



CG PSSU PORTSVA INST 11100.1
04 November 2011

PERSONNEL SERVICES AND SUPPORT UNIT PORTSMOUTH INSTRUCTION 11100.1

Subj: CG PSSU PORTSMOUTH UNACCOMPANIED PERSONNEL HOUSING
ORGANIZATION, ASSIGNMENTS, AND REGULATIONS

Ref: (a) Duty Section Organization, Responsibilities and Qualifications, CG BASE PORTSVA
INST M1300.1
(b) Coast Guard Housing Manual, COMDTINST M11101.13 (series)
(c) Possession of Privately-Owned Weapons on Integrated Support Command Portsmouth,
CG ISC PORTSVA INST 8370.2 (series)

1. PURPOSE: To establish policies and procedures for the operation of the Personnel Services Support Unit (PSSU) Portsmouth Unaccompanied Personnel Housing (UPH) facility.
2. ACTION: Division Officers, Supervisors, and Commanding Officers of tenant commands shall ensure that the contents of this instruction are disseminated to their military personnel. Internet release authorized.
3. DIRECTIVES AFFECTED: CG ISC PORTS VA INST 11100.2J is hereby cancelled.
4. MAJOR CHANGES: Clarification and consistency in the UPH guest requirements.
5. DISCUSSION: The PSSU Portsmouth UPH provides limited berthing accommodations for persons permanently or temporarily assigned to the Base Portsmouth Installation, tenant commands, and commands in the local area. It is the command's goal to provide the most pleasant living conditions possible at the PSSU Portsmouth UPH, consistent with safety, security, and cleanliness. These regulations apply to all military personnel residing at the UPH and shall be considered standing orders to be enforced by all personnel.
6. ORGANIZATION
 - a. The Area Housing Officer is designated the UPH Officer and is responsible for the overall administration of the UPH.
 - b. The UPH Manager and assigned staff are responsible for the proper enforcement of UPH rules and regulations, room assignments, furniture replacement, linen and equipment issue, checking personnel in and out, minor repairs, maintenance, and all cleaning not covered by the cleaning contract. The UPH Manager is also responsible for conducting bi-weekly room inspections. Normal working hours for the UPH staff are Monday through Friday from 0700 until relieved by the Base Portsmouth Duty Section at approximately 1530. During the daily relief, the UPH staff and Duty Section will exchange information about expected or completed check-ins/check-outs, equipment status, and other important matters.

- c. The Base Portsmouth Duty Section Leader is responsible for supervising members of the Base Portsmouth Duty Section in performing the duties described in reference (a). After relieving the UPH staff, the Duty Section assumes responsibility for check-ins/check-outs, equipment check-out, responding to emergency maintenance needs, and serving as the main point of contact for UPH residents outside regular working hours.

7. BERTHING ASSIGNMENTS

a. Permanent Party Rooms:

- (1) Occupancy Requirement. Reference (b) requires the UPH to maintain an average occupancy rate of 95% for Permanent Party rooms. Single members and involuntary geographic bachelors (not entitled to dependent travel and household goods shipment), E-6 and below, are eligible for assignment to a Permanent Party room.
- (2) Waiting List. If a room is not available, the UPH Manager will maintain a waiting list of eligible personnel. Names will be entered on the waiting list based on date of receipt of an approved request for berthing. All requests must be approved by the member's command. Members who desire to move back into the UPH after they have been released from the UPH must request a waiver from the UPH Officer via their chain of command, and if approved, will be placed at the bottom of the UPH waiting list. A member assigned to the CGC CHOCK, CGC FRANK DREW, CGC KENNEBEC, CGC SEA HORSE, or CGC SHEARWATER has priority over members assigned to other units due to lack of adequate berthing aboard those cutters, and will be assigned to a TDY room until a Permanent Party room is available.
- (3) Senior Enlisted (E-7 through E-9) and Officer Berthing. PSSU Portsmouth's Permanent Party berthing does not satisfy senior enlisted and officer berthing standards, and members above paygrade E-6 will not be assigned berthing in the UPH.
- (4) Voluntary geographic bachelors. Due to limited room availability, voluntary geographic bachelors are not authorized to reside in the UPH.

- b. TDY Rooms. A limited number of TDY rooms are available. Senior enlisted members (E-7 through E-9) and officers will not normally be given temporary berthing. The UPH Manager may approve TDY berthing for senior enlisted members for a short period on a case-by-case basis if a room would otherwise be vacant. TDY berthing will not be provided for officers except in unusual circumstances. TDY rooms will be assigned in the following order:

- (1) Single crew members of deployed cutters who are temporarily assigned to Base Portsmouth for medical treatment, disciplinary action, pending discharge, and members placed on restriction to the Base Portsmouth installation.
- (2) Single members reporting to a deployed cutter; single members reporting to CGC CHOCK, CGC FRANK DREW, CGC KENNEBEC, CGC SEA HORSE, or CGC SHEARWATER when no Permanent Party rooms are available; and single

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members E-4 and below reporting to a shore command while waiting for a Permanent Party room or looking to find permanent housing on the economy.

- (3) Students, including international students, attending training at local Coast Guard commands such as C3CEN, ESU Portsmouth, or NESU Portsmouth.
 - (4) Crewmembers of cutters undergoing rehabilitation affecting berthing spaces.
 - (5) Reservists performing Inactive Duty for Training (IDT) at a local unit.
 - (6) Voluntary geographic bachelors. Due to limited room availability, voluntary geographic bachelors are not authorized to reside in the UPH.
- c. Duty Rooms. Designated duty rooms are provided for members of the Base Portsmouth and Station Portsmouth duty sections who are not UPH residents and are required to remain onboard during duty nights.
- d. Reservations. All eligible personnel should call the UPH Manager at (757) 638-2498 to request reservations. Reservations should be made as far in advance as possible to allow for planning and to enable maximum use of available rooms. Reservations may also be cancelled by calling the UPH Manager. The UPH Manager may cancel reservations as needed due to unforeseen emergency situations or immediate operational requirements.

8. RESIDENTIAL POLICIES AND INFORMATION

- a. Enclosure (1) details rules and regulations for UPH residents. A copy of these rules and regulations shall be retained within each room at all times. Upon check-in, each new UPH resident shall review and sign enclosure (2), a summary of the UPH regulations, and a copy will be placed in the UPH file. Each resident is responsible for complying with this instruction.
- b. Violation of the Uniform Code of Military Justice or UPH regulations, including damage to UPH property, may result in revocation of UPH privileges in addition to disciplinary or administrative action.
- c. Enclosure (3) is an example of a memo given to residents who fail room inspections and a list of room inspection items. Enclosure (4) provides information on ordering telephone and cable TV service. Telephones and cable TV service are available at the individual resident's expense.

9. RECORDS MANAGEMENT CONSIDERATIONS: This Instruction has been thoroughly reviewed during the directives clearance process, and it has been determined there are no further records scheduling requirements, in accordance with Federal Records Act, 44 U.S.C. 3101 et seq., NARA requirements, and Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This policy does not have any significant or substantial change to existing records management requirements.

10. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS: Environmental considerations were examined in the development of this instruction and have been determined to be not applicable.

11. FORMS/REPORTS: None.

K.W. RICHTER//s//
Commander, U. S. Coast Guard

Encl: (1) UPH Rules and Regulations
(2) UPH Check-In Sheet
(3) Sample UPH Inspection Memorandum
(4) Telephone and Cable TV Ordering Information

Dist: PSSU Lists I, II, III and IV

PSSU PORTSMOUTH UPH RULES AND REGULATIONS
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1. **ALARMS:** All persons shall evacuate the UPH whenever an alarm sounds unless otherwise directed. No person may, without authority, tamper with or disable any smoke detector, fire alarm, or other emergency equipment or operate emergency equipment except in an emergency.
2. **ALCOHOL, DRUGS, AND OTHER CONTROLLED SUBSTANCES**
 - a. Possession of alcoholic beverages (beer, malt liquor, ale, wine, distilled spirits, etc.), including unopened containers, is prohibited in the UPH at all times. A resident who is 21 years of age or over may request a waiver in writing from Commanding Officer, PSSU Portsmouth via the resident's chain of command. Before recommending approval, the resident's Commanding Officer should ensure that the member is counseled regarding responsible alcohol consumption. If the member is assigned to a two-person room, a waiver will be granted only if both residents are 21 or over. If a waiver is granted:
 - i. The resident may possess not more than a 12-pack of beer, a ½-gallon of wine, **or** 1.75 liters of distilled spirits.
 - ii. Alcohol may only be consumed by the resident in his or her own room. Alcohol consumption in community rooms is strictly prohibited at all times.
 - iii. Giving alcohol to another resident or guest is strictly prohibited even if the other resident or guest is also 21 and over.
 - b. All drugs except legal over-the-counter medications and prescription drugs issued by competent medical authority are prohibited. Possession, use, or distribution of any controlled substance (as defined in Article 112a, Uniform Code of Military Justice (UCMJ) (10 U.S.C. 912a)) is a violation of CG Regulations and the UCMJ and is prohibited.
 - c. Possession of any device, contrivance, instrument or paraphernalia used for injecting, ingesting, inhaling, smoking or in any way using a controlled substance is prohibited.
3. **ATTIRE:** Personnel shall be properly clothed when leaving their assigned room. Robes, nightgowns, etc. may not be worn outside berthing rooms.
4. **BICYCLES:** Bicycles may be stored in resident rooms only if they do not interfere with exiting from the room in case of emergency. Bicycles may not be mounted by the use of hardware on bulkheads, etc.
5. **CABLE TELEVISION:** Cable TV service is available in every UPH room. Residents desiring cable service should see enclosure (4) of this instruction.
6. **CHECK-OUT ITEMS:** Recreational equipment, irons, ironing boards, mops, brooms, and vacuum cleaners are available for checkout at the UPH Front Desk. All items must be returned to the front desk within 2 hours. Failure to return equipment on time may result in loss of equipment use privileges.
7. **COMMUNITY ROOMS/LOUNGES:** Community rooms are provided with furniture, recreational gear, and televisions for the enjoyment of UPH residents. Each resident is expected to clean up after use and secure any equipment used. Faulty or inoperative recreational gear should be reported to the UPH Front Desk. Furniture and recreational equipment may not be removed from community rooms for any reason. Community rooms are secured at 2400 and residents' keys will not operate the lock after 2400.

8. **COOKING**: Cooking, with the exception of microwave oven and coffee maker with no heat/warming plate, is prohibited in all rooms.
9. **DISCIPLINE**: Violation of UPH regulations may result in loss of UPH privileges and administrative or disciplinary action. Violations of regulations should be reported to the UPH Front Desk, who will notify the Security Office (ext. 333).
10. **FIRE ALARMS**: Anyone discovering a fire is responsible for immediately sounding the alarm by using one of the alarm boxes in the UPH and notifying the UPH Front Desk. The UPH Front Desk will notify the Security Office (ext. 333). All persons shall evacuate the UPH whenever a fire alarm sounds unless otherwise directed. The UPH staff or duty section will ensure the building is evacuated.
11. **FIRES AND OPEN FLAMES**: Fires or burning of any substance, including but not limited to incense, candles, sparklers, firecrackers, etc. are strictly prohibited in the UPH. Smoking is prohibited in all areas of the UPH.
12. **FOOD**: Food may be kept in UPH rooms only if stored in a sealed insect-proof metal, glass, or plastic container. Foods in paper wrappers or cardboard containers (e.g., cereal, flour) are not considered adequately sealed and should be stored in an insect-proof container. Food items kept in refrigerators shall be checked periodically for spoilage and discarded when no longer edible.
13. **FURNITURE AND OTHER PERSONAL ITEMS**: Necessary furniture is provided in each room. Rooms may be supplemented with personal items, subject to the following restrictions:
 - a. All items must be in good condition.
 - b. All electrical and electronic equipment, including, but not limited to, stereos, computers, fans, and hairdryers, must meet electrical safety standards. The Base Safety Officer and Facilities Engineering Division staff will periodically inspect electrical and electronic equipment.
 - c. Each room is equipped with a refrigerator. Personal refrigerators are not allowed.
 - d. Furniture may not block exits or interfere with fire or emergency evacuation.
 - e. Due to limited storage, government furniture may not be removed to allow for personal furniture.
 - f. Personal items or decorations may not be suspended from the ceiling (e.g., blankets, sheets, air fresheners).
 - g. All personal items must be removed from the room before check-out.
14. **GAMBLING**: All forms of gambling are prohibited.
15. **GUESTS**
 - a. A "guest" includes any non-UPH resident, including a military member, civilian acquaintance, or family member. Guests are permitted only during authorized visiting hours.
 - b. Authorized visiting hours are:

Sunday through Thursday	0800-2200
Friday, Saturday, and holidays	0800-2400
 - c. All guests must report to the UPH front desk and complete the visitor sign in/out log. A sponsor must sign-in each guest in person and remain with the guest for the duration of the visit. If

applicable, get roommate's approval for your guest. Guests not accompanied by a sponsor when they arrive will be required to wait in the main lobby area until the sponsor arrives.

- d. A guest may enter any space (e.g., community rooms) to which the sponsor has access.
 - e. The sponsor will be held responsible for any damage caused by his or her guest(s).
 - f. Guests may visit duty section members during authorized visiting hours while the member is not on watch. Minor children may not be left at the UPH with the duty section member. Duty section members must be available to respond to emergencies at all times.
16. **HEAT AND AIR CONDITIONING**: Thermostats for rooms in the east wing are remotely controlled and are not adjustable. Heat and air conditioning systems should not be turned off. Problems with heat or air conditioning should be reported to the UPH Front Desk.
17. **HOBBIES**: Residents may work on small hobby projects in their rooms. Caution shall be used to avoid damaging government property or the personal property of other residents. Residents may not work on projects that create excessive debris, involve highly combustible or flammable materials, or create hazardous vapors, and such materials may not be stored in the UPH.
18. **INSPECTIONS/HOUSEKEEPING**: The PSSU Portsmouth UPH is a military facility, and all residents are expected to meet military standards. All rooms are subject to random inspection to ensure proper cleanliness, material condition, health, and sanitation.
- a. **Rooms should be maintained in inspection ready condition at all times.** Each room should be clean; clothing, personal items, and food should be properly stowed, beds made, and trash containers emptied.
 - b. Commanding Officers of deployable units are responsible for ensuring UPH residents properly clean their rooms prior to deployment.
 - c. Whenever a room fails inspection, the resident's Executive Officer will be given a copy of Enclosure (3). Commanding Officers are strongly encouraged to document the failure with negative administrative remarks on a Form CG-3307.
 - d. Rooms that fail inspection will be re-inspected within 7 days. Failure of a re-inspection will be counted as an additional inspection failure, and the resident's command will be asked to send a representative to supervise and ensure the room is properly cleaned.
 - e. UPH privileges may be terminated if a member fails three room inspections in a six (6) month period.
19. **LAUNDRY ROOMS**: Laundry facilities are provided for the convenience of UPH residents and are open 24 hours a day, 7 days a week. **Only UPH residents may use UPH laundry facilities unless authorized by the UPH Manager.** Washers and dryers may only be used for personal clothing, uniforms, and linen. Under no circumstances may rugs, oily rags, or non-clothing items be placed in the machines. Individuals using the laundry rooms are responsible for leaving them clean after each use. Dryer filters **MUST** be cleaned after each use. Items left in laundry rooms for more than 24 hours will be considered abandoned and may be disposed of. Duty section members may use the UPH laundry facilities only if they are Permanent Party UPH residents.
20. **LINEN**: Each resident and duty section member will be issued two sheets, one pillowcase, and one blanket at check-in. Additional blankets may be requested. Residents are responsible for laundering issued linens as needed. Residents who provide their own linen are responsible for its cleanliness.

Linen issued to duty section members must be turned in at the end of the duty period and will be sent out for laundering before reissue. Any person who fails to return issued linen in usable condition at check-out will be charged a replacement cost.

21. **LOCKS/KEYS:** An electronic locking system is installed for all resident rooms and community rooms. Each resident is issued an electronic key card that provides access to his or her assigned room and community areas.
 - a. Residents should ensure that keys are properly safeguarded at all times. Keys should never be given or loaned for any reason.
 - b. Doors must never be propped open with the installed deadbolt. Propping the door open with the deadbolt may damage the lock mechanism, and the resident will be charged \$100.00 to replace the lock.
 - c. Residents may not damage, remove, or attempt to disable or bypass any key or lock.
 - d. Permanent Party residents will be assigned a mailbox at the UPH, and will be issued a key. A \$2.00 replacement fee will be charged for each lost or damaged key. Mail will not be forwarded during deployments.

22. **MAIL:** Permanent Party residents will be assigned a mailbox and mail will be placed in the mailbox. Mail delivered to the UPH will not be forwarded while a resident is deployed, so residents assigned to deployable units may desire to have mail addressed to their unit instead of to the UPH. Mail received for TDY residents will be delivered to the room. A U.S. Postal Service drop box is located in the Information Room located near the main entrance of the UPH for outgoing mail. Personal mail may be addressed to:

Your Name
UPH, Bldg # 18, Room #(_____)
4000 Coast Guard Blvd.
Portsmouth, VA 23703

23. **NOISE:** All residents should be considerate of other residents and keep noise to a minimum. Residents should also keep in mind that other residents may have duty or watch schedules that require them to report for duty early in the morning or sleep during the day. Volume should be set on stereos, radios, and televisions so that they can not be heard from an adjoining room or hallway. Complaints of excessive noise should be made to the UPH Front Desk. A resident may be directed to remove any sound-producing equipment that results in multiple complaints.

24. **PETS:** Birds, small mammals, reptiles, spiders, or insects of any kind may not be kept in any UPH room. With the UPH Manager's approval, a Permanent Party resident may keep tropical fish in an aquarium of not more than 10 gallons. The resident is responsible for proper cleaning and maintenance of the aquarium.

25. **PICTURES/POSTERS:** Residents may decorate their rooms with pictures, posters, or other graphics. Sexually explicit pictures or posters or materials promoting hate groups may not be displayed. Residents may not use nails or any hardware that will cause holes or other damage to walls to hang pictures.

26. **PORTABLE HEATERS, AIR CONDITIONERS, AND FANS:** Portable heaters and air conditioners are prohibited. Fans are allowed if approved by the Facilities Engineering Division prior to use. Problems with heat or air conditioning should be reported to the UPH Front Desk.
27. **ROLLERBLADES/ATHLETIC SHOES:** To avoid damage to floors, rollerblades, rollerskates, and any type of athletic shoes with cleats may not worn in the UPH and must be removed before entering the building.
28. **ROOM CHANGES:** Room changes may only be made with prior approval from the UPH Manager.
29. **SEABAG LOCKERS:** Each Permanent Party resident will be assigned a seabag locker for storage of seabags and other large personal items. The resident must label the locker and provide a lock. TDY residents will be allowed to use a seabag locker on request, subject to availability. Locks may be cut and personal items disposed of from any locker that is not properly labeled with the resident's name.
30. **SECURITY:** Security is every resident's responsibility. Security cameras are installed in hallways and common areas. Tampering with security cameras is strictly prohibited. Each resident is responsible for the security of his or her own belongings. Doors should be closed and locked at all times. Each door is equipped with a peephole. Lockers should be kept locked at all times when the assigned person is not in the immediate vicinity of the locker. Residents should report any persons out of place immediately to the UPH Front Desk.
31. **SMOKING:** Use of any tobacco product, including cigarettes, cigars, dip or snuff, is prohibited inside all areas of the UPH. Authorized smoking areas are located outside the UPH building at the rear first floor exit of the west wing.
32. **SUGGESTIONS:** The UPH Manager encourages and solicits suggestions pertaining to any item related to the UPH. All suggestions will be routed to the UPH Manager.
33. **TELEPHONES**
 - a. All rooms are wired for telephone service. Phone service may be obtained at the resident's expense by contacting the provider at the phone number listed in enclosure (4).
 - b. Do not use the UPH front desk telephone number as a personal phone number. This number is for official business and should only be given to your command or family to be used in an emergency.
34. **TRANSMITTING DEVICES:** The use of two-way radios or transmitters other than cellular and cordless telephones is prohibited. Antennas may not be mounted inside or outside the UPH.
35. **VENDING MACHINES:** Vending machines are located throughout the UPH. The attempted use of slugs, foreign coins or otherwise tampering with these machines is prohibited. Problems with vending machines should be reported to the Coast Guard Exchange. Refund information is posted on each vending machine.

36. **VIDEO EQUIPMENT IN UPH LOUNGES**

- a. DVD equipment is provided for use by UPH residents. Equipment may not be removed from community rooms for any reason. DVD use is on a “first come, first view” basis. Persons using the lounge are responsible for deciding what they will watch. The Base Portsmouth DUTY SECTION LEADER will resolve any disputes.
- b. X-rated or pornographic movies are not permitted at any time.
- c. DVD equipment may not be used to record movies or programs from the TV or to duplicate any copyrighted materials.

37. **VIDEO GAME EQUIPMENT**: Televisions in lounges may only be used to view television programs and VCR/DVD movies. **Video game equipment (Playstation, X-Box, etc.) may not be connected to any television in the TV lounges.**

38. **WAITING LISTS**: The UPH manager maintains waiting lists for rooms in the UPH, Unaccompanied Personnel Leased Housing, and for members requesting to be released from the UPH to live on the economy and receive BAH if eligible. Special request chits for UPH and UPLH rooms and BAH must be approved by the resident’s parent command and forwarded to the UPH Manager.

39. **WAKE-UPS**: Alarm clocks are provided in each TDY and Duty rooms. Permanent Party residents are responsible for providing their own alarm clocks.

40. **WEAPONS**: Reference (c) prohibits possession of any firearm, including any “blank” or starter pistol; BB or pellet gun; knife with a blade longer than 5 inches or a switchblade; explosive, incendiary or pyrotechnic device; stun gun; pepper spray or other chemical irritant; sword other than for military ceremonial purposes; spear or lance; bow and arrow; martial arts implements such as a nunchuk or throwing star; or any other item designed to cause bodily injury or property damage. Possession of ammunition is also prohibited in the UPH. UPH residents may request permission to store privately owned weapons and ammunition at the Armory located on Base Portsmouth.

41. **WINDOWS**: To conserve energy and avoid interference with heat and air conditioning systems, windows should remain closed. Opening windows will also cause excessive humidity levels.

PSSU PORTSMOUTH UPH RULES AND REGULATIONS

- ___ 1. ALL ROOMS ARE SUBJECT TO RANDOM INSPECTION TO ENSURE PROPER CLEANLINESS, MATERIAL CONDITION, HEALTH, AND SANITATION. **ROOMS MUST BE MAINTAINED IN INSPECTION READY CONDITION AT ALL TIMES.**
- ___ 2. RECREATIONAL EQUIPMENT, IRONS, IRONING BOARDS, MOPS, BROOMS, AND VACUUM CLEANERS MAY BE CHECKED OUT AT THE UPH FRONT DESK. ALL ITEMS MUST BE RETURNED WITHIN 2 HOURS.
- ___ 3. POSSESSION OF ALCOHOL IS PROHIBITED IN THE UPH – WAIVERS MAY BE GRANTED FOR THOSE 21 AND OLDER.
- ___ 4. USE OF TOBACCO PRODUCTS, INCLUDING CIGARETTES, SNUFF, OR DIP, IS PROHIBITED IN THE UPH. SMOKING IS ALLOWED ONLY IN THE DESIGNATED SMOKING AREA OUTSIDE THE REAR EXIT ON FIRST FLOOR OF THE WEST WING.
- ___ 5. CANDLES, INCENSE, AND OPEN FLAMES OF ANY TYPE ARE PROHIBITED IN THE UPH. TAMPERING WITH SMOKE DETECTORS IS STRICTLY PROHIBITED.
- ___ 6. FIREARMS, AMMUNITION, AND DANGEROUS WEAPONS ARE PROHIBITED IN THE UPH.
- ___ 7. GUESTS ARE PERMITTED ONLY DURING VISITING HOURS. GUESTS MUST BE SIGNED-IN AT THE FRONT DESK AND ACCOMPANIED BY A RESIDENT AT ALL TIMES.
- ___ 8. FOOD MUST BE REFRIGERATED OR STORED IN AIRTIGHT, INSECT-PROOF CONTAINERS.
- ___ 9. WINDOWS SHOULD REMAIN CLOSED AT ALL TIMES.
- ___ 10. TV LOUNGES, LAUNDRY FACILITIES, AND OTHER COMMUNITY ROOMS ARE PROVIDED FOR UPH RESIDENT USE. EACH RESIDENT IS RESPONSIBLE FOR CLEANING AFTER USE AND SECURING ANY EQUIPMENT. ITEMS LEFT FOR MORE THAN 24 HOURS WILL BE CONSIDERED ABANDONED AND DISPOSED OF IMMEDIATELY.
- ___ 11. LINEN MUST TURNED IN AT CHECK-OUT IN USABLE CONDITION OR A REPLACEMENT FEE WILL BE CHARGED.
- ___ 12. RESIDENTS WILL BE HELD RESPONSIBLE FOR ANY LOST OR DAMAGED ROOM ITEMS.
- ___ 13. ALL PERSONAL ITEMS MUST BE REMOVED FROM THE ROOM BEFORE CHECK-OUT, OR THEY WILL BE DISPOSED OF IMMEDIATELY.

REPORT URGENT PROBLEMS TO THE UPH FRONT DESK, DUTY SECTION LEADER OR OOD. NON-EMERGENCY DISCREPANCIES SHOULD BE REPORTED TO THE UPH STAFF DURING NORMAL WORKING HOURS, 0730-1530, MONDAY THROUGH FRIDAY.

I HAVE READ THE ABOVE AND ACKNOWLEDGE THAT THIS IS A SUMMARY OF UPH RULES AND REGULATIONS. I UNDERSTAND THAT A COPY OF CG PSSU PORTSVA INST 11100.1(SERIES) IS IN EACH ROOM AND THAT I AM RESPONSIBLE FOR COMPLYING WITH ALL RULES AND REGULATIONS.

SIGNATURE: _____ DATE: _____ ROOM #: _____

**U.S. Department of
Homeland Security**
**United States
Coast Guard**



Commanding Officer
United States Coast Guard
Personnel Services and Support Unit
Portsmouth

4000 Coast Guard Blvd.
Portsmouth, VA. 23703-2199
Staff Symbol: ch
Phone: (757) 638-2498
Fax: (757) 483-8670
Email: Brenda.m.gentry@uscg.mil

11103
DD MTH YEAR

MEMORANDUM

From: Brenda M. Gentry
CG PSSU Portsmouth (ch)

To: Member's Name

Subj: UNACCOMPANIED PERSONNEL HOUSING (UPH) ROOM INSPECTION

Ref: (a) PSSU Portsmouth Unaccompanied Personnel Housing Organization, Assignment and Regulations, CG PSSU PORTSVA INST 11100.1(series)

1. In accordance with reference (a), your UPH room failed inspection on DD MTH YR. The following discrepancies were found:

- Trash not emptied
- Dirt on carpet
- Excessive dust
- Rack not made
- Loose Gear/Dirty Laundry
- Ceiling Vent dirty
- Microwave/Refrigerator not clean
- Open Food Container(s)/Odor in room
- Toilet not clean
- Shower (tub)/Curtain not clean
- Sink(s) not clean
- Mirror(s) not clean
- Head Floor dirty
- Head Stall Divider dirty
- Other: _____

2. You are required to correct these discrepancies immediately. Your room will be re-inspected within 7 days. Failure of a re-inspection will be counted as an additional inspection failure, and your command will be asked to send a representative to supervise and ensure your room is properly cleaned.

3. This is your (first)(second) failure. Failure of three room inspections in a six (6) month period may result in loss of UPH privileges.

4. A copy of this memo will be provided to your command.

#

Copy: Member's Command
File

To Order Telephone Service

1. Telephone service is available from Verizon. The UPH resident is responsible for arranging and paying for telephone service. To order telephone service, call (757)954-6222 or go on line to <https://www22.verizon.com/ForYourHome/NewConnect/OrderWelcomeSignin.aspx>. Use the following address:

USCG Personnel Services and Support Unit
UPH, Bldg # 18, Room #(____)
4000 Coast Guard Blvd.
Portsmouth, VA 23703

Please remember to give Verizon your correct mailing address so that bills are properly delivered, especially if you are assigned to a cutter. Mail received at the UPH will not be forwarded while underway.

2. Telephone connections must be made at the demarcation point at Electronics Support Detachment (ESD) Portsmouth. Telephone company personnel must arrive at ESD Portsmouth between the hours of 0730-1600, Monday through Friday, to ensure access to the demarcation point. **You must notify ESD Portsmouth and Base Portsmouth Security when the telephone company appointment is scheduled and be available to escort the telephone installer.** You must tell Verizon to **SEND A TECHNICIAN TO LABEL THE TELEPHONE LINE AT THE DEMARCATION POINT AT ESD PORTSMOUTH!!** If Verizon does not label the line, ESD Portsmouth will not be able to connect it to your room. After the line is labeled, ESD Portsmouth telephone technicians will connect it to your room as soon as possible.

3. Contact the ESD Portsmouth telephone shop at EXT 8457, selection 1 if you have questions about telephone service.

4. Notify the ESD Portsmouth telephone shop when you cancel telephone service so that phone lines for your number can be disconnected.

To Order Cable TV Service

1. Cable TV service is available from Cox Communications. The UPH resident is responsible for arranging and paying for cable TV service. To order service, call (757)497-2011 or go on line to <https://secure.cox.com/Service/Offers/selectlocation.aspx>. Use the UPH address provided above and your room number. Please remember to give Cox Communications your correct mailing address so that bills are properly delivered, especially if you are assigned to a cutter. Mail received at the UPH will not be forwarded while underway.

2. **You must be present to escort the technician during installation and when service is disconnected.** The UPH Staff may not handle monies or sign for equipment on your behalf.