Private Bath

PRSB = Private Bedroom with Bath shared with one other Bedroom

SRPB = Shared Bedroom with Private Bath

SRSB = Shared Bedroom with Bath shared with one other Bedroom

MSPB = Market Style Unit (includes converted family housing (FH) units)

MSSB = Market Style Unit (includes converted FH units with a limited bath configuration and/or non-sharable bedroom net square footage)

SRCB = Shared Bedroom with Common Bath (shared with >2 other Bedrooms)

OBCB = Open Bay with Common Bath

1/ – The Department of Defense (DoD) Housing Management Manual (DoD 4165.63M, October 28, 2010) defines UH net square feet (NSF) as, “the floor space in square feet within the interior face of full height walls of a room(s) with no deductions for furnishings, door swings, sinks, installed cabinets and countertops, heating and cooling system components, or exposed vertical pipes. NSF of a bedroom does not include the area of a closet.”

2/ – The maximum capacity of a unit or room type may be based on Service Member’s pay grade, NSF per resident or maximum allowable residents per bathroom. For example, a 300+ NSF PRPB unit can only house two permanent party E1–E3 residents based on a maximum of two residents per bathroom. That same unit can only accommodate one E4, or above, resident based on the minimum assignment standard for private bedrooms.

Unit Description	Unit Design Description	Net Living Area/ Unit 1/	Maximum Occupancy per Unit by Pay Grade 2/			
			E4<4 Sea	E1-E3 Sea & Shore	E4>4 Sea	E4 Shore
PRPB	1+0	300+ SF	4	4		
PRSB	1+1	236 SF	4	4		
PRSB	1+1E	310 SF	4	4		
SRPB	2+0	180 SF	2	2		
SRSB	2+2	360 SF	4	4		
MSPB	Market	400+ SF	4	4		
MSSB	Market	400+ SF	Note 3	Note 3		
SRCB	Gang Head	180+ SF				
OBCB	Open Bay					

Table C-2, HPA at IAP

PRPB = Private Bedroom with Private Bath

PRSB = Private Bedroom with Bath shared with one other Bedroom

SRPB = Shared Bedroom with Private Bath

SRSB = Shared Bedroom with Bath shared with one other Bedroom

MSPB = Market Style Unit (includes converted FH units)

MSSB = Market Style Unit (includes converted FH units with a limited bath configuration and/or non-sharable bedroom net square footage)

SRCB = Shared Bedroom with Common Bath (shared with >2 other Bedrooms)

OBCB = Open Bay with Common Bath

1/ – The DoD Housing Management Manual (DoD 4165.63M, October 28, 2010) defines UH NSF as, “the floor space in square feet within the interior face of full height walls of a room(s) with no deductions for furnishings, door swings, sinks, installed cabinets and countertops, heating and cooling system components, or exposed vertical pipes. NSF of a bedroom does not include the area of a closet.”

2/ – The maximum capacity of a unit or room type may be based on Service Member’s pay grade, NSF per resident or maximum allowable residents per bathroom. For example, a 300+ NSF PRPB unit can only house two permanent party E1–E3 residents based on a maximum of two residents per bathroom. That same unit can only accommodate one E4, or above, resident based on the minimum assignment standard for private bedrooms.

3/ - Must have a minimum of 55 NSF per person per bedroom

Unit Description	Unit Design Description	Net Living Area/ Unit <u>1</u> /	Maximum Occupancy per Unit by Pay Grade <u>2</u> /	
			Student	Recruit
PRPB	1+0	300+ SF		
PRSB	1+1	236 SF		
PRSB	1+1E	310 SF		
SRPB	2+0	180 SF	2	
SRSB	2+2	360 SF	4	
MSPB	Market	400+ SF		
MSSB	Market	400+ SF	2	
SRCB	Gang Head	180+ SF	2	
OBCB	Open Bay			Var.

Table C-3, Student and Recruit Assignment Standards

PRPB = Private Bedroom with Private Bath

PRSB = Private Bedroom with Bath shared with one other Bedroom

SRPB = Shared Bedroom with Private Bath

SRSB = Shared Bedroom with Bath shared with one other Bedroom

MSPB = Market Style Unit (includes converted FH units)

MSSB = Market Style Unit (includes converted FH units with a limited bath configuration and/or non-sharable bedroom net square footage)

SRCB = Shared Bedroom with Common Bath (shared with >2 other Bedrooms)

OBCB = Open Bay with Common Bath

1/ – The DoD Housing Management Manual (DoD 4165.63M, October 28, 2010) defines UH NSF as, “the floor space in square feet within the interior face of full height walls of a room(s) with no deductions for furnishings, door swings, sinks, installed cabinets and countertops, heating and cooling system components, or exposed vertical pipes. NSF of a bedroom does not include the area of a closet.”

2/ – The maximum capacity of a unit or room type may be based on Service Member’s pay grade, NSF per resident or maximum allowable residents per bathroom. For example, a 300+ NSF PRPB unit can only house two permanent party E1–E3 residents based on a maximum of two residents per bathroom. That same unit can only accommodate one E4, or above, resident based on the minimum assignment standard for private bedrooms.

Figures C-1 through C-9 provides examples of typical UH unit or room types, including area measurements and NSF definitions.

This is an example of a PRSB unit design (1+1).

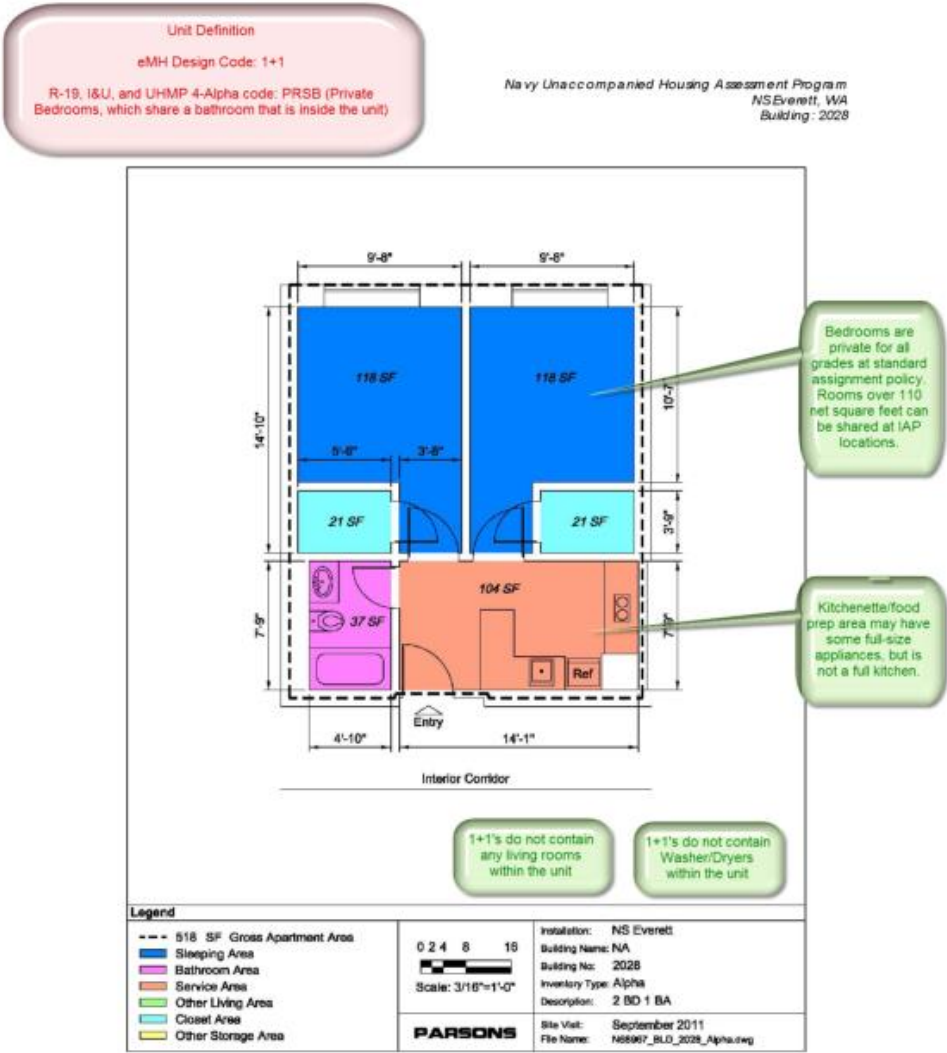


Figure C-1, PRSB Unit (1+1)

This is another example of a PRSB unit design (1+1E).

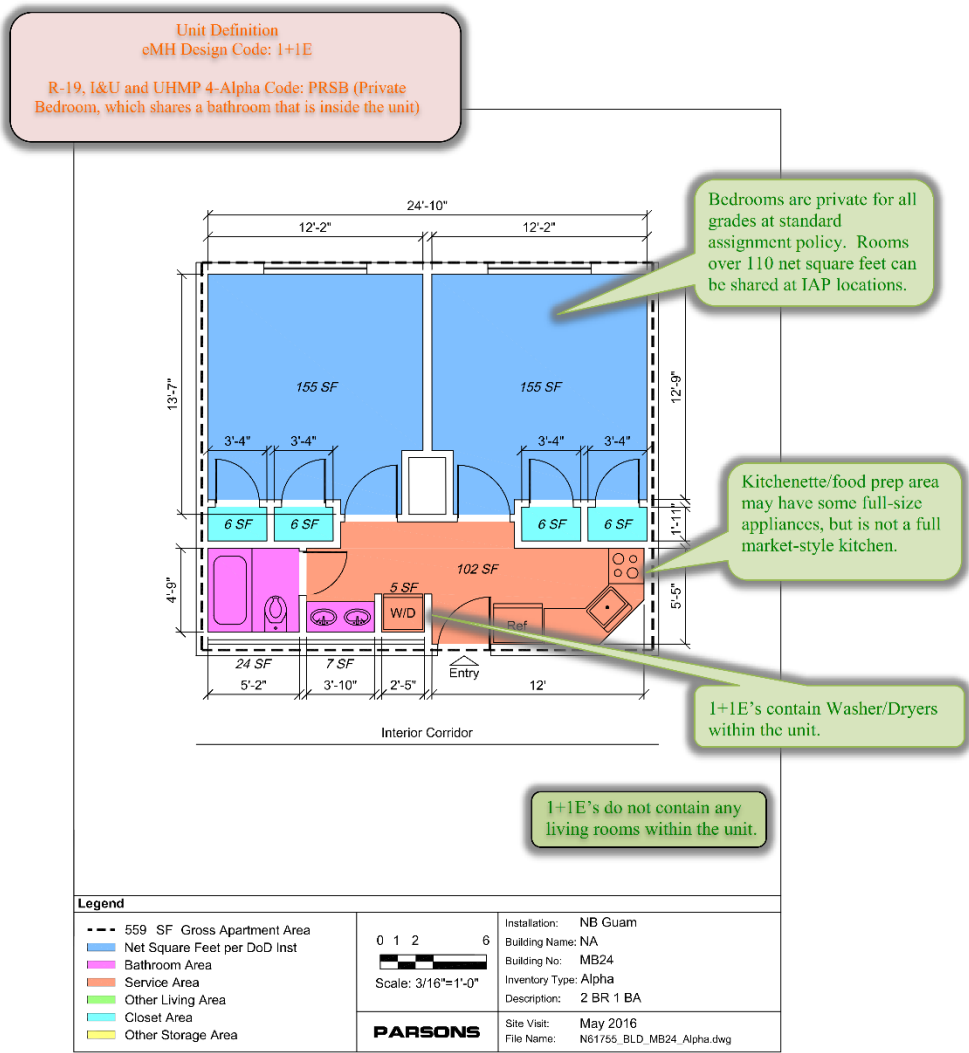


Figure C-2, PRSB Unit (1+1E)

This is typical dormitory unit design in an example of SRPB (2+0).

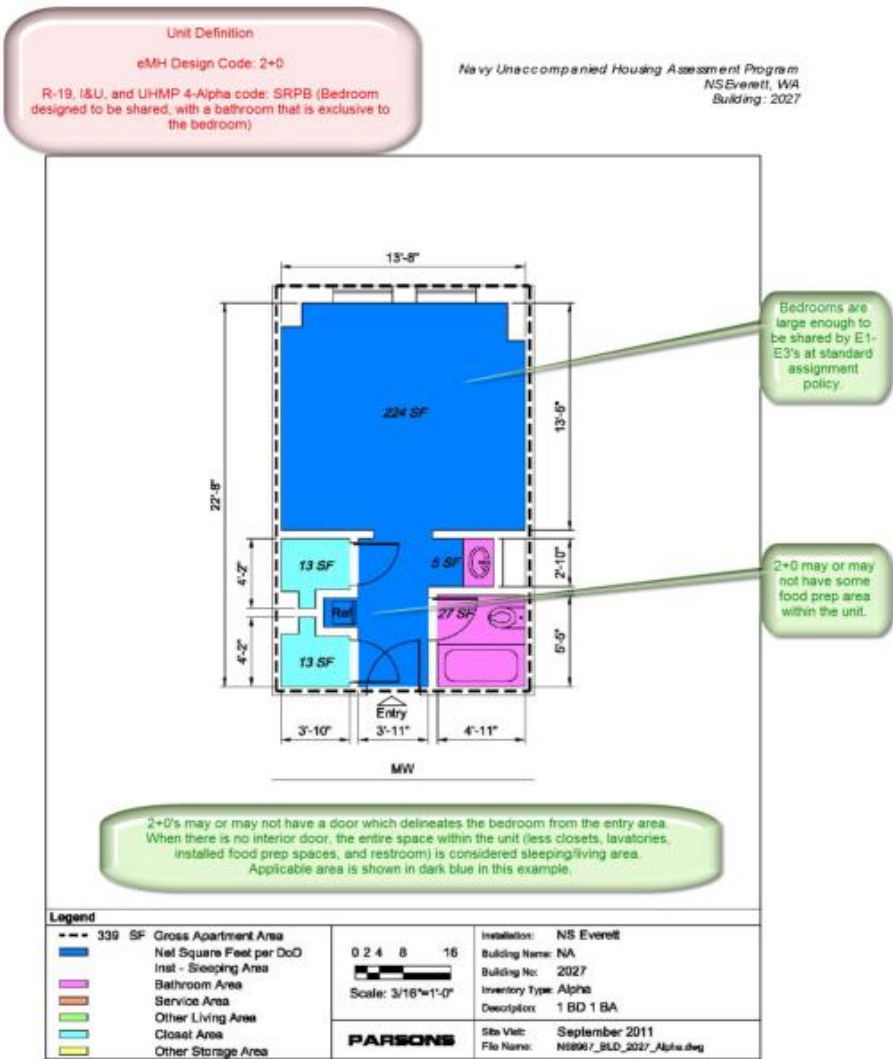


Figure C-3, SRPB Unit (2+0)

This is another example of a SRPB unit with four shared bedrooms, each with a private bath, around a common living area. This unit design is known as a Welton-Becket.

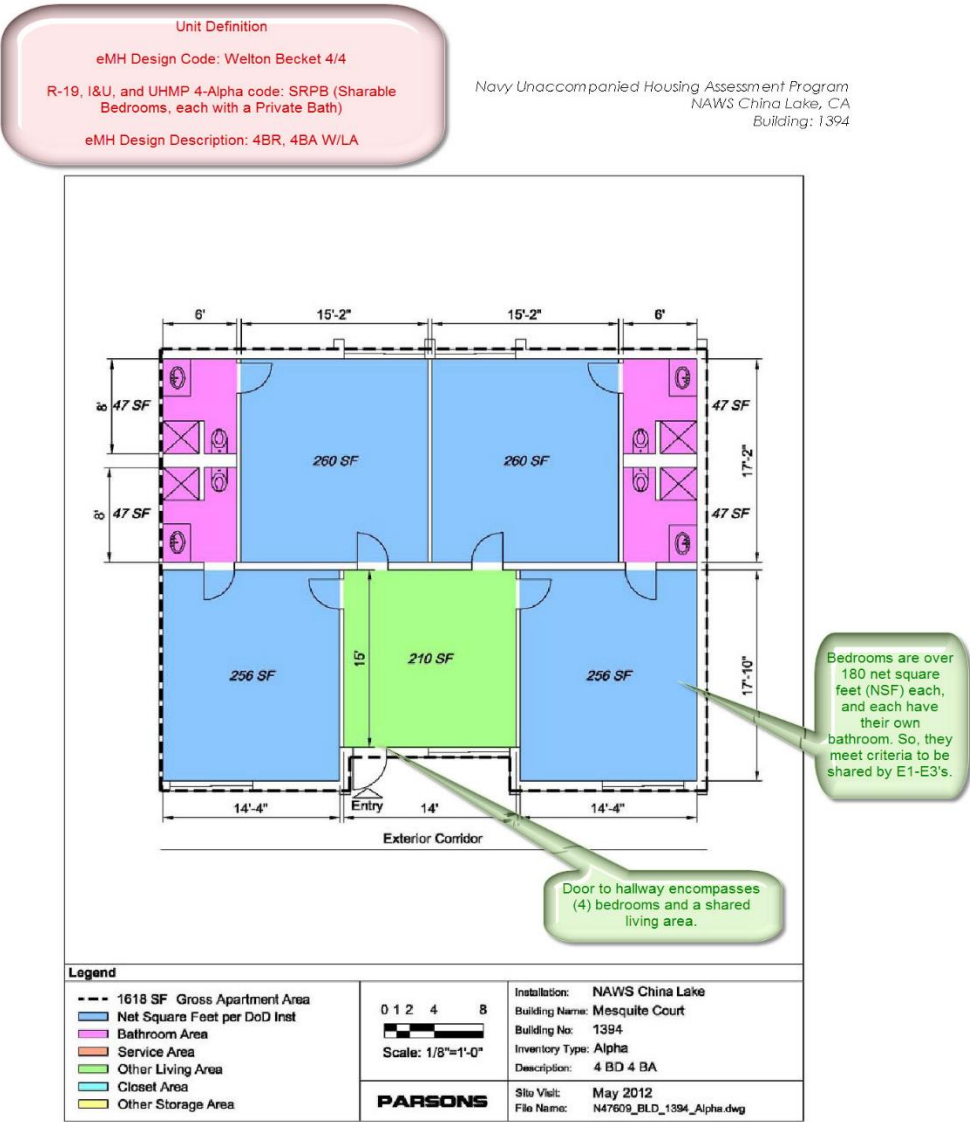


Figure C-4, SRPB Unit (Welton-Becket)

This is an example of a SRSB unit design (2+2).

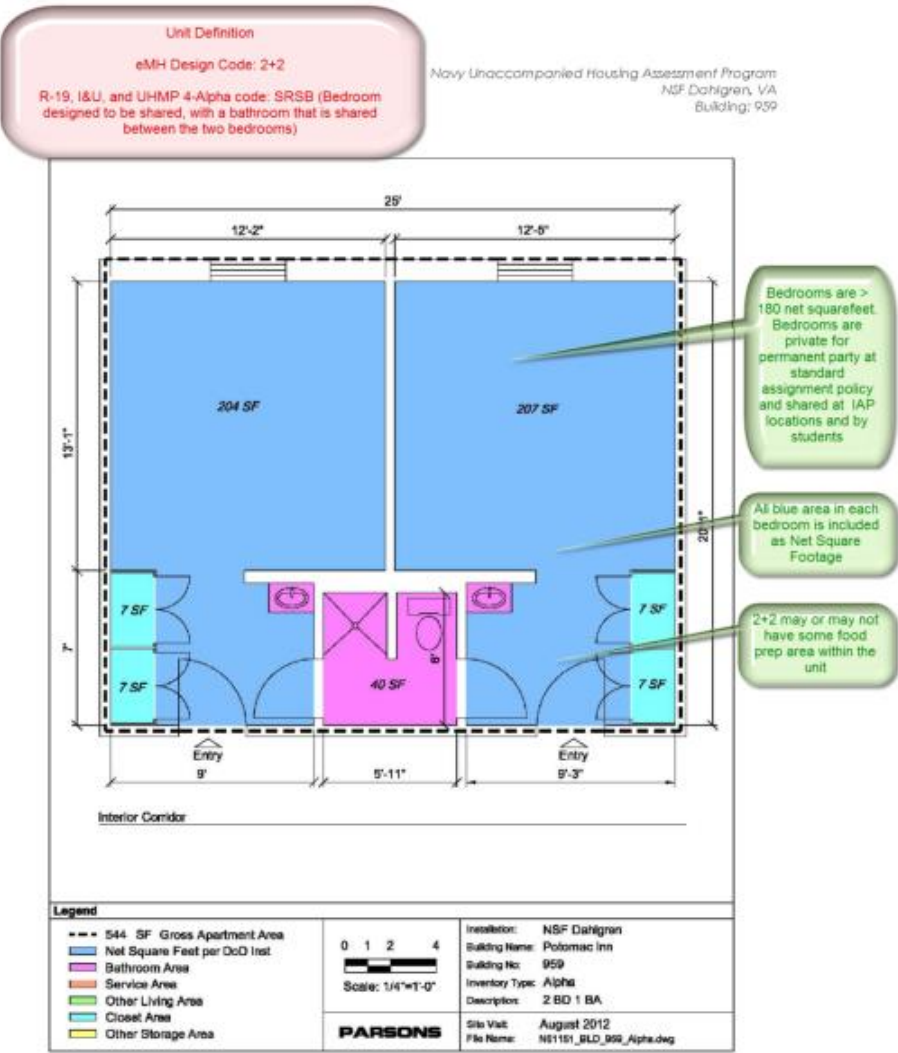


Figure C-5, SRSB Unit (2+2)

This is an example of a market style unit (MSPB).

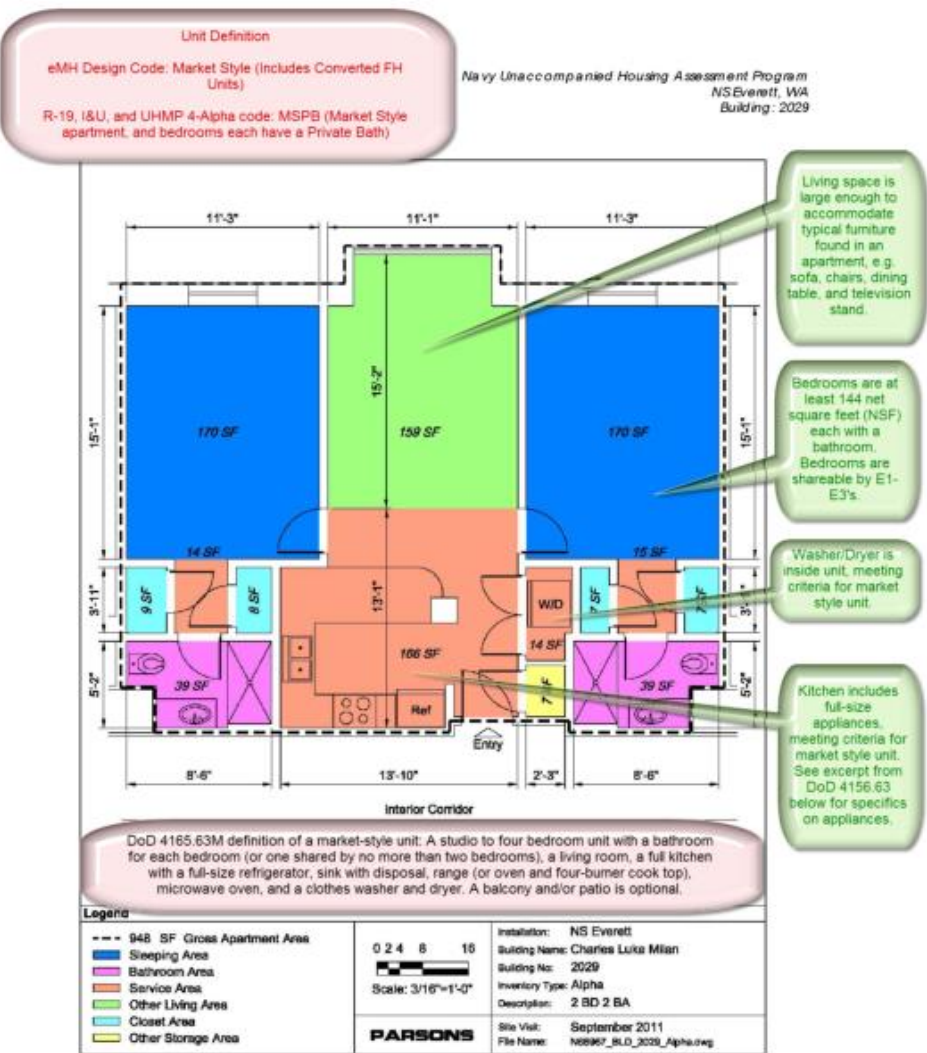


Figure C-6, MSPB Unit (Market Style)

This is an example of a converted FH MSPB unit.

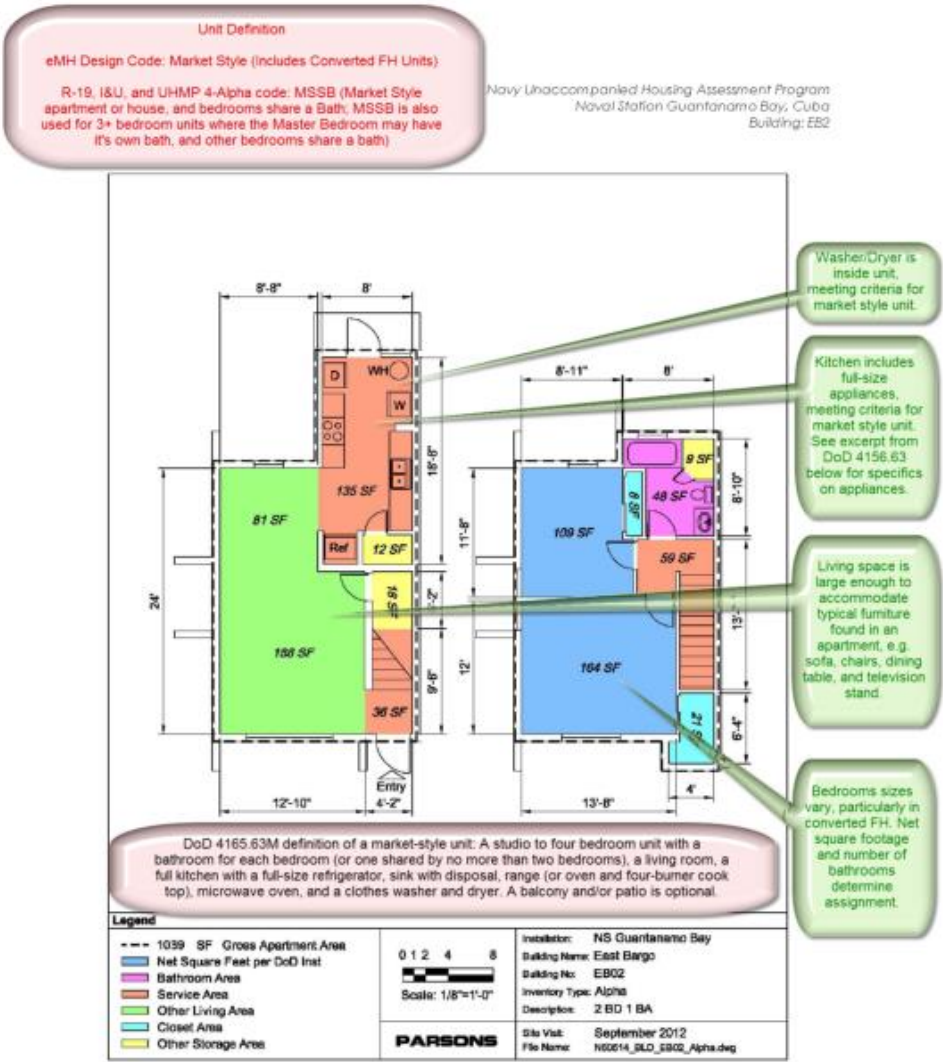
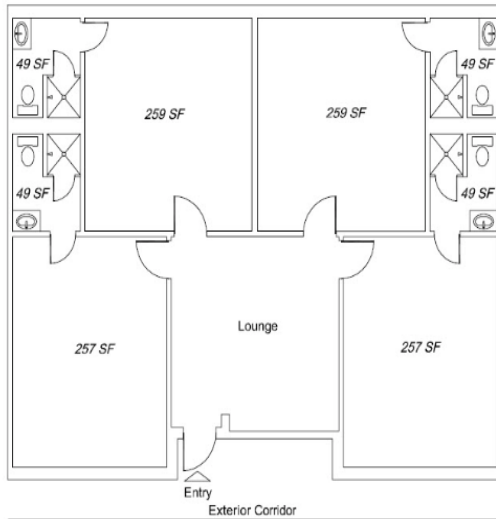


Figure C-7, MSPB Unit (Converted FH Unit)

This is an example of the above SRPB (Welton-Becket) unit after conversion to a MSPB unit. This type of conversion is only authorized at Installations with projected surplus UH capacity. Unit capacity decreases from eight to six E1-E3 beds in this conversion, resulting in a 25 percent loss in assignable spaces.

4 Bed-4 Bath Welton Becket BEFORE



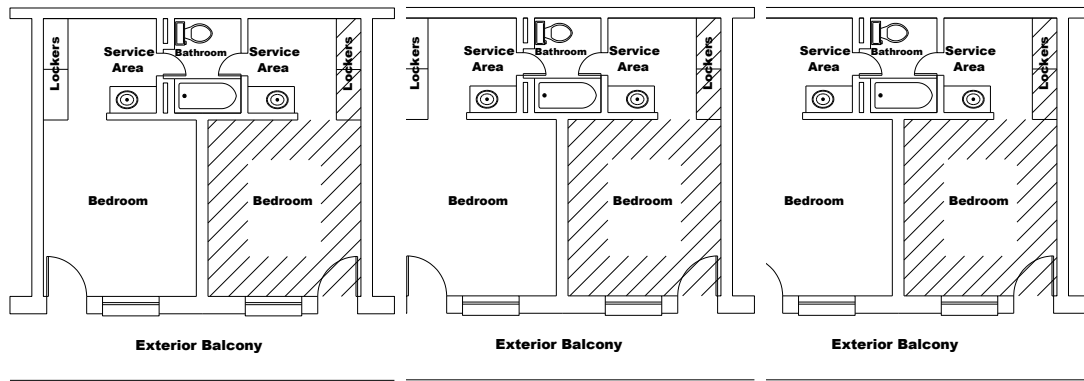
3 Bed-3 Bath Market Style AFTER



Figure C-8, MSPB Unit (Redesigned Welton-Becket Unit)

This is an example of the above SRSB unit after conversion to a MSPB unit. This type of conversion significantly increases UH capacity. Even though there is a decrease in the number of units in a building, the new MSPB units, aligned with Navy assignment standards, can more efficiently house the Navy's target UH demographics. In this example, unit capacity increases from six to eight beds, resulting in a 25 percent increase in assignable spaces.

Before:



After:



Figure C-9, MSPB Unit (Redesigned SRSB Building)

APPENDIX D OPTIMIZED UNACCOMPANIED HOUSING ORGANIZATIONS

1. Installation Unaccompanied Housing Organizations. All Installation Unaccompanied Housing (UH) organizations are comprised of some, or all, of the functions identified in the below graphic, figure D-1. Figures D-2 – D-6 provides an overview of the responsibilities for these functional positions. Figures D-7 – D-9 provides sample Installation UH organization structures.

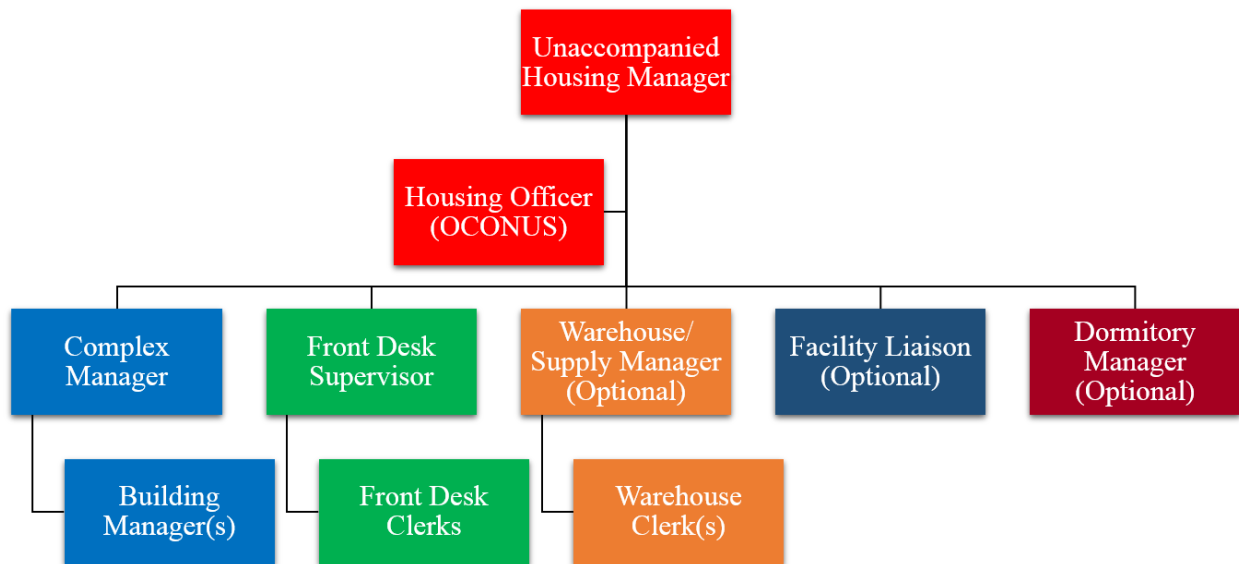


Figure D-1, Optimum UH Functional Positions

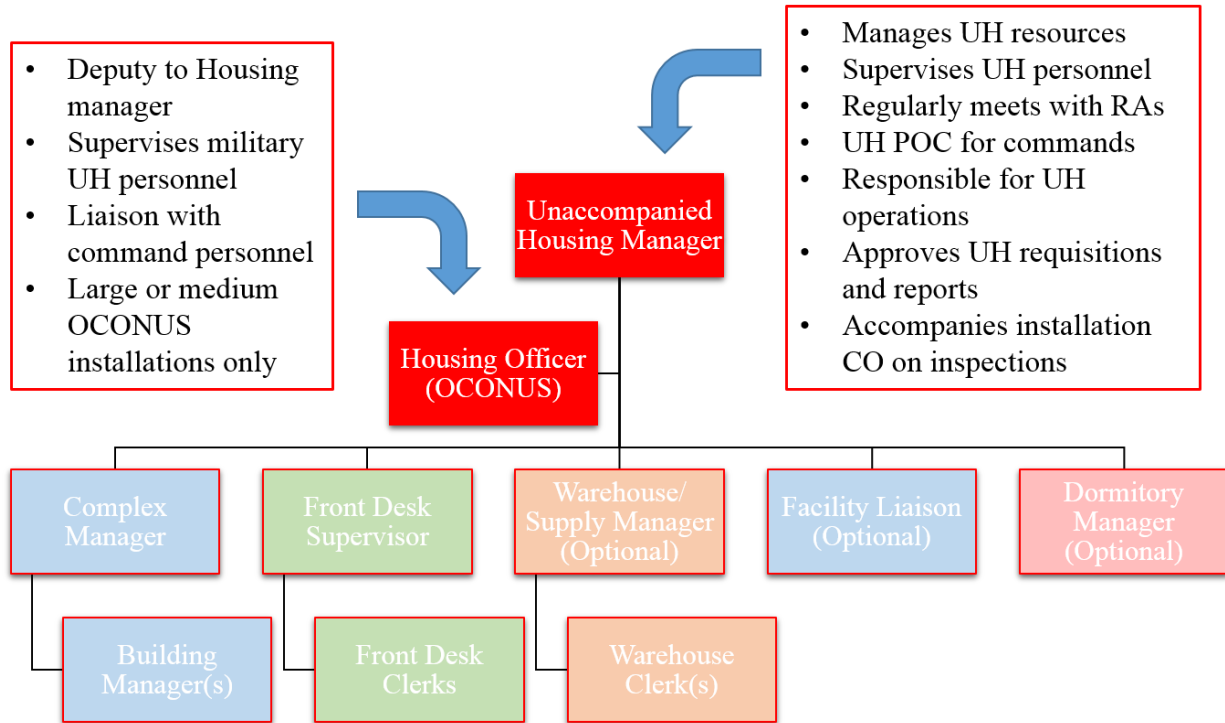


Figure D-2, UH Manager and Officer

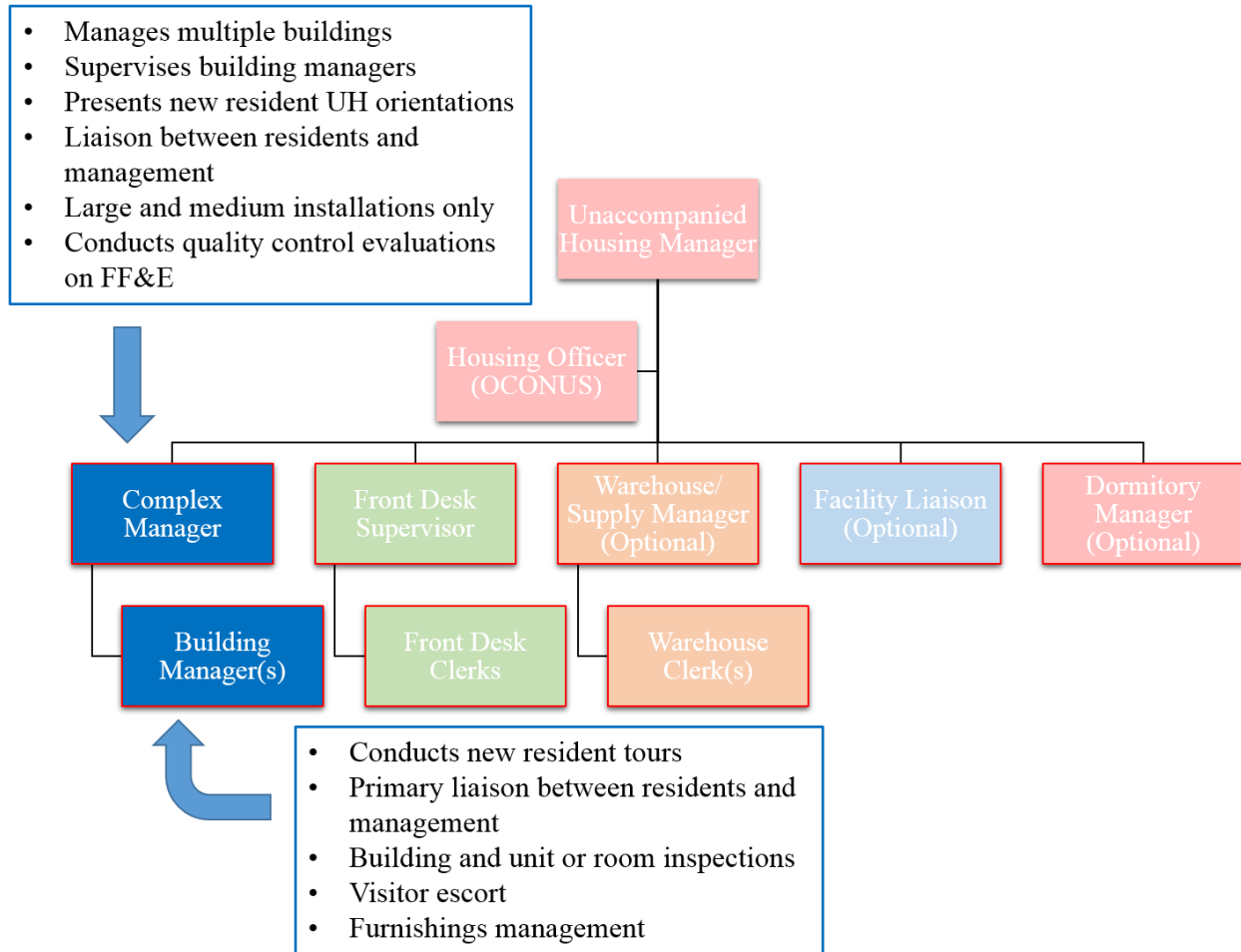


Figure D-3, Complex and Building Managers

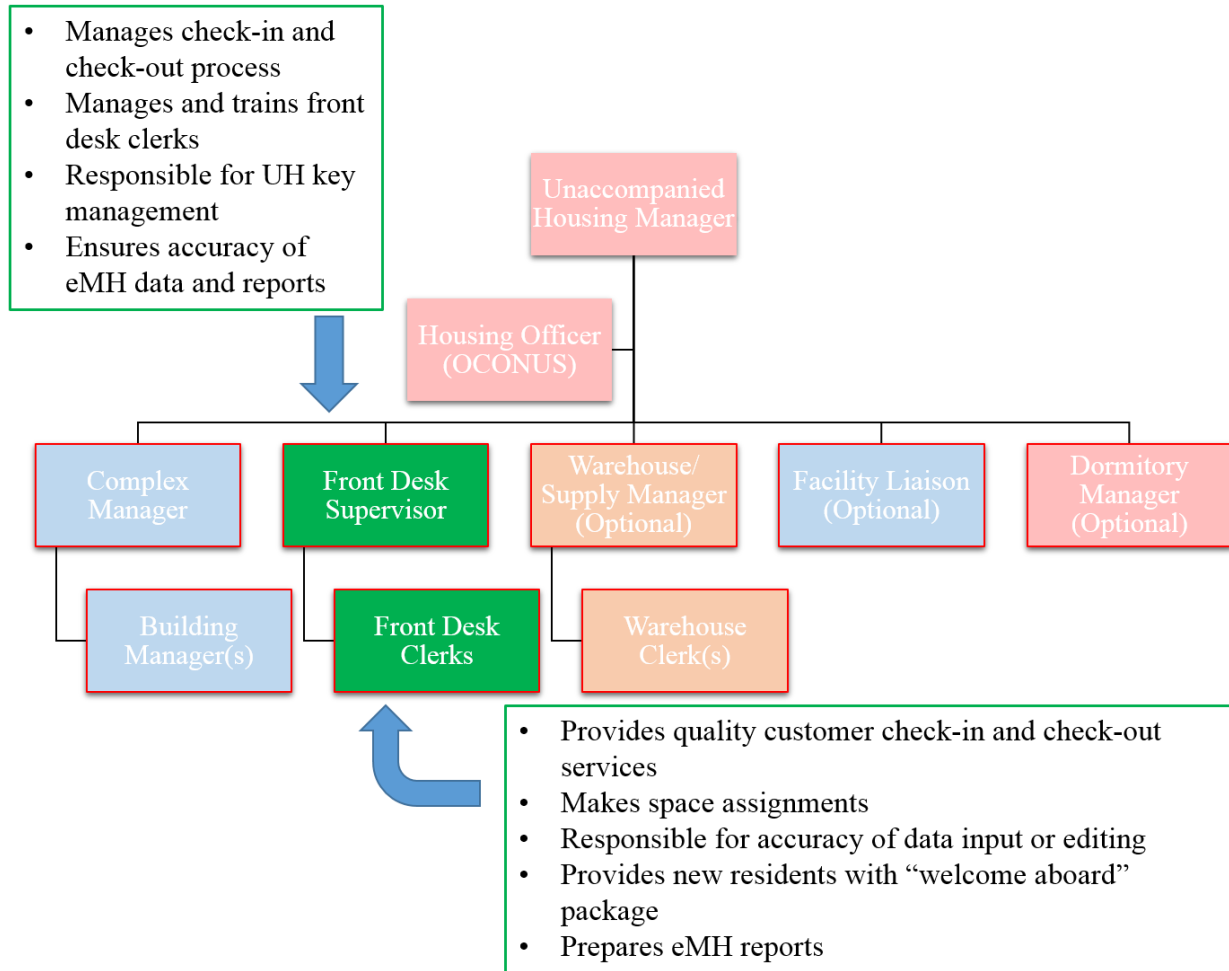


Figure D-4, Front Desk Supervisor and Clerks

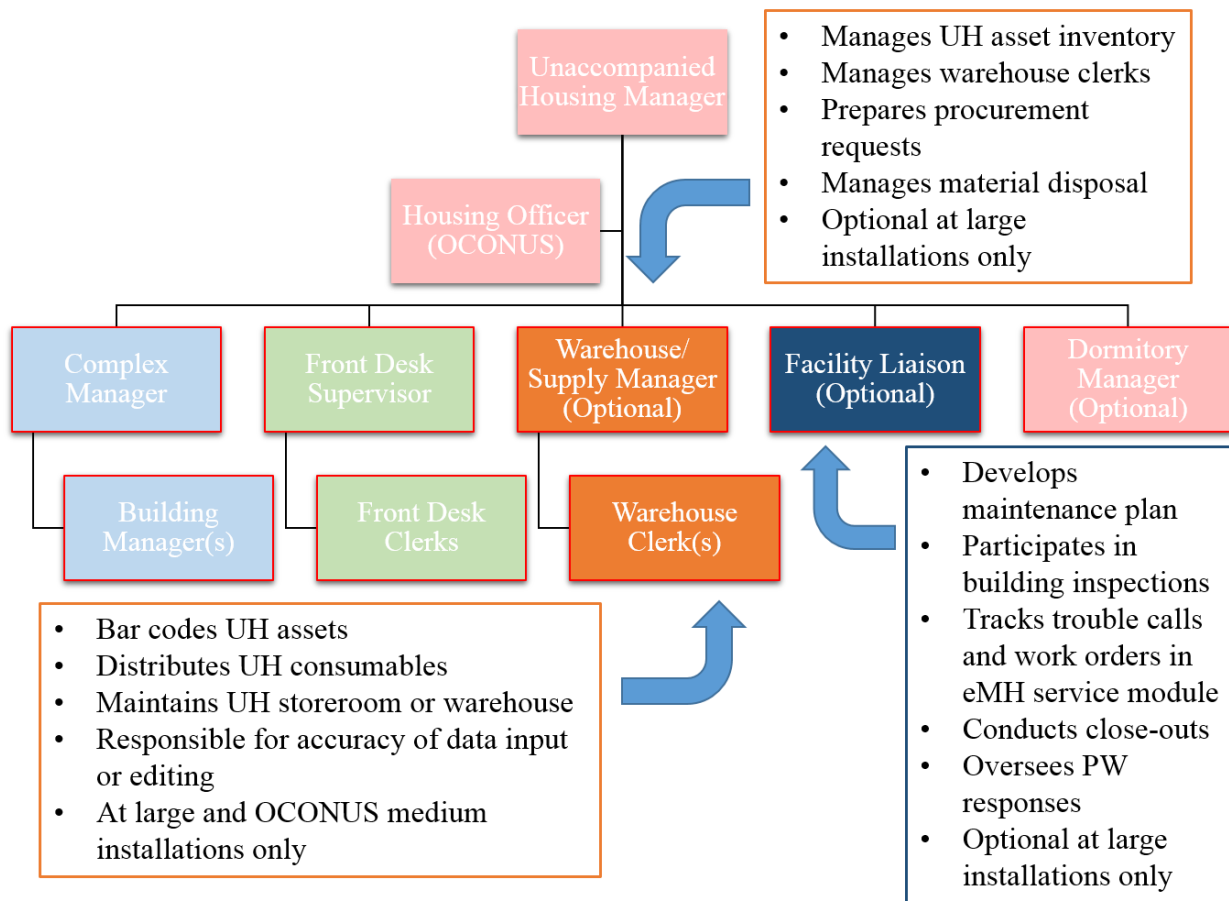


Figure D-5, Supply Managers and Facility Liaison

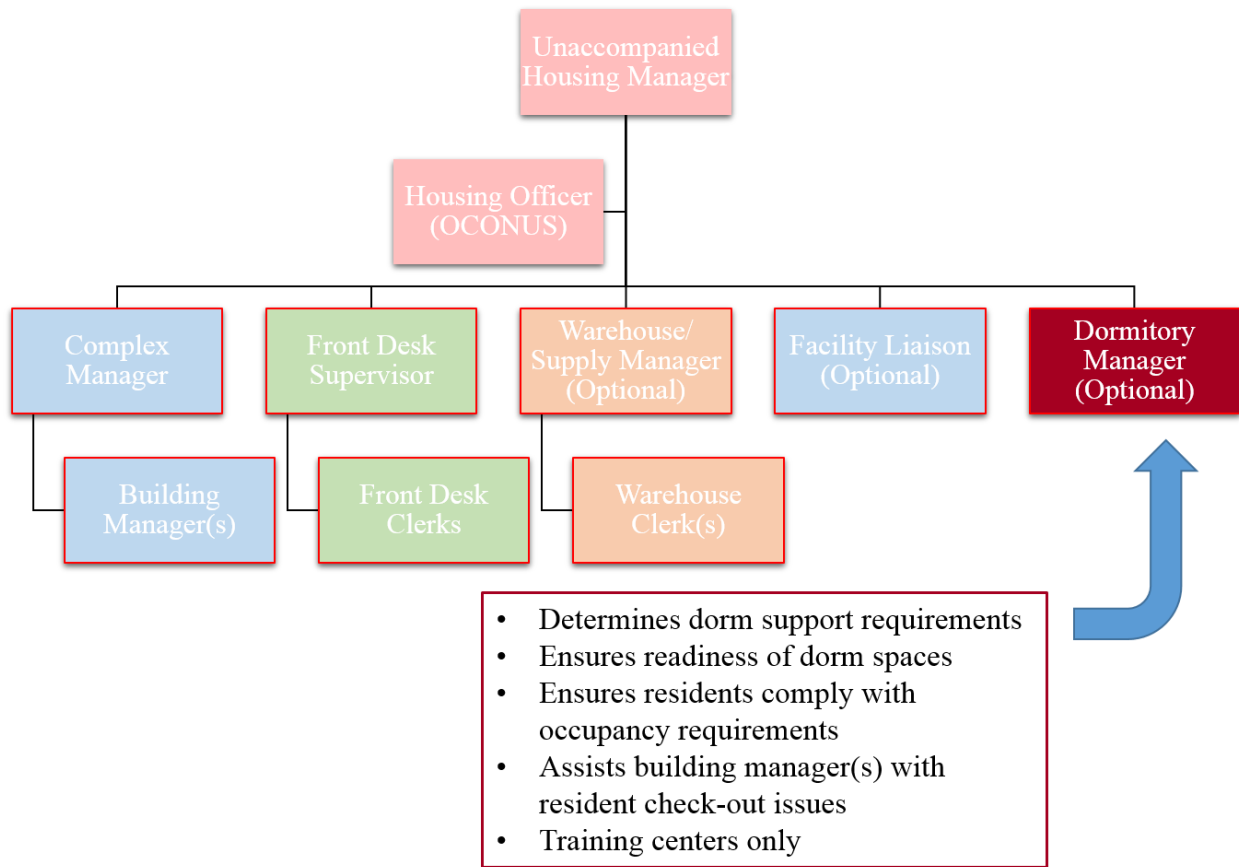


Figure D-6, Dormitory Manager

2. Sample Large Installation UH Organization. Large Installations include fleet concentration areas, master jet bases and training centers, with a projected UH requirement in excess of 1,600 Service Members, to include students.



Figure D-7, Sample Large Size Installation UH Functional Organization

3. Sample Medium Installation UH Organization Chart. Medium Installations include homeports, air stations and sub bases, with a projected UH requirement between 500 and 1,600 Service Members, to include students.

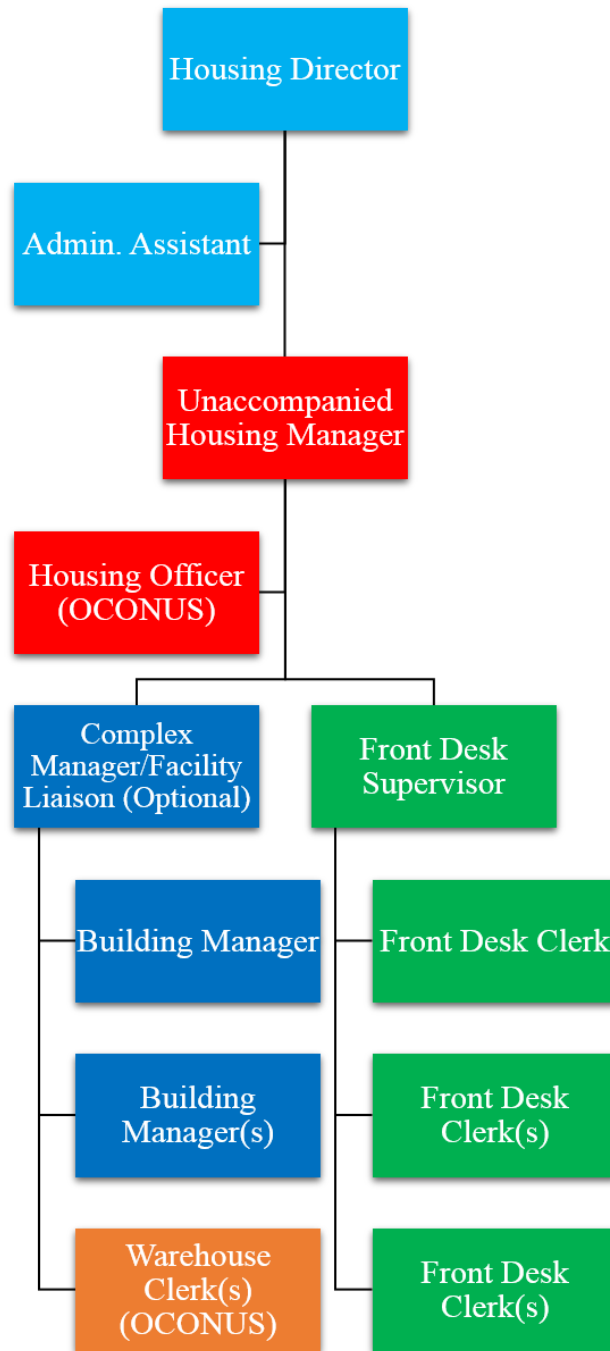


Figure D-8, Sample Medium Size Installation UH Functional Organization

4. Sample Small Installation UH Organization Chart. Small Installations have fewer than five barracks, no student dormitories and a stable, or declining, projected UH requirement of less than 500 Service Members.

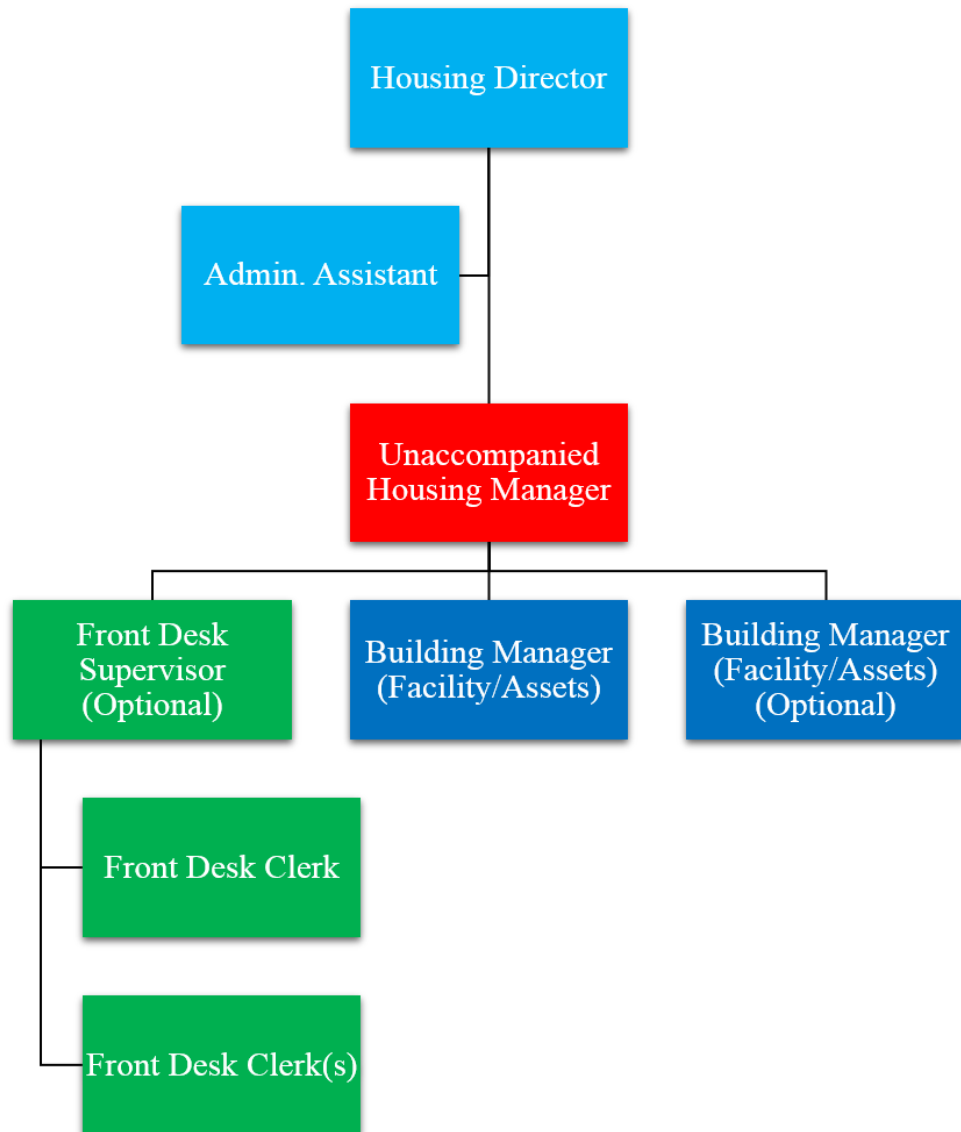


Figure D-9, Sample Small Size Installation UH Functional Organization

APPENDIX E
UNACCOMPANIED HOUSING WELCOME ABOARD HANDBOOK SAMPLE

Installations will modify this sample to meet local requirements and insert local standards, requirements and guidance in [***bold, italic brackets***].

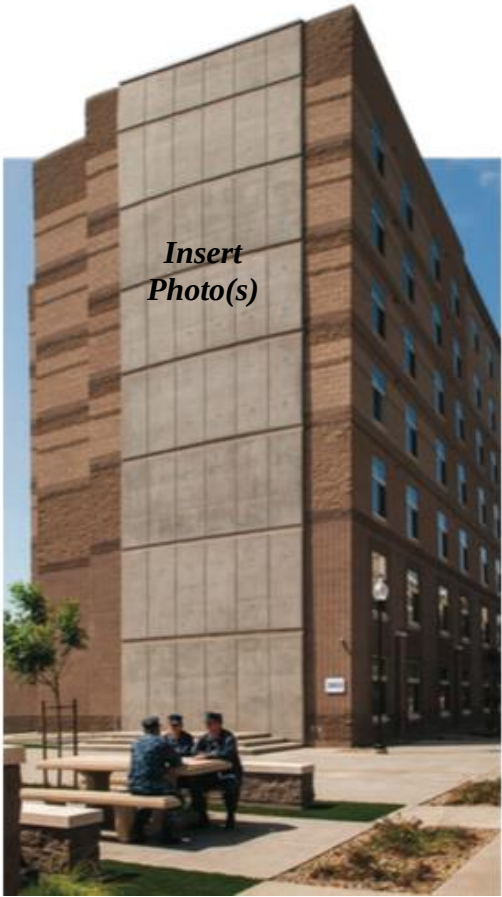


“NAS NOWHERE”
www.navylifexxx
www.facebook.com/NASNW
[***Insert Installation Name & websites***]

Unaccompanied
Housing



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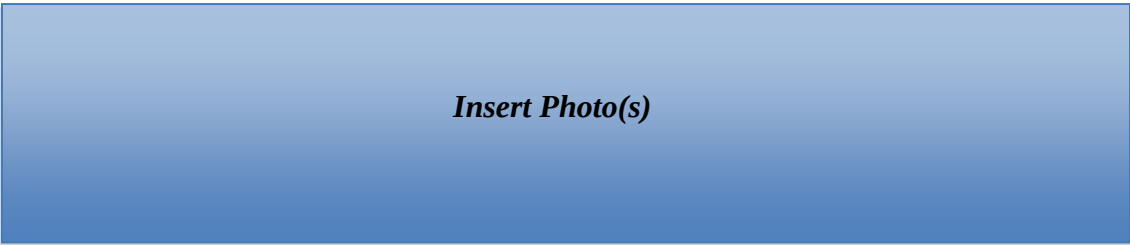
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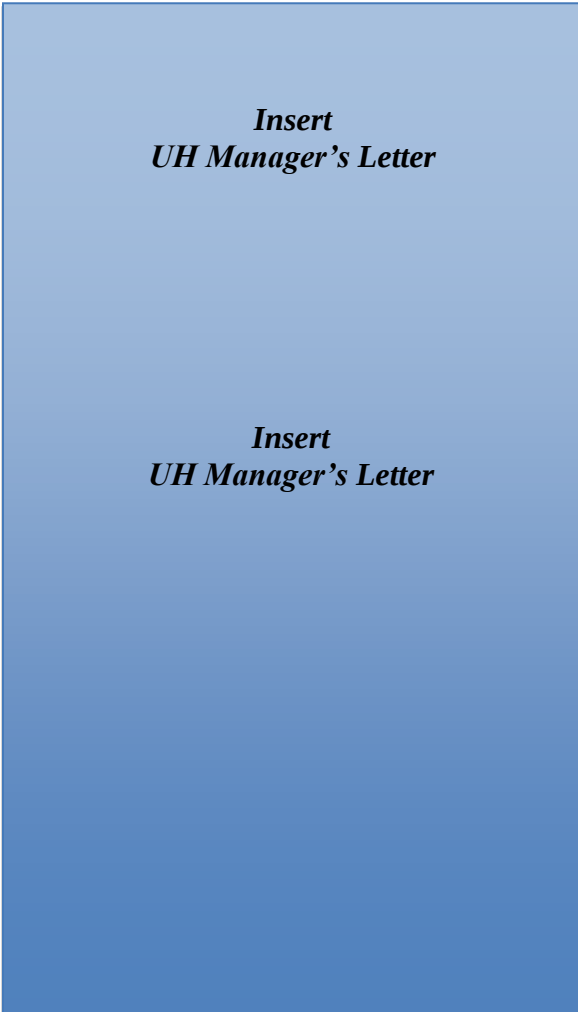
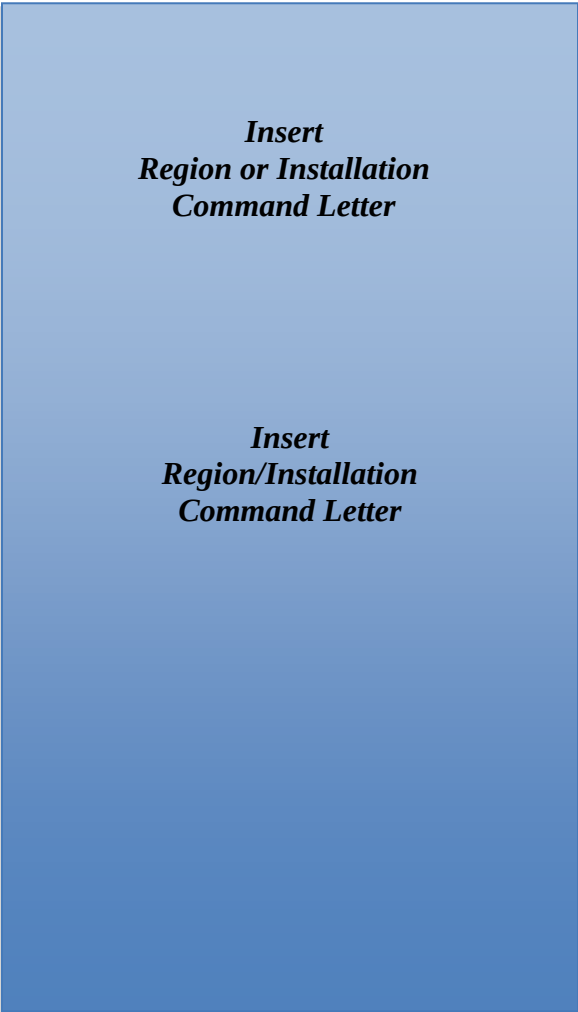
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To Our Residents...



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CHECK-IN & CHECK-OUT *Procedures*

CHECK-IN

The building manager will review the condition and inventory of unit or room items and the resident's responsibilities. The resident and building manager will conduct a thorough inspection to document any damages or discrepancies within 72 hours of move-in. Residents will attend the unaccompanied housing (UH) orientation brief within 30 days of assignment.

CHECK-OUT

Check-out requires a similar inspection of all items in the room. If items are not accounted for or are found damaged during check-out inspection, and were not annotated on the check-in inspection sheet, the resident will be liable for the cost of repairs. Additionally, residents are required to provide the building manager with a completed and signed check-out cleaning checklist at, or prior to, check-out inspection.

Check-out inspections will typically be conducted during normal business hours. An exception will be made if you show proof of your flight itinerary stating that you must leave during off-duty hours or on a holiday.

FINAL INSPECTION

A final inspection is performed to determine if the discrepancies identified during the check-out process were corrected prior to vacating barracks.

*Insert
Photo(s)*

Unaccompanied Housing



DAILY LIVING *Standards*

ALCOHOL: Residents over 21 sharing a unit with residents(s) under 21 will secure alcohol in locked containers, not in accessible areas, refrigerator or freezers. Unsecured alcohol in a shared unit may result in failure on a command inspection.

BATHROOMS: Baths will be cleaned weekly, including tub or shower, sink or vanity, mirrors, cabinets, toilet, floors, walls and vents, or more frequently as needed. A bathroom marked “unsat” may result in failure on a command inspection; this will apply to all users of that bathroom.

BEDROOM: Make bed and properly stow personal gear daily. Closets or lockers will be locked when the unit is vacant. An unlocked closet or locker may result in failure on a command inspection.

CEILING FANS: Blades and light fixtures will be cleaned weekly.

FLOORS AND WALLS: Clean floors and walls weekly, including damp mopping, vacuuming, removal of cobwebs and wiping door and window frames. Spills will be cleaned immediately to avoid stains.

FURNISHINGS: Wipe clean, dust and vacuum furniture weekly.

LAUNDRY: Washers and dryers will be wiped clean and the lint trap emptied after each use. Doors and soap dispenser trays will be left open on front loaded washers.

DECORATIONS: Displays of pornographic, sexually explicit, discriminatory or otherwise offensive material is prohibited.

KITCHEN: Clean the kitchen daily, including washing and stowing dishes and cookware, cleaning counters, and proper storage or disposal of food and condiments. No open food containers should be left out. Remove food debris and stains from the interior and exterior of microwaves and conventional ovens. Refrigerators will be cleaned weekly, including removal and disposal of spoiled food.

PERSONAL SECURITY: Residents will keep doors and windows locked when their unit or room is vacant.

RECYCLING:
[Installation provide specifics].

TRASH: All trashcans will be emptied daily.
[Specify dumpster, trash chute, trash room, etc.]

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[Insert Installation specific issues or requirements.]

INSPECTIONS: Command staff will conduct **[periodic]** room inspections. Residents who following the daily living standards should easily pass these inspections. UH staff will also conduct periodic unit or room inspections.

FURNISHINGS: Removal of furniture from rooms or lounges is strictly prohibited. Furnishings must remain in their original rooms. Residents may not alter manufacturer's construction design.

LOUNGE USE: Lounges are open to barracks residents Sunday-Thursday **[8 am-10 pm]** and Friday-Saturday **[8 am-Midnight]**. Residents are responsible for cleaning and emptying the trash after use.

PARTIES: Lounges, picnic and barbeque areas may be reserved for social gatherings or parties, see the **[building manager]**. The resident requesting the reservation is responsible for cleaning and securing the area when finished.

DAY AND LATE SLEEPERS:
See the **[building manager]** to register as a day or late sleeper.

ROOM CHANGE: Room change will not be allowed without proper permission of the **[building manager]**.

RENTERS' INSURANCE:
Barracks' residents are encouraged to purchase renter's insurance to cover damage or loss of personal property.

WEAPONS: Personal weapons, as defined by **[insert local security policy]**, must be registered with and stored at security. Storage of any items identified as a weapon is prohibited in UH buildings.

ABANDONED, LOST OR UNCLAIMED PROPERTY:
UH staff will make every reasonable attempt to notify residents when lost or abandoned items are discovered. If item(s) is not claimed within 45 days, command may dispose of the property.

BUSINESS ENTERPRISES:
Residents are prohibited from operating businesses in, or from, their barracks.

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ANTENNAS: Exterior and window mounted antennas are prohibited in UH buildings.

APPROPRIATE ATTIRE: Residents will wear appropriate clothing in and around UH buildings, including while sunbathing. Clothing items considered to be appropriate inside UH include: shirts, shorts, robes or physical training (PT) gear. If a robe is worn, appropriate garments will be worn underneath. Appropriate sleepwear includes: undergarments, PT or gym shorts and shirts, pajamas and sweat suits.

PICNIC AND BARBEQUE AREAS: These are open for barracks' residents Sunday-Thursday **[0800 -2200]** and Friday-Saturday **[0800-2400]**. Residents are responsible for cleaning the grill, policing the area and emptying the trash after use.

BED BUGS: Residents will notify UH staff immediately if they suspect the presence of bed bugs. Residents will not apply pesticides or move mattresses or furniture out of their room. Residents will not sleep in a friend's room as that may spread the infestation.

BULLETIN BOARDS: Bulletin boards are provided throughout each UH building as a means of communication between residents and UH staff. Residents are responsible for reading official correspondence placed on these boards. To post items on unofficial bulletin boards, see the ***[building manager]***.

CABLE TELEVISION SERVICE: ***[Local service provider's point of contact.]***

CO-HABITATION: Members of the opposite sex will not be assigned to the same unit.

IRONS AND IRONING BOARDS: ***[Most or All]*** Units are equipped with irons and ironing boards. ***[Both items can be checked out at the front desk during normal working hours.]***

ALCOHOL: Personnel under 21 years of age may not consume or possess alcoholic beverages in UH. Drunkenness is prohibited in UH buildings. Failure to obey these rules may lead to notification of ***[Installation]*** security and your command. ***[Installations may insert local restrictions on the amount of alcohol stored in unit and places of consumption.]***

LOCKED OUT? When your key card is missing or doesn't work see ***[building manager]***. Residents will show proper identification (ID) prior to entering their unit or room. For after-hours assistance, report to ***[local point of contact]***.

DO NOT give your key card to anyone. To ensure your safety, and the safety of your fellow residents, immediately report stolen key cards to the UH front desk!

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VISITOR Policy: Residents may have visitors, provided they do not interfere with good order or discipline, and do not inconvenience other UH occupants. Visitors are any person(s) not assigned to the resident's building.

Visiting Hours are [0800-2400]. Overnight guests are prohibited in UH buildings.

Residents will accompany visitors at all times and are responsible for the visitor's behavior, conduct and actions, including any damages. Residents assigned to shared bedrooms are encouraged to visit with their guests in common area lounges.

Visitors less than 18 years old are prohibited in UH units or rooms.
[Installations may allow related visitors less than 18 years old to visit in the resident's unit or room.]

CONTROLLED SUBSTANCES: The possession of controlled substances, (including paraphernalia, syringes, pipes, etc.), other than prescribed by competent medical authority is prohibited. Discovery of controlled substances will be reported to **[Installation]** security and your command.

SMOKE DETECTORS: Tampering with smoke detectors in UH buildings is prohibited. Evidence of tampering will be reported to **[Installation]** security and your command.

UNASSIGNED BEDS AND CLOSETS OR LOCKERS: Residents in shared bedrooms may not use unassigned beds, closets or lockers as they are needed for incoming personnel. Building managers will daily inspect unassigned units or rooms.

SMOKING Areas

Smoking of all nicotine products is prohibited in UH buildings, including E-cigarettes (vapors).

Designated smoking areas are located outside UH buildings. Residents will properly dispose of used cigarettes and related items, and pick up the smoking area before leaving.

SMOKELESS TOBACCO:
Use of smokeless tobacco products is prohibited in UH buildings.

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LINENS: One set of bed linens, including a bedspread, will be issued at check-in. Residents may use their own linens.

VACUUMS OR CARPET

CLEANERS: Vacuums are provided in *[all]* units or rooms. Vacuums, bags and steam carpet cleaners may be checked-out at the *[front desk]* during normal working hours.

ANIMALS: With the exception of government working dogs, all other pets are prohibited. Certified service dogs may be permitted for wounded, ill or injured residents. Therapy pets are not certified as service dogs and are prohibited in UH buildings.

ENERGY

CONSERVATION: Remember to turn off the lights when you leave a room... *[insert local guidance]*.

BICYLES: *[Bicycle racks are available around UH buildings.]*

Bicycles will not be stored in UH units or rooms. See *[building manager]* for bicycle registration policy.

RESPECTING NEIGHBORS:

Residents go to work or school at all hours of the day and night. Noise levels should be kept to a minimum. Television and music will be considered too loud if it can be heard outside your unit. UH building quiet hours are *[2200-0600]*.

FIRE SAFETY AND

PREVENTION: To ensure your safety, and the safety of your fellow residents, open flames (i.e., candles, incense, hot plates, etc.), storage of any type of fuel or the use of any type of space heater in UH units or rooms is prohibited.

GRAFFITI AND VANDALISM:

Defacing or damaging government property is prohibited.

ELECTRICAL

EQUIPMENT: Storage or use of commercial equipment (e.g., server farm) is prohibited in UH units or rooms.

EXTENSION CORDS:

Do not run extension cords across a walkway, where they can be a tripping hazard or under rugs, where they could become a fire hazard.

[Underwriters Laboratories approved power strips, with circuit breakers, are the only extension cords permitted in UH buildings.]

ELEVATORS: Eating, drinking and smoking are prohibited inside elevators in UH buildings. Elevators are equipped with alarm buttons to alert the **[front desk]** in case of a malfunction or emergency.

UH EMPLOYEES: All UH employees, civilian and military, are subject to command regulations with respect to conduct, safety and security.

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PERSONNEL STATUS CHANGES: Residents are responsible for reporting changes in personnel status to UH staff. These typically include changes in command, deployment, rank, marital status, dependency status (non-custodial-to-custodial) or pregnancy.

EXTENDED ABSENCE: Residents will notify UH staff of any anticipated extended absence (e.g., leave, temporary additional duty, deployment, etc.).

SICK IN QUARTERS: Residents who are sick in quarters (SIQ) will inform the UH staff of their situation. UH staff will not enter a SIQ unit except for suspected violation of Installation regulations or urgent trouble call work.

RESIDENT PROVIDED

LOCKS: Residents will provide either a combination or key lock to secure their assigned closet or locker where no government lock is provided. Residents are prohibited from installing hasps without written authority from UH management.

COOKING IN UNIT: Cooking is only permitted in units with kitchenettes or kitchens.

[Installations may provide a list of allowable resident-owned authorized small appliances.]

GAMBLING: Gambling is prohibited in UH buildings.

COMMENTS, COMPLAINTS AND SUGGESTIONS: Residents' comments, complaints or suggestions may be submitted to the front desk, building manager, resident advisor (RA) or placed in their building's suggestion box. UH staff will provide a timely response.

DAMAGES AND REPAIR COSTS: Residents are responsible for the cost of repair, or replacement, of any damage they cause to walls, floors, appliances, fixtures or furnishings due to their willful neglect or abuse. Residents will report damages to the UH staff as soon as they occur.

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UNIT or ROOM Entry

UH staff will properly announce themselves before entering an assigned UH unit or room.

Anytime a UH staff member enters an assigned, but vacant, unit or room a **[UH room entry or discrepancy notice]** will be left for the resident(s).

FLAGS: American and national flags, when displayed, will comply with standards, protocols and traditions of displaying the National Ensign.

COMMON KITCHENS:

Residents are responsible for cleaning food preparation areas, utensils, dishes and cookware. Common kitchens will be inspected daily to ensure cleanliness and compliance with sanitary standards.

[BAGGAGE STOREROOM:
Locked baggage storage is available for residents who are not able to stow their bulky containers and excess gear in their unit or room. See the [building manager] for details. Delete where NOT applicable]

LAUNDRY ROOMS: Common laundry rooms are available in UH buildings where washers and dryers are not provided in the units. Residents will:

- Remove clothes when done.
- Not use dye in washers.
- Not dry rubber or plastic items.
- Report inoperable machines immediately.
- Clean dryer lint trap with each use.
- Clean area before leaving.

[Abandoned laundry will be collected daily.]



Unaccompanied Housing



HAZARDOUS MATERIALS AND COMBUSTIBLES: Residents may store small quantities of combustible hobby type fluids, model fuel, paint or butane, or propane for lighters in purchased containers. Other combustible fluids or gases, fireworks and all hazardous materials are prohibited in UH buildings.

INTERNET SERVICE: Navy Exchange (NEX) has contracted to provide WiFi in all U.S. Barracks. Check front desk or bulletin boards for information on service offerings and costs. *[Edit for overseas locations without NEX service or WiFi.]*

TELEPHONE SERVICE: Telephone service, land line, is not available in UH buildings. *[Edit for overseas locations providing local telephone service.]*

UH BUILDING ROOFS: Resident access to UH building roofs is prohibited.

TROUBLE CALLS AND RESIDENTS'

REQUESTS: Residents should submit trouble calls, comments, suggestions or complaints to *[inset local process]*.

Use *[trouble call or resident request card]*, available at the building manager's office or the front desk, to report any UH building problems. *[Cards should be turned into the building manager or left in the submission box after the normal workday. Any after-hour issues that require immediately attention need to be reported to the UH duty personnel].*

Any pest control issues, to include bed bugs, roaches, ants or mice, need to be brought to the attention of the building manager. There are different procedures that must be followed, depending on the type of pests.

If you need to report any incidents or violations of any UH rules, contact your building manager or after-working hours contact *[the front desk or your RA]*.

RESIDENT

ADVISORS: RAs are typically unaccompanied *[E6-E9]* volunteers who live in barracks and help support housing policies, enhance residents' living standards, help ensure residents' safety and provide leadership presence during off-duty hours.

ROVING PATROLS:

Commands are responsible for conducting nightly Installation patrols, including around UH buildings. Patrols will be escorted through UH buildings, but will not be allowed to enter private spaces or assigned units or rooms.

Unaccompanied Housing



HEATING, VENTILATION AND AIR CONDITIONING: To minimize energy consumption and maximize comfort, residents will:

- Keep exterior doors and windows closed when heating or air conditioning (AC) units or rooms.
- Notify the building manager if heating, ventilation and air conditioning equipment is not working.
- Clean vents and registers weekly to maximize air flow.
- ***[Leave AC fan on low when the unit or room is not occupied to prevent mildew.]*** (For hot moist climates only.)

MOLD: Residents are responsible for routine cleaning to prevent the growth of mold or mildew in bathroom and kitchen fixtures. Moisture control is the key to mold prevention; act promptly to clean spills or report leaks. Residents will immediately report any suspected leaks or mold growth to the building manager.

VENDING MACHINES: Vending machines are available in ***[all]*** UH buildings.

DIVING TANKS: Storage of diving tanks in UH buildings is prohibited.

WINDOWS AND LEDGES:

Removal or loosening of window screens is prohibited. Windows will not be covered with cardboard, foil or similar material. Personal items will not be placed on exterior window ledges.

WAIT LISTS: UH management maintains one or more wait list for Sailors wanting to move into or out of barracks. E4s may request to be placed on a wait list to be authorized to receive basic allowance for housing (BAH) and move out of barracks. Typically, BAH isn't authorized for E4s until barracks occupancy is 95 percent.

VEHICLE PARKING, WASHING AND MAINTENANCE: Designated parking areas have been identified for ***[all]*** barracks. Parking on grass, or other than designated areas, is prohibited. Recreational vehicles (RV) (i.e., campers, boats, jet skis, trailers, etc.) will be parked in RV storage areas, not in UH parking lot(s).

Vehicles will be washed at designated "car wash" area(s), either on-base or in the community. Residents will not wash their vehicles adjacent to UH buildings or in UH parking lot(s).

Vehicle maintenance, other than changing a flat tire, is prohibited in UH parking lot(s). Use ***[hobby shop]*** for vehicle maintenance.

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EMERGENCY Procedures

Accidents, injuries, assaults, or thefts will be reported immediately to UH staff, who will call in to the duty UH office, no matter how small they may seem.

If the incident is serious enough to warrant emergency response, dial 9-911 (base phone) or 911 (cell phone) for assistance and then report it to UH staff or the RA immediately.

[Provide local "Active Shooter" and "Shelter in Place" guidance.]

EMERGENCY Information:

IN CASE OF FIRE

- Activate the nearest fire alarm.
- Notify the front desk clerk and the fire department.
- If there's time to do so safely, close all windows and doors and turn off electrical equipment.
- Get out of the building quickly; do not endanger yourself.
- Use fire stairs; do not use the elevator.
- Proceed to the nearest parking lot or designated muster area.

FIRE PREVENTION

- Tampering with, or modifying, exit signs or smoke detectors is prohibited. Residents found responsible for such action will be liable for repair costs.
- Residents should be alert to fire hazards and reports any suspected hazard to UH staff.
- Cookware and cloth irons will not be left unattended while hot.

Unaccompanied Housing

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FREQUENTLY CALLED

Phone Numbers

*All numbers are within [xxx] area
code unless otherwise noted.*

EMERGENCY NUMBERS

Medical Emergency
Fire or Ambulance
Security
Emergency Operations Center
Suicide Prevention Lifeline
Department of Defense (DoD)
Safe Helpline
Sexual Assault Prevention and
Response Hotline

OTHER PHONE NUMBERS

Base Operator
Building Manager, Bldg. [xx]
Building Manager, Bldg. [yy]
Building Manager, Bldg. [zz]
Complex Manager
Fleet & Family Support Center
Occupational Safety & Health
Ships Information
UH Admin
UH Housing Manager

ON-BASE CONTACT *Information*

FITNESS FACILITIES

Building number(s)
Phone number(s)
Hours

RECREATION FACILITIES

RELIGIOUS PROGRAMS

RESTAURANTS AND EATERIES

Galley, Clubs, Coffee Shops, etc.

MEDICAL

Medical, Dental, Optical

BUS SCHEDULE

On and Off-Base

OTHER FACILITIES

Commissary, Exchange, Pass & ID,
Barber Shop, Uniform Shop, Hobby
Shop, etc.

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LIBERTY

Program

- Local offerings

LIBERTY

Center

- Building number
- Phone number
- Hours

TICKETS & TRAVEL

Information

- Building number
- Phone number
- E-Mail & Website
- Hours

COMMUNITY

Recreation

- Things to do
- Local attractions
- Regional specialties

MAPS

- UH Maps(s)
- Installation Map(s)
- Community Map(s)

APPENDIX F
NEW RESIDENT ORIENTATION BRIEF TEMPLATE

The following slides, with speaker notes, comprise the Unaccompanied Housing (UH) “New Resident Orientation Brief” template. Installations may add additional material to address local guidance and requirements, but the following material will be provided to all new UH residents.

Slides 5-7 are approved for UH new resident orientation by Commander, Navy Installations Command (CNIC) N91/93, and will be incorporated into the brief without edit. Any changes to the content of these slides, other than adding local contact information, will be distributed by CNIC.

The template slides are located in the UH module on the Policy and Guidance section of enterprise Military Housing.



. Slide 1. As identified in NAVADMIN 181/13: Ensure all permanent party Sailors residing in barracks attend orientation training within 30 days of occupancy.

a. Allowing UH staff to provide new resident orientation accommodates Installation needs; flexibility to accommodate one or 300 new check-ins.

b. Updated guidance will be included in revision of Ops Guide (turning into a standard operating procedure (i.e., reminiscent of the P-935) release to be determined) Resource to be accomplished this year.

(1) UH orientation will be provided within 30 days of resident check-in by UH staff, civilian or military E-6 and above, may be provided by resident advisor (RA).

(2) Documentation of training will be retained in resident file.

(3) Orientation will include:

(a) Review of welcome aboard and base orientation.

(b) Review of UH rules and regulations.

(c) Discussion on who their RA is and the RA roles and responsibilities.

(d) Discussion on sexual assault prevention and response (SAPR) for UH residents.



Welcome Aboard

- ***The Welcome Aboard package will assist you in becoming acquainted with the Base***
 - ***Check-In/Out Procedures***
 - ***Resident's Rules and Responsibilities***
 - ***Emergency Procedures***
 - ***POCs, locations and hours of Base facilities***
 - ***Local Maps***

2

Slide 2. This slide is a template for topics to be discussed; additional topics may be added for local use. Review all items included in standard Welcome Aboard Package.



Welcome Aboard

- ***UH Rules & Regulations***
 - ***You are responsible for complying with all UH policies***
 - ***Personal & financial responsibility for your conduct and condition of your environment***
 - ***Important local policy review examples:***
 - ***Inspections***
 - ***Personal Protection/Safety & Security***
 - ***Facility Use & Services***
 - ***Visitors & Guests***
 - ***Alcohol & Tobacco Use***
 - ***Parking***
 - ***Trouble Calls & Resident Requests***

3

3. Slide 3. This slide is a template for topics to be discussed; additional topics may be added for local use.

- a. There may be more than one slide to cover important UH rules and regulations.
- b. Identify key UH policies and resident responsibilities.

The slide features the CNIC logo on the left, which includes the text "CNIC" in a large, bold, sans-serif font, with "• FLEET • FIGHTER • FAMILY" in a smaller font below it. To the right of the logo is a yellow graphic of a double-headed arrow. The main title, "Resident Advisor (RA) Program", is written in a large, bold, blue serif font. Below the title is a thick yellow horizontal arrow pointing to the right. The slide contains two main bullet points in a blue serif font. The first bullet point is "• UH RA Program provides you with senior leadership in the barracks during the evenings, weekends and holidays". The second bullet point is "• RAs are responsible for:", followed by four sub-bullets in a smaller blue serif font: "– Serving as your mentor and counselor", "– Enforcing local policies", "– Conducting Resident meetings to discuss concerns or issues & serve as liaison with UH management", and "– Coordinating room inspections with Building Managers and Commands". At the bottom of the slide is another thick yellow horizontal arrow pointing to the right, and the number "4" is in the bottom right corner.

CNIC
• FLEET • FIGHTER • FAMILY

Resident Advisor (RA) Program

- **UH RA Program provides you with senior leadership in the barracks during the evenings, weekends and holidays**
- **RAs are responsible for:**
 - **Serving as your mentor and counselor**
 - **Enforcing local policies**
 - **Conducting Resident meetings to discuss concerns or issues & serve as liaison with UH management**
 - **Coordinating room inspections with Building Managers and Commands**

4

4. Slide 4. This slide is a template for topics to be discussed; additional topics may be added for local use.

- a. Identify RAs: name and location; provide contact information as appropriate.
- b. CNICINST 11103.13A CH-1, Unaccompanied Housing Resident Advisor Program policy, defines RA responsibilities for RAs. The RA discussion in the orientation should identify the benefits of the RA and various interactions the RAs may have with the residents.

UH Residents' Role in Sexual Assault Prevention & Response (SAPR)

- ***As per the SAPR Training received at your Command Indoctrination, all Sailors have the power to prevent & respond to sexual assault:***

- *Step Up and Step In: Actively intervene if you see something that could lead to sexual assault.*
- *Report any safety and security issues to security immediately (ex. potential situation where you do not feel safe intervening), and inform UH Staff.*

- ***For more information or assistance:***

- *DoD Safe Helpline: Call 1.877.995.5247, go to www.safehelpline.org, or text 55-247 (inside the U.S.) or 001-202-470-5546 (outside the U.S.)*
- *Installation 24/7 SAPR Response Number: [insert local #]*

5

5. Slides 5-7 are to be incorporated without edit. These slides are approved for UH New Resident Orientation by CNIC N91/93.

a. Any changes to content, other than adding local contact information, will be distributed by CNIC.

a. Reporting to security or UH staff:

(1) Remind participants that a report of sexual assault made through UH staff or to base security will automatically be an unrestricted report because base security and UH staff, including RAs, are not in the protected sphere of individuals who can accept a restricted report (i.e., sexual assault response coordinators, SAPR victim advocates, healthcare personnel).

(2) Remind participants: It takes leadership and courage to step in and prevent shipmates and friends from being abusive or pushing appropriate boundaries and limits.

SAPR – Step Up, Step In

- ***Be an active bystander: intervene if you witness a situation that could lead to sexual assault***

- Direct Intervention: Directly speak with the person about possibly violating the law and codes of conduct, or ask if everything is okay.
- Indirect Intervention: Ask a friend or authority figure to intervene.
- Distraction: Create a distraction or diversion to remove someone from a risky situation.
- Separation: Step in and separate the two people. Let them know your concerns and reasons for intervening.
- Contact security if you can not intervene or do not feel safe intervening.
- Report all improper conduct to security immediately.

6

6. Slide 6. Reiterate to participants that intervention is a form of sexual assault prevention, meaning that it helps prevent sexual assault from occurring in the first place.

a. Remind participants that, if they do not feel safe intervening, they should immediately contact base security and inform UH staff.

b. Some Examples

(1) Direct Intervention:

- (a) Go up to either the potential perpetrator or victim and ask if everything is okay.
- (b) Go up to the potential perpetrator and tell them you see what they're doing and think they could possibly violate the law or codes of conduct, or both.
- (c) Tell the potential perpetrator to leave the potential victim alone.
- (d) Ask the potential victim if she or he would like any help getting home safely.

(2) Indirect Intervention:

- (a) Go find another member of your unit and ask them for help.
- (b) Go find the potential perpetrator or victim's friends and urge them to remove him or her from the situation.
- (c) Alert the RA or other authority figure if you are concerned that a situation could lead to sexual assault.

(3) Distraction:

- (a) Tell the potential victim that their friends are looking for them.
- (b) Tell the potential perpetrator that their car is getting towed, their friends are looking for them, etc.

(4) Separation:

- (a) Pull either the potential perpetrator or victim to the side and let them know your concerns and reasons for intervening.
- (b) Directly separate the two people at the same time and let them know your concerns.

SAPR – Risk Reduction

- ***Trust your instincts***
- ***Stick with your friends and watch out for each other***
- ***Use your cell phone as a safety tool***
- ***Communicate clearly about limits***
- ***Don't be afraid to hurt someone's feelings, leave a situation if you feel uncomfortable or unsafe***
- ***Contact Security if you feel threatened***

7

7. Slide 7. Reiterate to participants that risk reduction is not a form of sexual assault prevention. Only a perpetrator can truly prevent sexual assault by not committing the crime in the first place.

a. Trust your instincts. If you feel unsafe, or even uncomfortable, in any situation, go with your gut. Don't worry about what others think; your own safety comes first.

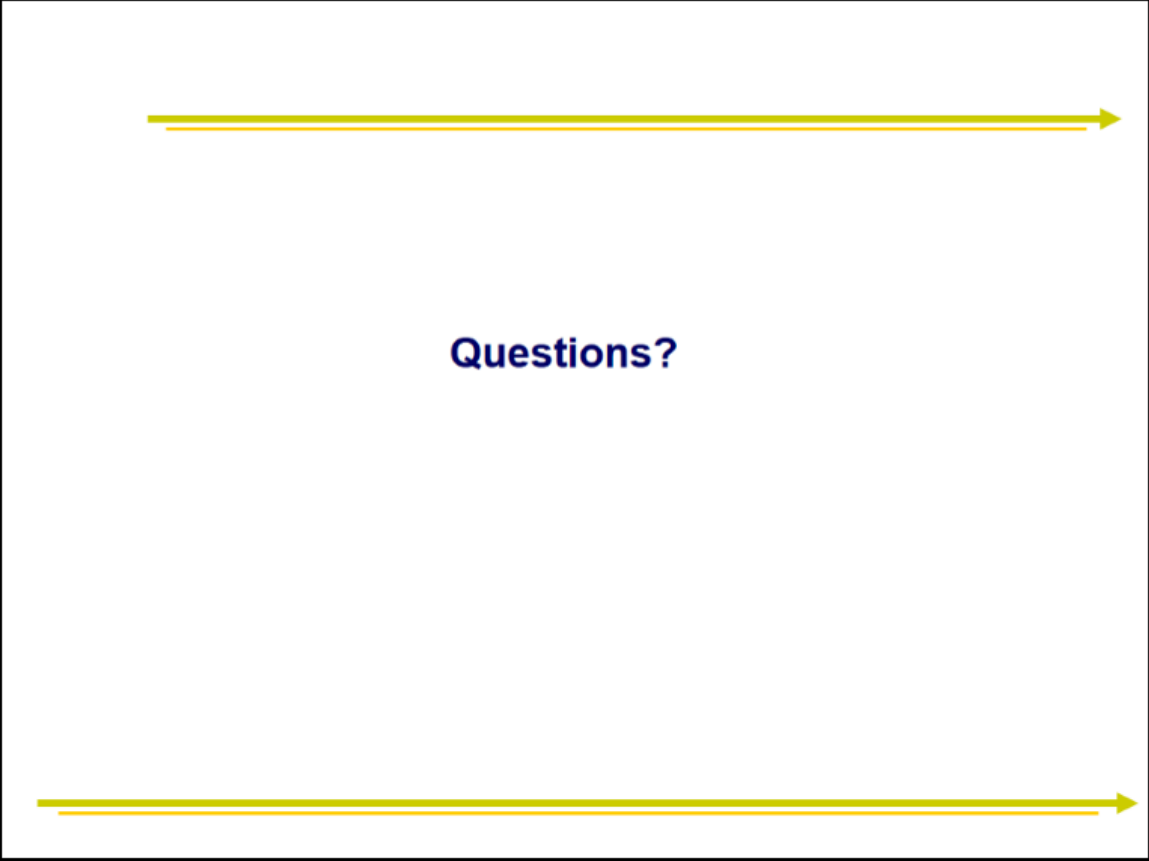
b. Stick with your friends and watch out for each other. Arrive together, check in with one another throughout the night and leave together. If a friend seems out of it, seems too intoxicated for the amount of alcohol they've had or is acting out of character, get him or her to a safe place. If you suspect that your friend has been drugged, call 911. Be explicit with the health care provider, so they can administer the correct tests. You can also call the Safe Helpline (877-995-5247) for information and support if you think a sexual assault may have occurred.

c. Use your cell phone as a tool. Make sure it's fully charged before you leave home, and if you find yourself in an uncomfortable situation, shoot a quick text for a "friend-assist." Make a plan before you go out just in case your phone dies or loses signal, so you can meet up with your friends at a specific location at a certain time.

d. Communicate clearly about limits. By communicating openly with each other, you ensure that you are both aware of each other's limits from the beginning. Both verbal and nonverbal (body language) communication can be used to ensure the message is understood.

e. Don't be afraid to hurt someone's feelings. If you find yourself in an unsafe situation, it's okay to come up with an excuse as to why you have to go. It's better to make up a reason to leave than to stay in a possibly dangerous situation. Your safety comes before someone else's feelings.

f. If you see something, say something! Intervene if a situation seems questionable or if someone's safety is at risk. By taking action you can prevent a crime from being committed. Remember you can also contact military or civilian law enforcement.



Questions?

APPENDIX G

SAMPLE UNACCOMPANIED HOUSING RESIDENT CHECK-IN OR -OUT CHECKLIST

1. Building managers will inspect assigned unit or room with resident as part of check-in and typically a week prior to check-out.
2. UH residents will complete and sign Resident Check-Out checklist prior to check-out inspection with building manager.
3. Residents will correct any identified deficiencies prior check-out or they will be liable for applicable change of occupancy (COM) repairs or maintenance costs.

The following checklist is a sample of items to be included in routine UH or Residents Check-In or Out inspections

UH/Resident Check-In/Out Inspection Report											
Building No	Unit No.	Bedroom No.	Space No.	Date of Inspection	Name/Title of Inspector						
					Name of Resident						
Inspection Area/Item	Condition										Comments
Unit/Room	Pass										
Carpets			Not Vacuumed		Dirty		Stained		Damaged		
Ceiling Fans			Dirty		Broken Blades		Not Working				
Closets/Lockers			Securable		Not Labeled		Damaged				
Trash Cans			Dirty		Damaged		Missing				
Electrical Outlets			Overloaded		No Surge Protector		Burn Marks		Not Working		
Furniture			Misplaced		Dirty		Stained		Damaged		
Hard Floors			Not Swept		Dirty		Damaged				
HVAC Vents			Dirty		Covered		Moldy				
Laundry (W&D)			Dirty		Damaged		Not Working				
Light Fixtures			Dirty		Damaged		Not Working				
Safety			Smoke Detectors		Candles/Incense		Hazardous Material		Weapons		
Walls, Doors and Trim			Dirty		Stained		Damaged				
Windows	Pass										
Blinds			Dusty		Damaged		Not Working				
Curtains			Dirty		Stained		Damaged		Not Working		
Window Screens			Dirty		Torn Screen		Damaged Frame		Missing		
Window Sills			Dusty		Dirty		Damaged				
Bathroom	Pass										
Odor			Foul Odor								
Shower/Tub			Dirty		Soap Scum		Mildew/Mold		Not Working		
Sink/Vanity			Cluttered		Dirty		Damaged		Not Working		
Vent/Fan			Dusty		Dirty		Mold		Not Working		
Water Closet			Dirty		Stained		Damaged		Not Working		
Kitchen	Pass										
Cooktop			Dirty		Damaged		Fire Hazard		Not Working		
Counters			Cluttered		Dirty		Stained		Damaged		
Microwave			Dirty		Damaged		Not Working				
Odor			Cooking Odor		Garbage Odor						
Oven			Dirty		Damaged		Not Working				
Refrigerator			Dirty		Odors		Damaged		Not Working		
Sink			Dirty		Stained		Damaged		Not Working		
Vent/Fan			Dirty		Dirty Filter		Greasy		Not Working		
Resident's Signature										Date	
Building Manager's Signature										Date	

APPENDIX H SAMPLE DAILY LIVING STANDARDS CHECKLIST

1. UH Residents are responsible for maintaining their quarters in accordance with the daily living standards (DLS) and regulations established by the installation.

2. The term clean means free from dirt, stain, impurities or foreign matter; unsoiled.

The following checklist is a sample of items to be included in residents' DLS

Resident Daily Living Standards Checklist	
Area/Item	Actions
Unit/Room	
Carpets	Vacuum carpets and rugs weekly, or as needed
Ceiling Fans	Dust Blades weekly and wash Globes when changing bulbs/lamps
Electrical Outlets	Avoid overloading outlets and clean any spills
Furniture	Wipe Clean, Dust, Vacuum upholstery weekly
Hard Floors	Damp Mop weekly, or as needed
Through-wall HVAC	Dust monthly and clean any spills
HVAC Vents	Dust monthly and clean any spills
Laundry (W&D)	Wipe Clean and empty lint trap after each use
Light Fixtures	Dust shades and wash Globes when changing bulbs/lamps
Walls, Doors and Trim	Clean spills immediately, wipe doors and frames and remove cobwebs weekly
Windows	
Blinds	Remove cobwebs and Dust weekly
Curtains	Remove cobwebs and dust curtain rods weekly
Windows	Wash Interior monthly
Window Screens	Remove cobwebs and Dust weekly
Window Sills	Wipe Clean weekly
Cleaning Standards	
Bed	Make bed daily
Closets/Lockers	Secure when Unit/Room is unoccupied
Personal Gear	Properly stow
Posters/Pictures	Display appropriate wall art using approved/authorized hangers/adhesives
Trash Cans	Empty and Clean as needed, at least weekly
Bathroom	
Shower/Tub	Clean weekly with approved/appropriate supplies
Sink/Vanity	Clean weekly, maintain neat/organized vanity
Vent/Fan	Wipe Clean weekly
Water Closet	Clean bowl, seat, tank and base weekly, or as needed
Kitchen	
Cooktop	Clean and remove food debris and stains with each use
Cabinets	Remove food stains or spills immediately, wipe clean weekly
Counters	Clean and remove food debris and stains with each use
Microwave	Clean interior and exterior and remove food debris and stains
Odor	Remove spoiled food and garbage as needed to eliminate foul odors
Oven	Clean spills and food debris with each use (after appropriate cooling) and Clean exterior weekly
Refrigerator	Clean interior and exterior weekly
Sink	Wash dishes and Clean and remove food stains daily
Vent/Fan	Clean Range Hood and filter (if applicable) weekly

Resident's Signature	Date
----------------------	------

APPENDIX I

SAMPLE UNACCOMPANIED HOUSING ROOM INSPECTION REPORT

1. UH residents are responsible for ensuring assigned quarters meet daily living standards (DLS) and comply with policies and regulations established by the installation.
2. Each assigned unaccompanied housing (UH) space will be periodically inspected by resident's command to check the condition of the unit or room and to ensure compliance with the DLS requirements. Additionally, building managers will inspect unit or room for facility and furnishings, fixtures and equipment conditions. Inspections' schedule should be coordinated to prevent multiple inspections in a given week. If there is an unannounced command inspection during the week, then the building manager should try and reschedule the UH inspection to the following week.
3. Anytime a UH staff member enters an occupied unit or room, they will properly announce themselves and leave a UH entry notice.

The following checklist is a sample of items to be included in routine UH unit or room inspections

UH Room Inspection Report											
Building No	Unit No.	Bedroom No.	Space No.	Date of Inspection	Name/Title of Inspector						
Inspection Results:										Is this a Reinspection:	
Outstanding Pass Fail Room will be Reinspected:										No	
										Yes	
										Date of Original Inspection:	
Inspection Area/Item	Condition								Comments		
Unit/Room	Pass										
Carpets			Not Vacuumed		Dirty		Stained		Damaged		
Ceiling Fans			Dirty		Broken Blades		Not Working				
Electrical Outlets			Overloaded		No Surge Protector		Burn Marks		Not Working		
Furniture			Misplaced		Dirty		Stained		Damaged		
Hard Floors			Not Swept		Dirty		Damaged				
HVAC Vents			Dirty		Covered		Moldy				
Laundry (W&D)			Full of Clothes		Dirty		Full lint trap		Not Working		
Light Fixtures			Dirty		Damaged		Not Working				
Safety			Smoke Detectors		Candles/Incense		Hazardous Material		Weapons		
Walls, Doors and Trim			Dirty		Stained		Damaged				
Windows	Pass										
Blinds			Dusty		Damaged		Not Working				
Curtains			Dirty		Stained		Damaged		Not Working		
Window Screens			Dirty		Torn Screen		Damaged Frame		Missing		
Window Sills			Dusty		Dirty		Damaged				
Cleaning Standards	Pass										
Bed			Improperly Made		Unmade		Dirty		Damaged		
Closets/Lockers			Unsecured		Unauthorized Lock		Not Labeled		Damaged		
Personal Gear			Unstowed		Clutter		Safety Hazard				
Posters/Pictures			Inappropriate		Discriminatory		Pornographic				
Trash Cans			Overflowing		Dirty		Damaged		Missing		
Bathroom	Pass										
Odor			Foul Odor								
Shower/Tub			Dirty		Soap Scum		Mildew/Mold		Not Working		
Sink/Vanity			Cluttered		Dirty		Damaged		Not Working		
Vent/Fan			Dusty		Dirty		Mold		Not Working		
Water Closet			Dirty		Stained		Damaged		Not Working		
Kitchen	Pass										
Cooktop			Dirty		Damaged		Fire Hazard		Not Working		
Counters			Cluttered		Dirty		Stained		Damaged		
Microwave			Dirty		Damaged		Not Working				
Odor			Cooking Odor		Garbage Odor						
Oven			Dirty		Damaged		Not Working				
Refrigerator			Dirty		Odors		Damaged		Not Working		
Sink			Full of Dishes		Dirty		Damaged		Not Working		
Vent/Fan			Dirty		Dirty Filter		Greasy		Not Working		
NOTE: More than three discrepancies result in an automatic inspection failure. One major discrepancy may also result in an inspection failure, if in the opinion of the Inspector it poses a significant violation of Resident Rules, health and/or safety regulations. Inspector's Notes:											

APPENDIX J

SAMPLE UNACCOMPANIED HOUSING AREA INSPECTION REPORT

1. Complex or building managers will inspect common areas in and around unaccompanied housing (UH) buildings daily.

The following checklist is a sample of items to be included in daily UH Common Area inspections

UH Common Area Inspection Report (1 of 2)												
Building No		Date of Inspection			Name/Title of Inspector							
Inspection Area/Item		Condition			Required Action						Comments	
Building Exterior												
Exterior Stairs		☐	☐	☐	Pick-up Trash	Clean Landings	Loose Handrails	Repair	Repaint			
Landscape		☐	☐	☐	Pick-up Trash	Trim Plants	Remove Dead Plants	Repair	Irrigation			
Main Entry		☐	☐	☐	Pick-up Trash	Clean Glass	Repaint	Repair	Repair			
Side Entries		☐	☐	☐	Pick-up Trash	Clean Doors	Repair Locks	Repair	Repair Door			
Walkways		☐	☐	☐	Pick-up Trash	Clean	Repair	Replace				
Recreation Areas												
Basketball Court		☐	☐	☐	Pick-up Trash	Clean	Repair	Repaint	Replace			
Picnic Area		☐	☐	☐	Pick-up Trash	Clean	Repair	Scating/Table	Replace			
Smoking Area		☐	☐	☐	Pick-up Trash	Clean	Empty Ashes	Replace	Receptacle			
Volleyball court		☐	☐	☐	Pick-up Trash	Clean	Repair	Add Sand				
Lobby/Front Desk												
Bulletin Boards		☐	☐	☐	Clean	Update Postings	Repair Board(s)	Replace Board(s)				
Entry Doors		☐	☐	☐	Clean	Repair Lock	Replace Lock	Replace Door				
Floor/Walls		☐	☐	☐	Pick-up Trash	Clean	Repair	Replace Flooring				
Floor/Walls		☐	☐	☐	Clean	Repaint	Repair Floor	Replace Floor				
Front Desk		☐	☐	☐	Clean	Repair/Replace Furnishings	Repair Desk/Counter	Replace Desk/Counter				
Furnishings		☐	☐	☐	Clean	Refinish	Repair	Replace				
Lighting		☐	☐	☐	Clean	Replace Bulbs/Lamps	Repair Fixture	Replace Fixture				
Wall Art		☐	☐	☐	Clean	Rehang	Rearrange	Replace				
Windows		☐	☐	☐	Clean	Repair Screens	Replace Screens	Repair Windows				
Common Kitchen												
Cocktop		☐	☐	☐	Clean	Repair	Replace					
Counters		☐	☐	☐	Clean	Repair	Replace					
Doors/Locks		☐	☐	☐	Clean	Repair Lock	Replace Lock	Replace Door				
Floor/Walls		☐	☐	☐	Pick-up Trash	Clean	Repair	Replace Flooring				
Lighting		☐	☐	☐	Clean	Replace Bulbs/Lamps	Repair Fixture	Replace Fixture				
Microwave		☐	☐	☐	Clean	Repair	Replace					
Oven		☐	☐	☐	Clean	Repair	Replace					
Refrigerator		☐	☐	☐	Clean	Repair	Replace					
Sinks		☐	☐	☐	Clean	Repair Faucet	Repair Drain	Replace				
Fire Extinguisher		☐	☐	☐	Charged	Missing	Replace					
Vent/Fan		☐	☐	☐	Clean	Repair	Replace					
Laundry Room												
Counters		☐	☐	☐	Clean	Repair	Replace					
Doors/Locks		☐	☐	☐	Clean	Repair Lock	Replace Lock	Replace Door				
Dryers		☐	☐	☐	Clean		Repair	Replace				
Floor/Walls		☐	☐	☐	Pick-up Trash	Clean	Repair	Replace Flooring				
Lighting		☐	☐	☐	Clean	Replace Bulbs/Lamps	Repair Fixture	Replace Fixture				
Sinks		☐	☐	☐	Clean	Repair Faucet	Repair Drain	Replace				
Washers		☐	☐	☐	Clean	Repair	Replace					
Windows		☐	☐	☐	Clean	Repair Screens	Replace Screens	Repair Window				
Lounges												
Exercise Room		☐	☐	☐	Pick-up Trash	Clean	Repair Equipment	Replace Equipment				
Floor/Walls		☐	☐	☐	Pick-up Trash	Clean	Repair	Replace Flooring				
Doors/Locks		☐	☐	☐	Clean	Repair Lock	Replace Lock	Replace Door				
Game Room		☐	☐	☐	Pick-up Trash	Clean	Repair Furnishings	Replace Furnishings				
Lighting		☐	☐	☐	Clean	Replace Bulbs/Lamps	Repair Fixture	Replace Fixture				
Patio/Deck		☐	☐	☐	Pick-up Trash	Clean	Repair Furnishings	Replace Furnishings				
Reading Room		☐	☐	☐	Pick-up Trash	Clean	Repair Furnishings	Replace Furnishings				
TV Room		☐	☐	☐	Pick-up Trash	Clean	Repair Furnishings	Replace Furnishings				

UH Common Area Inspection Report (2 of 2)											
Building No		Date of Inspection				Name/Title of Inspector					
Inspection Area/Item	Condition			Required Action					Comments		
Public Restrooms											
Doors/Locks	Pass	Fail		Clean		Repair Lock		Replace Lock		Replace Door	
Floors/Walls	Pass	Fail		Clean		Repaint		Repair Floor		Replace Floor	
Paper Supplies	Pass	Fail		Refill		Replace Dispenser					
Sinks	Pass	Fail		Clean		Repair Faucet		Repair Drain		Replace	
Vent/Fan	Pass	Fail		Clean		Clean Duct		Replace Register		Replace Fan	
Water Closet	Pass	Fail		Clean		Plunge		Replace Seat		Replace	
Safety											
Electrical/Mechanical Rooms	Pass	Fail		Secure Door(s)		Repair Lock(s)		Repair Door(s)		Replace Door(s)	
Exit Signs/Lights	Pass	Fail		Change Battery		Change Bulb/Lamp		Repair		Replace	
Fire Doors	Pass	Fail		Clean		Repair Hardware		Replace Hardware		Replace Door	
Fire Detection System	Pass	Fail		Fire Panel Warning Signal		Replace Detector(s)		Replace Sprinkler(s)			
Interior Stairs	Pass	Fail		Pick-up Trash		Clean Landings		Clean Walls		Loose Handrails	
Security Cameras	Pass	Fail		Clean		Reposition Camera(s)		Repair Camera(s)		Replace Camera(s)	
Storerooms											
Doors/Locks	Pass	Fail		Clean		Repair Lock		Replace Lock		Replace Door	
Floors/Walls	Pass	Fail		Clean		Repaint		Repair Floor		Replace Floor	
Lights	Pass	Fail		Clean		Replace Bulbs/Lamps		Repair Fixture		Replace Fixture	
Shelves/Cabinets	Pass	Fail		Clean		Repair		Replace			
Trash Room											
Compactor	Pass	Fail		Clean		Repair		Repair		Replace	
Doors/Locks	Pass	Fail		Clean		Repair Lock		Replace Lock		Replace Door	
Floors/Walls	Pass	Fail		Clean		Repaint		Repair Floor		Replace Floor	
Lighting	Pass	Fail		Clean		Replace Bulbs/Lamps		Repair Fixture		Replace Fixture	
Trash Chutes	Pass	Fail		Clean Door(s)		Clean/Clear Chute(s)		Repair Door(s)		Replace Door(s)	
Inspector's Notes:											

APPENDIX K

SAMPLE UNACCOMPANIED HOUSING RESIDENT CHECK-OUT CLEANING CHECKLIST

- Unaccompanied housing (UH) residents are responsible for maintaining their quarters in accordance with the daily living standards (DLS) and regulations established by the installation. Additionally, residents are responsible for cleaning assigned space and completing Resident Check-Out Checklist prior to moving from barracks. Check each 'Actions' box as well as 'Complete' boxes and sign and date form.
- The term clean means free from dirt, stain, impurities or foreign matter; unsoiled. Ensure you have met this definition before checking the boxes in the checklist below.
- The resident will provide the completed Resident Check-Out Checklist to building manager at, or prior to, the joint UH-resident check-out inspection.

The following checklist is a sample of items to be included in UH Termination inspections

Resident Check-Out Cleaning Checklist					
Building No	Unit No.	Bedroom No.	Space No.	Check-Out Date	Resident's Name
Area/Item	Actions				Comments
Unit/Room	☐ Complete				
Carpets	☐	Vacuum			
Ceiling Fans	☐	Clean Blades and wash Globes			
Electrical Outlets	☐	Wipe Clean			
Furniture	☐	Wipe Clean, Dust, Vacuum upholstery and empty drawers			
Hard Floors	☐	Damp Mop			
HVAC Vents	☐	Dust and clean			
Laundry (W&D)	☐	Wipe Clean, remove soap scum and lint			
Light Fixtures	☐	Dust shades and wash Globes			
Walls, Doors and Trim	☐	Remove all cobwebs, dirt, fingerprints, nails and hooks			
Windows	☐ Complete				
Blinds	☐	Remove cobwebs and Dust			
Curtains	☐	Remove cobwebs and dust curtain rods			
Windows	☐	Wash Interior			
Window Screens	☐	Remove cobwebs and Dust			
Window Sills	☐	Wipe Clean			
Cleaning Standards	☐ Complete				
Bed	☐	Wipe Clean, dust, empty and clean storage compartments and/or sweep or vacuum floor			
Closets/Lockers	☐	Sweep/vacuum floors and wipe doors and shelves clean			
Personal Gear	☐	Properly stowed and/or packed to move (Will be removed before Termination Inspection)			
Posters/Pictures	☐	Removed along with nails, hooks and/or adhesives			
Trash Cans	☐	Empty and Clean			
Bathroom	☐ Complete				
Shower/Tub	☐	Clean Tub/floor, walls, curtain/door and fixtures (Controls, Shower Head, Soap Dish, etc.)			
Sink/Vanity	☐	Clean Sink, Faucet, Mirror, Counter and Cabinets			
Vent/Fan	☐	Wipe Clean			
Water Closet	☐	Clean bowl, seat, tank and base			
Kitchen	☐ Complete				
Cooktop	☐	Clean and remove food debris and stains			
Cabinets	☐	Clean and remove food stains			
Counters	☐	Clean and remove food stains			
Microwave	☐	Clean interior and exterior and remove food debris and stains			
Odor	☐	Remove spoiled food and garbage to eliminate foul odors			
Oven	☐	Clean interior and exterior and remove baked food debris			
Refrigerator	☐	Clean interior and exterior and remove food not being packed			
Sink	☐	Clean and remove food stains			
Vent/Fan	☐	Clean Range Hood and filter (if applicable)			
Resident's Signature					

APPENDIX L

SAMPLE UNACCOMPANIED HOUSING CHECK-OUT INSPECTION REPORT

1. Unaccompanied housing (UH) residents are responsible for ensuring assigned quarters meet daily living standards (DLS) and comply with policies and regulations established by the installation. Additionally, residents are responsible for cleaning assigned space and completing Resident Check-Out Checklist prior to moving from barracks.
2. Following the joint UH-resident check-out inspection, and prior to resident's actual departure, the building manager will conduct a termination inspection. This inspection verifies material condition and cleanliness of unit or room, and determines if there are any resident damages or liabilities.
3. Anytime a UH staff member enters an occupied unit or room, they will properly announce themselves and leave a UH entry notice.

The following checklist is a sample of items to be included in UH Termination inspections

UH Check-Out Inspection Report											
Building No	Unit No.	Bedroom No.	Space No.	Date of Inspection	Name/Title of Inspector						
Inspection Area/Item		Condition								Comments	
Unit/Room		☐ Pass									
Carpets			Not Vacuumed		Dirty		Stained		Damaged		
Ceiling Fans			Dirty		Broken Blades		Not Working				
Electrical Outlets			Overloaded		No Surge Protector		Burn Marks		Not Working		
Furniture			Misplaced		Dirty		Stained		Damaged		
Hard Floors			Not Swept		Dirty		Damaged				
HVAC Vents			Dirty		Covered		Moldy				
Laundry (W&D)			Full of Clothes		Dirty		Full lint trap		Not Working		
Light Fixtures			Dirty		Damaged		Not Working				
Safety			Smoke Detectors		Candles/Incense		Hazardous Material		Weapons		
Walls, Doors and Trim			Dirty		Stained		Damaged				
Windows		☐ Pass									
Blinds			Dusty		Damaged		Not Working				
Curtains			Dirty		Stained		Damaged		Not Working		
Window Screens			Dirty		Torn Screen		Damaged Frame		Missing		
Window Sills			Dusty		Dirty		Damaged				
Cleaning Standards		☐ Pass									
Bed			Improperly Made		Unmade		Dirty		Damaged		
Closets/Lockers			Unsecured		Unauthorized Lock		Not Labeled		Damaged		
Personal Gear			Unstowed		Clutter		Safety Hazard				
Posters/Pictures			Inappropriate		Discriminatory		Pornographic				
Trash Cans			Overflowing		Dirty		Damaged		Missing		
Bathroom		☐ Pass									
Odor			Foul Odor								
Shower/Tub			Dirty		Soap Scum		Mildew/Mold		Not Working		
Sink/Vanity			Cluttered		Dirty		Damaged		Not Working		
Vent/Fan			Dusty		Dirty		Mold		Not Working		
Water Closet			Dirty		Stained		Damaged		Not Working		
Kitchen		☐ Pass									
Cooktop			Dirty		Damaged		Fire Hazard		Not Working		
Counters			Cluttered		Dirty		Stained		Damaged		
Microwave			Dirty		Damaged		Not Working				
Odor			Cooking Odor		Garbage Odor						
Oven			Dirty		Damaged		Not Working				
Refrigerator			Dirty		Odors		Damaged		Not Working		
Sink			Dirty		Stained		Damaged		Not Working		
Vent/Fan			Dirty		Dirty Filter		Greasy		Not Working		
Inspection Results:		☐ Pass		☐ Fail							
Damages:		☐ No		☐ Yes							
Inspector's Notes:											

APPENDIX M

SAMPLE UNACCOMPANIED HOUSING CHANGE OF OCCUPANCY INSPECTION REPORT

1. Building managers will inspect vacated unit or room to ensure space is ready for assignment to new resident.

The following checklist is a sample of items to be included in routine UH Change of Occupancy (COM) inspections

UH Change of Occupancy (COM) Inspection Report											
Building No	Unit No.	Bedroom No.	Space No.	Date of Inspection	Name/Title of Inspector						
Inspection Area/Item		Condition								Comments	
Unit/Room		Ready									
Carpets			Ready		Clean		Repair		Replace		
Ceiling Fans			Ready		Clean		Repair		Replace		
Closets/Lockers			Ready		Clean		Repair				
Trash Cans			Ready		Clean		Replace				
Electrical Outlets			Ready		Clean		Repair		Replace		
Furniture			Ready		Clean		Repair		Replace		
Hard Floors			Ready		Clean		Repair		Replace		
HVAC Vents			Ready		Clean		Replace		Clean Ducts/		
							Register		Equipment		
Laundry (W&D)			Ready		Clean		Repair		Replace		
Light Fixtures			Ready		Clean		Repair		Replace		
Safety			Ready		Repair Locks		Replace Locks		Smoke		
									Detector		
Walls, Doors and Trim			Ready		Clean		Touch-up Paint		Repaint		
Windows		Ready									
Blinds			Ready		Clean		Repair		Replace		
Curtains			Ready		Clean		Repair		Replace		
Window Screens			Ready		Re-Screen		Repair Frame		Replace		
Window Sills			Ready		Clean		Repaint				
Bathroom		Ready									
Odor			Ready		Sanitize						
Shower/Tub			Ready		Clean		Repair		Replace		
Sink/Vanity			Ready		Clean		Repair		Replace		
Vent/Fan			Ready		Clean		Replace		Clean Ducts/		
							Register		Equipment		
Water Closet			Ready		Clean		Repair		Replace		
Kitchen		Ready									
Cooktop			Ready		Clean		Repair		Replace		
Counters			Ready		Clean		Repair		Replace		
Microwave			Ready		Clean		Repair		Replace		
Odor			Ready		Clean		Repair		Replace		
Oven			Ready		Clean		Repair		Replace		
Refrigerator			Ready		Clean		Repair		Replace		
Sink			Ready		Clean		Repair		Replace		
Vent/Fan			Ready		Clean		Repair		Replace		
Inspector's Notes:											

APPENDIX N A BRIEF GUIDE TO MOLD IN NAVY UNACCOMPANIED HOUSING

Based on the Occupational Safety and Health Administration (OSHA) Safety and Health Information Bulletin #03-10-10
Updated November 8, 2013

1. Introduction. Concern about indoor exposure to mold has increased along with public awareness that exposure to mold can cause a variety of health effects and symptoms, including allergic reactions. This guide provides recommendations for the prevention of mold growth and describes measures designed to protect the health of unaccompanied housing (UH) residents and staff. This guide is intended for individuals with little or no experience with mold remediation to reasonably judge whether mold contamination can be managed in-house or whether outside assistance is required. The advice of a medical professional should always be sought if there are any emerging health issues. The information in these guidelines is intended only as a summary of basic procedures and is not intended, nor should it be used, as a detailed guide to mold remediation.

2. Mold Basics. Molds are part of the natural environment. Outdoors, molds play an important role in nature by breaking down organic matter, such as toppled trees, fallen leaves and dead animals. We would not have food and medicines, like cheese and penicillin, without mold.

a. Molds are usually not a problem unless mold spores land on a damp spot and begin growing. They digest whatever they land on to survive. There are molds that grow on wood, paper, carpet, foods and insulation, while other molds feast on the everyday dust and dirt that gather in the moist regions of a building.

b. When excessive moisture or water accumulates indoors, mold growth often will occur, particularly if the moisture problem remains uncorrected. While it is impossible to eliminate all molds and mold spores, controlling moisture can control indoor mold growth.

c. Since mold requires water to grow, it is important to prevent excessive moisture in buildings. Some moisture problems in buildings have been linked to changes in building construction practices since the 1970s, which resulted in tightly sealed buildings with diminished ventilation, contributing to moisture vapor buildup. Other moisture problems may result from roof leaks, landscaping or gutters that direct water into or under a building, or unvented combustion appliances. Delayed or insufficient maintenance may contribute to moisture problems in buildings. Improper maintenance and design of building heating, ventilating and air-conditioning (HVAC) systems, such as insufficient cooling capacity for an air conditioning system, can result in elevated humidity levels in a building.

3. Health Effects. Currently, there are no federal standards or recommendations, (e.g., OSHA, the National Institute for Occupational Safety and Health or the United States Environmental

Protection Agency) for airborne concentrations of mold or mold spores. Scientific research on the relationship between mold exposures and health effects is ongoing.

a. The onset of allergic reactions to mold can be either immediate or delayed. Allergic responses include hay fever type symptoms, such as runny nose and red eyes. Molds can also cause asthma attacks in some individuals who are allergic to mold.

b. In addition, exposure to mold can irritate the eyes, skin, nose and throat in certain individuals. Symptoms other than allergic and irritant types are not commonly reported as a result of inhaling mold in the indoor environment.

4. Prevention. Moisture control is the key to mold control. When water leaks or spills occur indoors, act promptly. Any initial water infiltration should be stopped and cleaned promptly. A prompt response (within 24-48 hours) and thorough cleanup, drying or removal of water-damaged materials will prevent or limit mold growth.

a. Mold prevention tips include:

(1) Repairing plumbing leaks and leaks as soon as possible.

(2) Looking for condensation and wet spots. Fix source(s) of moisture incursion problem(s) as soon as possible.

(3) Keeping HVAC drip pans clean, flowing properly and unobstructed.

(4) Performing regularly scheduled building or HVAC inspections and maintenance, including filter changes.

(5) Maintaining indoor relative humidity below 70 percent (25-60 percent, if possible).

(6) Venting moisture-generating appliances, such as dryers.

(7) Venting kitchens (cooking areas) and bathrooms according to local code requirements.

(8) Cleaning and drying wet or damp spots as soon as possible, but no more than 48 hours after discovery.

(9) Providing adequate drainage around buildings and sloping the ground away from building foundations. Follow all local building codes.

(10) Pinpointing areas where leaks have occurred, identifying the causes and taking preventive action to ensure that they do not reoccur.

b. Questions that may assist in determining whether a mold problem currently exists:

- (1) Are building materials or furnishings visibly moisture damaged?
- (2) Have building materials been wet more than 48 hours?
- (3) Are there existing moisture problems in the building?
- (4) Are residents or UH staff reporting musty or moldy odors?
- (5) Are residents or UH staff reporting health problems that medical thinks may be related to indoor mold?
- (6) Has routine maintenance been delayed or maintenance plans altered?

5. Sampling for Mold. In most cases, if visible mold growth is present, sampling is unnecessary. Air sampling for mold should not be part of a routine assessment. UH or public works (PW) staff should inspect for any evidence of water damage and visible mold growth. There are no standards for "acceptable" levels of mold in buildings, and the lack of a definitive correlation between exposure levels and health effects makes interpreting sampling data difficult, if not impossible.

6. Remediation Plan. Remediation includes both the identification and correction of the conditions that permit mold growth (uncontrolled moisture), as well as the steps to safely and effectively remove mold-damaged materials.

a. Before planning any mold remediation, assess the extent and source of the moisture problem. The remediation plan should include steps to permanently correct the water or moisture problem. Remediation plans may vary greatly depending on the size and complexity of the job, and may require revision if circumstances change or new facts are discovered.

b. If you suspect that the HVAC system is contaminated with mold, or if mold is present near the intake to the system, contact PW. Do not run the HVAC system if you know or suspect that it is contaminated with mold, as it could spread contamination throughout the building. The remediation manager's highest priority must be to protect the health and safety of the residents and UH staff. In some cases, especially those involving large areas of contamination, the remediation plan may include temporary, or permanent, relocation of some residents.

c. When deciding if relocating residents is necessary, consideration should be given to the size and type of mold growth, the type and extent of health effects reported by the occupants, the potential health risks that could be associated with the remediation activity, and the amount of disruption this activity is likely to cause.

7. Mold Remediation or Cleanup Methods. The purpose of mold remediation is to correct the moisture problem and to remove moldy and contaminated materials to prevent human exposure and further damage to building materials and furnishings. Porous materials that are wet and have mold growing on them may have to be discarded because molds can infiltrate porous substances and grow on or fill in empty spaces or crevices. This mold can be difficult or impossible to remove completely.

a. As a general rule, simply killing the mold, for example, with biocide is not enough. The mold must be removed, since the chemicals and proteins, which can cause a reaction in humans, are present even in dead mold.

b. A variety of cleanup methods are available for remediating damage to building materials and furnishings caused by moisture control problems and mold growth. The specific method or group of methods used will depend on the type of material affected. Some methods that may be used include the following:

(1) Wet Vacuum. Wet vacuums are vacuum cleaners designed to collect water. They can be used to remove water from floors, carpets and hard surfaces where water has accumulated. They should not be used to vacuum porous materials, such as gypsum board. Wet vacuums should be used only on wet materials, as spores may be exhausted into the indoor environment if insufficient liquid is present. The tanks, hoses and attachments of these vacuums should be thoroughly cleaned and dried after use since mold and mold spores may adhere to equipment surfaces.

(2) Damp Wipe. Mold can generally be removed from nonporous surfaces by wiping or scrubbing with water and detergent. It is important to dry these surfaces quickly and thoroughly to discourage further mold growth. Instructions for cleaning surfaces, as listed on product labels, should always be read and followed.

(3) High-Efficiency Particulate Air Vacuum. High-efficiency particulate air (HEPA) vacuums are recommended for final cleanup of remediation areas after materials have been thoroughly dried and contaminated materials removed. HEPA vacuums also are recommended for cleanup of dust that may have settled on surfaces outside the remediation area. Care must be taken to assure that the filter is properly seated in the vacuum, so that all the air passes through the filter. When changing the vacuum filter, workers should wear respirators, appropriate personal protective clothing, gloves and eye protection to prevent exposure to any captured mold and other contaminants. The filter and contents of the HEPA vacuum must be disposed of in impermeable bags or containers in such a way as to prevent release of the debris.

(4) Disposal of Damaged Materials. Building materials and furnishings contaminated with mold growth that are not salvageable should be placed in sealed impermeable bags or closed containers while in the remediation area. These materials can usually be discarded as ordinary construction waste. It is important to package mold-contaminated materials in this

fashion to minimize the dispersion of mold spores. Large items with heavy mold growth should be covered with polyethylene sheeting and sealed with duct tape before being removed from the remediation area. Some jobs may require the use of dust-tight chutes to move large quantities of debris to a dumpster strategically placed outside a window in the remediation area.

(5) Use of Biocides. The use of a biocide, such as chlorine bleach, is not recommended as a routine practice during mold remediation, but may be useful for small, localized mold cleanup after the moisture problem has been corrected. Biocides are toxic to animals and humans, as well as to mold. If you choose to use disinfectants or biocides, always ventilate the area, using outside air if possible, and exhaust the air to the outdoors. When using fans, take care not to extend the zone of contamination by distributing mold spores to a previously unaffected area. Never mix chlorine bleach solution with other cleaning solutions or detergents that contain ammonia because this may produce highly toxic vapors and create a hazard to residents and workers. Do not use fungicides developed for outdoor use in any indoor application, as they can be extremely toxic to animals and humans in an enclosed environment.

8. Mold Remediation Guidelines. This section presents remediation guidelines for building materials that have, or are likely to have, mold growth. These guidelines are based on the size of the area impacted by mold contamination.

a. Level I: Small Isolated Areas. 10 square feet or less (e.g., ceiling tiles, small areas on walls).

(1) Remediation may be conducted by UH staff, as long as they are trained on proper cleanup methods, personal protection and potential health hazards by the safety and health office or local industrial hygienist.

(2) Identify and correct the source of moisture.

(3) The work area should be unoccupied.

(4) Containment of the work area is not necessary.

(5) Contaminated materials that cannot be cleaned should be removed from the building in a sealed impermeable plastic bag. These materials may be disposed of as ordinary waste.

(6) The work area and areas used for egress should be cleaned with a damp cloth or mop and a detergent solution.

(7) All areas should be left dry and visibly free from contamination and debris.

b. Level II: Mid-Sized Isolated Areas. 10-30 square feet (e.g., individual wallboard panels).

(1) Remediation will not be conducted by UH staff.

(2) Identify and correct the source of moisture.

(3) The unit, room or work area will be unoccupied.

(4) Surfaces in the work area that could become contaminated should be covered with a secured plastic sheet(s) before remediation to contain dust or debris and prevent further contamination.

(5) Dust suppression methods, such as misting (not soaking) surfaces prior to remediation, are recommended.

(6) Contaminated materials that cannot be cleaned should be removed from the building in a sealed impermeable plastic bag. These materials may be disposed of as ordinary waste.

(7) The work area and areas used by remediation workers for egress should be HEPA vacuumed and cleaned with a damp cloth or mop and a detergent solution.

(8) All areas should be left dry and visibly free from contamination and debris.

c. Level III: Large Isolated Areas. 30-100 square feet (e.g., several wallboard panels). Industrial hygienists or other environmental health and safety professionals should be consulted prior to beginning of, and throughout all, remediation activities.

(1) Remediation will not be conducted by UH staff.

(2) Identify and correct the source of moisture.

(3) The unit, room or work area will be unoccupied.

(4) Surfaces in the work area and areas directly adjacent that could become contaminated should be covered with a secured plastic sheet(s) before remediation to contain dust or debris and prevent further contamination.

(5) Ventilation ducts or grills in the work area, and areas directly adjacent, should be sealed with plastic sheeting.

(6) Dust suppression methods, such as misting (not soaking) surfaces prior to mediation, are recommended.

(7) Contaminated materials that cannot be cleaned should be removed from the building in sealed impermeable plastic bags. These materials may be disposed of as ordinary waste.

(8) The work area and surrounding areas should be HEPA vacuumed and cleaned with a damp cloth or mop and a detergent solution.

(9) All areas should be left dry and visibly free from contamination and debris.

(10) If abatement procedures are expected to generate a lot of dust (e.g., abrasive cleaning of contaminated surfaces, demolition of plaster walls) or the visible concentration of the mold is heavy (blanket coverage as opposed to patchy), it is recommended that the remediation procedures for level IV be followed.

d. **Level IV: Extensive Contamination.** Greater than 100 contiguous square feet in an area. Industrial hygienists or other environmental health and safety professionals should be consulted prior to beginning of, and throughout all, remediation activities.

(1) Remediation will not be conducted by UH staff.

(2) Identify and correct the source of moisture.

(3) The unit, room or work area will be unoccupied.

(4) Personnel trained in the handling of hazardous materials will conduct remediation.

(5) Isolate and contain the affected area.

(6) Contaminated materials that cannot be cleaned should be removed from the building in sealed impermeable plastic bags. The outside of the bags should be cleaned with a damp cloth and a detergent solution or HEPA vacuumed in the decontamination chamber prior to their transport to uncontaminated areas of the building. These materials may be disposed of as ordinary waste.

(7) The contained area and decontamination room should be HEPA vacuumed and cleaned with a damp cloth or mopped with a detergent solution and be visibly clean prior to the removal of isolation barriers.

e. How do you know when you have finished remediation or cleanup?

(1) The source of the water or moisture problem has been identified and completely corrected.

(2) Visible mold, mold-damaged materials and moldy odors are no longer present.

9. Conclusion. After correcting water or moisture infiltration, the prompt cleaning or removal of contaminated material is the primary response to mold contamination in buildings. In all

situations, the underlying cause of the moisture source or water accumulation must be corrected or the mold growth will reoccur. Emphasis should be placed on preventing contamination through proper building and HVAC system maintenance and prompt repair of water-damaged areas. Effective communication with residents is an essential component of all large-scale remediation efforts. Notification should include a description of the cleanup measures to be taken and a timetable for completion. Group meetings, held before and after remediation with full disclosure of plans and results, can be an effective communication mechanism.

APPENDIX O THE UNITED STATES NAVY BUREAU OF MEDICINE AND SURGERY BED BUG INSPECTION TEMPLATE

LOCATION				Unit	Bedroom	SUPERVISOR		BLDG #	PHONE
REFERENCES						INSPECTOR	DATE		PHONE
(a) OPNAVINST 11103.1B, (b) NAVMED P-5010, Ch 2									
In accordance with references (a) and (b), a Preventive Medicine inspection was conducted on this date. The following discrepancies and corrective actions needed are recorded below.									
ROOM #:									
Inspection Visit # (circle one): Initial OR Post-Treatment Inspection: 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10									
BED A									
BLOOD SPOTS	DEAD BUGS	EGGS	# LIVE BUGS		BLOOD SPOTS	DEAD BUGS	EGGS	# LIVE BUGS	
Y / N	Y / N	Y / N		Mattress cover : Y / N	Y / N	Y / N	Y / N		Night stand
Y / N	Y / N	Y / N		Pillow	Y / N	Y / N	Y / N		Base boards
Y / N	Y / N	Y / N		Mattress	Y / N	Y / N	Y / N		Walls
Y / N	Y / N	Y / N		Box spring	Y / N	Y / N	Y / N		Ceiling
Y / N	Y / N	Y / N		Bed frame	Y / N	Y / N	Y / N		Vent covers
Y / N	Y / N	Y / N		Drawers under bed	Notes:				
BED B									
BLOOD SPOTS	DEAD BUGS	EGGS	# LIVE BUGS		BLOOD SPOTS	DEAD BUGS	EGGS	# LIVE BUGS	
Y / N	Y / N	Y / N		Mattress cover : Y / N	Y / N	Y / N	Y / N		Night stand
Y / N	Y / N	Y / N		Pillow	Y / N	Y / N	Y / N		Base boards
Y / N	Y / N	Y / N		Mattress	Y / N	Y / N	Y / N		Walls
Y / N	Y / N	Y / N		Box spring	Y / N	Y / N	Y / N		Ceiling
Y / N	Y / N	Y / N		Bed frame	Y / N	Y / N	Y / N		Vent covers
Y / N	Y / N	Y / N		Drawers under bed	Notes:				
GENERAL ROOM / COMMON AREAS									
BLOOD SPOTS	DEAD BUGS	EGGS	# LIVE BUGS		BLOOD SPOTS	DEAD BUGS	EGGS	# LIVE BUGS	
Y / N	Y / N	Y / N		Window sill	Y / N	Y / N	Y / N		Picture frames
Y / N	Y / N	Y / N		Wallpaper seams (if applicable)	Y / N	Y / N	Y / N		Vents
Y / N	Y / N	Y / N		Lamp (s)	Y / N	Y / N	Y / N		Electrical fixtures
Y / N	Y / N	Y / N		Stand up locker	Y / N	Y / N	Y / N		Ceiling of entire room
Y / N	Y / N	Y / N		Chest of drawers	Y / N	Y / N	Y / N		Electronics
Notes:									
RECOMMENDATIONS FOR INFESTED ROOMS									
Identify non-infested room for resident(s) to move into and inspect new room with above standards to ensure new room is not infested. New Room #:									
Cleared (Date):									
Notify resident(s) immediately of findings. Provide resident with the bed bug pamphlet and guidance on the proper treatment of personal belongings. Verify that resident has met proper treatment guidelines PRIOR to resident moving into a new room.									
Dispose of the following items from the infested room:									
☐ Mattress bed(s): A/B ☐ Box spring beds(s): A/B ☐ Mattress covers ☐ Box spring covers ☐ Bed linens									
Call NAVFAC to treat room for bed bugs.									
Wait 48hrs after treatment, then clean room thoroughly.									
After room is cleaned, call Environmental Health at (xxx-xxx-xxxx) to set up post-treatment inspection.									
RECOMMENDATIONS FOR NON-INFESTED ROOMS									
Initial inspection revealed no infestation and room is cleared for occupancy.									
Post-treatment inspection revealed no infestation. Cleared for re-occupancy. 30 day post-treatment inspection will be conducted on:									
Date of re-inspection:									
Room cleared for re-occupancy. Date:									

APPENDIX P
RESIDENT BED BUG FREQUENTLY ASKED QUESTIONS

1. Bed Bugs. What are bed bugs? Bed bugs are a small reddish-brown insect found worldwide, that live by feeding off the blood of humans and other mammals, such as birds and bats. Bed bugs are wingless and nocturnal. Bed bugs are generally active only at dawn, with a peak feeding period about an hour before sunrise. After feeding for about 5 minutes, the bug returns to its hiding place. Bites consist of a raised red bump or flat welt, and are often accompanied by intense itching. The red bump or welts are the result of an allergic reaction to the anesthetic contained in the bed bug's saliva, which is inserted into the blood of the host. Bed bug bites may appear indistinguishable from mosquito bites, though they tend to last for longer periods.

a. Bites may not become immediately visible, and can take up to 9 days to appear. Bed bug bites tend to not have a red dot in the center such as is characteristic of flea bites. A trait shared with flea bites, however, is the tendency towards arrangements of sequential bites. Bites are often aligned three in a row, giving rise to the colloquialism "breakfast, lunch and dinner."

b. There have been no known cases of bed bugs passing disease from host to host. Extensive testing has been done in laboratory settings that also conclude that bed bugs are unlikely to pass disease from one person to another. Therefore, bed bugs are less dangerous than some more common insects, such as the flea.



2. History of Bed Bugs. How did we get bed bugs? Early colonists originally brought bed bugs to the United States (U.S.) from Europe. Bed bugs thrive in places with high occupancy, such as hotels. Bed bugs were thought to be eradicated 50 years ago in the U.S. and elsewhere with the widespread use of dichloro-diphenyl-trichloroethane. This is no longer used and may account for the resurgence of these bugs in the U.S., as might the increase in international travel. Bed bugs may be found in homes, motels, hostels, movie theaters, transportation depots and rest rooms. They may be accidentally moved with clothes, suitcases, furniture and other personal items. Bed bugs may also be transported in second-hand or rental furniture. Bed bugs do not fly or jump, but they move quickly over floors, walls, ceilings and furniture. Anyone who comes in direct contact with bed bugs can carry them into their homes. Bed bugs are equal opportunity pests; they will infest anyone, anywhere. Infestations are not tied to unsanitary living conditions; even world-class hotels have reported bed bug problems.

3. Treatment for Bed Bug Bites. What is the treatment for bed bug bites? It is important to note that bed bugs do not carry any human diseases. Suggestions to treat the bites include:

- a. Resist the urge to scratch. Scratching may only intensify the itch and cause an infection.
- b. Wash the bites with antiseptic soap to reduce the risk of infection.
- c. Apply an ice pack frequently to help relieve swelling.
- d. See your health care provider if you develop an infection.

4. Extermination Procedure. What happens when the exterminator comes to my unit or room? If your unit or room is confirmed to have bed bugs, public works (PW) will have an exterminator treat your room. You will be required to bag, remove and launder all clothing and bedding prior to the treatment. The treatment will likely consist of a few different approaches. A pesticide will be applied to locations within your room that may harbor the bugs. The exterminator may place glue boards in your room. These boards can be good detectives and show the degree of success of the treatment.

- a. The exterminator or PW, or both, will perform a thorough and detailed vacuuming of your unit or room, including the outside surface and each drawer, crevice, etc. You will need to be out of your unit or room during treatment and for 2 hours after treatment is completed (expect around 4 hours). Once you are permitted back in your room, you may unpack your personal items.

- b. A follow-up treatment may occur after the initial treatment. Rooms adjacent, above and below may also be treated as a precaution.

5. Reducing the Spread of Bed Bugs. When I travel, what can I do to reduce my risk of bringing these bugs back with me? Never leave your clothing laying on the bed, or any location of possible infestation. Instead, use hangers or hooks capable of keeping all cloth distant from the floor or bed.

- a. It's also not a bad idea to elevate suitcases off the floor on a tabletop or other hard surface. Close your suitcase or travel bag when you are not using it. This way, during the night the bugs may move over top of your luggage with greater difficulty to get inside.

- b. When you return from any travel (especially abroad) it is a good idea to launder all items in your suitcase as soon as you return.

6. Bed Bug Reporting. What should I do if I think I have bed bugs? Report your concern to your unaccompanied housing (UH) staff as soon as possible. Be prepared to follow the written instructions prior to treatment.

7. Actions to Take for Bed Bug Infestations. What shouldn't I do if I think I have bed bugs? Don't panic! Although bed bugs can be annoying, they can be battled safely and successfully if you follow all guidelines given to you. If you believe you have bed bugs, do not delay notifying the UH staff. If you let the UH staff know early on a business day, PW or medical staff, or both, may be able to inspect your room the same day. Do not apply pesticides on your own, and do not move your mattress or any furniture out of your room.

a. Infested furniture will be cleaned and treated. Placing infested furniture (particularly mattresses) into common areas may simply help spread bed bugs to other units or rooms and your neighbors.

b. Do not go sleep in a friend's room. If you actually have bed bugs, you will likely spread them to others.

APPENDIX Q UNACCOMPANIED HOUSING STAFF TRAINING GUIDELINES

1. New Employee's Orientation. An employee's training should start on their first day of work with a new employee orientation. This orientation is to be separate from the Installation's new employee indoctrination and should apply to all new staff members, military and civilian alike.

a. The unaccompanied housing (UH) manager should welcome the new employee, provide a short overview of the commands' mission and explain a general overview of how UH operations support that mission. This is also a good time to review the position requirements and management expectations. Special focus should be given to customer service and professional commitment.

b. The UH manager should assign each new employee a sponsor to assist in navigating the check-in and indoctrination process. For Service Members, this assignment may have already been done through the Installation sponsor program.

(1) The assigned sponsor should provide a familiarization tour of all the UH facilities and associated amenities. Regardless of the position, the new employee should be given as much information about the UH operation as possible. If a base tour is not included in the Installation new employee orientation, the sponsor should also take the new employee around the Installation pointing out key areas where the residents work, as well as those facilities that the new employee might need to visit, like the exchange, medical, military personal office or the human resources office for civilians.

(2) The sponsor helps establish a new employee's positive, or negative, impression of their fellow staff members and the UH organization as a whole. Therefore, the selection of personnel to serve as sponsors is important. It is also important to ensure that sponsors are allowed sufficient time away from their normal duties to assist new employees.

c. Depending on the new employee's work assignment, they may also have to attend specific courses where they can get certification or designation letters authorizing them to accomplish their specific tasks. These courses could include the contracting officer's representative course, basic and advanced computer skills courses, and the Defense small purchase courses.

2. Mentoring and In-House Training. A consistent and well-executed training program is key to a successful UH operation. Indicators of a strong training program include high staff and resident morale, positive staff attitudes, satisfied residents and efficient operations. Local training should be specific and targeted to the tasks or assignments of the UH personnel. This is in addition to general military training or mandatory civilian employee on-line training in the Total Workforce Management System.

a. The UH manager is responsible for ensuring all personnel receive the necessary training to accomplish their work in a timely and efficient manner. Training is the key to improved performance by reinforcing standards, addressing new or changing requirements, and maintaining focus on customer service. UH managers should consider the following training program outline:

(1) Various Semi-Annual Training Topics. These could be training topics that cover Resident Satisfaction Survey (RSS) results, search and seizure procedures, response to drug and alcohol incidents, updates to UH base loading or requirements, response to intruders or active shooter, fire safety, etc. This may also include mandatory exposure control procedures for blood-borne pathogens if you are at a location where the Environmental Preventive Medicine Unit has determined the UH operation has an exposure control requirement.

(2) Various Monthly Training Topics. These topics would typically take more time than is available in weekly meetings. These training topics could include customer service, emergency procedures (especially those that deal with seasonal weather), safety issues that have come up in recent inspections, ongoing resident concerns or issues, etc. The UH manager would schedule this training on an as needed basis.

(3) Various Weekly Training Topics. These could be no more than 15-20 minutes, presented by the staff members responsible for the task in an on-the-job environment and conducted as part of routine staff meetings. This training could cover various topics, such as enterprise Military Housing entries, key control, room entry procedures, trouble call management, assignments and terminations, preventive maintenance requirements, dealing with mold, handling resident issues, etc.

(4) A training attendance sheet is required for all local training. The attendance sheet will include a list of attendees, the training given and any test scores or certificates awarded.

b. The UH manager should ensure that measurable performance indicators to evaluate the effectiveness of job-related training are included in the employee's annual training plan. Job-related training should produce an improvement in the employee's performance. Examples of performance indicators include the number of errors per hundred transactions at the front desk or the number of resident complaints per month.

c. UH management should encourage cross training between UH functions. Employees should have a basic working knowledge of all the tasks required in a UH operation, including the management tasks. This will ensure that when short staffed, the remaining employees will be able to cover essential UH operations. Employees' knowledge of the entire UH operations also enhances their opportunity for upward mobility. At a minimum, everyone should be training someone else to replace them or to provide effective back-up in their absence.

d. Each military UH staff member receives their in-rate training required for advancement. UH is not part of any of the Navy's occupational skills or rates. If you have military assigned to your UH staff, they are probably detailed into a general duty billet that is established to make sure that every Sailor has an opportunity to have shore duty between assignments to ships or deploying units.

3. Housing Learning Center Training. Table Q-1 provides a summary of the Housing Learning Center (HLC) courses recommended for typical UH staff positions. Required interactive courseware, offered on-line, will be completed within the first 90 days of employment. Instructor led "required" training will be completed within the first year. Prerequisite training will be completed prior to being selected for a specific UH staff position. Desirable training should be completed as quickly as schedule and annual funding permit.

	UH Building Management	Furnishing Management	Housing Requirements Overview	Advanced Housing Management	RSS	Introduction to Housing
UH Manager	D	D	R	R	R	P
Housing Officer	D		D	R	D	P
Front Desk Supervisor		D	R	D	R	P
Front Desk Clerk					R	R
Complex Manager	R	D	D	D	R	P
Building Manager	R	D			R	R
Supply Manager		R		D	D	R
Warehouse Clerk		D			D	R
Facility Liaison	D		D	D	R	P
Dormitory Manager	D	D	D	D	R	P
Administrative Assistant			D		D	R
R = Required, P = Prerequisite, D = Desirable						

Table Q-1, HLC Training for UH Positions

4. Other Training. There are other required on-line courses for all Commander, Navy Installations Command (CNIC) Housing employees. They include: introduction to Housing, front desk operations, customer service and any other courses that the CNIC Housing program director has required.

a. Other general training is available for government employees. The Navy, Department of Defense (DoD) and other government agencies offer on-line, often free, training courses. The following is a sample of the government online training websites:

- (1) Navy Knowledge Online, <https://www.nko.navy.mil>

- (2) Defense Acquisition University, <https://www.dau.mil>
- (3) Office of Personnel Management USA Learning, www.golearn.usalearning.net
- (4) Environmental Protection Agency FedCenter, <https://www.fedcenter.gov/training>
- (5) General Service Administration Training Programs, www.gsa.gov

5. Housing Management Certification. While not a prerequisite for any UH position, UH managers should encourage employees to seek professional certification, e.g., the Military Housing and Lodging Institute offers training for Certified Defense Unaccompanied Housing Manager certification. The Navy may pay for the certification training through quarters operations (QO) funds, including travel and per diem if necessary. However, QO funds may not be used to pay for the actual certification or renewal fees, if any.