

HSG INSTR MANUAL

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INSTRUCTION FOR RESIDENTS OF FAMILY HOUSING

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Chapter 1

Administrative Information

1. General. This instructions manual applies to all residents of military family housing. It helps residents understand what is required to maintain and care for housing units in order to enjoy occupancy and leave the houses in a condition acceptable to the Family Housing Program. At the Marine Air Ground Task Force Training Command (MAGTFTC), Marine Corps Air Ground Combat Center (MCAGCC) all family housing is owned and managed by Lincoln Military Housing (LMH).

2. Family Housing Office

a. Location. The Family Housing Office is located at building 1003, on the corner of Cottontail and Condor Roads aboard Marine Corps Air Ground Combat Center. The Vista del Sol Family Housing Office is located at 5900 Desert Knoll Ave, Twentynine Palms, California.

b. Hours of Operation. The Family Housing Office is open for business Monday thru Friday 0800-1600.

c. Service. The Housing Office conducts assignments, housing referral and liaison with our partner Lincoln Military Housing. Residents are encouraged to read and become familiar with the contents of this instructions manual. Appendix A contains a list of important telephone numbers for Family Housing.

d. Complaints. The resident may file complaints at the Housing Office. Complaints directed at other residents, must be made in person and in writing. Forms are available at the Housing Office or in Appendix B. Prior to submitting complaints it is encouraged that housing residents attempt to resolve minor disagreements on their own. The Combat Center also offers online comment services at [http://ice.disa.mil/index.cfm?fa=site&site\\_id=93](http://ice.disa.mil/index.cfm?fa=site&site_id=93). The Interactive Customer Evaluation (ICE) system allows users to submit comments, suggestions, and concerns for the command to address. Residents are encouraged to provide their contact information on the ICE form so that they can be personally contacted regarding the issue. Each ICE comment will be answered by e-mail and with a follow-up phone call or visit if warranted.

e. Life Support Monitoring Equipment. Residents requiring medical life support monitoring equipment within the housing areas on a temporary or permanent basis must notify the following offices:

- (1) Exceptional Family Member Office, building 1551, 830-7740.
- (2) Naval Hospital, building 1145, 830-2109.
- (3) Fire Department, building 1516 830-6871.
- (4) Provost Marshal's Office, building 1407, 830-6800.
- (5) Family Housing Office, building 1003, 830-6611.

3. Violations

a. Background. Residents are expected to care for housing units and behave as responsible homeowners would in their own home. Residents are responsible for notifying the maintenance service desk of any problem or

repair their home may require which is beyond the scope of resident care. Proper maintenance and upkeep requirements are addressed in Chapter 3. When a resident fails to maintain their residence, and the condition causes damage to the quarters, a citation may be issued and the resident may be liable for the cost of repair of damages. Policy violations are a serious matter and the military members are responsible for the acceptable behavior of those they sponsor and are subject to appropriate administrative action for violations.

b. Repeated Housing Violations

(1) Housing areas are inspected weekly by LMH. A housing unit found with repeated housing violations will be issued a citation. A resident receiving a citation will normally be given seven days to correct the violation. However, some violations will be required to be corrected within a 24-hour period. The violation will be noted on the citation.

(2) Citations will remain on file during the member's tour of duty regardless of any moves. In situations where probation or eviction of a resident is being considered, past citations including warnings may be used to help make an appropriate recommendation to the MAGTFTC-MCAGCC Housing Review Board and the Commanding General (CG).

4. Housing Review Board

a. The Housing Review Board (HRB) is established to uphold community living standards and expectations for residents who live in military housing aboard MCAGCC and Vista Del Sol, Twentynine Palms, CA. The HRB replaces Magistrate Hearings as the forum to enforce housing regulations and address resident grievances.

b. The HRB is chaired by the Assistant Chief of Staff, G-4 and includes the Combat Center Sergeant Major and representation from both the Military Family Housing Office and Lincoln Military Housing. All members of the HRB are voting members when determining the outcome of the specific case appearing in front of the board.

c. The HRB will review incidents of misconduct and direct sanctions to address the inappropriate behavior. If the HRB determines that an eviction is warranted a recommendation will be forwarded to the Combat Center Commanding General for final adjudication.

d. The HRB will also hear grievances from tenants for housing issues that could not be resolved through the normal customer service process.





Chapter 2

Assignment and Termination

1. General. The objective of the Family Housing Program is to ensure military personnel with dependents have adequate and economical housing. Reference (a) establishes Marine Corps policy and guidance to implement the Family Housing Program.

2. Information. The Family Housing Manager will manage and supervise the assignment of personnel to housing units per Marine Corps directives. Personnel reporting to MCAGCC for less than 20 weeks of duty are normally not eligible for family quarters. Once assigned a set of government quarters, voluntary termination will not be authorized until quarters have been occupied for a period of six months.

3. Commanding Officers

a. Will ensure that personnel reporting for duty are aware of the contents of this instructions manual.

b. Will notify the Housing Office when any condition requiring the termination of quarters occurs, i.e. drug use, sexual assault, other serious misconduct.

c. Will notify the Housing Office when one of their personnel becomes deceased to ensure the grieving family is provided the appropriate respect and entitlements as outlined in Chapter 2, paragraph 16, following.

4. Eligibility. Family Housing is designed for military personnel with eligible dependents residing with them. In cases of child custody, the member must show proof of custody for six consecutive months or more. Military families desiring to sponsor foreign exchange students must submit the proper documentation and obtain the necessary approval as stated in Appendix E.

5. Reporting for duty. Incoming military personnel are required to physically report to the Family Housing Office. This should be done as soon as possible after reporting for duty at MCAGCC and prior to making any commitment for off-base housing.

6. Control date. The housing office will utilize the date of receipt of the DD Form 1746; with all qualifying documents i.e. web and PCS orders as the control date. Waitlist position is determined by control date. If the application, along with all qualifying documents, is received separately, the control date will be established upon the receipt of the latest document. However, the applicant must physically report to the housing office with verified documents within 30 days of unit check in from previous command before advancing to the freeze zone. (Freeze zone is the top 10% or top three applicants, whichever is greater for each waitlist. The waiting lists will be maintained by bedroom composition and grade category, i.e. senior officers, field grade officers, company grade officers, staff noncommissioned officer (SNCO), noncommissioned officers (NCO) and junior enlisted (JE). Reference (a) provides detailed information.

7. Assignment. Housing will normally be assigned to and occupied by the grades for which it was designed. A minimum of 6 months occupancy is required. When excess vacancies occur, quarters may be assigned to personnel

not more than one grade senior or junior than the grade for which they are designated.

a. All quarters are considered adequate and will normally be assigned in the order of availability.

b. Personnel will be offered a house in a designated area according to their grade. There is no choice of housing areas and the first available unit will be offered to an applicant. If the unit is rejected, the applicant will be offered a second opportunity for a house. It could very well be the same house at a different date. A second turn down will result in the applicant dropping to the bottom of the wait list.

c. When selected for promotion while on a waiting list or if a spouse becomes pregnant (medical proof is required), the member may become eligible for another type of quarters. The applicant's original control date will apply.

(1) A service member will be placed on the waiting list for quarters with the next highest number of bedrooms when the family is expecting a child.

(2) If there is no one on a waiting list when a higher number of bedrooms become available, the quarters will be offered to the next individual on the waiting list of the number of bedrooms below. For example if there is no one on the NCO 3 bedroom list and a 3 bedroom home becomes available, the quarters will be offered to the next NCO on the 2 bedroom list.

d. Personnel with a dependent enrolled in the Exceptional Family Member Program (EFMP) will be assigned quarters as directed in reference (b).

8. Quarters Allowance. The Basic Allowance for Housing (BAH) at the "with dependent" rate will be forfeited once the assignment is made to housing.

a. Marine Corps Personnel. A Housing Voucher NAVMC 111051 (4-79) will be prepared by the Housing Office and run the Housing Office unit diary for assignment and terminations of Family Housing. A certified copy of this voucher will be forwarded to the military member's personnel office.

b. Other Service Personnel. A Family Housing Voucher will be prepared and forwarded to the military member's Commanding Officer for appropriate entry into the respective unit diary. A certified copy will be returned by the command to the Housing Office.

c. Foreign Nationals. Foreign Service Members serving aboard MCAGCC if eligible, will rate housing if accompanied by dependents, at their equivalent rank to a U.S. service member.

#### 9. Involuntary Assignment

a. Involuntary assignment will not normally be made when six months or less remain of the service member current tour of duty is or where extreme hardship would result from such assignment. Hardship will be considered to exist when:

(1) The individual has made temporary arrangements for private housing due to circumstances beyond the individual's control and would

reasonably anticipate suffering financial loss through the breaking of the arrangements.

(2) The family is of such size and composition that considerable personal inconveniences would result from assignment to available Family Housing.

(3) The service member owns his own residence.

b. Personnel occupying private rental housing shall be afforded sufficient notice (normally 30 days) prior to their move into Family Housing to allow compliance with the provisions of their lease agreements, and to allow landlords advance notice of vacancy.

10. Acceptance of Quarters. When notified by LMH that a housing unit will be available for assignment, the applicant must notify the Housing Office of acceptance or rejection within 24 hours of the offer. Failure to do so will be construed as rejection. Spouses with power of attorney or spouse authorization form may accept or reject a unit in place of the sponsor.

#### 11. Reassignment

a. Reassignment of housing for the convenience of the government may be made under the following conditions (this list is not all inclusive):

(1) When, due to circumstances necessitating major repair or renovation of a housing unit, the housing unit must be vacated to accomplish the work. In such cases, the occupant will be relocated, at government expense.

(2) When reduction in grade occurs, the member will notify the Family Housing Office within 30 days, to determine eligibility for continuing to occupy the housing to which assigned. If it is determined that the member is not eligible for assigned quarters, they will be required to vacate those quarters within 30 days, at no cost to the government.

(3) When a military member is promoted from the enlisted to the officer rank the move will be at government expense.

(4) When a service member is a participant of the EFMP and requires a single story home, they may be assigned to a two story home due to non-availability, and if a single story home becomes available they may request a quarters to quarters move after six months of living in quarters.

b. Voluntary reassignment of quarters may be authorized in the following situations (all voluntary reassignments will occur at no cost to the government):

(1) Promotion. Upon selection for promotion the member is eligible for another category of housing. The resident must have at least six months occupancy in their present residence.

(2) Change in Dependents. When the number of eligible dependents has increased the relocation is based on the resident's request. Upon acceptance of the new quarters, the resident will be given five calendar days to complete the move. If more than five days are needed to complete the move, BAH may also be charged for the second set of quarters.

(3) Medical. Due to medical necessity as supported by authenticated medical history signed by the Commanding Officer, Naval Hospital, Twentynine Palms. After approval, the service member will be placed at the bottom of the appropriate waiting list. The control date will be the date of the AA Form approval by the Family Housing Office. Reassignment of quarters will not be approved unless there has been a minimum of six months occupancy at the new quarters.

(4) Quarters to Quarters Move. When approved, the first available set of quarters will be offered. The member has 24 hours to accept the unit. If the unit is turned down, their name will be dropped to the end of the waiting list. A resident with elementary school aged children may specify a housing area or areas that will permit their children to remain in the same school as long as appropriate quarters are available within the same school area.

## 12. Termination of Assignment

a. Termination is the formal cessation of the LMH lease. Residents are required to give Housing Office 30 days written advance notice of intent to vacate. Requests to vacate with less than 30 day notice may require a letter from the unit commander explaining the circumstances, i.e. short notice of Permanent Change of Station (PCS). LMH normally will give 30 day notice to a resident in the case of an eviction. Exceptions are at the direction of the Commanding General for cases exhibiting just cause.

b. Termination of assignment to Family Housing shall be made under the following conditions and as stated in reference (a):

(1) On departure of the military sponsor due to PCS orders.

(2) When there is a change in the resident's marital status, upon which an individual's eligibility rests, including divorce or legal separation, voluntary separation, or court order. Eligibility expires on the date of the voluntary separation, legal separation, legal divorce, or court order.

(3) Upon the military sponsor's release from active duty or their retirement.

(4) Upon the death of the military sponsor or qualifying dependents (see para 2016.1).

(5) The occupancy agreement with an absentee sponsor expires (see para 16e).

(6) At the discretion of the Commanding General, when the military resident desires termination and submits the appropriate paperwork to the Family Housing Office.

(7) When dependents leave the quarters for more than 5 months, except in cases of severe hardship. Documentation must be provided.

(8) Illegal drug use by member, dependent, or guest, regardless of locale. Confirmed drug abuse will result in a 30 day eviction notice.

(a) A military member or dependent who commits confirmed drug use (regardless of the location) will be afforded an opportunity to appear before

the MCAGCC Housing Review Board pursuant to paragraph (c) prior to termination of assigned quarters.

(b) The military member must submit a written request to the Assistant Chief of Staff, G-4, via the military member's chain of command, and the Family Housing Officer within five working days from receipt of the notice to terminate. The military member's chain of command will include a statement as to whether the military member is currently awaiting disciplinary action based on confirmed drug abuse (including any disciplinary action contemplated by the command). The written request will be made on a standard form letter provided by the Family Housing Office.

(c) The Assistant Chief of Staff G-4 will respond to the military member by letter, via the military member's chain of command, with the time, date, and location of the Housing Review Board.

(9) The resident, in an act of apparent abandonment as a voluntary action, ceases to reside in the government quarters.

(10) For other just cause, as determined by the Commanding General.

c. The following areas of misconduct will result in residents being required to appear before the MCAGCC Housing Review Board and may result in termination of assignment of government quarters.

(1) Domestic disturbance or violence.

(2) Unacceptable care or destruction of the assigned housing unit or vandalism at related property by the assigned resident, their dependents, or their guests. This is to include improper sanitation of inside and outside of residence.

(3) Residents unwilling to resolve problems or who repeatedly disturb the peace and harmony of their respective neighborhood.

(4) General misconduct of dependents or guests.

d. Voluntary termination may be approved if a member has at least six months occupancy in the residence. Members are advised that if they move out of government quarters, they will not be eligible for reassignment for six months. All moves in this case will be at the member's expense.

e. Residents are required to set their pack-out dates with the Distribution Management Office (DMO) prior to scheduling termination inspection dates. DMO requests a 30-day advance notice when a resident will be moving out of Family Housing. For moves from off base to on base, the Housing Office will provide the newly assigned resident with a notice for DMO of the address they are being assigned so the move can be set up.

f. When a resident comes to the Housing Office for their checkout appointment, a date will be established for a courtesy inspection of their quarters. The courtesy inspection gives residents the opportunity to ask questions concerning preparation for the final inspection, and provides LMH with an opportunity to gather details for turnover maintenance.

13. Final Inspection. The final inspection of quarters occurs when the resident turns over possession of their assigned quarters to the Housing Office. It is imperative that quarters be ready for the final inspection on the date and time scheduled. Failure to pass the final inspection could

delay departure from MCAGCC. If a second inspection is required and is not passed, the quarters will be turned over to housing and the member will be charged for any cleaning that remains to be done. The quarters will also be checked for any occupant damage or abuse at this time. Restitution for any damage or cleaning must be made prior to residents' release from the quarters. Proper planning to include allowing plenty of time to do the work is vital to success. There are two types of final inspections, detailed below:

a. Resident Self-Clean. When a resident chooses to clean their quarters themselves, the final inspection includes a detailed inspection by LMH. At this inspection, personal possessions are required to be removed; cleaning and maintenance completed, and the yard must be recently maintained (if required). LMH will accept the quarters only if it meets standards for cleanliness and repair. These standards will be provided to each resident at their checkout meeting in the Housing Office and again during the pre-inspection. Final inspection for self-cleanings will be scheduled at least two working days prior to the date of detachment or end of active service (EAS). The use of a stand-in for the vacating resident will be permitted only in the case of a valid emergency and must be approved by LMH. The stand-in must have a power of attorney.

b. Contractor Clean. The occupant may elect to hire a cleaner to clean the quarters. This is an arrangement strictly between the occupant and the cleaner. The government will not be involved in the transaction and the occupant is required to stand the final inspection and must be scheduled at least two working days prior to the date of detachment or EAS or sooner if possible.

14. Damage to Quarters. Damages beyond normal wear and tear are defined as a condition worse than other components of the same age. This type of damage is usually detected during the pre-inspection and noted on the file copy of the inspection sheet, and is used in determining charges that may be assessed to the resident. Additional items may be noted at the final inspection, and costs determined at that time. Voluntary reimbursement is expected for necessary repair or replacement as a result of resident caused damage or neglect. Provisions are available for involuntary pay checkage, if required.

15. Abandonment of Quarters. When quarters have been abandoned and it is impossible to locate the assigned sponsor, the member's military unit will assume full responsibility for the housing unit and personal property left in the unit. When this occurs, the military unit will assign a representative who will schedule a pre-inspection and final inspection with the Housing Office. The unit representative will stand both inspections. The unit will contact DMO for assistance in the removal of personal items left in the quarters. The unit will be responsible for removing any trash in the quarters and assigned area. LMH will assume responsibility when the unit passes the final inspection. Fees for cleaning and any damages will be forwarded to a collection agency by LMH.

16. Extended Occupancy. Extended occupancy of Family Housing may be allowed under the following circumstances:

a. Death of Member. Dependents will be permitted to remain in assigned quarters for up to one year following the member's death. A daily rental charge will not be assessed if it is determined that the member died in the line of duty. The dependents can remain up to 60 days longer and should pay a daily rental charge equal to 1/30 of BAH allowance, or the fair market rental value, whichever is less.

b. Death of a Qualifying Dependent. The service members should terminate occupancy within 60 days following the death of the dependent that qualified them for BAH at the "with dependent rate". The period of retention may be extended, via AA Form to the chain of command via the Family Housing Officer.

c. Separation or Retirement. A member separating or retiring should terminate housing before the time of separation or retirement. However, extensions of occupancy of up to 60 days may be approved by the housing manager to relieve unexpected hardships, which occur after the member applies for separation or retirement and when the conditions are beyond the member's control. An AA Form via the chain of command shall be submitted requesting an extension beyond 60 days. Such requests will set forth the unusual circumstances that warrant consideration of the requested time frames. Upon approval, the resident will pay a daily rental fee based upon 1/30 the BAH rate they received when on active duty, or the fair market rate, whichever is less. Rent shall be paid in full and in advance.

d. Continued Occupancy or Retention of Quarters by Dependent of Absentee Sponsors. Dependents of absentee sponsors (sponsors serving on an unaccompanied dependents restricted overseas tour of duty) may retain quarters during the sponsor's absence and are subject to the following:

(1) Requests for retention under this policy shall be submitted to LMH, Attn: Housing Officer, at least 30 days prior to detachment. An AA Form will be used for this purpose. Every command that forwards an AA Form requesting retention of quarters will be required to appoint a SNCO or officer as a local command sponsor or point of contact for the family remaining in quarters. The command sponsor will be specifically named in the forwarding endorsement. Upon approval, the military member making the request will report to the Housing Office and execute a Military Sponsor's Agreement.

(2) To be eligible for retention by dependents, the sponsor must have been assigned, in writing, to the quarters prior to the date of detachment from MAGTFTC, MCAGCC.

(3) Personnel retaining Family Housing under this policy, and who are reassigned to MCAGCC upon completion of their restricted tour, may continue to occupy quarters upon their return.

(4) Personnel retaining Family Housing under this policy but who are reassigned following their restricted tour to other activities are required to clear quarters within 30 days after return to CONUS pursuant to PCS.

(5) Sponsors whose families remain in housing under this policy are responsible for keeping the Housing Office informed of changes in status, which may affect the sponsor's continued eligibility for quarters or projected date of return from overseas. Sponsors who request and receive extensions of their overseas tours should inform the Housing Office. Authorization for continued occupancy in housing will be automatic in such cases.

(6) At the discretion of the Commanding General, quarters occupied by dependents under this policy may be terminated when dependents are involved in misuse or illegal use of quarters, or other misconduct contrary to safety, health, morale, or when marital status changes to make dependents ineligible for occupancy of family quarters.

(7) Service members are strongly encouraged to execute a power of attorney prior to their departure overseas in order to permit their dependent to act on their behalf during their absence in matters pertaining to housing and transportation entitlements. The SJA provides this service.

e. Extended Absence from Quarters. Military sponsors are frequently sent to a school (Drill Instructor School, Recruiter School, etc.) which upon graduation converts their orders to PCS orders. If the sponsor wishes to retain the quarters for their dependents, an AA Form must be submitted requesting this retention. Normally, this request will be approved for retention of quarters not to exceed 30 days from the date of their graduation. When sponsors are serving on temporary assigned duty temporary assigned duty (TAD), deployment, or an unaccompanied tour, which causes them to reside away from assigned quarters, and dependents desire to absent themselves from quarters at the same time, the Commanding General may permit retention of quarters for periods not to exceed 90 days of non-occupancy. Absence from quarters beyond 90 days will be authorized only in cases of extreme hardship, for humanitarian reasons, or where medical reasons are verified. The case must be of such severity as to present a personal problem that is more severe than those normally encountered by military personnel and their families in the normal course of military service. Requests must be made via an AA Form for Marines, and a Special Request Authorization Form for Navy personnel.

f. Contingency Deployment Instruction. Appendix E provides detailed instructions for residents of Family Housing in time of contingency deployment of operating forces units.

#### 17. Civilian Rental Rates

a. At the discretion of the Commanding General, key and essential civilian personnel may be authorized assignment to housing.

b. Rental and utility charges for public quarters occupied by civilians are established per reference (a) and reference (d).

c. Rental and utility charges are payable on the first of the month and become delinquent on the 10th day of the same month.

#### 18. Housing Referral

a. Personnel reporting to MCAGCC or who are residing in bachelor quarters, must report to the Housing Referral Office prior to making a rental commitment or purchasing a home in the civilian community.

b. Reference (a) provides the procedures the Housing Referral Office utilizes in cases of disputes between landlord and military tenant. For any contract entered through the office, the office will mediate any disputes or differences between landlord and military tenant.

(1) Military residents will promptly report matters involving disputes or differences between their landlord and themselves, and request assistance from the Housing Referral Office.

(2) Complaints originated by either tenants or landlords who are referred to military commands cannot be ignored. Commanding Officers should not attempt to resolve such matters, but will refer them to the Housing Referral Office for validation and subsequent investigation.



c. The Public Affairs Office shall ensure that listings of non-government housing for rent or sale are approved by the Housing Referral Office prior to acceptance for publication in the Observation Post.

d. It is important that military personnel and their dependents maintain exemplary behavior in conducting community rental business transactions, meeting obligations, safeguarding private property, and practicing good housekeeping habits. This facilitates positive community support in resolving housing problems in local rental properties.

e. Landlords listing properties with the Housing Referral Office are required to sign a form assuring the availability of their units to service members, regardless of race, color, sex, religion or national origin. A complete description of the property is also required, as well as specific rental policies. The adherence by both landlords and military personnel to the provisions of the rental lease agreements is instrumental in promoting harmonious relationships between owners and occupants. The adherence of military personnel to the specific standards listed in the following paragraphs should serve as a stimulus to landlords to fully honor their part of contractual obligations and encourage them to make more properties available to military personnel.

f. Standards

(1) Military personnel and their dependents, while occupying local, non-government controlled rental housing are expected to abide by local laws and ordinances and the provisions of rental agreements and leases, which are binding contracts. They will extend the same respect toward local citizens and their property as would be required while living in government controlled housing.

(2) Attention to the following guidelines will be helpful in maintaining good tenant and landlord relationships and will contribute to the continued enhancement of the image of military personnel and their dependents in local communities.

(a) Pay rent and other fees on or before the due date.

(b) Read and understand terms of the rental agreement or lease, and abide by them.

(c) Give required notification prior to terminating occupancy.  
NOTE: CALIFORNIA STATE LAW REQUIRES 30-DAY NOTICE IN WRITING.

(d) Notify the owner or manager promptly of needed repairs or problems.

(e) Be certain that the Property Condition Report is completely filled out as directed by the Housing Referral Office. It is extremely important that the actual condition of your property is put in writing at the time of occupancy.

g. Resolution of Complaints. Complaints, whether originated by the resident or the landlord, should be referred to the Housing Referral Office for review and conciliatory action. The Housing Referral Office will act as an impartial mediator in an attempt to resolve the problem. If landlords are consistently in violation of their agreements with military personnel, the Housing Referral Office will not accept rental listings from that landlord.

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As necessary, the Housing Referral Office will refer complaints involving the requirements for military personnel to fulfill obligations (such as delinquent rental payments, unpaid charges for cleaning or damages in excess of deposits, misconduct or other serious charges) to the individual's commanding officer for assistance in mediation of the problem.

CHAPTER 3

Resident Administrative Instructions

1. Occupant Responsibilities

a. General. This information is considered to be in the best interest of the Marine Corps and the residents of Family Housing and is provided with the objective of attaining better community living conditions aboard MCAGCC. Housing residents should remember that they have responsibilities to the Marine Corps, to their neighbors, and to the service members who will succeed them in the quarters. Residents should take care of their assigned residence as if it were their own. Neighborhood "Quiet Hours" are from 2200 until 0700, seven days a week.

b. Information for residents of Vista Del Sol. Some of the regulations that pertain to residents of Family Housing aboard MCAGCC will not apply to the Vista Del Sol housing areas. The most important differences are listed in Appendix F.

2. Visitors and Guests (Military or Civilian)

a. Residents are responsible for the proper conduct of any guests.

b. Residents must register visitors who will exceed a 72-hour stay with the Housing Office.

c. Social visits by military service members and civilians may be approved by the Housing Manager for up to 30 days. Contact the Housing Office for information when occasions that exceed 30 days arise.

d. Bachelor personnel assigned to MAGTF/TC, MCAGCC are not permitted to occupy quarters as a guest in excess of 72 hours without prior approval of the Housing Office. They are not allowed to remain overnight when the military spouse is absent.

e. Housing residents will notify MCAGCC Protocol Officer or the Command Duty Officer of any house guest who holds the rank of general/flag officer or their civilian equivalent, providing the name, rank, branch of service, position, and length of stay of the guest.

f. Off Limits Areas. Condemned buildings, construction areas, and outlying training areas surrounding the various housing areas are off limits.

3. Fire Regulations

a. Residents must take every precaution to keep matches and lighters out of the hands of children. Oily rags, paints, and other flammables must be stored only in fireproof containers. No items may be stored in the heater closet. Residents must check their electrical appliances frequently to ensure that plugs and extension cords are in good condition. The capacity of the Combat Centers electrical circuits is limited; therefore, overloading circuits by the operation of too many appliances is not recommended.

(1) If the thermal breakers protecting the units' electrical circuits repeatedly turn off, the resident is overloading a circuit or may have faulty equipment. If this happens, call the Maintenance Service Desk at 888-578-4141 so the system and equipment can be inspected for possible hazardous deficiencies.

(2) Residents must not attempt to alter the electrical wiring in their quarters. Residents should limit the use of extension cords to one three prong-type extension cord per receptacle.

b. No open burning of any kind is permitted aboard MAGTFTC, MCAGCC. Any accidental or careless fire, regardless of type, will be reported to the Combat Center Fire Department, 760-830-3333, or if living in Vista del Sol, 911, even if a resident extinguishes the fire.

c. Homes in the Family Housing areas have been equipped with one or two smoke detectors as unit size dictates and a carbon monoxide detector, if required. These detectors are connected to the units' power supply and normally require no maintenance by the resident. Residents should check the detectors weekly to verify that the power indicator lights are lit. If they are not lit, call the Maintenance Service Desk at 888-578-4141 for repair. If an alarm goes off for any reason, the resident must call the Fire Department at 760-830-3333. Residents should not attempt to turn off alarms themselves. Refer to Appendix H for helpful fire prevention information.

4. Earthquake Preparedness. California is seismically active and earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and advance, planning can reduce the dangers of serious injury or loss of life from an earthquake. Information about how to prepare for an earthquake, what to do in case of an earthquake, and what to do after an earthquake is included in Appendix H.

5. Alterations. Residents are not authorized to alter any existing structures or initiate new construction without the approval of the LMH. The occupant is liable for damages caused by any alteration.

6. Entry Inspections and Reporting Absence from Unit

a. LMH inspections may be made periodically. Such inspections are normally conducted to ensure the interior and exterior of units and yards are kept in good housekeeping standards and to determine what maintenance deficiencies may exist, or to determine whether hazardous, unsanitary, or unhealthy conditions exist. At a minimum, required maintenance inspections of each unit will be conducted bi-annually. Residents will be notified of the scheduled inspection date of their units. Cooperation is requested to allow such personnel to gain entry to your home when required so they may carry out their assigned duties. There are also occasions when maintenance may have to be accomplished in a unit. Normally, maintenance personnel will request permission to gain entrance. However, should a resident be absent when emergency conditions arise, your command and/or PMO will be notified if it becomes necessary to use the master key to gain entrance without a resident's permission to prevent possible damage to personal and Government property.

b. Absence From Quarters During Extended Leave or TAD. Residents leaving their assigned quarters temporarily vacant for five days or more (beyond a 96 hour pass) will inform LMH of the dates and the length of absence. Quarters may not be left unoccupied for more than four days without prior written approval by LMH. When LMH approval is granted, the Housing Office will be provided the name, address and phone number of a responsible party, during the occupant's absence. Under no circumstances are residents allowed to leave pets in the quarters while they are temporarily vacant for 24 hours or more. Residents may obtain an Extended Absence request from LMH.

7. Explosives and Harmful Objects. Residents must ensure that their children are aware of the hazards inherent in handling strange objects found

on MCAGCC. Residents should take the time to tell children that areas outside the housing perimeter are off limits. If they happen to find any type of explosive items they must not handle them and must call their parents immediately. Although this is not a common occurrence, there is always the possibility of finding some type of unexploded ordnance device. Local wind and weather conditions as well as inadvertent digging can uncover hazardous materials.

8. Dangerous Weapons and Firearms. Residents of Family Housing are subject to Federal, state, and county regulations pertaining to deadly weapons and firearms. Deadly or dangerous weapons are defined as any object, which is capable of inflicting death or grievous bodily harm. Firearms are defined as any weapon from which a shot is fired by explosive force.

a. Authority for Possession. Personnel residing in Family Housing desiring to retain privately owned firearms in their respective quarters must ensure that such weapons are registered with the Provost Marshal. A completed copy of such registration will be utilized as a permit for retention. Firearms so authorized within the quarters will be made inaccessible to children or disassembled to render them inoperative.

b. Discharging of Weapons. Articles such as rifles, pistols, shotguns, sling shots, starting pistols, bows and arrows, dart guns, BB guns, or any object which is capable of expelling a missile with sufficient force to inflict injury to any human or animal, will not be discharged within or near the housing areas.

c. Ammunition Storage. Storage of ammunition for hunting purposes, or other personal use, will be confined to secured storage areas, out of reach of children. Residents who use ammunition reloading equipment will notify MCAGCC Fire Department that such action is being taken and the location of such equipment. Residents will not store more than 10 pounds of smokeless powder and no more than two pounds of black powder in a residence at any given time.

9. Pets. Ownership or possession of an animal or pet within MCAGCC shall be in accordance with this instructions manual, enclosure (2). Entitlement to government quarters does not imply entitlement to pets. Noisy, aggressive behavior or untrained pets can become a nuisance in a close-knit community. Likewise, undisciplined pets can seriously damage or destroy the Government property entrusted to a resident's care. The following actions must be taken by all residents of government quarters:

a. Possession of pets is limited to two; one dog or one cat, or two dogs or two cats per household.

(1) It is recommended that cats be de-clawed in quarters where carpeting has been installed.

(2) Fish in aquariums and small caged animals (birds, hamsters, and guinea pigs) are authorized.

(3) Domestic fowl, rabbits or exotic pets such as monkeys, skunks, snakes, desert tortoises, birds of prey, coyotes, or livestock are not permitted. If you have questions dealing with pets that are not listed above you are required to check with the Housing Office prior to housing the pet in question.

b. Dogs and cats aboard MCAGCC, to include Vista del Sol, are required to have collars or harnesses with tags indicating that rabies vaccination are

current. Rabies shots may be obtained from the City of Twentynine Palms Animal Care and Control Department, 7086 Bullion Avenue 760-367-0157. Dogs and cats aboard MCAGCC are to be registered with the Housing Office within 14 days of moving aboard the Combat Center. To register your animal you must provide proof of current rabies vaccination and two 3X5 photos of the animal, one front view and one side view. Direct all questions to the Housing Office at 760-368-4500.

c. Proper care of pets includes providing adequate fresh water and food, health control (including control of fleas and ticks), and controlling female animals when they are in season so as not to create a nuisance. Residents must remember that pet areas will be cleaned of feces daily.

d. Pets are not allowed to roam freely outside, to include cats. Pets will be under the control of the owner at all times. Pets will not be tied to or near clothesline poles, water hose faucets, gas meters, trees, carport, or patio posts. Pets are to be staked only in the back yard on a chain no longer than 10 feet and in such a position that the dog cannot reach a sidewalk or other common area.

e. Pets are prohibited from playgrounds, landscaped common areas, and unimproved dirt areas in housing areas. This is necessary because of the accumulation of feces in playgrounds and common areas. The only area for dogs in the Vista Del Sol housing complex is the patio or the dog run area. They will not be staked in the front or back yard.

f. Residents walking their pet are required to pick up any feces their pet deposits at any location along their walk. Residents are encouraged to use plastic garbage bags to pick up and carry their pet's waste to a garbage receptacle.

g. Doghouses must be neatly constructed and painted.

h. Pit Bulls and potential dangerous animals as defined below will not be allowed in Family Housing areas under any circumstances.

(1) The following provisions apply for pet ownership in base housing; 2 pets, dogs, and/or cats. Pit Bulls (American Pit Bull Terrier, American Staffordshire terrier, Staffordshire bull terrier), Rottweiler's and Wolf Hybrid, or any mix of the aforementioned breeds, are not permitted in FH or aboard the base. Barnyard or exotic pets, (reptiles, ducks, rabbits, chickens, ferrets, pigs etc.) will NOT be ALLOWED in FH. If a complaint is made against an applicant's dog, claiming it is a restricted breed, the applicant MUST provide a DNA test showing proof it is not on the restricted breed list as defined my MCO 11000.22.

(2) Potentially Dangerous Animal, defined as any animal that the base veterinarian determines may present an unreasonable risk to the health and safety of those residing aboard MCAGCC. This determination can be made at the point of pet registration and can be based upon such things as:

(a) An unusually aggressive or threatening character

(b) Substantiated history of demonstrating aggressive or threatening character.

i. Since the number of pets is limited, it is necessary that litters of puppies and kittens be reduced accordingly by the age of three months.

j. Prior to vacating quarters, lawn areas damaged by pets must be restored. Proof that the occupant has taken action to ensure their quarters are free of fleas or ticks must be provided at the final inspection.

k. Owners will be directed to remove pets from MAGTFTC, MCAGCC if the pet becomes a nuisance. Furthermore, such violators will forfeit future privileges of having pets aboard MAGTFTC, MCAGCC. Pets will be considered a nuisance when they become offensive to the senses or sensibilities of other people, or when a second valid complaint has been registered with the Housing Office or the Provost Marshal for any combination of the following actions:

- (1) Generating offensive odors.
- (2) Creating excessive noise or barking.
- (3) Depositing fecal matter on the premises of other persons.
- (4) Damaging shrubbery or flowers.
- (5) Sick animals (ticks, etc.) that are not being treated.
- (6) Repeated reports of pets straying loose.

l. Biting. Any pet that bites a person whether provoked or not, will be quarantined for a 10 day period. At the end of the 10 day period, the animal will be removed from MCAGCC and the owner will forfeit all privileges of having pets.

m. Loose Animals. Loose animals picked up by PMO will be taken off base to the animal shelter. Animals not claimed within three days will be put up for adoption. Residents reclaiming pets will be required to pay applicable fees. If a pet is captured while running loose a second time, the owner will lose pet privileges.

n. Brown-Dog Tick. Inspect your dog frequently to ensure they are not carrying the tick. If you find a tick on your dog, do not let them in the house until they have been de-ticked or deloused and there is no further evidence of a tick problem.

o. Pet Burial. Residents are prohibited from burying any deceased pet within the Family Housing areas due to the chance of attracting desert predators, i.e. Coyotes, Kit Fox etc. into the areas.

## 10. Desert Wildlife

### a. Snakes

(1) The snakes around housing play a vital role in reducing the rodent population.

(2) There are several ways residents can minimize attracting snakes within the housing areas. If food or food droppings are left in the yard or dog and cat food is left outside, this will attract rodents who, in turn, attract snakes.

(3) Cutting lawns on a weekly basis is a must, as rodents feed on grass seeds. By stopping the rodent's food supply, you will reduce the snake population in your area.

(4) When a snake is sighted, residents should immediately contact the Provost Marshal's Office, at 760-830-6800, for removal. Snake sightings should be reported instead of killing the snake. Snakes will be relocated to a safe area.

b. Wildlife. The feeding of the wildlife, such as coyotes and desert tortoises, is prohibited.

11. Utilities and Energy Conservation. The conservation of utilities is a paramount interest and concern to the housing management both from a financial and natural resource standpoint. Living in a desert environment makes the conservation of our resources essential. The goal at MAGTFTC, MCAGCC is to ensure that the essential utility needs of residents are provided without waste. To accomplish this, the Housing Office must have the help and cooperation of the residents of Family Housing.

a. Water Conservation

(1) Residents must adhere to scheduled watering hours, December to February no watering allowed, March to November 6:00 a.m. to 8:00 a.m. and 6:00 p.m. to 8:00 p.m. Over half of the water consumed aboard MCAGCC is used to water lawns and plants. Excessive water use is irresponsible and must be avoided.

(2) Portable Spas and Jacuzzis. The installation of this type of equipment is not in keeping with current energy conservation programs. This equipment may not be installed or used in Family Housing.

b. Electricity

(1) Lights should be turned off when not in use.

(2) Outdoor decorations for the Christmas holiday may be put up no earlier than the weekend after Thanksgiving. Outdoor decorations will not be allowed on the roof, second story eaves or attached to the stucco of any government quarters. Christmas lights should be turned on no earlier than 6 p.m. and must be turned off no later than 10 p.m. daily. Outdoor decorations and lights should be removed no later than the second weekend in January.

12. Pest Control. Pest control is the prevention, destruction, repellent, or mitigation of an unwanted organism encountered in housing areas. Sanitation is the most effective means for controlling many household pests. Measures relying on pesticides alone are the most expensive type of control and have the poorest chance of achieving success. Without good sanitation, all other pest control measures are less effective. Housing units are sprayed inside and out prior to a new resident moving in. Since proper sanitation practices constitute 98 percent of pest control, there may be a service charge for spraying units that have become roach infested as a result of resident's failure to maintain proper sanitary conditions.

a. To prevent and control pest infestation, the following actions are recommended:

(1) Clean stoves thoroughly after cooking. Roaches feed on grease and food scraps.

(2) Do not leave dirty dishes in sink overnight.

(3) Store food either in closed containers or in the refrigerator.



(4) Rinse cans and bottles before putting them away for recycling. Collecting dirty cans and bottles is an invitation for roaches and ants.

(5) Place garbage outside each day.

b. Pest control services and advice may be obtained by calling LMH at 888-578-4141.

13. Commercial Enterprise, Soliciting or Peddling

a. Commercial enterprises conducted aboard the MCAGCC must be approved by the SJA. Those enterprises that are considered appropriate are those that provide goods and services not otherwise readily available, or activities oriented towards fundraising for civic organizations.

(1) Examples of potentially prohibited activities include:

(a) Laundry services.

(b) Car repair work.

(c) Painting.

(d) Operating a kennel or breeding pets.

(e) Manufacturing jewelry.

(f) Conducting regularly scheduled training sessions.

b. Questions concerning commercial enterprises may be directed to the Housing Office or SJA. Anyone who desires to conduct any type of operation that could be construed to be a commercial activity must submit an Administrative Action (AA) Form to Family Housing, via SJA, requesting permission. This AA Form must fully explain all aspects and functions of the operation.

c. Family home day care is defined as day care provided for six or less children on a regular basis for more than ten hours a week in a home other than the child's primary residence. Residents who wish to operate a family home day care must apply for certification through the Family Child Care Coordinator. For information, residents should contact the coordinator at 760-830-3227 ext.232.

d. Residents who wish to perform babysitting services, or care for children of other families on an irregular basis for less than 10 hours a week are required to attend the proper training course.

e. Residents may engage in businesses of the "house party" type where soliciting is normally done in the home of the client and no inventories other than samples are maintained at the home of the solicitor. The solicitor will be required to meet the present requirements for certification by SJA.

f. Peddling or "Soliciting" aboard MCAGCC or in Vista del Sol, including house-to-house, either in person or by telephone, is prohibited.

g. Posting of flyers is not authorized. The customary and authorized method of solicitation for individuals and firms will be through the United States Mail. If an individual replies to a communication, the matter becomes a proper private business transaction.

h. Any person, while conducting private business not in the acknowledged interest of the Government:

- (1) Shall not enter or visit MCAGCC housing areas or Vista del Sol.
- (2) Shall not canvas or solicit.
- (3) Shall not place flyers on mailboxes or doors.

i. A person discovering a dealer, tradesman, peddler, or agent in the act of transacting business without a proper identification card will report his presence to the Provost Marshall or the nearest military policeman.

14. Garage Sales. Signs advertising garage sales may be put up one week prior to a sale. Signs must be removed no later than 24 hours after the conclusion of sale. At no time will signs be placed on U.S. Postal Service mailboxes or on housing area markers or the entrance signs to Vista del Sol.

15. Parking and Motor Vehicles. Personnel will observe all traffic regulations, including the posted speed limits in housing areas. Residents must be sensitive to the potential hazard of small children running into the street as they travel in Family Housing areas. Parking is not permitted off paved surfaces.

a. Vehicle Repair. Major repairs of vehicles are prohibited in housing areas. Draining of any liquid, oil, anti-freeze etc., is prohibited in the housing area. Major repairs may be done at the MAGTFTC, MCAGCC Auto Skills Center. Listed below are items that are considered minor repairs and may be accomplished in housing areas:

- (1) Changing spark plugs.
- (2) Changing points.
- (3) Washing and waxing cars. The hose is not to be left running while washing the car. Do not wash cars on lawn areas.
- (4) Changing a flat tire.

b. Used batteries should be returned to the place where new batteries are purchased.

c. The collection of auto parts and parking of inoperative vehicles for more than 72 hours is not permitted in housing areas. Vehicles must have a current base sticker and current state license plates. Inoperative, unregistered vehicles are prohibited in the housing area.

16. Recreational Vehicles, Boats, and Trailer Parking

a. Under no circumstances will recreational vehicles be hooked up to the water and electric utilities coming from a residence.

b. Residents of Family Housing are only permitted to park trailers or recreational vehicles adjacent to their quarters prior to departing on and upon returning from a trip. Vehicles of this type may only be parked for a period of not more than 48 hours. A recreational vehicle can be parked in a garage or carport, provided either the garage door can be closed or the vehicle does not protrude beyond the eaves line of the carport. Recreational vehicles other than motor homes used in daily commuting to and from work will

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not be parked in the housing area except as noted above. Parking of vehicles larger than a standard van on Smoketree in Joshua Heights and throughout all of Adobe Flats is prohibited.

c. Residents of MAGTFTC, MCAGCC Family Housing may arrange to park their boat, recreational vehicle, or trailer in the Marine Corps Community Services (MCCS) Trailer Lot. This lot is a fenced, locked area. Residents can register their equipment, obtain a specified parking spot, and execute a "Hold Harmless Agreement". For more information call 760-830-4179.

17. Waterbeds. Waterbeds are not permitted in housing areas.

18. Prohibition of Pre Planned Home Birthing in Government Quarters. "Pre-planned" home birthing is prohibited in LMH.



CHAPTER 4

Information

1. General. This information is provided to support the residents of Family Housing. It is provided with the objective of attaining better community living conditions aboard MCAGCC. Family Housing residents should remember that they have responsibilities to the Marine Corps, to their neighbors, and to the service member who will succeed them in the quarters. Residents must have pride in their home and should take care of it as if it were their own.

2. Military Sponsors' Responsibilities

a. Military sponsors are fully accountable for their actions as well as the actions of dependents, guests, and pets. Failure to comply with the MCAGCC policies and regulations may be grounds for administrative action and removal from government quarters.

(1) The sponsor's accountability extends to military members serving unaccompanied overseas tours and whose families retain housing aboard MCAGCC.

(2) The point of contact for a dependent spouse of an overseas service member is the command sponsor appointed by the unit of the military member prior to detachment from MAGTF/TC, MCAGCC.

(3) Parents are responsible for the actions and proper discipline of their children. All children, six-years or younger must be directly supervised by a responsible person when playing outdoors. Children under the age of ten may not be left alone in any quarters. Children of the age ten and eleven may be left alone in quarters, but not overnight. Children twelve and older may be left alone in quarters or may care for younger children, provided they are able to assume the responsibility. If an unattended child is discovered, the Provost Marshal's office will be notified, the child or children will be taken into custody and the sponsoring parent will be cited. This does not relieve parents of the basic responsibility for the actions of their children.

(4) The quiet hours are from 2200 until 0700.

(5) The Combat Center Bulletin (CCB) 5233 establishes curfew hours for minors under the age of 18. The curfew is between the hours of 2200 and sunrise, unless involved in an exempt circumstance or accompanied by a parent, guardian or other authorized care giver.

b. Residents shall be held personally liable for loss of or damage to government property caused by their pets, children, or guests arising from willful or malicious acts, vandalism or negligence as well as accidental damage, ordinary wear and tear excepted.

c. Residents of family quarters should have a planned exit in the event of fire or other disaster type occurrence. Residents are cautioned to never leave the quarters with anything cooking on the stove.

d. The Government does not insure resident's personal property. In order to protect personal property and investments, residents of Family Housing are strongly urged to obtain renter's insurance coverage for their personal property. This insurance is relatively inexpensive and may be obtained from most insurance agencies.

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e. Family Housing is for the use of military personnel, their bonafide dependents, and those individuals authorized to reside with them. Unauthorized personnel within the housing areas present a threat to the good order and discipline desired by this command.

(1) LMH will monitor offenses of officially recorded misconduct resulting in a Provost Marshal incident report or a written complaint filed with the Housing Office.

(2) The Area manager will monitor the condition of the units and yards within the housing areas. When necessary, housing citations will be issued to residents who are not in compliance with this instructions manual. Information specific to citations of residents by LMH is provided in Appendix C.

3. Keys. Two sets of keys are provided to each unit of Family Housing. Loss of a key should be reported immediately to the Housing Office. Residents locking themselves out of their house should contact the Housing Office at 760-368-4500 from 0830 to 1730 or 760-361-6158 for Vista del Sol. Residents can also call toll free at 888-578-4141 24 hours a day. If this service is abused, the resident will be required to pay for new locks and keys at \$75.00.

4. Maintenance. Residents will keep their assigned quarters and accompanying yard in a condition, which continuously presents a creditable appearance and promotes the long life of the unit and government property contained therein. Residents will perform routine recurring housekeeping tasks normally performed by a homeowner. Appendix I contains helpful hints for maintenance and cleaning.

### 5. Service Calls

a. Residents requiring maintenance should call the Maintenance Desk at 1-888-578-4141 anytime, day, night, or weekend for both LMH and Vista del Sol. An adult, 18 years of age or older, must be present while maintenance personnel are in the quarters.

b. Residents having a complaint on the service provided in connection with maintenance work should contact the Housing Office. In person or written complaints are preferred, however, telephone complaints will be taken by calling 760-368-4500 or 760-361-6158.

c. LMH is required to notify the Housing Office if they suspect occupant damage when they are called out on a service call. If a resident caused a problem, charges will be assessed. In those instances of charges, the Housing Office will notify the resident. Cost will be assessed based on set charges for repairs. Examples of resident caused damages are: foreign objects in garbage disposal or toilets; burns on counter tops, carpeting, tile, etc.; door damaged by residents or pets; carpets damaged by pets; windows broken by resident or dependents. Before residents contact housing maintenance for repairs, they should endeavor to ensure maintenance is really required. For example, if a light fails to go on, make sure it is not just a burnt out bulb. If the garbage disposal will not operate or makes a loud noise, the resident should turn off the switch, check for foreign objects in the disposal and remove them, press the reset button underneath motor, then turn the switch back on.

d. Citations. Failure to properly comply with the instructions provided in this instructions manual may result in the issuance of a citation from the

Housing Office to the resident. More information can be found in Appendix C of this instructions manual.

e. Occupants are prohibited from being on the roofs of any quarters

6. Electrical Service

a. General. Electrical power coming into the house passes through a circuit-breaker box before connection to any electrical receptacle. Area Managers will ensure that residents know where their circuit-breaker box is located. Residents should ensure that the circuit breaker door is closed properly. Questions about electrical service should be addressed to the respective Area Manager at 760-830-6611.

b. Electrical Service Interruptions. When MCAGCC electric lines become overloaded, possibly due to excessive use of appliances, etc., the electricity may "kick" off. If this happens, except during a scheduled power outage or storm condition, trip the circuit breaker in the panel box to re-energize the line. When electricity seems to be shorting out or there are any other circumstances that appear hazardous, contact LMH at 760-368-4500 immediately. Residents are cautioned not to overload lines with excessive household appliances. Utilization of long extension cords, with multiple receptacle plugs, is a fire hazard and should be avoided.

7. Telephone Service. Telephone service may be obtained through the local telephone company. Installation of additional and or the relocation of phone outlets must have prior approval from LMH. The cost for the above work will be at the resident's expense. Residents are not required to pay the monthly internal maintenance service fee charged by most telephone companies. The Housing Office is responsible for maintaining wires inside the home. Exterior lines are the responsibility of the local telephone company.

8. Cable TV Satellite dish and CB Antennas. Cable TV is available to residents by a commercial firm. Contact the local cable company for information, installation, and payment. A written request must be submitted to LMH prior to installation of small satellite dishes. They will not be attached to the housing unit. Forms for installation of satellite dishes are available at the Housing Office. The installation of CB, TV and HAM radio antennas in housing areas is prohibited.

9. Garbage and Trash Collection

a. Refuse and recycling collection are scheduled as follows:

Housing Area	Monday	Tuesday	Wednesday	Thursday	Friday
Adobe Flats		X			
Condor Terrace			X		
Desert View Terrace			X		
Fairway Heights				X	
Joshua Heights			X		
Marine Palms			X	X	
Mobile Home Park		X			
Ocotillo Heights				X	
Shadow Mountain			X		
Sunflower Terrace			X		
Vista Del Sol			X		X

Copper Canyon				X	
Trash and Recycle	X				

b. If the normal collection day falls on a holiday, collection will usually be made on the following day. Trash containers should be put out for collection by 0700 on the day of collection and removed by 1800 of the same day. Reports of non-collection or any questions may be directed to LMH at 760-830-6611.

c. Each unit is issued one 64-gallon trash container. Residents should maintain their trash container in a clean and sanitary condition and frequently spray the container with insecticide or scour with disinfectant. Residents are cautioned to keep the lid closed on their trash container.

d. To ensure an orderly and timely pickup, residents should comply with the following procedures:

(1) Place garbage container and additional boxes, bags, and bulky articles within 5 feet of the street curb. Vista del Sol residents can place large items in any of the 6 dumpsters, which are emptied daily.

(2) Tie tree and shrub trimmings in small, manageable bundles no greater than 4 feet in length. For the Combat Center residents, Christmas trees placed within 5 feet of the street curb will be picked up during a specified period following the holiday. Vista del Sol residents should place their trees next to any of the 6 dumpsters.

(3) Use additional boxes or plastic bags if necessary for items other than garbage. Sealed heavy-duty plastic bags may be used for leaves, dry grass, or trash. Under no conditions will paper bags be used for trash bags.

e. Garbage refuse and trash for collection and disposal may not include recyclable residential type kitchen waste, paper, rags, cloth, crates, worn out household articles, and other material discarded by the residents. Bulky and weighty materials including, but not limited to, sofas, bedsprings, mattresses, freezers, refrigerators, concrete blocks, lumber, and pipe will be removed with the regularly scheduled weekly pickup. Materials such as acids, oils, flammable liquids, explosives, tires, automobile batteries, and dead animals will not be included. The occupant is responsible for properly disposing of these items. Recycling information can be found in Appendix K.

f. Do not park vehicles in front of trash containers on pick up days.

10. Recycling Program

a. In an effort to make the MAGTFTC, MCAGCC Curbside Recycling Program more efficient and convenient, a container has been provided to each resident of Family Housing. The recycling container is government property and must remain with the quarters when the resident vacates. The container is the responsibility of the occupant. In case of loss, damage or theft, the occupant will be required to reimburse the government. Current replacement cost is \$100.00 per container. Containers can be purchased at the Recycling Center, building 1059.

b. Information specific to recycling aboard MAGTFTC, MCAGCC is provided in Appendix K.

11. Laundry Facilities



a. Washing Machines and Clothes Dryers. Connections are provided in all quarters for installation of washing machines and electric or gas dryers. To ensure proper operation and minimize fire hazards, gas dryers should be installed, connected, and serviced by a certified serviceman. Connecting and servicing of gas dryers cannot and will not be accomplished by the Government.

b. Clotheslines. Clotheslines have been provided in Vista del Sol. In some cases, residents may have to share clotheslines with their neighbor. In no case will residents attach lines to existing structures or trees, move present lines, or install permanent poles.

## 12. Operation and Care of Gas Cooking Ranges

a. Top Burner Care. In order to have proper heat distribution over the complete burner head, residents should keep burner parts clean. Top burner grates, cook tops, and burners are easily lifted out from the stove for convenient cleaning. Residents must ensure that burners are thoroughly dry before replacing them after cleaning. Residents must not use oven cleaner on the outside surface of the oven or allow it to get on the floor, as it will permanently stain. To avoid incurring damage charges, use caution with cleaning products on aluminum or glass parts of the stove. Residents should consider burner covers and stove knob covers to prevent small children from getting burned or turning on the gas without lighting the burner.

b. Residents are not authorized to replace government owned cooking stoves with personally owned stoves.

c. Safety knobs are available for qualifying Exceptional Family Member Program (EFMP) participants.

## 13. Refrigerators

a. Cleaning. Residents should clean the interior of their refrigerator thoroughly at least once a month. While the refrigerator helps slow down food decay, it is not a germ-free environment. Periodic refrigerator cleaning increases the life of food and keeps families healthy. The refrigerator and the freezer compartment should be cleaned with warm water and mild soap solution. Surfaces should be rinsed thoroughly with plain water and wiped dry. Residents should also use this method to clean door gaskets, thin plastic inner walls, interior door surfaces, butter compartments, and vegetable bins.

b. Grills and Coils. Refrigerator grills and coils must be kept clean in order for refrigerators to operate efficiently. Residents should check the bottom grillwork on the refrigerator periodically for lint accumulation. Lint can be removed with a brush or a vacuum cleaner. Keeping the refrigerator free of lint accumulation is especially important with self-defrosting refrigerators.

c. Residents are not authorized to replace government-owned refrigerators with personally owned refrigerators. The Government-furnished refrigerators will not be stored or operated in garages.

14. Dishwashers. Housing units are equipped with automatic dishwashers. The following instructions should be followed:

a. Scrape and rinse dishes prior to loading them in the dishwasher.

- b. Read and follow instructions listed on inside of dishwasher door.
- c. Prior to starting the dishwasher, clear the garbage disposal unit.
- d. Do not turn garbage disposal unit on while the dishwasher is on.
- e. To conserve utilities, wash full loads only.

f. Use only automatic dishwasher detergent in the dishwasher. Regular dish or laundry soap will cause damage to the dishwasher and fail to properly clean dishes.

g. Periodically, rinse the interior of dishwasher with white vinegar. This will cleanse and sanitize the dishwasher.

15. Heating and Cooling Systems. Residents will be charged for damage to thermostats caused by tampering or abuse and damage caused to a/c units when filters are not cleaned or changed. Charges are based on replacement and repair costs.

16. Portable Heating Devices. The use of portable heating units in Family Housing is restricted. Temporary use during emergencies only, and then only upon inspection and approval of a housing representative. Authorization for temporary use of portable heating equipment shall be granted in writing and only for the duration of the emergency outage. Un-authorized use of portable heating equipment could result in loss of base housing privileges and damages resulting from un-authorized use of portable heaters shall be at the expense of the responsible tenant.

17. Garbage Disposals

a. General. The garbage disposal provides a convenient and sanitary method of disposing of food waste. With proper care, the disposal will render years of efficient and dependable service. Improper use, however, will damage the unit and require costly repairs or replacement, which may be chargeable to the resident.

b. The following items should not be put into the disposal:

(1) Metal, glass, crockery, scouring pads, dishcloths, filtered cigarettes, or plastics of any type. Such items will clog the plumbing system and can damage the disposal unit.

(2) Lye or drain-cleaning chemicals.

(3) Meat fats, pea pods, corn husks, corn silk, raw onions, artichoke leaves, and banana peelings, as they tend to clog the plumbing system and the disposal unit.

c. Cold water must be used with the disposal in order to flush the ground food waste through the household piping sewer lines. The use of cold water is necessary since it solidifies fats and grease that would otherwise adhere to the walls of plumbing lines.

d. Once a month put a tray of ice cubes in your disposal, run the disposal, and turn on the water.

18. Hot Water Heaters. Residents should call Lincoln Maintenance Service at 760-368-4500 for any hot water heater related problems or questions.

19. Bathroom Exhaust Fans. Residents should not disconnect the bathroom exhaust fan. The fan was installed to disperse moisture from the room. Accumulation of moisture will cause damage to painted walls and ceilings.

20. Sliding Glass Doors. Some units are equipped with sliding glass doors that open onto a patio. The doors that have been installed are of good quality safety glass; however, they may break. Since such glass doors are almost invisible under some lighting conditions, it is recommended that precautions be taken to avoid possible serious injury. Decals may be affixed to the glass doors during occupancy. However, they must be removed prior to vacating quarters. Residents are advised to install guards on the sliding glass doors and screens to prevent pet caused damages.

21. Blinds, Screens, Screen Doors, and Windows

a. Blinds. Blinds should be cleaned frequently by vacuuming or brushing and washing with a mild detergent and soft cloth. They should be dried immediately with a soft cloth to prevent water spots. Residents should not clean blinds with any type of abrasive cleanser. When raising or lowering the blinds, ensure they are in the open position and apply steady, even pressure to cord, keeping the cord in a vertical position as much as possible. In the event the resident wishes to remove the blinds for the purpose of hanging drapes, it will be the responsibility of the resident to remove the blinds and store them in a safe place. Prior to vacating, the blinds must be cleaned and reinstalled.

b. Screens. Screens may either be vacuumed or dusted with a soft or medium bristle brush. Cleaning the screens will help your cooling system to operate more efficiently during the hot summer months. Bent screen frames are not considered normal wear and tear and must be replaced at the resident's expense.

c. Screen Doors. Screen doors will not be removed. Screens can be cleaned with a soft bristle brush, vacuumed, or washed with a light spray from the garden hose.

d. Windows. Sliding glass windows can be removed for cleaning by sliding the window all the way open, lifting it up from the bottom, and removing it from the bottom of the track. Window locks are available at the Housing Office for installation on second story windows.

22. Shelf Paper. Installation of shelf paper is recommended for protection of cabinet spaces; however, residents must remove shelf paper prior to vacating the unit. Shelf paper with adhesive backing will not be used.

23. Tile and Vinyl Floors

a. General Information. Careful cleaning and periodic waxing will not only extend the life of the floor but also enhance the look. Do not allow excess water to stand on floors. Remove wax periodically. Excess wax accumulation will cause problems when preparing for a final checkout inspection. A rug or mat outside each door helps to keep dirt and ever present sand and grit from being tracked into the house thus preventing excessive scratches on the floor. A daily sweeping with a soft broom or dry dust mop will keep a well-waxed floor clean and attractive for long periods.

b. Cleaning. Residents should use a very diluted solution of mild soap and water. Stubborn stains and heel marks may be removed with ammonia. Floors should be rinsed thoroughly but should not be flooded with water. Water should not be allowed to stand on any floor for extended periods of time. Flammable liquids such as gasoline should never be used to clean floors.

c. Waxing. Floors should be clean and dry before waxing. Residents should apply wax in thin, even coats. Thick films of wax will be soft and gummy underneath, tend to crust and attract dirt. It is much better to apply two thin coats instead of one thick coat of wax. Residents are required to use a water emulsion type liquid wax. Paste and acrylic type waxes are not recommended.

24. Cleaning of Kitchen Cabinets. Residents should take care not to damage the finish of wooden kitchen cabinets. Residents should wipe all cabinets with a cloth dampened with a mild liquid cleaning solution periodically. Excessive use of water will cause warping of the wood. Residents must not use abrasive cleansers, as they will dull the finish.

25. Shower and Tub Enclosure. Residents are encouraged to clean their shower regularly. When cleaning shower stall panels, use a mild soap and a soft cloth. Rinse with water and wipe dry to avoid water spots. Residents must not use abrasive scouring powder on fiberglass tubs.

26. Garages, Carports, and Storage Areas

a. Garages and Carports. Garage doors should remain closed and secured when not in use. Care should be taken in opening and closing doors to avoid damage and ensure continued smooth operation. The moving metal parts of doors and hinges should be lubricated with light oil every six months. Concrete floors will not be painted. Excessive amounts of grease and oil drippings should be removed from garages, driveways, carports, and the street. Use only an approved concrete cleaner and under no circumstances will an acid or acid base cleaner be used.

b. Storage Areas. Storage of materials in garages and carport areas should present a neat appearance. It is important to store items so as to prevent fire hazards. Refrigerators not in use must be stored with doors removed or secured to prevent entry by small children.

c. Storage Sheds In Family Housing. Erection of portable storage sheds, metal or otherwise, is prohibited.

27. Storage

a. Gasoline, paint, and other flammables will be stored in a garage or carport shed, with adequate ventilation, in covered fire safety approved containers. A maximum of one gallon of gasoline may be stored in such a manner if kept in an approved type safety can.

b. Accumulation of lumber, ammo boxes, and trash constitutes a fire hazard and is not permitted in or near any quarters.

c. Outboard boat motors may be stored in utility rooms, garages, or storage bins. The fuel line must be closed; the gas cap and vent screw tightly screwed in, and the gasoline must be drained from the tank.

d. Fire prevention information for housing residents is included in Appendix G.

28. Exterior of Unit

a. Take precaution to avoid water from lawn sprinklers spraying on quarters' exterior walk.

b. Do not drive nails into exterior of quarters for attaching ferns, flower boxes, holiday decorations, or like items. The erection of basketball backboards in the quarters is strictly prohibited. Basketball courts are provided in housing area playgrounds. Swings, tires, or tree houses will not be erected or attached to trees.

29. Fences in Family Housing

a. Area Specific Restrictions. Fences are not allowed in Condor Heights and Vista del Sol. No modification is authorized to the existing fences in Adobe Flats, Desert View Terrace, Fairway Heights, or Sunflower Terrace.

b. Standard. Cyclone or chain link fence, silver or light gray in color, is the standard and only type of fence authorized for installation in housing areas. The chain link will be a minimum gauge of 11, fence posts will be 1-1/2" round metal posts, and the fence will have a top rail also of 1-1/2" round metal tubing. Installation of fences will in no way circumvent or limit a resident's responsibility for maintaining areas outside of the fence line that are normally their responsibility.

c. Guidelines

(1) Residents must submit a Fence Construction Permit, available at the Family Housing Office, prior to purchasing fencing material and constructing a fence.

(2) Fences will be inspected by the LMH upon completion of the installation of the fence. Fences not meeting the guidelines listed below at the inspection must be brought into compliance within 7 days or removed.

(3) Fences will be five feet in height and constructed with chain link fencing and a top rail.

(4) Fences are restricted to the rear of the quarters and must not extend beyond the sides of the housing unit not exceed the resident's area of responsibility.

(5) No fence is to cross a common sidewalk or impede the delivery of mail.

(6) Under no circumstances will a fence be connected or attached directly to the residence.

(7) Care should be taken in placing fence posts to prevent damage to water, sewage, or gas lines. No digging is permitted without checking with housing first. You will be liable for damages caused to any utilities.

(8) Gates are required as an egress point and will be of the same material and design as the fence.

(9) Electrical fence devices of any kind are prohibited.

d. Fences will be removed upon vacating quarters unless specific approval to the contrary is obtained from the Family Housing Office. This requires an agreement by the next occupant to accept responsibility in writing for the fence. Any fence not meeting SOP parameters must be brought into compliance prior to signing agreement. Original occupant will remove fences not in compliance prior to departure. Government owned and installed fences will not be removed.

30. Play Areas

a. In each housing area, there are designated playgrounds that have been established for the area children. Parents are requested to instruct their children to play on playground equipment designed for the age group of their children.

b. Parents are responsible for cleanup of playground areas and for the safety and supervision of their children. Children under the age of 9 are not allowed in the playground area unless a parent or a child, the age of 12 or older, accompanies them. Parents must ensure that their children play in authorized areas only and are reminded they are accountable for their children's actions. Residents who witness children of any age vandalizing a playground or any government equipment should determine who the children are, inform the parents, and provide the information to the Family Housing Office or PMO.

31. Children's Wading and Swimming Pools. Wading pools in housing areas are permitted with the following restrictions:

a. Maximum authorized diameter is eight feet.

b. Maximum authorized depth is two feet.

c. Residents must supervise their children. Children using wading pools must not be left unattended by a parent or adult. The pool must be enclosed by a fence.

d. To prevent accidents and prevent animals from using pools and creating unsanitary conditions, they must have a commercial, properly fitting cover.

e. Pool owners accept legal liability for wading pool accidents.

32. Trampolines. Trampolines in housing areas are permitted with the following restrictions:

a. Trampolines must be enclosed by a fence. This will prevent the use by unsupervised children.

b. Trampolines must have appropriate side nets installed.

c. Children using the trampoline must be supervised by a parent or adult at all times.

d. Trampolines must be anchored to the ground to prevent them from going airborne in a wind or sand storm.

e. Because of the safety concerns associated with the use of trampolines there is no grandfather clause to the rules set forth above. Trampoline owners accept all legal liability for trampoline accidents.

f. Failure to maintain a trampoline within the established guidelines will result in a citation.

### 33. Landscaping and Trees

a. General. Residents are required to maintain and water their yards, inside their own fence on a regular basis as permitted by published watering hours. Residents are encouraged to plant flowers and shrubs. However, since this is a desert area, conservation of water is very important. Due to LMH inspecting yards, residents who plan to be away from their homes for more than 96 hours must arrange to have their lawns mowed and watered.

b. Planting. Before planting anything other than flowers and small shrubs, contact your LMH at 830-6611 to obtain permission. Trees and plants that grow well in the desert normally have water-seeking roots. These roots will eventually lead to water line or sewage problems. The planting of cactus or vegetable gardens is prohibited.

(1) Caution children about damaging plants, and, in particular, not to climb trees, strip off branches, or otherwise damage trees and shrubs. Trees provide shade and enhance living during the heat of the summer. The construction of, or the use of, tree houses is prohibited.

(2) Pruning of trees and bushes inside a fenced yard is a resident responsibility. Shrubs will be pruned to a height of five feet. The LMH Service Contractor will prune trees only when special height equipment is required, or during the care of common areas. Care must be exercised in order to not permanently damage trees or shrubs. Contact your Area Manager at 830-6611 with any question you may have on the care and pruning of trees and shrubs.

(3) Care should be taken to ensure that water is not sprayed on the external walls of your unit when watering plants or grass. The water will soak through and can cause interior and exterior damage. Water should never run more than 30 minutes in one given spot.

(4) Residents are subject to assessment for the replacement cost of lawns, trees, and shrubs that are damaged or die as a result of neglect or mistreatment.

(5) If residents maintain their own yards, they will not wash or rake lawn clippings into the street gutters. Lawn clippings should be placed into a small box or plastic bag for pickup during weekly trash collection.

(6) If residents maintain their own yards, lawns will be edged along sidewalks and driveways, and trimmed along buildings and curbs. Leaves will be raked, bagged, and properly disposed of.

(7) Yards without lawns will be kept weed free. Yards will be raked weekly to preclude erosion around the quarters.

(8) Occupants are responsible for the cleanliness of sidewalks, driveways, and parking area stalls assigned to the unit. This responsibility includes on-street parking areas.

(9) Oleanders are a native, low-water use plants used throughout California. Oleanders have been planted throughout the Combat Center as a wind break, producing hedge and for decoration. The leaves of oleanders are poisonous and parents should educate small children not to eat the leaves.



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APPENDIX A

KEY TELEPHONE NUMBERS

**FAMILY HOUSING OFFICE**

Family Housing Office: 760-830-6611  
Lincoln Military Housing: 760-368-4500  
Ocotillo Housing Office: 760-368-4021  
Vista del Sol Office: 760-361-6158  
Family Housing Maintenance: 888-578-4141

**NAVAL HOSPITAL TWENTYNINE PALMS**

NHTP Information: 830-2372  
Ambulance (24 Hours): 830-3333  
Vista del Sol: 911  
Central Appointments: 830-2286  
Family Clinic: 830-2093  
Pharmacy: 830-6448  
Dental Clinic: 830-7052  
Eye Clinic: 830-2108  
TRICARE: 830-2572

**PROVOST MARSHAL OFFICE (PMO)**

Desk Sergeant: 830-6300  
Provost Marshal: 830-5460  
Vehicle Registration/Pass: 830-6794



MAGTFTC/ MCAGCC LMH FAMILY HOUSING COMPLAINT FORM

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\_\_\_\_\_  
OFFENDER'S NAME

\_\_\_\_\_  
OFFENDER'S ADDRESS

\_\_\_\_\_  
OFFENDER'S HOME PHONE

\_\_\_\_\_  
TYPE OF COMPLAINT (Animal, Loud Music, Etc.)

\_\_\_\_\_  
LOCATION OF OCCURANCE

\_\_\_\_\_  
ANIMAL DESCRIPTION- (Breed, Size, Color, Markings)

COMPLAIN: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CONTINUE ON REVERSE IF NEEDED

I HAVE WITNESSED, AND DO AFFIRM THAT THE COMPLAINT SUBMITTED IS THE WHOLE TRUTH AND NOTHING BUT THE TRUTH. I AGREE TO MEDIATE THIS PROBLEM IF DEEMED NECESSARY.

\_\_\_\_\_  
COMPLAINANT'S NAME

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
PHONE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DATE AND TIME RECEIVED

\_\_\_\_\_  
EMPLOYEE



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## APPENDIX C

### Citations

1. Background. The information in this Appendix applies to residents of Military Family Housing. Residents are expected to care for housing units as a prudent homeowner would care for their own home. This care does not include activities or repairs that require the high-level skills of a contractor or craftsman, but does include prudent maintenance and upkeep. This care also includes the resident properly notifying the maintenance contractor of any problems or repairs their home may require which are beyond the scope of resident care. Residents are responsible for ensuring maintenance and upkeep requirements set forth in Chapter 3 of this instructions manual. When a resident does not maintain their residence in accordance with this instructions manual, and the condition causes damage to the quarters, the resident may be liable for the repair of damages, a citation could be issued.

#### 2. Information

a. Residents should understand the seriousness of policy violations and the impact of these events upon the military family. Sponsors, family, and guests should familiarize themselves with both the Combat Center and housing regulations. The failure of a military sponsor to maintain acceptable behavioral standards by those for whom they are responsible will become the subject of appropriate administrative action.

b. Citations will remain on file during the member's tour of duty regardless of any moves. In situations where probation or eviction of a resident is being considered, past citations including warnings may be used to help make an appropriate recommendation to the MAGTFTC-MCAGCC Housing Review Board and the Commanding General (CG).

3. Repeated Housing Violations. Housing areas are inspected weekly by LMH. A housing unit found in violation of the requirements of this instructions manual will be issued a citation. A resident receiving a citation will normally be given 7 days to correct the violation. However, some may be required to be corrected within a 24 hour period, which will be noted on the citation. Issued citations will be generally handled in the following manner:

a. First Citation. The resident will receive the original citation, and a copy will be maintained at the Housing Office.

b. Second Citation. If a second citation is issued within a six-month period, LMH will generate a Letter of Warning to the resident via their chain of command and a Letter of Concern to the Unit Commander requesting assistance. They will include as enclosures all citations.

c. Third Citation. When a third citation is issued within a six-month period, LMH will generate a Letter of Probation to the resident, via his/her chain of command. The letter will warn the individual that termination will be a consequence of future negative behavior. An entry is made in the Electronic Military Housing (EMH) system.

d. Letter of Termination. Issued to the resident, via his or her chain of command, as a result of action by him or her, or that of a family member or guest. The letter gives 30-days in which the family must move off-base. Appeals may be made to the Housing Review Board within five working days



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APPENDIX D

Sponsorship of Foreign Exchange Students

1. Military families living in government Family Housing aboard the Combat Center or Vista del Sol in Twentynine Palms may sponsor foreign exchange students. However, they must submit their request in writing through the military sponsor's local chain of command to the Assistant Chief of Staff, AC/S G-4 via the AC/S of the Marine Corps Community Services (MCCS).
2. The MCAGCC neither endorses nor supports a particular foreign exchange student organization. The placement of an exchange student with a host family living aboard the MCAGCC or in Family Housing units off the Combat Center is not to be construed as an endorsement or promise of support to any specific organization. Foreign exchange student organizations are not permitted to engage in door-to-door solicitation for host families. Requests for distribution of foreign exchange student literature from certain locations on MCAGCC will be reviewed on a case-by-case basis.
3. The AC/S of MCCS is responsible for approval of auxiliary support such as recreational facility use, limited exchange privileges, and other special requests that involve MCCS activities.
4. The initial point of contact for matters regarding the housing of foreign exchange students is the Family Housing Office.
5. The following information is required with each request:
  - a. Complete identification of the foreign student to include; full name, nationality, age, sex, and current home address.
  - b. The name and address of the sponsoring organization, and the name, address and telephone number of the local representative of that organization.
  - c. Written authorization from the superintendent of the local school district or authorized representative accepting the foreign student for enrollment in the school where he or she will be attending.
  - d. A written and signed statement from the local representative of the sponsoring organization certifying that he or she has conducted an in-home interview with the prospective host family. Also, he or she finds that the host family is capable of meeting the financial, social and emotional demands associated with hosting a foreign exchange student.
  - e. Certification in writing from the sponsoring organization that it complies with the United States Information Agency's (USIA) "Criteria for Exchange-Visitor Teenage Program" regulations and the standards approved by the Council on Standards for International Education Travel (CSIET) for international education travel programs. Copies of these regulations may be obtained from the Family Housing Office. This certification must expressly state that the student will be informed of placement aboard a military base prior to the student's departure from his or her home country.
6. Additionally, in the written request the military sponsor must also address the following:
  - a. Attests that the sponsoring organization has provided the personal and cultural information concerning the student as required by the USIA regulations.

b. The military host has provided a complete explanation of the financial arrangements for support of the student, the insurance program covering the student, and the arrangements for medical treatment should it become necessary.

c. The military host has read and understands the USIA and CSIET regulations and standards and will report to the AC/S, G-4 any violation of those regulations or standards by the foreign exchange sponsoring organization.

d. The military host certifies compliance with prohibition of monetary reimbursement in accordance with established Marine Corps and Department of Defense Orders and instructions. Host families may not accept any form of compensation for providing housing for these students. This prohibition includes even a nominal amount intended to defray increased living expenses.

7. MCAGCC does not adopt or accept responsibility for any foreign exchange student programs. The requirement that organizations be members of CSIET is intended to simplify the decision making process, because CSIET is an established, national organization which has published standards and conducts membership screening and oversight. Other oversight organizations do exist, and an organization's membership is one of those may also be considered in processing these requests. The host family registration requirement is intended to avoid miscommunication and to protect the military families from unknowingly violating the Combat Center regulations or standards of conduct by supporting an unauthorized foreign exchange student organization.



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APPENDIX E

Operating Forces Deployment Instructions

1. In the event of an operating forces deployment there are specific instructions for the commanding officers and the residents of Family Housing.

2. Commanding Officers

a Assign a Staff Noncommissioned Officer (SNCO) or above as a Remain Behind Element (RBE) point of contact to act as a liaison for housing matters.

b Provide the Family Housing Office a roster with RBE points of contact.

c Ensure all paperwork is properly completed and signed prior to submission to the Family Housing Office.

3. Housing Office. The Family Housing Office will forward any requests requiring higher headquarters attention to AC/S, G-4.

4. Military Member

a. Ensure a copy of Power of Attorney (POA) with directions on how to contact military member's family or point of contact is on file at the Family Housing Office. This is required when a person other than the military member is to be placed on the waiting list, accept or reject a housing unit, or vacate housing.

b. Ensure form E-5 is completed when retention of quarters is requested when the sponsor is deployed and dependents are absent from quarters. The following applies:

(1) When the sponsor is serving on deployment causing them to reside away from assigned quarters, and dependents desire to absent themselves from quarters at the same time, the CG may permit retention of quarters for periods not to exceed 20 weeks after completion of the contingency deployment for non-occupancy. This request must be submitted through the service member's chain of command and arrive at the Family Housing Manager's Office 15 days in advance of date requested.

c. Ensure you check in with the Family Housing Office within 45 days after completion of contingency. If this is not possible the following applies: Absence from quarters beyond 20 weeks may be authorized only in cases of extreme hardship, for humanitarian reasons, or where medical reasons are verified. These cases must be of such severity as to present a personal hardship that is more severe than those normally encountered by military personnel and their families in the normal course of military service. This request must be submitted, via Administrative Action (AA) form, through the service member's chain of command and arrive at the Family Housing Manager's Office 15 days in advance of date requested. The AA form must contain the name and phone number of the unit's rear party point of contact, name, address and phone number of a responsible party during the occupant's absence and the address and phone number where the resident can be reached while being absent from quarters. Additionally, the responsible party must be an active duty service member or a spouse of, live aboard the installation, and be familiar with the reference.

d. Ensure forms E-3 and E-4 are completed when visits by family that are not the service member's dependents will exceed 30 days. The following applies:

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Visits by family that are not service members dependents and are requesting to exceed 30 days, must be approved by the Housing Manager. The request must be submitted through the service member's chain of command and must arrive at the Family Housing Manager's Office 15 days in advance of the date requested. Family members found violating this extended visitation policy will be given a 30 day notice to vacate quarters.

e. Provide LMH with a minimum of a 30 day notice of intent to vacate, if applicable. The following applies:

(1) Requests to vacate with less than 30 day notice require a letter from the unit commander explaining the circumstances. Approvals for just cause cases are at the discretion of the Commanding General.

(2) Voluntary termination moves will be at the member's expense. When vacating Government quarters, members indicating a desire to return to base housing will be placed on the appropriate inactive list. Forty-five days before the member is due to return, the member will be reactivated on the appropriate waitlist.

LINCOLN  
MILITARY  
HOUSING

*Every Mission Begins at Home™*

**GUEST REQUEST**

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**This request is valid for up to 30 days.**

If you anticipate that your guest will remain beyond 4 weeks, a written request must be submitted to the 29 Palms District Office. This request must be approved prior to the expiration of this request.

**SERVICE MEMBER'S INFORMATION:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Telephone #: \_\_\_\_\_ Cell #: \_\_\_\_\_

**GUEST INFORMATION:**

Name: \_\_\_\_\_

SS#: \_\_\_\_\_ ID #/TYPE: \_\_\_\_\_

Relationship to Resident: \_\_\_\_\_

Visit Begins: \_\_\_\_\_ Visit Ends: \_\_\_\_\_

Resident's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Lincoln Representative: \_\_\_\_\_ Date: \_\_\_\_\_  
(District Manager or Assistant Manager only)

Government Housing Representative: \_\_\_\_\_ Date: \_\_\_\_\_  
(Director or Supervisor only)

Megan's Law Signed: \_\_\_\_\_ ID Card Copy: \_\_\_\_\_  
(Guest's Initials) (Lincoln Rep. Initials)

No financial consideration may be paid to the Resident or any member of this family by the guest as rental for the occupancy of this unit. Additionally, the Resident is responsible for the actions of his or her guest at all times.

**Registered Sex Offender Policy  
Prohibited Occupancy and Access to Family Housing**

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**Specific Objective:** To comply with prohibited Registered Sex Offender occupancy and access to USMC Family Housing policy stipulated in the following directives:

- A. SECNAV Memo of 07 Oct 2008 -- "Policy for Sex Offender Tracking and Assignment and Access Restrictions within the Department of the Navy"
- B. CMC I&L Policy Letter of 31 Dec 2008 -- "Registered Sex Offenders Prohibited Occupancy and Access to Marine Corps Government-Owned, Leased, or Privatized family Housing"

**Disclosure Statement:** Information provided is for public safety disclosure purposes in accordance with the Sex Offender Registration and Notification Act (SORNA), (P.L. 109-248), and to check names against national/ state sex offender registries.

**Family Housing Applicant Action:**

1. Are you or any member of your family for whom you seek authorized housing under this application a sex offender as defined in the enclosure, or required to register as a sex offender? (circle one)

YES                      NO

**Note: If you answered "Yes", your application will be referred to the Installation Commander and Legal for processing.**

**2. CERTIFICATION OF APPLICANT**

I hereby certify that my response contained herein is true and correct, and I understand that the omission of any material fact may result in denial of my application for housing, or eviction from housing if the omission is discovered after assignment.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_



## EXTENDED ABSENCE

Service Members Name: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_

Address: \_\_\_\_\_

.....

Destination/Leave Address: \_\_\_\_\_

\_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Duration of Absence: \_\_\_\_\_ to \_\_\_\_\_

.....

Caretakers Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

I understand that I may not be absent from my home for more than 20 weeks without written authorization from 29 Palms Military Housing District Office. To do so would be in violation of my lease.

Residents Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Lincoln Representative: \_\_\_\_\_ Date: \_\_\_\_\_



APPENDIX F

Information for Residents of Vista Del Sol

1. Some of the regulations that pertain to residents of Family Housing aboard MAGTFTC, MCAGCC will not apply to the Vista Del Sol housing areas. The most important differences are:

a. Emergency Calls/911. When you dial 911, your call will be received by the City of Victorville who will in turn dispatch the Sheriff, Fire Department or ambulance from the local community.

b. Gas Leaks. Call 911 to report gas leaks to the Twentynine Palms Fire Department.

c. Ambulance Service

(1) Morongo Basin Ambulance provides ambulance coverage for the Twentynine Palms area and can usually respond within five to ten minutes. For dependents, bonafide ambulance requests are part of your Tricare benefits; however, you need to think before you call. Remember that Tricare will only pay its cost share for ambulance funds in a bonafide emergency. This means that you should never use an ambulance for convenience or for transportation. If in doubt, and you feel you have an emergency and need an ambulance, call 911. For further information regarding Tricare benefits and ambulance requests, contact the Health Benefits Advisor at 800-242-6788.

(2) There is no ambulance service provided by the Combat Center for residents at Vista del Sol housing. All ambulance services are provided by Morongo Basin Ambulance, which can be activated by calling 911.

d. Emergency Police Service. For emergencies, call 911. MCAGCC Military Police have jurisdiction only of military members in the Vista Del Sol housing and will respond to all calls. The civilian law enforcement will respond to any 911 calls. However, 911 should be used only in the case of an emergency. Dependents, who are involved in illegal activities, will be processed by civilian law enforcement agencies. These civilian agencies will not hesitate to place personnel who have committed serious offenses or who are uncooperative in jail.

e. Non-emergency Assistance. For non-emergency assistance, call civilian law enforcement at 760-367-9544.

2. Calling for assistance from 911

a. What Happens When a Resident Requests Emergency Medical Service on 911? 911 should only be used when a true emergency exists, Police, Fire, or Medical. Identify your call as a FIRE or POLICE emergency. In many areas, the dispatcher will electronically receive the address and telephone number of the caller. However, if you are not sure if the emergency system in your area captures that information, tell the dispatcher your address and phone number. The dispatcher must verify the accuracy of all telephone numbers and addresses.

b. Critical Information the Dispatcher "Needs" To Know:

(1) What is the emergency? State the problem.

(2) Where is the emergency? Give the address; include building number, apartment number, nearest cross street.

(3) Who needs help? Give ages and number of people.

(4) Are they conscious? Yes or no.

(5) Are they breathing? Yes or no.

c. Wait For The Fire Department To Hang Up Before You Do.

(1) Remain calm and give direct answers to the questions asked. Speak slowly and clearly. You will be asked additional questions so the dispatcher can send the right type of help. All questions are important.

(2) The dispatcher may also provide you with critical pre-arrival instructions, such as Cardiopulmonary Resuscitation (CPR), etc.

(3) Understanding what happens when a 911 call is placed will help the system run more efficiently and will bring you the emergency service you need in the shortest possible time.

d. How You Can Help Before The Fire Department Arrives:

(1) Assure the patient that help is on the way.

(2) Keep the phone line clear after the 911 call is made.

(3) Direct someone to wait out front to meet the Emergency vehicles and to lead the way.

(4) Wave flashlight or turn on flashers of a car or porch light if dark.

(5) Secure pets, especially dogs, in a separate area.

(6) Gather or make a list of medications that the patient is using and give to emergency personnel.



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APPENDIX G

Fire Prevention Information

1. A Residents shall comply with MAGTFTC, MCAGCC Fire Regulations found in reference (j).
2. Helpful Don'ts. The following rules will help to prevent fires that could very well destroy a life or a lifetime of savings:
  - a. Don't use inferior or frayed electrical extension cords.
  - b. Don't tamper with electrical fuses in the circuit breaker box; call the Maintenance Service Desk at 830-6528.
  - c. Don't dry clothes near ranges, heaters, water heater, or any open flames.
  - d. Don't use cleaning fluids, spot removers, or other solvents unless they are labeled nonflammable.
  - e. Don't use gasoline for cleaning purposes.
  - f. Don't use oversize light bulbs in light fixtures. Most light fixtures are designed for a maximum of 60 watt or multiples of 60-watt bulbs. Use of larger wattage light bulbs could cause damage to the fixture or cause fire. Do not use spotlights in carports or garages.
  - g. Don't smoke in bed.
  - h. Don't use portable heaters for non-emergency heating.
3. Residents shall comply with MCAGCC Fire Regulations.



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### APPENDIX H

#### Earthquake Information

1. General. Earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or loss of life from an earthquake.

#### 2. Earthquake Preparation

- a. Fasten shelves securely to walls.
- b. Place large or heavy objects on lower shelves.
- c. Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches.
- d. Hang heavy items such as pictures and mirrors away from beds, couches, and anywhere people sit.
- e. Brace overhead light fixtures.
- f. Secure a water heater by strapping it to a wall with studs.
- g. Store weed killers, pesticides, and flammable products securely in closed cabinets that latch and on bottom shelves.

#### 3. Identify Safe Places and Actions to be taken

- a. Under sturdy furniture such as a heavy desk or table.
- b. Against an inside wall.
- c. Away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over.
- d. Locate safe places outdoors, places in the open, away from buildings, trees, telephone and electrical lines, overpasses, or elevated expressways.
- e. Make sure dependents know how to respond after an earthquake.
- f. Teach dependents how and when to turn off gas, electricity, and water. This should be demonstrated during check in.
- g. Teach children how and when to call 760-830-3333 on base and 911 at Vista del Sol, police, or fire department and which radio station to tune to for emergency information.
- h. Flashlights and extra batteries.
- i. Portable battery operated radio and extra batteries.
- j. First aid kit and manual.
- k. Emergency food and water for three days.
- l. Cash and credit cards.
- m. Sturdy shoes.

4. Develop an Emergency Communications Plan

a. In case dependents are separated from one another during an earthquake, (a real possibility during the day when adults are at work and children are at school), develop a plan for reuniting after the disaster.

b. Ask an out-of-state-relative or friend to serve as the "family contact". After a disaster, it's often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.

5. During an Earthquake If Indoors

a. Stay inside.

b. Take cover under heavy furniture or against an inside wall and hold on.

c. The most dangerous thing to do during the shaking is to try and leave the building because objects can fall on you.

6. During An Earthquake If Outdoors

a. Move into the open, away from buildings, streetlights, and utility lines. Once in the open, stay there until the shaking stops.

b. If you are in a moving vehicle:

(1) Stop quickly and stay in the vehicle.

(2) Move to a clear area away from buildings, trees, overpasses, or utility lines.

(3) Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.

7. Handling Pets After an Earthquake

a. The behavior of pets may change dramatically after an earthquake. Normally quiet and friendly cats and dogs may become aggressive or defensive. Watch animals closely. Leash dogs and place them in a fenced yard.

b. Pets are not allowed into emergency shelters for health and space reasons. Prepare an emergency pen in the home that includes a 3-day supply of dry food and water.

8. After The Earthquake

a. Be prepared for aftershocks. Although they may be smaller than the main shock, aftershocks can cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks or even months after the quake.

b. Help injured or trapped persons. Give first aid when appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.

c. Listen to a battery-operated radio or television for the latest emergency information.

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- d. Remember to help your neighbors who may require special assistance, infants, the elderly, and people with disabilities.
- e. Stay out of damaged buildings. Return home only when authorities say it is safe.
- f. Use the telephone for emergency calls only.
- g. Clean up spilled medicines, bleaches, gasoline or flammable liquids immediately.
- h. Open closet and cupboard doors cautiously.



APPENDIX I

Helpful Hints for Maintenance and Cleaning

1. Carpet Stain Removal

a. Step 1: Scoop up spills and blot excess with a clean white cloth. Don't scrub. Blot from outer edge to center to prevent spreading.

b. Step 2: Apply cold water liberally over stain with a clean white cloth. Rub deep into pile from left to right, then right to left. Blot excess.

c. Step 3: Apply solution of water and a mild detergent (use a detergent that doesn't contain bleach) in the same manner as in step 2. Clean stain to bottom of pile. Blot.

d. Step 4: Reapply cold water as in step 2. Blot deep into pile until carpet is no longer sticky or soapy. Blot moisture thoroughly to prevent bacterial growth.

e. Repeat the last three steps until stain is gone. Finish by placing clean white towel on the stain until moisture is absorbed.

f. Reminders:

(1) The speed in which you clean up the stain depends on the type of stain, how soon you get to it, and proper cleaning procedures.

(2) Stubborn stains may require a liquid or dry powder stain remover.

(3) Some substances may cause permanent staining. These include hair and shoe dye, ink, bleach, plant food, pet droppings, and colored fruit juice.

(4) Negligence and permanent stains to carpets will be considered as damaged by the resident and the resident will be charged for the carpet.

2. Helpful Cleaning Hints

a. De-Solv-It, WD-40, and Goof-Off can be used to remove tape, gum, glue, and crayon marks from floors and walls.

b. A spray type cleaner like Liquid Gold (or other good quality spray cleaner) is good for cleaning wood cabinets. It removes grease from kitchen cabinets.

c. Vinegar is an excellent cleanser for a musty, mildewed refrigerator.

d. Try applying lots of salt to a wine stain on a carpet soon after a spill. The salt absorbs the liquid and prevents staining. Vacuum salt when dried.

e. A product named "Simple Green" is good for cleaning tough stains on ceramic tile in kitchen or bathrooms.

f. Use a pumice stone to remove stains from commodes, porcelain tubs, and sinks. It removes carbon from oven racks.

g. Use a vinegar rinse on ovens and shower tiles to remove unsightly and unsanitary residue.

h. For tough stains on oven or broiler racks, apply "Easy Off" to surface and let stand in garbage bag overnight.

i. To avoid oil stains on your garage floor, place a carpet scrap or piece of cardboard under your vehicle when parked.

j. An excellent product for cleaning walls is "TSP" (tri-sodium phosphate). No need to rinse walls when used properly.

k. To remove stubborn window stickers (car or house), douse a paper towel in rubbing alcohol and place against sticker for 30-45 seconds. Sticker should peel right off.

l. To get bathroom fixtures extra clean, scrub surfaces with toothpaste and an old toothbrush.

m. Hair spray removes unsightly ballpoint ink.

n. A sock on your hand will effectively clean mini-blinds.

o. A few tablespoons of "TANG" in your dishwasher will leave it clean and shiny.

p. Use either kitty litter (without chlorophyll) or sawdust to soak up most surface oil in your garage.

q. Green scratchpads work better dry than wet to remove grease and soap.

r. "Barkeeper's Friend" is a non-abrasive cleanser that removes stubborn stains and rust from many surfaces; cleans stove tops, takes off grease, soap and black marks from walls, doors, tile, tubs, sinks, etc.

s. A car squeegee really saves time doing the windows of your house.

t. Rubbing alcohol cleans unpainted metal, such as burner caps, window tracks, thresholds, aluminum sinks, and fixtures.

u. Note: Before using any cleanser, read the instructions carefully.

### 3. Helpful Maintenance Hints

a. Before you call maintenance for repairs to your quarters, please review the following helpful hints list. By doing some of the simple repairs yourself, you will save MAFTFTC, MCAGCC money that can be utilized for other housing projects.

b. Loose screws on hinges, doors, windows, and fixtures can damage the structure. You can correct the problem with a screwdriver.

c. Freeing of plumbing stoppages. Many plumbing stoppages can be cleared with hand plungers.

d. Garbage Disposals. If your garbage disposal is not working, turn off the switch, unplug the disposal and remove any foreign object that has fallen through the drain of the disposal. Turn on water, press the red button at the bottom of the motor, and turn on the switch. Grease should never be put



in the garbage disposal. Collect grease in a can, jar, or carton and throw it in the trash for collection. If garbage disposal is not running check reset button on either the bottom of the disposal or the side of the disposal.

e. Light Failures. If any light fixture is not working, check the light bulb first. If the bulb is good, check the circuit breaker.

f. Air Conditioning (not evaporative cooling). If your air conditioning unit is not cooling, the condensing unit could be frozen. Turn the unit off for a couple of hours, and then start it again. Do not set your thermostat any lower than 70 degrees.

g. Water on the floor. If you find water on your floor, first check to make sure your sprinklers are not hitting the outside walls.

h. Commode overflow. If you have an overflow, be sure to turn the valve off behind the commode, before calling for assistance.



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APPENDIX J

Solid and Hazardous Waste Notes

HOUSEHOLD RECYCLABLE (Blue Bin)

Number one plastic - CRV plastic (soda/water bottles).

Number two plastic - Milk jugs, water jugs, juice bottles, containers, and aluminum cans.

Steel Cans (must be free of food and beverage).

Paper Products - Computer paper, white ledger paper, shredded paper, newspaper, magazines, and telephone books.

Glass - clear/brown/green (must be free of food and beverage residue).

INDUSTRIAL WASTE

Metal - Wall lockers, folding chairs, AC units, microwaves, refrigerators, etc.

Wood - Chairs, futons, desks, end tables, etc.

Oversized items - Any items which are too large for the dumpster and/or have the potential for reutilization.

*ALL INDUSTRIAL ITEMS MUST BE TAKEN TO BLDG 2085 FOR DISPOSAL*

HAZARDOUS WASTE

Lead acid batteries, used motor oil, light bulbs, televisions, paints, aerosol cans, antifreeze, A/C units (containing Freon), and refrigerators.

*ALL HAZARDOUS MATERIALS MUST BE TAKEN TO BLDG 2095 FOR DISPOSAL*

NON-RECYCLABLE ITEMS

Aluminum foil, pie pans, etc.

Compact Disks

Wax Paper (milk boxes, frozen food cartons)

Plastic Number three (plastic drinking cups, desk organizers)

Ceramic Glass (plates, bowls, cups)

Styrofoam and rubber products (latex gloves)

No heavy items can be placed inside or around the dumpster to include metal, wood, plastic/fiberglass, sandbags, rocks, televisions or green waste.

The area around the trash and recycling dumpsters must remain accessible at all times. Loose or stacked items and cars are prohibited from being parked or placed in front of these containers.

If you have any questions pertaining to solid or hazardous waste please contact the Qualified Recycling Program at 830-5666 or 830-7244.