

PERSONNEL SERVICES AND SUPPORT UNIT
CLEVELAND, OHIO



GOVERNMENT
OWNED AND LEASED
HOUSING
RESIDENT OCCUPANCY
HANDBOOK

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INTRODUCTION

Welcome to your new home and to the Ninth Coast Guard District. We are glad you are here and hope your tour will be a rewarding experience.

We have created this Resident Occupancy Handbook to assist you in understanding your role and responsibilities as a tenant. Coast Guard owned and leased housing is a partnership between the Coast Guard and you, the resident and the lessor of a lease, sharing in the responsibility for the care, maintenance, and utility conservation within assigned housing.

This Resident Occupancy Handbook is applicable to all housing residents (accompanied and unaccompanied), outlining important processes and procedures. It is an addendum to your Tenant Occupancy Agreement and is a binding document for all residents. Please take the time to review this instruction.

Whether your tour is measured in months or years, your cooperation and interest will help to assure that your stay is pleasant. Please do not hesitate to contact my Area Housing Officer, Mr. David Bolanz at (216) 902-6291.

Sincerely,

JEAN A. PASCHAL, LT, USCG
Area Housing Authority

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CHAPTER 1. HOUSING ADMINISTRATION

A. Administration.

1. Eligibility for Family Housing. Generally, residents will be assigned to homes designated for their pay grade and by the minimum bedroom requirements based on family size. Assignment priority is based on control date except for residents enrolled in the Coast Guard Special Needs Program, requiring special housing arrangements as determined by the Dependent Resource Coordinator at the servicing Health, Safety and Work-Life Field Office Cleveland. Assignment precedence, procedures, and policies are set forth in the Coast Guard Housing Manual, COMDTINST M11101.13 (series).
2. Control Date. Within the continental United States, the control date is the date Housing Offices received the application. If the Housing Office receives it more than 35 days before the applicant's estimated arrival date, the control date is the 35th day before the estimated arrival date.
3. Waiting Lists. A waiting list shall be maintained for each unit size and made available during office hours for prospective residents to inspect. This procedure avoids misunderstandings and makes all residents fully aware of their progress toward the top of the list. Waiting lists shall be continuously updated and posted weekly by the Housing Office.
4. Assignment to Housing. At the time of assignment, the resident will complete a check-in inspection with a representative of the Housing Office and if a lease, the lessor also. The Housing Representative will give a brief home orientation as well as note any items that have existing wear and tear so as to not charge the resident upon move-out. At move-out, the check-in inspection is compared with current conditions in order to determine if any applicable charges need to be assessed. Any comments concerning exceptions to the condition of the unit should be noted in writing within 10 days to the Housing Office. This provides the opportunity to note any discrepancies not noted at the time of check-in, (e.g. electrical outlets not working).
5. Move-In Process.
 - a. Household Goods (HHG's). The local Transportation Office will provide information and make arrangements to have household goods moved to the new residence.
 - b. Packing Material. It is the resident's responsibility to ensure that all packing material is disposed of properly. It is recommended that the moving company take the packing materials from the premises before they depart. The Housing Office may be contacted with any questions regarding disposal of additional packing material left behind by the movers.

- c. Damage to Residence. If damage occurs to the residence during the movement of household goods, it is the resident's responsibility to immediately notify the Housing Office and the servicing Transportation Office. The resident will be held responsible for damages not reported.
6. Change in Status of Occupancy. Each resident is required to immediately notify the Housing Office of any change in status affecting eligibility for occupancy of government housing to include:
 - a. Separation from active duty, including terminal leave.
 - b. Change in rank/rate.
 - c. Transfer to another unit or command for duty. Residents are required to give a written notice to the Housing Office at least 45 days prior to departure. The Notice of Intent to Vacate Government Quarters (PSSU CLEVELAND-009) may be obtained from the Housing Office.
 - d. Family separation or divorce.
 - e. Change in bedroom requirements. If the change in bedroom requirements increases, the Housing Office will attempt to accommodate the additional need. This move will be at no cost to the government.
 - f. Extended absence from the quarters. Residents shall notify the Housing Office whenever their home will be unoccupied for more than 96 hours. Notification is intended to provide contact information in case of an emergency that may be a threat to life or property. The resident is required to arrange for adequate care of the residence to include lawn maintenance, collection of mail, removal of newspapers, etc. Pets may not be left unattended during periods of absence. Should an emergency arise during an absence of the resident, housing personnel will enter to ensure the integrity and safety of the housing unit. Written notice of such entry will be left in a conspicuous location.
7. Liability for Damage or Loss. The resident will be held responsible for loss or damage to housing from acts of intentional or unintentional abuse or negligence by the resident, their guests, or pets. This will require the sponsor to repair or replace the property or voluntarily repay the Coast Guard's costs for property restoration. The Housing Office, as a last resort, may check the sponsor's pay involuntarily for restoration costs, if the member will not voluntarily comply. This also includes any costs for cleaning necessitated by a failure to clean the assigned residence satisfactorily upon terminating assignment.
8. Renters Insurance/Liability Coverage. Residents who desire to protect themselves and their property against loss, damage, or liability while assigned to

government housing are **strongly encouraged** to consult with an insurance agent and obtain appropriate coverage for fire, theft, liability, and other perils. Renter's insurance covers your liability for damage to the dwelling and loss or damage to personal property in situations where the government is not liable, including cases of theft or vandalism. Residents are required to sign the Insurance Facts for Residents Form (PSSU Cleveland-012) explaining the importance of renters insurance. Generally, except under special circumstances, the U.S. Government and/or the U.S. Coast Guard is not legally responsible for loss to the resident's personal property, possessions, or personal liability, and will not cover such losses or damages.

9. Boarders and Subletting. Assigned housing is to be used only as a private residence. Subletting or collecting payment for rent for any portion of the home is prohibited. Conducting such practices will result in eviction. The only exceptions to the above policy are those permitted for the following situations:

a. Foster Children. The Coast Guard has no objections to housing foster children, as long as the living conditions (including cleanliness) which result are within reason. However, a foster child does not qualify as a dependent and will not be considered when assigning family owned or leased housing.

b. Live-in Dependent Care/Housekeeper. Personnel assigned to government-owned family housing may have a non-dependent reside in the residence for the purpose of providing bona fide care for the resident's dependents. This option is available only if, because of designation or excess inventory, a resident is assigned to a home that exceeds the minimum bedroom requirements. No more than one non-dependent may reside in the home for this purpose and the caregiver cannot provide care for anyone other than the resident's dependents. The caregiver does not count toward the resident's minimum bedroom requirement. Residents may not receive rent or other compensation from the caregiver. Authorization for a live-in dependent caregiver or housekeeper must be requested in writing to the Area Housing Officer via the sponsor's Commanding Officer and the Local Housing Officer or Representative.

c. Other Exceptions. Other exceptions will be considered, but must be submitted in writing to the Area Housing Officer via the sponsor's Commanding Officer. The letter must provide specific reasons or justifications for the exception and fully explain why special consideration should be considered.

10. Loss of Eligibility for Government Quarters.

a. Permanent Change of Station (PCS) Orders. If the sponsor's new command is outside the local commuting area, housing must be vacated on or before

the date of departure. The Area Housing Officer may be contacted to determine eligibility to remain in housing.

- b. Discharge or Retirement. Eligibility for housing expires on the date of discharge or retirement, and the residence must be vacated on or before that date.
- c. Family member no longer resides with sponsor. The sponsor is responsible for notifying the Housing Office when a family member no longer resides in the home for any reason including voluntary or legal separation, divorce or court order. In the case where the sponsor no longer resides in the quarters for any reason, the quarters must be vacated within 30 days.
- d. Unauthorized Absence. Dependents may remain in owned or leased housing up to 60 days from the date the sponsor is placed in a UA status.
- e. Misconduct. Failure to follow regulations by the sponsor, family member(s) and/or guest(s) can result in the loss of your housing privilege. This includes behavior which is destructive to morale, disturbs peace and harmony of the neighborhood; threatening to other residents or their property and any behavior not considered in the best interest of the Coast Guard.
- f. Eviction. Eviction may be necessary when conditions for termination of occupancy exist and the residence is not vacated. Justification for this action will be recommended by the Local Housing Officer and approved by the Area Housing Officer.

11. Occupancy.

- a. Minimum Time Requirement. Assignment to family housing will be for a minimum of twelve months. Members requesting government housing must have at least one year left on the current tour of duty in order to be eligible for assignment. This does not apply to unaccompanied personnel.
- b. Extension in Quarters. Extensions in quarters may be made under certain conditions in accordance with the U.S. Coast Guard Housing Manual (COMDTINST M11101.13 (series)). Residents authorized to remain in quarters after their separation or retirement date are required to pay rent at an amount equivalent to the Basic Allowance for Housing (BAH) normally forfeited for their pay grade upon separation. This payment will be prorated based on the actual time of extension.

c. Local Moves.

(1) Government Ordered Local Moves (Convenience for the Government).

When it is necessary for a resident to be relocated due to scheduled renovations, damage to the home or other reasons, the resident will be issued orders for a local move to other government housing if available, or to a home on the economy in the local area. Cleaning requirements will be determined by the Housing Office. Partial Dislocation Allowance (DLA) is authorized for accompanied personnel only.

(2) Convenience Move for the Resident. When a resident requests to move from one government residence to another, the written request must state the reason for the move, for example, an increase in the number of dependents. Cleaning requirements for termination still apply and the resident assumes all responsibility and/or costs to make the old residence move-in ready. There is no entitlement for a local move or DLA.

(3) Emergency Relocations. Emergency relocations requiring temporary lodging will be coordinated by the Area Housing Officer.

B. Inspections.

1. Authority.

a. Government-owned Housing. 10 U.S.C. 2775 and 14 U.S.C. 93(e) contain authority to inspect government-owned housing.

b. Coast Guard-Leased Housing. 14 USC 475, 10 USC 2775, 14 USC 93(e), and 49 CFR 1.46 (o) contain authority to inspect Coast Guard-leased housing.

2. Purpose. Inspections are conducted to ensure the house and surrounding areas are safe and in good condition. Housing Officers check for structural flaws, perform preventative maintenance, ensure homes are clean and adequate for occupancy, and make certain the residence and immediate surroundings do not contain/promote unsafe conditions.

3. Policy. Housing Officers have the authority to conduct regular inspections and "for cause" to ensure that residents meet occupancy regulations. Housing Representatives who, during their inspection, observe or suspect neglect and/or abuse of a family member shall report such instances to the unit Commanding Officer or Family Program Administrator (FPA) located at Health, Safety and Work Life Field Office Cleveland.

4. Family Housing Inspections.

a. Pre-lease Inspection (Leased Housing Only). A Pre-lease inspection is conducted by the Housing Office to determine the home's material condition before negotiating a residential lease.

- b. Pre-assignment (Check-in) Inspection. When notified of an available home, residents shall accompany the Housing Representative on a pre-assignment inspection. The inspector shall complete a Condition Inspection Report and allow the applicant to list on it any disagreement with the inspector's condition ratings before the applicant signs it.
 - c. Annual Inspection. Residences will be inspected within 12 months of initial occupancy and at least every 12 months thereafter.
 - d. Pre-termination (Pre Check-out) Inspection. You are responsible to schedule a pre-term inspection 45 days prior to your anticipated departure date. Sponsors shall accompany the inspector unless operational commitments prevent them, in which case, the sponsors spouse may act on the sponsor's behalf. An inspection will be completed to inform the sponsor of any conditions requiring restoration. If discrepancies exist, the sponsor will be informed of his or her responsibilities.
 - e. Termination (Check-out) Inspection. A termination inspection will be conducted on the resident's departure date. The entire unit will be re-inspected paying particular attention to discrepancies noted on the Pre-termination Inspection. The sponsor shall accompany the inspector unless operational commitments prevent the sponsor from doing so, in which case, the sponsor's spouse may act on the sponsor's behalf, but only with a valid Power of Attorney.
 - f. Inspections for Cause. To ensure safety, health, and welfare, the Local Housing Officer may inspect assigned housing for due cause, without notice.
 - g. Grounds. The Local Housing Officer will frequently inspect exterior grounds of the housing area. A violation notice will be issued to the resident, indicating discrepancies found and what type of corrective action must be taken. The resident's copy must be returned to the Housing Office by the date directed indicating the corrective action taken.
5. Unaccompanied Personnel Housing. Inspect the residence upon each member's occupancy and termination in accordance with above. Conduct regular inspections at least once every month.
6. Safety. During all housing inspections, inspectors will pay particular attention to note safety deficiencies, e.g., frayed electrical wiring, worn or damaged electrical fixtures, loose or damaged flooring, damaged or excessively dirty cooking appliances and vent hoods, proper operation of smoke detectors, Carbon Monoxide (CO) detectors, etc., and to initiate corrective action as required. Additionally, inspectors will ensure residents are following the Commandant's policy forbidding the use of portable fuel fired heating devices in government owned or leased housing, and will ensure that all housing units are equipped with one or more working smoke and carbon monoxide detectors where required.

7. Right of Inspection. It may be necessary to enter a residence when no one is home. The Housing Office may enter a home without the resident's consent under the following conditions:
 - a. The residence is suspected to be damaged or abandoned.
 - b. The residence is suspected to have unsanitary conditions.
 - c. An emergency situation that may cause damage to the residence or disturb neighbors.
 - d. The resident cannot be contacted for preventative maintenance or delay any contracted maintenance.
 - e. Failure to appear at scheduled inspections.
8. Sponsor Presence. If the sponsor is not available (i.e. underway or TAD), a resident, normally the spouse (or a family member over the age of 18 living in the house) may act as the sponsor's representative during annual and pre-inspections. However, a resident may not act as a sponsor for any other inspections unless they possess a valid Power of Attorney.

C. Environmental Health.

1. Environmental Health Hazards.
 - a. History. In compliance with Housing & Urban Development (HUD) and the Environmental Protection Agency (EPA) regulations, the Coast Guard is required to notify residents who occupy Coast Guard owned housing constructed before 1981, of known or suspected lead, asbestos, and radon environmental health hazards.
 - b. Notification/Disclosure Letters. As part of the check-in procedures, each resident will be issued a disclosure letter indicating whether or not the quarters currently contain environmental health risks, the location and type of environmental health risks, and issued the appropriate EPA pamphlets. In addition, disclosure of past and future planned remediation efforts with specific dates of remediation will be provided, if known.
 - c. Environmental Protection Agency Pamphlets. If environmental health risks are present, appropriate pamphlets, used to outline precautionary measures, will be issued as enclosures to the disclosure letter. Pamphlets include:
 - (1) Protect Your Family from Lead in Your Home, EPA-747-k-94-001.
 - (2) Lead in Your Home, EPA-747-b-98-002.
 - (3) Asbestos in the Home, EPA-560-opb-86-002.
 - (4) Reducing Radon Risk, EPA-5201/1-89-027

- d. Electronic Version. The pamphlets described above will be given to the resident at the time of occupancy and can also be downloaded from the internet at:

<http://www.epa.gov/opptintr/lead/index.html>,

<http://www.epa.gov/asbestos>

<http://www.epa.gov/iaq/radon/pubs/rducrrsks.html>

- e. Environmental Risk Assessment (ERA) Reports. All ERA reports and records are accessible from the Owned Housing Maintenance Coordinator.
- f. Exposure. If lead-based paint or asbestos containing material is present in your home and it becomes damaged and/or exposed, the resident should contact the Housing Office immediately who will then contact the Owned Housing Maintenance Coordinator immediately. The Owned Housing Maintenance Coordinator will contact the Area Housing Officer who will notify the Safety and Environmental Health Officer to evaluate the severity of the risk to residents and make recommendations for corrective action.

CHAPTER 2. RESIDENT RESPONSIBILITIES

A. Standards of Conduct.

1. Resident Occupancy Agreement Enforcement Policy. The Housing Office is responsible for enforcement of the terms of the Tenant Occupancy Agreement which is guided by this instruction. Residents will be notified by letter of violations to this agreement. Any necessary follow-up letters are sent to the resident and to the Commanding Officer. A meeting with the resident will be scheduled as soon as possible to resolve all issues and to clarify any misunderstandings between the parties. If an issue cannot be resolved, either the Housing Office or the resident may elect to elevate the dispute to include the Housing Office Representatives, the sponsor's command and the Area Housing Officer.
2. Leased Housing Resident Responsibilities. In addition to the requirement of the Tenant Occupancy Agreement, residents of leased housing are required to abide by all laws, ordinances and provisions prescribed by the apartment complex or management company. Coast Guard personnel and their families should strive to maintain a good relationship with the landlord. Residents are forbidden to make any oral or written agreements with the property owner who is under contractual agreement with the Coast Guard, except for the rental of garages or carports. The Coast Guard pays the cost of rent and all utilities for the home with the exception of telephone, cable, and garages or carports. The resident should not incur any other charges while residing in leased housing.
3. Evictions and Violations. Residents who fail to comply with the terms of the Tenant Occupancy Agreement are subject to various administrative actions including reports to the sponsor's command, fees to bring the residence into compliance and possible eviction.
4. Minor Violations. While this list is not all inclusive, it should clarify what is considered a minor violation. Examples of minor violations are:
 - a. Failure to maintain the exterior of the residence including the yard.
 - b. Unauthorized commercial activities.
 - c. Excessive noise that disturbs others.
 - d. Pet policy violations.
 - e. Unauthorized vehicle maintenance.
 - f. Poor sanitary practices or housekeeping.

- g. Unauthorized or illegal RV or boat storage or vehicles parked on the grass or on prohibited streets.
5. Major Violations. Violations of the Tenant Occupancy Agreement of a serious nature may result in an immediate eviction. After appropriately notifying the resident of the violation, if it is not immediately corrected, the Local Housing Officer may proceed with the eviction. In addition, the Housing Office will inform the sponsor's command and the Area Housing Officer. Violations of a serious nature include, without limitation, the following:
- a. Serious misconduct, including repeat minor offenses, involving the resident, family member, guest, or pets.
 - b. Inherently dangerous or criminal actions by the resident, family member, or guest.
 - c. Domestic disturbances.
 - d. Felony convictions.
 - e. Misconduct, which results in injury or property loss to a neighbor or the government.
 - f. Spousal or child abuse.
 - g. Misuse, discharging, or brandishing a weapon in the housing area.
 - h. Purposely tampering (disconnecting) with smoke detectors.
6. Violation Enforcement. Violations of the Resident Occupancy Agreement will be processed as follows:
- a. First Notice of Violation. The Housing Office informs the resident of the violation with a personal visit. A notice is issued and a copy kept in the resident's file. The resident has 72 hours to correct the violation.
 - b. Second Notice of Violation. If the violation has not been corrected, the resident is issued a Warning Letter. The resident has 48 hours upon receipt of the letter to correct the violation. A copy of the letter will be kept in the resident's file, and a copy will be sent to the sponsor's command and the Area Housing Officer.
 - c. Third Notice of Violation. If the violation has not been corrected, the resident will receive a Final Warning Letter via the sponsor's command and the Area Housing Officer. The resident has 24 hours upon receipt of the

letter to correct the violation. A copy of the letter will be kept in the resident's file.

- d. Fourth and Final Notice of Violation. If the violation has not been corrected, a Notice of Eviction will be sent to the resident via the sponsor's command and the Area Housing Officer. Termination of occupancy from government housing will be completed within 30 days after receipt of notification. A copy of the letter will be kept in the resident's file.
7. Resident Responsibilities. Residents shall be held responsible for routine housekeeping, limited maintenance, (changing furnace filters, replacing light bulbs, etc.) and grounds upkeep of their assigned residence unless in the case of leased housing, the owner agrees to maintain the property. Routine housekeeping includes the vacuuming and mopping of floors, cleaning of bathrooms and kitchen, windows and window sills, and wiping of walls, doors and switch plates. Maintenance and care should be practiced as if it was the family's permanent home. These responsibilities are outlined in table 4-1 of this handbook, however, the Housing Office can provide more guidance regarding specific maintenance responsibilities.
- a. Unaccompanied Personnel Leased Housing (UPLH) residents are individually responsible for maintaining their own rooms and jointly responsible for the maintenance of common areas and grounds. UPLH residents are not permitted to switch rooms within the apartment without prior written approval of the Housing Office. A check-in and a check-out inspection must be completed prior to changing rooms.
 - b. All residents shall be responsible for providing tools and materials for the upkeep and repair of their residence and grounds. The materials to be obtained are those, which any careful, prudent and responsible resident would be required to provide in any rental situation.
 - c. Written consent of the landlord and/or the Housing Office is required for painting or wallpapering your assigned residence. Upon check out, the residence will be returned to its original condition, color and gloss (flat, semi-gloss and gloss) using the correct type of paint (latex or oil based) which was previously applied before move in. The landlord and/or the Housing Office will not provide paint for this purpose but will provide information on the type of paint to be used and where it can be purchased.
 - d. Construction of additions, attachment of fixtures, replacement of flooring, or any other structural modification to the residence will not be made unless written approval from the owner/agent and the Area Housing Office is obtained.

- e. All residents must avoid damage beyond reasonable wear and tear, and notify the landlord and/or Housing Office of repairs that are needed. Failure to promptly notify the landlord/Housing Office of ongoing damage, most notably water seepage or leaks, will result in the resident being held responsible for the repairs. Residents should report even the smallest repair problem prior to it turning into a major problem. Those living in leased housing should notify the landlord in writing with a copy to the Housing Office for inclusion in the housing file to protect against further liability.
 - f. If responsible for the grounds, each resident will provide their own equipment, tools, fertilizer to include “Weed & Feed”, and materials. Keep the lawn free of litter and debris. Cut, rake, and water grass enough to maintain a well cared for appearance. All flower beds are to be weed free and shrubs shall be neatly trimmed. New flower beds or the planting of trees must be approved by the Housing Office. Trees should not be planted within 25 feet from any structure.
 - g. If in doubt about making any repairs, residents should check with the Housing Office first.
8. Noise Control. Excessive noise is prohibited. For enforcement purposes, the term “excessive” is:
- a. Music vibrations or other sounds emanating from homes, yards, or automobiles that can be heard from a distance of 30 feet or more.
 - b. Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area.
 - c. Quiet Hours are observed between 2200 and 0600. Parties, children at play, sports activities, and other social events should not cause a disturbance to neighbors, especially late at night. Complaints will be reported to the Housing Office. Continued or repeated problems will be cause for disciplinary action. Simple consideration to neighbors will normally be adequate to avoid problems.
 - d. Playground quiet hours are between 2000 and 0800. Basketball courts and other outdoor common areas will not be used during these hours.
9. Guest Policy. The resident is responsible for all of his/her guests, including any damage, theft or violations of the Resident Occupancy Agreement. Residents’ requests for guest stays of more than three days but less than 30 days will be requested using the Guest Authorization Request (PSSU CLEVELAND-003). Requests for extended guest stays of more than 30 days must be submitted in writing to the Area Housing Officer. The request should provide specific

reasons/justifications for the exception. Special requests for guests will be considered on a case-by-case basis. In Unaccompanied Personnel Leased Housing (UPLH), guests are not authorized without a three day advanced notice and approval from the Local Housing Officer and the mutual consent of other occupants. This consent must be noted on the Guest Authorization Request form.

10. Control of Children.

- a. Responsibilities. Children are defined as dependents under the age of 21, under 23 years of age if attending college, or 21 years of age or older who are incapable of self-support because of mental or physical incapacity, and is dependent on the sponsor for over one-half of his/her support or who reside with the sponsor in the residence. Residents are responsible for any vandalism, destruction of government property or any inappropriate behavior by their children. Specifically prohibited is the entry of children into vacant homes or in the work areas of the housing maintenance staff or storage areas. Violation of housing regulations by children will be cause for disciplinary action by the command and may be cause for eviction.
- b. Supervision of Children. Children under the age of 10 must be supervised at all times. Minors between the ages of 10 and 16 will not be unsupervised for more than a 24-hour period. Children under the age of 16 must be accompanied by their parent, guardian, or an adult duly authorized by the parent or guardian to accompany the child during the hours of 2200 – 0400. Parents or guardians are responsible to ensure that children under their control or supervision abide by these regulations. Parents are also responsible for ensuring minimum compliance with local and state regulations concerning children left in the home alone. Please direct any questions concerning local regulations to the Housing Office.

11. Child Care in the Home. A resident is required to be certified in order to provide childcare in Coast Guard controlled housing (defined as on-base housing owned or maintained by the Coast Guard or off-base housing owned or leased by the Coast Guard). Contact the Family Resource Coordinator located at the Health, Safety and Work-Life Field Office Cleveland at 1-800-USCGWLS for more information.

- a. Family childcare is considered to be the care for children provided on a reimbursable and regularly scheduled basis by an individual in their home. The only exception to policy is for those residents providing intermittent care not exceeding 10 hours per week on a regular basis, and persons who provide childcare in the child's home. Before embarking upon any activity that might be construed to be a service not permitted, please contact the Housing Office.

- b. Family childcare services in Coast Guard controlled housing require the written permission of the Area Housing Officer. Operation of childcare services in Coast Guard leased housing also requires the written consent of the leased unit's owner or agent.
 - c. Policies, procedures, and standards applicable to all family childcare services in Coast Guard controlled housing is governed by Commandant Instruction 1754.6 (series). A copy of this instruction is available from the Housing Office or the Family Resource Coordinator located at the Health, Safety and Work-Life Field Office Cleveland.
12. Weapons and Firearms. The possession of government owned or private firearms, ammunitions, or other ordinance in government owned or leased homes will be regulated in accordance with all Federal, State or local regulations. The registration of all weapons and firearms with the Housing Office is required at the time of assignment. A Housing Information/ Notification form (PSSU CLEVELAND-002) for this purpose will be provided by the Housing Office.
- a. Discharging, brandishing, or any other misuse of a firearm, including air rifles, air soft weapons, BB guns and paintball guns is prohibited and will result in immediate eviction.
 - b. Weapons and ammunition shall not be stored in the same room unless locked in an appropriate storage container. Other munitions, such as hand grenades, bombs, blasting caps, etc. will not be permitted in any residence. In addition, the practice of reloading ammunition is strictly forbidden.
 - c. The use of potentially lethal or dangerous items such as bows and arrows, spear guns, swords, and martial arts weapons is prohibited in housing.
13. Door-to-Door Solicitations. Door-to-door sales, canvassing, fund-raising, and solicitation is normally prohibited in all Coast Guard owned housing areas. Your children may make door-to-door sales of goods for nonprofit activities such as youth group activities, athletic leagues, and school fund-raising programs. You must supervise your children while they are involved in these types of activities.
14. Fire Pits. For clarity, a fire pit includes belowground pits, freestanding fireplaces, and portable devices intended to contain and control outdoor fires. Only natural firewood/commercial logs may be burned. Burning of lumber, pallets, scrap wood, tree trimmings, leaves, yard waste, paper, cardboard, garbage and similar items is not permitted. All fire pits must be located away from any structure or combustible material. All fire pits must be located a minimum of 25' away from any structure or combustible material. The fire must be constantly attended and supervised until the fire has been completely

extinguished. A portable fire extinguisher or other approved extinguishing equipment, such as a garden hose, must be readily available. A request for a fire pit must be submitted using the Self-Help Project Request (PSSU Cleveland-004).

B. Pet Policies and Responsibilities.

1. Pet Policy. Pets are normally defined as small, domesticated animals such as dogs or cats with a maximum weight limit of 100 lbs. Having pets is a privilege and will not be considered when assigning Coast Guard owned or leased housing. Pets are not allowed in any Unaccompanied Personnel Leased Housing, or Unaccompanied Personnel Housing (barracks). Service dog regulations have exceptions to some of these regulations as defined by Title 40, U.S.C., Section 291 and will be considered a pet for the purpose of this instruction.
2. Responsibilities.
 - a. Shots and Registration. All pets must be registered with the Housing Office by submitting a Resident Information form (PSSU Cleveland-002) prior to occupancy of the residence. Presentation of a current rabies certificate is required upon registration, except in the case of animals too young to accept shots. Such animals will be vaccinated as soon as they become of age.
 - b. Behavior and Control. The keeping of pets is a conditional privilege extended to families who exhibit responsible behavior and control of their pets. Residents are financially and legally responsible for their pets and their behavior at all times.
 - c. Number of Pets. The specific number of pets that may be kept in a home is two. This may be two dogs, two cats or one dog and one cat. Any waiver to the number of pets must be approved through the Area Housing Officer. In addition, residents may have a reasonable number of other pets, such as caged birds, fish, hamsters, and the like.
 - d. Neglect and Abuse. Residents are to ensure that pets are properly cared for at all times. Neglect or abuse of pets will not be tolerated and violations of these regulations may be cause for removal of pets and/or eviction from housing.
 - e. Clean Up. Areas where pets are kept (both indoor and outdoors) shall be maintained in a sanitary condition at all times. Pet owners must be prepared to clean up after their pets when taking them for a walk. Failure to do so may result in the revocation of the owner's privilege to keep pets.

- f. Pet Damage. Residents are responsible for all acts of their animal including damage to Government or personal property, and clean up of feces deposited on property or streets. When the government is required to correct damages of this nature, the resident will be billed at current hourly labor and material costs.
- 3. Complaints. No pet shall be a public hazard or nuisance. If you feel your rights are being infringed upon by another person's animal (by noise, the creation of unsanitary conditions, or property damage) and have been unable to arrive at a solution with the animal's owner, file a written complaint with the Housing Office.
- 4. Breeding. Breeding and raising animals of any species in the residence is prohibited. Accidental litters must be removed by age of 10 weeks.
- 5. Restricted Breeds and Dangerous Dogs. Dogs shall not be banned from housing areas by association of breed, but instead, can be classified as either a "potentially dangerous" or as a "dangerous" dog based on instances of aggressive behavior.
 - a. A "potentially dangerous dog" means any dog that when unprovoked:
 - (1) Inflicts bites on a human or a domestic animal either on public or private property, or
 - (2) Chases or approaches a person upon the streets, sidewalks, or any public grounds in a menacing fashion or apparent attitude of attack, or any dog with a known propensity, tendency, or disposition to attack unprovoked, to cause injury, or to cause injury or otherwise to threaten the safety of humans or domestic animals. When a dog is classified as a potentially dangerous dog, the dog shall be securely confined indoors or in a securely enclosed and locked pen or structure, suitable to prevent the entry of your children and designed to prevent the animal from escaping. Such a structure shall have secure sides and a secure top and shall also provide protection from the elements for the dog.
 - b. A "dangerous dog" means any dog that
 - (1) Inflicts severe injury on a human being without provocation on public or private property,
 - (2) Kills a domestic animal without provocation while the dog is off the owner's property, or
 - (3) Has been previously found to be potentially dangerous because of injury inflicted on a human, the owner having received notice of such and the

dog again aggressively bites, attacks, or endangers the safety of humans. Dogs declared as dangerous must be immediately removed by the local animal control authorities who will make a determination as to the disposition of the dog. If the dog is returned to the owner, it will not be allowed to return to the residence for any length of time. Violation of the policy will result in the immediate eviction of the resident without further notice.

- c. A dog shall not be declared dangerous if the threat, injury, or damage was sustained by a person who, at the time, was committing a willful trespass or other tort upon the premises occupied by the owner of the dog, or was tormenting, abusing, or assaulting the dog or has, in the past, been observed or reported to have tormented, abused, or assaulted the dog or was committing or attempting to commit a crime.
 - d. Persons who have been bitten by an animal should seek medical treatment and file a notice of the biting with local animal control authorities and the Housing Office. The owner of any pet which bites any person while that person is lawfully in or on a private place including the property of the owner of the pet shall be liable for such damages as may be suffered by the person bitten, regardless of the former viciousness of the pet or the owner's knowledge of such viciousness.
6. Disposal of Deceased Pets. Owners are responsible for disposing of deceased pets. Residents should call the local animal control authorities for proper disposal procedures. Deceased pets are not to be buried on the premises.
7. Violations of Pet Regulations. All violations of pet regulations will be investigated by the Housing Office, in conjunction with local animal control authorities. Valid complaints will result in the following actions:
- a. First Violation. The owner will receive a written warning detailing the complaint, the corrective action required and the consequences of a second violation.
 - b. Second Violation. The owner will receive a written warning detailing the complaint, the corrective action required, and the consequences of a third violation. A copy of the warning will be sent via the sponsors Commanding Officer.
 - c. Third Violation. The owner will receive a letter detailing the history of complaints against the pet(s) and will instruct the owner to remove his/her pet(s) from the housing area within 7 days. Failure to comply will be handled as the Area Housing Authority sees fit and may result in the loss of housing privileges. A copy of the letter will be sent via the sponsors Commanding Officer.

C. Businesses and Yard Sales.

1. Home Business. The Area Housing Office must approve all home-based businesses. Normal home enterprises such as Avon, Tupperware, cookware sales, jewelry sales/parties, etc., are acceptable. Computer websites are authorized providing they do not incur excessive utility charges, meet local, state, and federal regulations and do not bring discredit to the Coast Guard or U.S. Government. The resident is responsible for requesting permission by submitting a Home Business Request (PSSU Cleveland-005) and any costs, alterations, damages or repairs necessary to government property caused by or for this business.
2. Yard Sales. Residents are limited to two yard sales per year, each limited to two consecutive days. Items are not to be left outside the residence overnight.

D. Traffic Regulations, Parking Restrictions and Vehicle Procedures.

1. The speed limit in all residential areas is 15 miles per hour (mph) unless otherwise posted. Privately owned vehicles are limited to the hard surface roads. Only bicycles and pedestrians may use dirt trails and paths if available.
2. Vehicles other than recreational vehicles which are properly licensed and registered may be parked in driveways, garages, and parking lots. Parking in common parking lots will be on a first-come, first-served basis. Vehicles parked in the street can restrict access for emergency vehicles and daily service vehicles such as postal trucks, refuse trucks, moving vans, and school busses. Therefore, it is imperative vehicles be parked in their intended location. Additionally, no parking is allowed in the following areas:
 - a. In a location that interferes with resident mailbox access.
 - b. Within 15 feet of a fire hydrant or any location with a red curb.
 - c. On lawns or grassy areas.
 - d. In front of refuse and recycling containers located at curbside pick-up areas.
 - e. In cul-de-sacs in a manner that restricts access by emergency vehicles.
3. Vehicles that are inoperable are allowed to be parked for a period of not longer than 30 days. Improperly registered vehicles may not be parked in the housing area. If space permits, these vehicles may be parked or stored in RV and boat parking areas if available. Violators will be contacted and if the problem is not corrected or presents a traffic or safety hazard, the vehicle will be towed at the owner's expense.

4. Regardless of weather, no child under 10 years of age shall be left unattended in a vehicle under any circumstances for any length of time whatsoever or for short periods of time if the child is supervised by a person 12 years or older who also is in the vehicle. Under no circumstances may any child be left in a vehicle with the engine running or in a vehicle with the keys left in the ignition.
5. Recreational vehicles such as trailers, campers, and boats may not be parked in the housing area. All RV's must be parked in a designated RV lot for the area. The exception to this policy is an RV that is parked at the residence for loading, unloading or cleaning. If the resident has a need for parking longer than the policy permits, the resident must notify and receive written permission from the Housing Office.
6. Vehicle repair and maintenance activities including oil changes are not allowed in any housing area except the replacement of a flat tire or charging of a battery. If there is a problem that requires additional work, residents must obtain written permission from the Local Housing Officer. Vehicles shall not be allowed to leak gasoline or other hazardous materials while parked in the housing area. Any spills shall be cleaned up immediately.
7. All vehicles must be registered with the Housing Office by submitting a Resident Information form (PSSU Cleveland-002).

E. Resident Complaints.

1. A complaint is an allegation made by a resident or an official citing a violation of regulations, or discontent against another resident or official. A complaint is normally defined as infractions of the UCMJ, or violations of Coast Guard Housing regulations, a person's civil rights, and/or city, state, and federal ordinances, laws and regulations.
2. Multiple or recurring complaints of the same nature can lead to eviction. Normally, residents will be given a warning prior to eviction; however, if the situation warrants, the Local Housing Officer, in coordination with the Area Housing Officer, may evict any resident without prior complaints. Prior to submitting a complaint to the Housing Office, residents are strongly encouraged to resolve problems and differences without formal involvement. If an agreement cannot be reached, the following steps may be taken:
 - a. Complainant completes sections I and II of the Housing Complaint Form (PSSU Cleveland-006). Note: Resident personal information will only be released to authorized Coast Guard and/or law enforcement officials.
 - b. Complainant delivers the Housing Complaint Form to the Local Housing Officer.

c. The Local Housing Officer investigates and determines severity of the complaint. If it is determined to be a valid complaint, the following action will be taken:

(1) Initial Complaint. Issue a verbal warning. Then complete Section III of PSSU Cleveland-006 and file in the resident's file.

(2) Second Complaint. Issue a written notification letter (warning letter) to resident via the sponsor's Commanding Officer. Then complete Section III of PSSU Cleveland-006 and file in the resident's file with and copy of letter.

(3) Third Complaint. After review by Local Housing Officer, the Local Housing Authority (LHA) issues a written eviction letter to sponsor via sponsor's Commanding Officer and Area Housing Officer. Then complete Section III of PSSU Cleveland-006 and file in the resident's file with a copy of letter.

CHAPTER 3. ALTERATIONS, UTILITIES AND GENERAL INFORMATION

A. Alterations.

1. Self-Help Projects. Residents must receive written approval from the Housing Office **prior** to starting any “self-help” or “do-it-yourself” improvements to the home or grounds, by submitting a Self Help Project Request form, PSSU Cleveland-004. The self-help projects listed below are common and can be accomplished (or contracted) by a resident:
 - a. Fences / Dog Runs
 - b. Gardens. Residents desiring to plant small vegetable or flower gardens may do so behind their residence. Garden plots must be routinely harvested and weeded. Upon termination of quarters, the garden plot must be removed, the area covered with top soil, leveled and an established lawn must begin to grow.
 - c. Interior Painting
 - d. Telephone / Cable TV Installation
 - e. Storage Sheds
 - f. Antenna and Satellite Dish Installation
 - h. Use of fire pits.
 - i. Installation of flat screen TVs on walls.
2. Conformance to Standards. Only the Local Housing Officer can approve self-help projects. This is to ensure that each proposal is compatible with existing material/construction, that utility systems will not be affected, fire regulations and access to buildings are not compromised, common areas will not be encroached, the appearance of the area is not adversely affected, and the government's long-term investment is protected. When a self-help request is submitted, residents shall agree to the following:
 - a. A commitment to the financial investment.
 - b. The available time to accomplish all work.
 - c. The ability to do the work.
 - d. The workmanship will reflect high a degree of professionalism.

- e. The Local Housing Officer will inspect the finished project. If work does not conform, changes will be made at the resident's expense in order to comply.
 - f. At termination, the residence will be returned to the original configuration unless previously authorized by the Housing Officer. Failure to do so may result in financial restitution.
3. Fencing. The installation of fencing will be at the resident's expense and only after approval has been given from the Local Housing Officer. Underground utilities will be identified by the local utility company prior to any digging.
4. Storage Sheds. Approval is needed for the placement of any storage shed prior to the installation. Shed size shall not exceed 10' by 10' and will be placed in backyards only. Residents are responsible for:
- a. Moving personally owned or rented storage sheds prior to clearing quarters.
 - b. Restoring turf upon removal of storage shed.
 - c. Damages to any property caused by the installation or removal of the storage shed.
5. Antennas and Cable Services. Exterior antennas may only be installed by companies approved by the Housing Office. Any new installation will be in accordance with the following guidelines:
- a. Must not penetrate roofs or siding.
 - b. Responsible for obtaining a digging permit prior to making ground penetrations.
 - c. Residents who desire cable service must contact approved installation providers to obtain service.
 - d. Under no circumstances will holes be made in exterior siding, walls or penetrate a moisture barrier.
 - e. Resident is responsible for all costs associated with cable service.
6. Satellite Dishes. Approval for satellite dishes of any size must be requested prior to installation on a self-help project request form (PSSU Cleveland-004). Damage resulting from the installation or removal of the satellite dish is the responsibility of the resident. All installations must comply with the following guidelines:

- a. Satellite system must be installed in a manner that is not unsightly and does not damage the residence.
 - b. Roofs will not be penetrated (satellite dishes will not be screwed or bolted into the roof).
 - c. Holes will not be made in exterior siding or walls.
 - d. Tree limbs will not be cut in efforts to obtain a better signal.
 - e. The vendor or installer must obtain a digging permit when required.
 - f. The vendor or installer will use existing cable wiring from the junction box at the residence and will not change the location.
 - g. The vendor or installer will not install additional junction boxes on the exterior wall of the unit.
 - h. When required to install a second parallel cable, it must be cosmetically acceptable, and the existing entrance hole on the house will be used.
 - i. The resident is responsible for removing the system and restoring the grounds prior to clearing housing. Residents will be charged for the removal of any system not removed.
 - j. Improperly installed systems, or systems installed without written permission will be removed at the resident's expense.
 - k. Residents are responsible for damages caused by the installation or removal of satellite dishes.
7. Locks, Latches, Dead Bolts and Security Alarms. Residents requesting lock change outs shall contact the Housing Office. Residents must pay for this service unless documentation, such as a police report is provided, indicating the resident's safety is at risk.
- a. Chain locks, flip locks, barrel bolts, surface bolts, safety hasp or other type of security door guards will not be permitted unless requested and approved in advance in writing by the Housing Office.
 - b. Residents should contact the housing office for local procedures in case of lockout.
 - c. Residents are not permitted to change out locks, install deadbolts, or duplicate keys for their residence.

- d. Residents will be charged for the repair or the replacement of the locks in violation of this policy.
8. Lawn Ornaments and Signs. Residents may place lawn ornaments on lawns if the decorations are maintained and present a pleasing appearance. Signs for other than advertisement for yard or garage sales will not be permitted, especially those of a political nature or that express a personal opinion.
9. Outdoor Recreational Items. Outdoor recreational items such as wading pools and swing sets will only be allowed in housing areas where playground equipment is not provided. Residents will be required to submit a Certificate of Insurance, issued by the insurance provider showing the name of the insured, policy coverage's and dollar limits to include any riders, and naming the Coast Guard as an insured interest. This notification will normally be sent directly to the Housing Office and must be verified before any approval is granted. Submit all requests for outdoor recreational items using a Self Help Project Request (PSSU Cleveland-004).
 - a. Pools. Small wading pools are permitted for use by residents. Wading pool is defined as any artificial pool of water intended and constructed for wading purposes whose depth varies from 18 to 30 inches and diameter varies from 6 to 8 feet. An adult (18 years or older) must be present to supervise pool use, and pools must be emptied after each use. Pools are not to be used in the front of the residence.
10. Waterbeds: Waterbeds may be allowed in government owned and leased housing with the approval of the Housing Office. Submit a Self Help Project Request (PSSU Cleveland-004) and include a copy of your renter's insurance showing proof of waterbed coverage if damage occurs from water leaks.
11. Tents, Tarps, Covers. No tents, tarps or covers are allowed to be utilized or constructed anywhere on the exterior of the residence. Temporary exceptions will be made with written authorization from the Housing Office.
12. Ornamental Lighting for Holidays. Reasonable use of inside and outside electrical ornamental lighting is authorized. Do not penetrate roofs, siding, or fascia with nails, bolts, screws, etc. to install lighting. Use is restricted to a two week period surrounding a holiday with the exception of Christmas, which outdoor decorations are allowed from Thanksgiving thru January 10th. Lighting will be removed and not allowed to remain attached to the residence after the prescribed period of time.
13. Self-Help Requests. Self-Help projects are requested by the resident using the Self-Help Project Request (PSSU Cleveland-004) from their Housing Office. A Housing Representative will meet with the resident to provide specific guidance and requirements to each resident prior to commencing a project. Once

approved, the resident will be allowed to complete the project and once completed a Housing Representative will inspect the project. Upon departure, the resident must return the residence to the original condition unless prior approval is received to leave the project in place. Authorization will be noted on the Self-Help Work Order Request.

B. Utilities and Energy Management.

1. General Information. The utilities are paid for by the U.S. Government and are your tax dollars. So, please keep in mind the continued success of our housing program is largely dependent upon the sensible use of utilities. Excessive energy consumption drains natural resources and housing funding that could be used on other projects. It is necessary that everyone in the Coast Guard housing take steps to ensure that our Coast Guard housing program is not reduced or jeopardized because of excessive utility consumption.
2. Utility Abuse. Abuse will not be tolerated. The Housing Office will issue warning letters to residents who are caught abusing utilities. Furthermore, the resident may be required to reimburse the government for excess utility costs. Residents who abuse utilities may be evicted from government quarters if use continues to be abusive.
3. Practical Energy Saving Tips. Energy conservation is not reduced comfort. It is taking steps to ensure that energy is not wasted or abused. Practical, energy saving, tips are provided below. A resident should:
 - a. Heating.
 - (1) Maintain inside temperatures between 65-70 degrees.
 - (2) Wear warm clothes indoors during the winter.
 - (3) Turn down thermostat(s) to at least 65 degrees at night before going to bed or when the residence is unoccupied. When you leave for an extended vacation you can turn your thermostats down to 60 degrees, but don't turn your heat off because this may cause pipes to freeze and burst.
 - (4) Humidifiers used during the winter enable the temperature to be lowered and remain just as comfortable. Moisture in the air improves the comfort level.
 - (5) Do not keep bathroom or stove ventilations fans running when not needed. These fans vent heated air to the outside and draw cold air into the home.

(6) Pull down shades, close blinds and draw drapes at night. Open them during daylight hours.

(7) Open the doors under your kitchen sink to keep the water in the pipes from freezing if the temperature goes below 32 degrees. It may also be necessary to let the faucet drip during extremely cold temperatures.

b. Electricity.

(1) Avoid the use of washers and dryers during the peak use period.

(2) Do not exceed Underwriters Laboratory (UL) wattage recommendation for installed fixtures. This practice is also a fire safety precaution.

(3) Turn off lights when the room is not in use.

(4) Keep refrigerator coils clean and at least two inches from the wall. Use the energy saver switch, if available.

(5) Turn off stereos and televisions when no one is home.

(6) Replace regular light bulbs with CFC light bulbs as required by PSSU Cleveland Form 011.

(7) Turn off appliances when not in use.

(8) Reduce consumption of electricity during peak demand periods from 1100 to 1700.

c. Gas.

(1) Report all gas leaks immediately.

(2) Ensure gas furnaces and ranges burn with a blue flame. The presence of yellow flame could indicate an improperly functioning system, incomplete combustion and consequently a release of carbon monoxide, an odorless, colorless, deadly gas. If the stove or furnace has a pilot light and it goes out, call the Housing Office or the gas company immediately. Residents should not attempt to re-light the appliance.

(3) Do not use gas ranges or ovens to heat the residence.

d. Appliances.

- (1) Ensure all appliances work properly. Dryers, hot water heaters, furnaces, etc. that seem to not be functioning properly should be serviced. If the furnace or range needs repair or adjustment contact the Housing Office.
- (2) Wash clothes in cold water whenever possible.
- (3) Do not overload the dryer as adequate air flow is necessary for the clothes to dry properly.
- (4) Check the dryer exhaust hose for clogging or crimping.
- (5) Clear the dryer lint screen after each use.
- (6) Check the outside dryer vent exhaust and make sure the flap is attached and working properly. The flap should close when the dryer is not running.
- (7) Clean dust off of cooling vents on refrigerators. The older models have cooling vents on the back, while the newer ones have them in the front, on the bottom.
- (8) Avoid using the dishwasher until you have a full load.
- (9) Check the gaskets around the door of the refrigerator and make sure there is a tight fit when the door is shut.
- (10) Stove exhaust hoods and filters should be cleaned to prevent grease build-up. Dirty filters for heating units, furnaces and intake vents will be replaced by the Housing Office to increase efficiency.
- (11) Freezers work more efficiently when full.

e. Water.

- (1) Report leaks immediately. A slow leaking faucet can waste between 50 – 75 gallons of water per month. Faucets should be closed tightly to prevent dripping.
- (2) Conserve water when bathing, laundering, and doing dishes, etc. and do not remove water saving devices that are installed.
- (3) Do not be wasteful by over watering lawns. Ten to fifteen minutes in any one spot is sufficient. To reduce evaporation, the most effective time for watering is before 0800 or after 1800. Care should be exercised to ensure that sprinklers water the lawn, not the sidewalk or street.

- (4) If car washing is permitted, use a pail when washing cars. Prevent the hose from running by using an adjustable sprayer or nozzle.
- (5) Report running toilets to the Housing Office immediately. A poorly seated flapper valve or improperly adjusted tank float generally causes continuously running toilets.
- (6) Immediately report any water leaks that cannot be repaired. Exterior leaks may occur around meters, sprinkler heads, water cutoff boxes and exterior water faucets.
- (7) When the shower is turned on, check the lower faucet to ensure no hot water is going directly down the drain. If leaking, the part may need to be tightened or replaced.
- (8) All showers have flow-restricted showerheads installed and can reduce the amount of water used. Replacement of a flow-restricted head with a non-restricted head is not authorized.

CHAPTER 4. MAINTENANCE RESPONSIBILITIES

A. Residence Maintenance.

1. Maintenance. Coast Guard policy calls for a continuing program of cost reductions in the maintenance of housing. It is equally important that the value of the Coast Guard's investment not diminish because of poor maintenance. Housing office personnel are dedicated to providing clean, livable homes for all residents and strive to assign housing in good condition. Except for normal wear and tear, the resident is responsible for the residence and normal maintenance including the appliances and heating systems.
2. Minor Repairs. While assigned to your home, you are responsible for minor maintenance and repairs. You are encouraged to make minor household repairs which do not require a skilled repair person, such as clearing minor plumbing stoppages, replacing door stops and tightening loose screws. See Table 4.1 in this section for specific requirements.
3. When to Call for Assistance. If required repairs are beyond your expertise, call the housing office for assistance. After hours, only call for maintenance assistance if the problem is considered an emergency and delaying repairs will result in damage to personal and/or government property. Check with your Housing Office for any emergency or after hour phone numbers that you might need.
4. Damages. Residents are responsible for the acts of all family members, guests, and pets and to ensure any damage caused by abuse or negligence is corrected and the government is reimbursed if repairs are not made by the resident. For instance, if a child throws a rock through your window, you are responsible for replacing the window or paying for it. Even though it wasn't your child, it is your window. The child's parents should be responsible to you, but you are responsible to the government. If a rock hits the window while you are mowing the lawn, though unintentional, you are responsible for the damage.
5. Work Order/Service Call Classifications. Work orders or service calls are classified as emergency, urgent or routine based on the established criteria and responded to accordingly.
 - a. Emergency. Failures or deficiencies in utility or structural system that are an immediate danger of health hazard to residents or threaten to damage property if the repair is not promptly addressed. Breaks in water, wastewater or gas lines, gas leaks, and equipment failures (i.e. loss of heat in winter) are just some examples.

- b. Urgent. Calls that are not classified as an emergency but require quick attention. Typical calls include contained water leaks, one of two or more toilets or sinks are clogged, or partial power loss (i.e. no power upstairs). Urgent calls will be completed as quickly as possible.
 - c. Routine. Those calls that do not meet the definition of an emergency or urgent call. Residents will promptly report any repairs that are beyond their capability, but are not permitted to adjust any gas burner, repair leaky pipes, repair or replace faulty wiring, install additional wall outlets, air conditioners, ceiling fans or other electrical fixtures without the permission of the Housing Office.
6. Tenant/Landlord Communications. It is recommended that residents of leased housing deal directly with the manager or Lessor in regards to normal maintenance and repair. The Housing Office will assist in any disputes or discrepancies that are not resolved. Record or document in writing all maintenance calls. Any self-help modifications or alterations must be cleared through the housing office and landlord in writing prior to beginning any project. No work shall be done until written authorization is received.

Table 4.1 Maintenance Responsibilities

Responsibilities			
Description of Maintenance Item	Who's Responsible		
	Resident	Government	Note
Carbon Monoxide Detectors	X		1
Carpet	X		2
Dishwasher		X	3
Door Care (Interior)	X		4
Driveway, Garage, Catch Basins, and Sub-pumps	X	X	5
Electrical Service		X	6
Fire Extinguishers	X	X	7
Gardens	X		8
Grass Mowing/Lawn Care	X		9
Grounds Care (litter pick-up/yard appearance)	X		10
Floor Maintenance	X		11
Heater Filter Replacement		X	12
Keys and Electric Garage Door Openers	X	X	13
Lighting/Light fixtures	X		14
Painting	X	X	15
Pest Control	X	X	16
Plumbing		X	17
Refrigerator	X	X	18
Smoke Detectors	X		19
Street Maintenance		X	20
Stove/Range	X	X	21
Telephone / Cable TV Service	X		22
Walls, Cabinets, and Trim Care	X		23
Window Screens	X		24
Window Shades/Mini Blinds	X		25
Windows Cleaning and Replacement	X		26
Window Well Cleaning	X		27

Table 4.1

Note1		Carbon Monoxide (CO) Detector	
General: CO detectors are government property and will be replaced by the sponsor if missing.			
Resident Shall:		Government Shall:	
Test unit or check battery every month and replace battery as necessary.		Install CO detectors with battery backup in quarters as appropriate; replace if broken.	
Do not remove from installed location, alter, cover up, make inoperable, or remove battery.		Provide batteries and test during all inspections.	

Note 2		Carpet	
Resident Shall:		Government Shall:	
Vacuum carpet as needed. Spot clean/deodorize carpet with water when possible (never use bleach). Commercially obtained cleaners can be used for stain removal.		Replace as scheduled in the CG Housing Manual, and/or when deemed necessary.	
Steam clean all carpets as necessary during occupancy and prior to time of check-out.		Charge sponsor for repair/ replacement if damage is beyond normal wear and tear.	

Note 3		Dishwasher	
Resident Shall:		Government Shall:	
Routinely clean inside and out. If broken, contact Housing Maintenance.		Perform maintenance as necessary.	

Table 4.1

Note 4		Door Care Interior
Resident Shall:	Wipe down interior doors with mild household cleaner as necessary. Normally, interior doors are hollow-core type covered with veneer plywood. Care should be exercised so as not to puncture, scratch or otherwise damage the veneer on these doors. Damage considered in excess of normal wear and tear will require resident repair/replacement or reimbursement.	Government Shall: Repair/replace as necessary. Charge sponsor for repair/replacement if damage is beyond normal wear and tear.

Note 5		Driveways, Garages, Catch Basins and Storm Drains
General: Residents are responsible for cleaning garages and driveways.		
Resident Shall:	Pick up and/or clean any auto fluid/oil spots on driveways and/or garage floor. Keep personal debris from getting into storm drains and catch basins. Debris such as rubbish, leaves, grass cuttings, paper, rags, wood, etc.	Government Shall: Check during all inspections. Perform maintenance as necessary.

Note 6		Electrical Service
Resident Shall:	Use electric service responsibly. Reset breakers or replace fuses as necessary (see below). Notify Housing Maintenance of power outages, and/or persistent electrical problems. Purchase surge suppressors to protect electronic equipment (i.e. computers TV, DVD Player, Stereo, etc).	Government Shall: Provide electric service. Provide troubleshooting when appropriate. Repair electrical systems as necessary.

Table 4.1
 Note 6
 continued

Resetting a Circuit Breaker: Circuit breakers or fuses in the electric distribution panel protect electric circuits. An electrical short will trip the circuit breaker or burn out the fuse, causing an outage. Usually, a short or an electric overload causes the outage. Disconnecting an appliance(s) and resetting the circuit breaker (it works like a light switch) will normally restore the electrical power. Switch the tripped circuit breaker from the neutral position to the "off" position, wait 5 seconds, then reset to "on". If the circuit breaker or fuse trips a second time, do not reset it, contact the housing office. Never replace a fuse with an amp higher than the original fuse.

Note 7		Fire Extinguishers	
General: Fire extinguishers are government property, usually installed under the kitchen sink, and will be replaced by the sponsor if missing.			
Resident Shall:		Government Shall:	
Check charge on a monthly basis.		Replace or recharge spent or faulty fire extinguishers.	
Familiarize yourself and your family members on the proper use of the fire extinguisher. Operating instructions can be found on the extinguisher.		Check during all inspections.	
Notify the housing office if extinguisher needs servicing.			

Note 8		Gardens	
General: All gardens are considered 'self-help' projects. Residents are encouraged, where permitted, to plant flowers to beautify and brighten up the landscape. Colorful annuals are easy to acquire, plant, and maintain.			
Resident Shall:		Government Shall:	
Receive approval from the housing office using a Self Help Project Request (PSSU Cleveland-004) prior to planting any garden.		Maintain common area gardens, shrubs, etc.	
Purchase all garden supplies.			

Table 4.1

Note 9	Grass Mowing/Lawn Care	
	General: All residents are required to mow their grass lawns as needed. The housing office is responsible for common area lawn maintenance.	
	Resident Shall: Mow grass to a minimum of 50 feet from your quarters or to the curb as instructed (this includes front and back yards). Lawn mowers, weed eaters and edgers are the Residents responsibility to provide. Edge all sidewalks and driveways with no grass or weeds growing up through any cracks or crevices. Water yards as necessary.	Government Shall: Maintain all common area lawns.

Note 10	Grounds Care	
	General: Residents are responsible for maintaining the exterior grounds in a neat and orderly fashion. Residents will be held financially responsible for any grounds maintenance costs where their personal property restricts the maintenance staff's ability to do their job.	
	Resident Shall: Pick up all litter/yard debris in their yard,	Government Shall: Periodically inspect all

<p>walks, parking and/or driveway areas.</p> <ul style="list-style-type: none"> • Keep personal yard gear off common areas when not in use. All personal items shall be in safe working order so they present a neat and clean appearance. • Bicycles and other toys shall not be left in the street, common areas, walkways, parking areas, or front yards and shall be stowed when not in use. <p><u>Common Yard Areas:</u> In places that share a common yard area, the following applies:</p> <ul style="list-style-type: none"> • Stow all portable items inside or in your garage. <p>Stow lawn furniture and larger toys, such as swing sets and prefabricated forts behind the unit or on your patio.</p>	<p>exterior grounds and notify sponsors of deficiencies by issuing a Violation Notice, PSSU Cleveland - 008.</p> <p>Maintain all common area grounds.</p>
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Table 4.1

Note 11	Floor Maintenance	
	<p>General: In any house, the floors receive the greatest wear. Thus, it is important to frequently and properly clean and take care of carpet, oak hardwood, and/or resilient (sheet vinyl or tile) floors in your unit. Keep in mind, that water in any form should never be used on oak floors, and excessive water spillage on resilient floors may cause severe damage.</p>	
	<p>Resident Shall:</p>	<p>Government Shall:</p>
	<p><u>If Oak Hardwood or Laminate floors exist:</u></p> <ul style="list-style-type: none"> • Frequently dust with a dry or chemically treated mop or vacuum. • Use oil soap product to clean hardwood floors. • Dust mop or vacuum with the grain. • Never wax hardwood floors. <p><u>Note:</u> Do not place wet rugs on flooring. Water should never be used on an oak or laminate floors. It can seep through the finish and ruin the wood.</p> <p><u>If Vinyl floors exist:</u></p> <ul style="list-style-type: none"> • Dust or damp mop as necessary. • Clean with mild detergent. Avoid high alkaline cleaners/detergents and ammoniated cleaners. • Never flood floor with water. • Do not wax flooring. <p><u>If Ceramic Tile floors exist:</u></p> <ul style="list-style-type: none"> • Dust or damp mop as necessary. • Clean with mild detergent. Avoid high alkaline cleaners/detergents and ammoniated cleaners. • Never flood floor with water. • Never wax tile floors. <p><u>If Composite Tile floors exist:</u></p> <ul style="list-style-type: none"> • Dust mop and spot mop daily. Periodically damp mop. • Clean with mild detergent. Avoid high alkaline cleaners/detergents and ammoniated cleaners. • Never flood floor with water. • Do not wax flooring. 	<p>Repair and replace flooring as necessary.</p> <p>Refinish oak hardwood floors as necessary.</p> <p>Charge sponsor for any damage beyond normal wear and tear.</p>

Table 4.1

Note 12		Heater Filter Replacement	
<p>General: The maintenance staff replaces heater filters on a regular basis. To do this the housing office will make an appointment with the resident in advance. Please note: if the resident fails to make the appointment the housing office may escort the maintenance worker into the unit.</p>			
Resident Shall:		Government Shall:	
Replace heating filters as necessary.		Verify the filters have been replaced during the annual inspection.	
Note 13		Keys / Electric Garage Door Openers	
Resident Shall:		Government Shall:	
On the second loss, purchase and replace any lost keys or electric garage door openers.		Replace lost keys or electric garage door openers.	
Note 14		Lighting/Light Fixtures	
Resident Shall:		Government Shall:	
Purchase and replace burned-out incandescent or fluorescent light bulbs with Compact Fluorescent Lamp (CFL).		Perform troubleshooting as necessary.	
Frequently remove and wash light fixture covers (shades, reflectors, and globes) with water and mild detergent. Dry thoroughly, and reinstall.		Provide shades, reflectors, and globes as necessary.	
The Resident will be charged for any items damaged by neglect either intentional, or unintentional			

Table 4.1

Note 15	Painting	
	<p>General: Normally, all exterior and interior painting is accomplished by housing maintenance personnel or government contract.</p> <p><u>Interior Painting:</u> Most units will be painted during change of occupancy maintenance, however, under normal living conditions interior painting may be done no more than once every five years. Painting does not need to be done if the walls, ceiling, and other surfaces can be restored to a satisfactory appearance by cleaning and touchup. Residents may be authorized to paint interior walls/ceilings if they so desire.</p> <p><i>Depending on the project, residents may be required to restore any painted area to the original color prior to vacating. Some examples would be, the color used is different from the original, the application itself is unsatisfactory (streaking, insufficient coverage), etc. The requirement to restore the painted area prior to departure, due to either the color used or an unsatisfactory job, will be addressed by the Housing Office on the Self Help Project Work Order Request or at the pre-termination inspection.</i></p> <p><u>Exterior Painting:</u> Done as needed (normally every 10 years) in order to maintain water tightness and to prevent metal and wood surfaces from deterioration.</p>	
	<p>Resident Shall:</p> <p>Receive approval from the housing office using a Self Help Project Request (PSSU Cleveland-004 prior to starting any project.</p> <p>Reimburse the government for any and all damage to painted surfaces if determined to be beyond normal wear and tear.</p> <p>Report any paint failure to housing office.</p>	<p>Government Shall:</p> <p>Perform all scheduled interior and exterior painting as necessary/programmed.</p>

Table 4.1

Note 16	Pest Control
	<p>General: The resident is responsible for routine household pest control except for termites and rats. Routine pest control means controlling normal household pests (including mice), along with keeping pets free of fleas and ticks. The use of non-residual insecticides for safe application by the general public, such as household spray insecticides, is expected of the resident.</p> <p>Unless bats are located within a wall and causing the resident problems, bats will not be considered pests, and are to be left alone.</p> <p>Infestation Cases: The resident shall advise the Housing Office in cases where normal pest control measures have not been effective. If infested quarters are a part of a multi-unit building, it may be necessary to inspect and commercially treat the entire building.</p> <p>Termination of Quarters: When terminating quarters, a Housing Representative will check for severe insect/pest problems. If significant infestation is discovered (i.e. fleas, ants), and the housing official determines the insect/pest problem is a result of poor housekeeping or neglect, the sponsor/resident will be ordered to have the home treated professionally by a contractor. The sponsor/resident must show proof of treatment before passing their final inspection. If the sponsor/resident is unable to have the treatment performed due to time constraints, they will be charged the government's cost for such treatment.</p> <p>Termites: Termites are small, ant-like insects that feed and live in wood. They are very destructive to the wood found in house structures. If detected, the Housing Office will take immediate action.</p> <ul style="list-style-type: none">• Evidence of: Large numbers of winged termites emerging or swarming from the soil or wood may be the first indication of the presence of a termite colony. Even if the actual flight of the termites is not observed, the presence of discarded wings is very good evidence of a well-established colony nearby. The presence of thin, flattened tubes over the surface of foundation walls is another sign of termite infestation. Call the housing office if you suspect a termite infestation. <p>Fumigation: The Housing Office will notify all affected residents if it is necessary to fumigate a housing unit or entire building.</p>

Table 4.1

Note 16
continued

Resident Shall:	Government Shall:
<p>Use safe pesticides and traps that are available locally.</p> <p>Follow instructions and avoid exposing children and pets to fumes from pesticides.</p> <p>Contact the Housing Office to schedule treatment that is beyond resident capabilities.</p> <p>Keep backyard accessible for scheduled exterior pest control. Residents will normally be notified of these appointments 48 hours in advance.</p> <p>Reimburse the government for all pest control costs due to neglect or poor housekeeping practices.</p>	<p>Perform periodic and routine external and internal pest control.</p> <p>Inspect for severe infestation during all inspections. If neglect can be determined charge sponsor for all pest control costs.</p> <p>Exterminate termites and rats.</p>

Note 17	Plumbing	
	<p>General: You can prevent most plumbing stoppages by using your own good judgment. If you have a leak/overflow try to secure the water to prevent further damage.</p>	
	Resident Shall:	Government Shall:
	<ul style="list-style-type: none"> • Routinely remove hair and other debris from sink, bathtub, and shower drain traps. • Do not wash anything down the drains such as, petroleum products, paint, insecticides, etc. • Use a plunger or a liquid drain product if a drain is clogged. Follow all instructions on the liquid drain product container. • Purchase, install, and maintain shower curtain(s) on all showers that require them. • Contact the Housing Office for any leaks, or plumbing problems that you cannot repair. • Clean up overflows using mop, wet/dry vacuum. 	<p>Provide troubleshooting assistance and repairs as needed.</p>

Table 4.1

Note 18		Refrigerator
<p>General: Your refrigerator/freezer has a life expectancy of 12 years; with proper cleaning and care you will assure care free operation of this kitchen appliance for many years. Government furnished refrigerators are considered installed property and will <u>NOT</u> be replaced with personal refrigerators.</p>		
<p>Resident Shall:</p>		<p>Government Shall:</p>
<p>Clean the refrigerator and freezer sections at least twice a year. Do not use abrasives. Rinse thoroughly with water and wipe dry. Wash ice trays in lukewarm water only. The water evaporation pan located under the refrigerator should be cleaned periodically.</p>		<p>Provide troubleshooting and repair.</p>

Note 19		Smoke Detectors
<p>Resident Shall:</p>		<p>Government Shall:</p>
<p>Test the smoke detectors monthly to ensure batteries do not need replacing. Follow the instructions below.</p> <p>Purchase and replace batteries as necessary. <i>(Good practice is to replace the batteries in the fall and spring when the time changes)</i></p> <p>Do not remove smoke detectors.</p>		<p>Install hardwired, with battery backup smoke detectors in quarters; replace if broken.</p> <p>Provide batteries and test during all inspections.</p>
<p>Resident Inspection Instructions: Monthly inspections shall be performed by pushing the test button on the detector. If the detector does not make a sound, replace the batteries. If the battery power is low, the detector will produce an audible click or beep every few seconds for about seven (7) days. Also, you should test the smoke detector often by blowing smoke from a match into the side vents until the alarm sounds. To clear the alarm, gently blow or fan the smoke out of the vents until the alarm stops. Clean the detector once a year by holding the nozzle of a vacuum cleaner to the side slot openings.</p>		

Table 4.1

Note 22 Telephone/Cable TV Service	
<p>General: Telephone and Cable TV service is the responsibility of the resident.</p> <p>The Coast Guard is required to provide only (2) operable phone jacks in each unit; (1) in the kitchen and (1) in the master bedroom. Any additional new outlets installed beyond the two mentioned above would be at the expense of the resident. In addition, the resident is responsible for all costs associated with their initial activation.</p> <p>Phone Problems: If a resident has a phone problem, the first step is to call the telephone company to have them test the lines. If the telephone company reports to the resident that their lines are good then the resident needs to contact the housing office to have them check the wiring inside the unit for proper operation.</p> <ul style="list-style-type: none"> • All wiring and telephone equipment from the phone panel in the utility room or located on the side of the residence, normally called the “Point of Demarcation”, to the telephone switching equipment is the responsibility of the telephone company to maintain and repair. • All existing wiring and jacks from the point of demarcation to the inside of the residence belongs to the government and the telephone company should never be allowed to perform any repair work on these items if it will result in a charge. Residents are responsible for all costs and will not be reimbursed for expenses incurred if they allow the phone company to fix problems inside the housing unit. 	
<p>Resident Shall:</p> <p>Arrange and pay for any installation of telephone and cable TV.</p> <p>Submit a Self-Help Work Order Form for additional installations prior to work commencing.</p> <p>Pay monthly service charges.</p>	<p>Government Shall:</p> <p>Provide two operable phone jacks (kitchen and master bedroom). Approve all additional installations.</p> <p>Repair all phone problems inside the unit.</p>

Table 4.1

Note 23		Walls, Cabinet, and Trim Care	
	Resident Shall:		Government Shall:
	<p>Clean all kitchen/bathroom walls, trim and cabinets as needed. All walls must be cleaned prior to quarter's termination, even if quarters are scheduled for repainting. Washing is necessary to ensure a proper bond, texture, and color when repainted.</p> <p>Never use any harsh cleansers, abrasives, automotive/marine/aircraft degreasers or steel wool. Test compatibility of cleaning agents in an inconspicuous place.</p> <p>Wash walls and cabinets using a mild detergent applied with a sponge or soft cloth. After washing, rinse with a sponge and clean water.</p>		<p>Check for cleanliness during all inspections.</p>

Note 24		Window Screens	
	General: Unless you're cleaning a window or the screen, window screens should remain in place at all times.		
	Resident Shall:		Government Shall:
	<p>Carefully remove screens and use a mild detergent and water to spray clean.</p> <p>Repair, replace, or reimburse the government for, any damaged window screens.</p>		<p>Determine responsibility for repair/replacement of screens.</p> <p>Repair/replace worn out screens as necessary.</p>

Note 25		Window Shades/Mini Blinds	
	General: Shades/mini blinds have an expected life of five years. Shades/mini blinds that become unusable through abuse or are missing after check-in inspection will be replaced at resident's expense.		
	Resident Shall:		Government Shall:
	<p>Periodically clean all window shades and mini blinds.</p> <p>Repair, replace, or reimburse the government for any damaged window shades or mini blinds.</p>		<p>Determine responsibility for repair/replacement of shades/blinds.</p> <p>Repair/replace worn out shades/blinds as necessary.</p>

Table 4.1

Note 26		Window Cleaning & Replacement
<p>General: Residents are responsible for cleaning all windows inside and out and replacing glass if broken through negligence or misuse.</p>		
<p>Resident Shall:</p> <p>Periodically clean all windows inside and out.</p> <p>Notify Housing Maintenance within 24 hours of a broken or cracked window (including storms). Temporarily seal broken windows or cracks until repairs are made.</p> <p>If the break or crack was caused by the resident/guest due to misuse or negligence, reimburse the government for labor and material costs to repair/replace broken or cracked window.</p>		<p>Government Shall:</p> <p>Replace/repair broken windows.</p> <p>Determine responsibility of broken or cracked windows and charge the responsible resident or individual for replacement.</p>

Note 27		Window Well and Foundation Vent Cleaning
<p>General: Homes with basements and those with foundation vents shall be cleaned and kept clear of any debris. Thorough cleaning will insure proper drainage and ventilation which prevents water building up and mold from forming in your basement or crawlspace.</p>		
<p>Resident Shall:</p> <p>Keep basement window wells and foundation vents clean and free of rubbish, leaves, grass cuttings, paper, rags, wood, etc.</p>		<p>Government Shall:</p> <p>Inspect window wells and foundation vents during all inspections. Repair as needed.</p>

CHAPTER 5. DISASTER INFORMATION

A. Disaster Planning.

1. Disaster Preparation. Disasters can strike at anytime and anywhere and when they do, there may not be much time to respond. In the Great Lakes, the possibility of being restricted indoors by a winter storm without basic services such as gas, water, electricity and telephones for days is a serious consideration. Residents will cope best by preparing for a disaster before it strikes.
2. Emergency Supplies. There are several basics everyone should stock in the home: water, food, first aid, clothing and bedding, tools, emergency supplies and special items. Keep the items that would most likely be needed during an evacuation in an easy-to-carry container.
 - a. Water. Water should be stored in plastic containers such as soft drink bottles. Store one gallon of water per person per day (two quarts for drinking, two quarts for food preparation/sanitation). Never ration water. Drink the amount required to prevent dehydration today, and try to find more for tomorrow. Change stored water supply every three months.
 - b. Food. Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, cooking or preparation. If food must be heated, pack a can of sterno. Select food items that are compact and lightweight. Rotate stored food every six months.
 - c. First Aid Kits. Every household should have two first aid kits – one for the home, the other for the car. Ask a physician or pharmacist about storing prescription medication.
 - d. Tools and Supplies. Include such items as mess kits, battery operated radio, flashlight, cash, utility knife, fire extinguisher, tent, pliers, tape, compass, matches, aluminum foil, plastic storage containers, signal flare, paper and pencil, needles, thread, medicine dropper, whistle, and plastic sheeting. Sanitation – toilet paper, soap, liquid detergent, personal hygiene items, plastic garbage bags, shovel, plastic bucket, disinfectant, household chlorine bleach. Replace stored batteries at least once a year.
 - e. Clothing and Bedding. Include at least one complete change of clothing and footwear per person plus work boots, rain gear, blankets or sleeping bags, hats, gloves and thermal underwear.
 - f. Special Items. Remember family members with special needs such as infants, elderly, or disabled individuals. Also include something for entertainment and important personal documents.

3. Family Disaster Plan. A resident must ask themselves, where will my family be when disaster strikes? Family members could be anywhere, at work, at school, or in the car. How will they find each other; are the children safe? Disaster can strike quickly and without warning. It can force an evacuation of the neighborhood or restrict access outside of the home. Families can and do cope with disaster by preparing in advance and working together as a team. The steps listed below will help create a family disaster plan. Knowing what to do is always the best protection and the responsibility of everyone. A Resident must:
 - a. Ask what types of disasters are most likely to happen and request information on how to prepare for each.
 - b. Learn about the community's warning signals, what they sound like and what should be done when they are heard.
 - c. Ask about animal care after a disaster. Animals may not be allowed inside emergency shelters due to health concerns.
 - d. Find out about the disaster plans at work, children's school, daycare center, and other places where your family spends time.
 - e. Have a family meeting and discuss why there is a need to prepare for a disaster. Explain the dangers of fire, severe weather and earthquakes to children.
 - f. Pick two places to meet, one right outside the home in case of a sudden emergency, like a fire, and outside the neighborhood in case no one can return home. Everyone should know their address and phone number.
 - g. Ask an out-of-state friend to be the family contact. Surprisingly, long-distance phone lines will be restored prior to local lines.

CHAPTER 6. MOVE-OUT PROCEDURES

A. Resident Occupancy Agreement Termination.

1. Intent to Vacate. The Tenant Occupancy Agreement (PSSU Cleveland-001) includes a clause requiring residents to notify the Housing Office of their intent to vacate upon notification of Permanent Change of Station (PCS) orders, retirement, or other action that will result in the termination of assignment. Residents must provide notice in writing by submitting a Notice of Intent to Vacate Government Quarters (PSSU Cleveland-009) 45 days prior to their departure, or as soon as possible if less than the required 45 days. Once the Housing Office has been notified, written acknowledgement of the vacate notice will be provided to the resident which will include confirmation of his/her move out date and scheduled pre-termination and termination inspections with the resident.
2. Occupancy Contingencies. Dependents will be permitted to continue residing in government homes during the absence of the military member while serving an unaccompanied or restricted tour, or temporarily detailed within the United States. Family members may be allowed to reside in the home for up to 360 days after the death of the sponsor, with payment of rent in the amount equal to the members BAH. In the case of MIA, POW, or other status conditions, military family members may remain in the home until such time as Coast Guard changes the status or until such time as BAH is no longer authorized.
3. Pre-Termination (Pre Check-out) Inspection. A preliminary inspection will be conducted by a local Housing Representative and the resident (or designated representative) 30 days prior to the date of termination. The purpose of the inspection is to determine the overall condition of the residence (including exterior yard areas), set expectations and provide guidance for the final inspection. During this inspection, the Housing Representative will issue a Preliminary Inspection Check-Off Sheet, (PSSU Cleveland-010). This checklist indicates specifically what items will be inspected during the final inspection. During the pre-termination inspection, the Housing Representative will pre-assess damages for which the resident will be responsible for and advise the resident on his/her responsibilities concerning repairs or reimbursement.
4. Termination (Check-out) Inspection. The final inspection is conducted on the date of termination. There shall be no household goods or personal items in the quarters during this inspection. The sponsor or legal representative must be present during the final inspection along with the lessor for leased housing. To pass the final inspection, there must be no discrepancies other than those listed on the initial check-in inspection sheet that was completed at the time of occupancy. When quarters are found acceptable, the sponsor will be cleared of housing and the Housing Office will notify the Servicing Personnel Officer (SPO) via e-mail to start BAH. Should the sponsor fail the final inspection, it

will be his/her responsibility to rectify the discrepancy on the spot or reimburse the government for damages or cleaning prior to termination of the residence.

a. During the termination inspection, the Housing Representative will:

- (1) Provide an accurate damage cost assessment to the resident. The resident's responsibility for the home will not be terminated unless the home is appropriately cleaned to prescribed standards.
- (2) Determine need for additional estimates for repairs or replacement.
- (3) Take pictures of damages if the resident does not intend to pay in full before clearing.
- (4) Collect amount due the government via a Money Order or Certified Check made payable to U.S. Coast Guard.

b. During the termination inspection, the resident will:

- (1) Provide receipt of professional carpet cleaning, and if resident had pets, the receipt must also show that deodorizing and spraying for fleas was also accomplished no less than two days prior to move out. A termination inspection will not be conducted if the carpet is wet. If fleas return to the unit before the next resident is assigned, the previous resident will be billed for an additional treatment in order to rid the home of the pests.
- (2) Return all keys, garage door openers if issued, and any other access items. Residents are charged \$25.00 for each lost key and \$75.00 for each lost garage door opener.
- (3) Immediately following the termination inspection the resident will pay all damage charges in full. If the resident leaves without paying the full amount due, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to the sponsor's new Commanding Officer, and also the Pay and Personnel Center to be recouped from military pay, income tax returns or other sources of income.

TENANT OCCUPANCY AGREEMENT

Section I: Service Member Information: Please print. This agreement to occupy the premises indicated is issued by the United States Government, acting through the United States Coast Guard, and the Service Member identified below. By execution of this agreement, the service member agrees to comply with all terms, conditions and provisions specified and those contained in the Integrated Support Command Cleveland Resident Occupancy Handbook.

Service Member's Name (Last, First, MI):	EMPLID:	Rank/Rate:
Permanent Duty Station (Include Work Phone #):	Quarters Assigned (Street, Apt #, City, State, Zip, Home Phone):	

Section II: PROVISIONS OF OCCUPANCY

Please read each statement and acknowledge by initialing in the block.

(1)	I understand my requirement to keep the Housing Office informed of any eligibility changes, e.g. marital status, pay grade, rotation date, family composition.
(2)	I understand that I am required to provide a written 45-day Notice of Intent to Vacate. I understand that I must schedule a pre-termination and final inspection with the Housing Office no less than 30 days prior to my anticipated departure.
(3)	I understand I am required to register all weapons upon occupying government housing or after the purchase of additional weapons.
(4)	Coast Guard Leased Housing is considered government property yet the local law enforcement/fire department maintains jurisdiction. Therefore, in the event of an emergency I am directed to contact my local Police and Fire Departments. (EMERGENCY – 911)
(5)	I understand authorized personnel can inspect my residence at any time. Reasonable notification will be given when appropriate (24 hrs.), however unannounced inspections for major violations will receive no advanced notification in accordance with the PSSU Cleveland Resident Occupancy Handbook.
(6)	I understand I am financially responsible for all damages due to negligence, unauthorized alterations and damaged or missing government property.
(7)	It is strongly encouraged that I carry renter's insurance. If I own a waterbed, an aquarium over 20 gallons, or play structure, I am required to carry liability insurance.
(8)	I understand that in Unaccompanied Personnel Leased Housing, overnight guests are not permitted without prior approval of the Housing Office and mutual consent of other residents. Family housing guests must be registered if staying for more than 3 days but less than 30 days. Guests may not stay longer than 30 days without written permission of the Area Housing Office.
(9)	I understand I am authorized up to 2 pets. Pets are required to be registered with the Housing Office. Any damage to quarters or flea infestation caused by any pet in my care will be my financial responsibility. I further understand I will be held financially responsible to eliminate the problem of lingering pet odors or pest infestations detected within 60 days of my final inspection.
(10)	I understand I am responsible for routine maintenance and repairs (replacing light bulbs with CFL light bulbs, broken electrical cover plates, loose door knobs, etc.). However, electrical repairs are restricted. No rewiring or repairing of circuits, switches, etc. is allowed. I am aware that I must call my Landlord or Housing Office for emergency repairs and services.
(11)	I understand parking shall be in accordance with the PSSU Cleveland Resident Occupancy Handbook, local regulations and limited to vehicles owned by the occupants and their guests. In Unaccompanied Personnel Leased Housing, I am allowed one operable, properly licensed vehicle at my residence. This vehicle, or a change of vehicle, must be registered with the Housing Office. No vehicles may be parked on grass/landscaped areas or in walkways at any time. Storage of campers, motor homes, boats, boat trailers, etc. is not allowed and is the responsibility of the resident.

(12)	I am responsible for pest control in my residence. Sanitation is the most effective means for controlling many household pests, and it is my responsibility to properly clean and maintain my assigned residence. If an infestation of pests is evident, I must contact the Housing Office for assistance.
(13)	I understand there is zero tolerance concerning drugs in housing. Any incident with drugs is cause for an immediate loss of housing privileges.
(14)	It is my responsibility to conserve our natural resources. I understand utility and water conservation is required. Repeated violations of excess utility usage could be the basis for termination of my assignment to government housing.
(15)	I will be a good neighbor and be aware that the level of my music/TV may be offensive to neighbors. Loud music/TV will not be played past 2200 under any circumstance. Should problems arise with my neighbors, we will resolve our differences privately and courteously.
(16)	I will ensure my children under 10 years of age will have adequate supervision at all times and minors between the ages of 10 and 16 will not be unsupervised for more than a 24-hour period. Children under 16 years of age will follow curfew laws as they may apply for my housing site.
(17)	I understand it is my responsibility to dispose of all packing materials/boxes.
(18)	I understand that I will be accompanied by a Housing Representative in order to conduct a check-in inspection of the residence to which I am being assigned. The pre-existing condition of the unit will be noted on a Quarters Inspection Checklist. I understand any further pre-existing conditions found after the check-in inspection must be submitted to the Housing Office within <u>ten days</u> of my move in or will not be allowed.
(19)	I understand I am responsible for practicing good housekeeping and for keeping my residence in a clean and sanitary condition. I understand that I am responsible for the area around the outside of my residence, keeping it swept and free of litter including cigarette butts, bottles, boxes, etc.
(20)	I understand I must have prior written approval from the Housing Office before making any modifications to my residence. This includes painting and wallpapering, construction of additions, attachment of fixtures, replacement of flooring, etc.
(21)	<i>For Residents with Yard Responsibilities only:</i> I understand I am responsible for the care of my yard, which includes watering and cutting of grass. (Since many of the units have different size yards and configurations, my responsibility will be stated to me upon my assignment.)
(22)	I understand that the use of contact paper on shelving is prohibited.
(23)	I understand that purposely tampering with by disconnecting smoke detectors is considered a major violation and possible grounds for immediate loss of housing privileges.
(24)	I understand all my personal items (boxes, tools, tires, play toys, bikes, etc) need to be picked up and stored inside my unit, backyard, storage area or garage when not in use.
(25)	In Unaccompanied Personnel Leased Housing and Family Leased Housing, smoking inside the residence is not authorized. Smoking is permitted outdoors only. Cigarette butts must be disposed of properly.
(26)	I have received and reviewed the ERA Disclosure Letter and will have all my questions answered pertaining to the Assessment Reports and how they effect my housing unit.

Section III: EXECUTION OF AGREEMENT

I have received a copy of the "PSSU Cleveland Resident Occupancy Handbook and will read and abide by all of the regulations. I am also aware that I will be held financially responsible for any and all damages, abuse and neglect of the home to which I have been assigned.

Service Member's Signature:	Date:
Housing Representative's Signature:	Date:

RESIDENT INFORMATION

Section I General Information This multi-purpose form is used to register pets, weapons, waterbeds, and vehicles with the Housing Office.

Service Member's Name (Last, First, MI):	Rank:	Duty Station:	Date:
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Resident's Complete Address & Phone #:

O Pet Registration

Type of Pet (i.e. Dog, Black Lab / Cat, Brown/White mix)	Animal's Name	License & Exp Date	Sex

Caged Pets or Aquariums:

Certification: By submitting this document I am requesting permission to maintain the above-described pet(s) in my assigned government quarters. I have read and agree to abide by the pet regulations stipulated in the PSSU Cleveland Resident Occupancy Handbook. I understand that I am required to comply with all applicable Federal, State and local laws. If I desire to have more than two pets, I am required to submit a waiver request to the Area Housing Officer.

Signature of Service Member:

O Notification/Authorization for Weapons/Firearms(s) in Coast Guard Housing (If No Weapons, state NONE in first block)

Type/Brand	Gauge/Caliber	Model #	Serial #	Permit # w/ State

Certification: It is mandatory all housing residents register their weapons with the Housing Office upon initial occupancy in government housing. If "NONE", you attest there are no weapons in your residence. If your weapon status changes, you will notify the Housing Office in writing within 10 days of acquiring the weapon(s). You understand that by submitting false information, you are subject to administrative and/or judicial punishment. It is understood if you, or your family members, are found discharging any firearm within or near government leased/owned housing you will be subject to eviction. You understand you are required to comply with all applicable Federal, State and local laws, including the PSSU Cleveland Residency Occupancy Handbook.

Signature of Service Member:

O Vehicle Registration (Includes Boats, Recreation Vehicles and Campers)

Make/Model	Year	Color	Decal Number/Expiration Date/Issuing Command	License & State

Certification: All vehicles owned by residents must have a valid state registration. Unregistered, abandoned, improperly parked and inoperable vehicles are not allowed in the housing area. All residents are required to follow established command/housing procedures for correctly using, stowing, and protecting privately owned vehicles.

Signature of Service Member:

0	Authorization for Waterbed(s) in CG Owned and Leased Housing		
	Size and number of waterbed(s): <input type="checkbox"/> -King <input type="checkbox"/> -Queen <input type="checkbox"/> -Double/Twin <input type="checkbox"/> -Single		
	Name of Insurance Company:	Policy Number	Policy Effective Date(s) From: _____ To: _____
	Certification: A copy of my waterbed insurance coverage and lessor approval (if applicable) is attached. I will submit proof of renewal or a new policy prior to the expiration date of my current insurance policy or I will immediately remove the waterbed(s) from my quarters. I understand I am accountable for any damage caused by my waterbed(s) and the Local Housing Officer has my permission to check my pay for any damage if my insurance coverage lapses or does not sufficiently cover damages.		
	Signature of Service Member:		

GUEST AUTHORIZATION REQUEST

Section I Service Member Information Please print.

Service Member's Name (last, first, MI):		Rank/Rate:
Permanent Duty Station (Include Work Phone #):	Quarters Assigned (Street, Apt #, City, State, Zip, Home Phone):	

Section II Guest Information This request is valid for up to 30 days. If you anticipate your guest(s) will remain beyond 30 days, a written request must be submitted to the Area Housing Officer, via the Local Housing Officer and your Commanding Officer, and must be approved prior to the expiration of this request.

Name (First, MI, Last)	Age	Relationship to Resident	Arrival Date	Departure Date

Certification: Jointly and individually, I hereby certify that no financial consideration is being paid to the resident or any member of this family by the guest(s) as rental for occupancy of the premises. Additionally, the assigned member is responsible for the conduct of his/her guests.

Service Member's Signature:	Date:
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Section III Authorization

<input type="radio"/> Approved <input type="radio"/> Disapproved	Housing Officer Signature:	Date:
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Remarks:

HOME BUSINESS REQUEST

Section I Service Member Information Please print. This agreement to operate a home business is issued by the Housing Officer and granted to the Service Member identified below. By execution of this agreement, the Service Member agrees to comply with all terms, conditions and provisions specified.

Service Member's Name (last, first, MI):		Rank/Rate:
Permanent Duty Station (Include Work Phone #):	Quarters Assigned (Street, Apt #, City, State, Zip, Home Phone):	

Section II Provisions of Home Business Approval

The Service Member named herein has the authorization to conduct a private business to sell goods and/or services subject to possessing a valid state and or local business license and will comply with the provisions of the Coast Guard Personnel Manual and ethics regulations.

This approval becomes null and void if the Coast Guard, as a result of this home business, incurs excessive utility charges or liability.

Computer websites must meet local, state and federal guidelines and must not bring discredit to the Coast Guard or U.S. Government.

The Service Member is responsible for any costs, whether they are for alterations, damages or repairs, necessary to repair government property caused by or for this business.

Any alterations to the quarters as a result of this approval must be requested prior to beginning work. Such requests must be submitted via a Self Help Project Request to the Housing Office. All alterations and subsequent restoration will be at the Service Member's expense. External alterations and advertising are prohibited.

The raising of animals, birds, fish, etc., for commercial purposes, such as breeding for sale or profit, is strictly forbidden.

Section III Type of Home Business

--

Section IV Execution of Agreement The administration of this agreement will be under the supervision and control of the Housing Officer or his/her Representative.

Resident's Signature:	Date:
Housing Officer/Representative Signature:	Date:

NOTICE OF ABSENCE FROM QUARTERS

Section I General Information

Service Member's Name (Last, First, MI):		Rank:	Duty Station	Date
Quarters Type: <input type="radio"/> Family <input type="radio"/> UPH/BEQ <input type="radio"/> Leased	Resident's Complete Address & Phone #:			

Section II Absence from Quarters

Absence applies to <input type="radio"/> Entire Family <input type="radio"/> Military Member	
Dates of Absence: From: _____ To: _____	
Address while Absent in case of emergency (full mailing address & Phone #):	Name & Phone # of Caretaker (Caretaker will reside in quarters during my absence (YES/NO):

Certification: During this absence the above named caretaker will adequately care for my government quarters and grounds. I understand I am responsible for the conduct of my caretaker while in my assigned quarters. I understand the Area Housing Office must approve any absence in excess of sixty (60) days. I understand it is against regulations to rent or sublease my government quarters during my absence. My spouse or I will notify the Housing Office immediately upon our return. I understand the Housing Office will enter my quarters in case of emergency. I will notify the Housing Office if my absence exceeds the date above.

Signature of Service Member: _____

Signature of Caretaker: _____

Remarks: _____

Section III Housing Office Approval

This request is Approved Disapproved Conditional:

Signature of Local Housing Officer: _____	Date: _____
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NOTICE OF VIOLATION

Section I General Information All residents are required to abide by the regulations outlined in the Resident Occupancy Guide. This form is being issued to notify you of a violation to housing policy.

Service Member's Name (last, first, MI)

Command:

Date:

Quarters Address:

Area of Violation:

Front Yard Front Porch Back Yard

Patio Area Driveway Side Yard

Other:

Section II Violation(s) 1st Notice

An inspection of your housing area was conducted today. The following item(s) were found to be a violation of our housing policy. To assist us in maintaining the housing areas in a satisfactory condition for everyone, it is requested you complete this form by specifying the actions you have taken to correct the described violation. **Sign the bottom of this form and return it to the Housing Office no later than:** _____

Should you fail to respond by the date specified or if the violation is not rectified satisfactorily, a second violation notice will be issued to you via your Commanding Officer.

Clean up trash enclosure area

Mow/edge grass

Water grass

Trim hedges/bushes

Clean up animal feces

Dispose of packing/crating material

Vehicle parked in unauthorized area

Improperly stored personal items (*i.e. toys/patio furniture*)

Vehicle not registered/licensed-**Remove from housing**

Remove boat/trailer/camper/RV from Housing area

Other:

Your cooperation in maintaining the Housing Area is greatly appreciated. You may contact a Housing Representative if you have questions regarding this violation notice.

Housing Representative's Signature:

Date:

Resident's Declaration of Action Taken (1st Notice)

Action Taken:

Service Member's Signature:

Date:

Re-inspection (Housing Office Use Only)

Unit Re-inspected by (Housing Representative's Signature):

Date:

Resident Action taken:

Violation rectified

Violation not rectified

Comments:

<input type="radio"/> Section III 2nd Notice is Hereby Issued	
Date:	Comments:
Resident's Declaration of Action Taken (2nd Notice)	
Action Taken:	
Service Member's Signature:	Date:
Re-inspection (Housing Office Use Only)	
Unit Re-inspected by (Housing Representative's Signature):	Date:
Resident Action taken: <input type="radio"/> Violation rectified <input type="radio"/> Violation not rectified	Comments:

<input type="radio"/> Section IV 3rd Notice is Hereby Issued	
Date:	Comments:
Resident's Declaration of Action Taken (3rd Notice)	
Action Taken:	
Service Member's Signature:	Date:
Re-inspection (Housing Office Use Only)	
Unit Re-inspected by (Housing Representative's Signature):	Date:
Resident Action taken: <input type="radio"/> Violation rectified <input type="radio"/> Violation not rectified	Comments:

NOTICE OF INTENT TO VACATE GOVERNMENT QUARTERS

Section I General Information To Be Completed By Resident This form shall be submitted to the Housing Office at least 45 days in advance of anticipated termination date. Work orders will not be processed 45 days prior to termination of quarters unless an emergency exists. Please print legibly and complete all blocks in this section.

Name (Last, First, MI):		EMPLID:	Rank:
Current Quarters Address and Phone Number:		Number Of Bedrooms:	Housing Type: <input type="radio"/> Government Owned Housing <input type="radio"/> Leased Family Housing (FLH) <input type="radio"/> Unaccompanied Personnel Leased Housing (UPLH) <input type="radio"/> Unaccompanied Personnel Housing (UPH)
Current Duty Station and Phone Number:		New Duty Station:	
Departure Date:	Reason for Vacating: <input type="radio"/> PCS Transfer <input type="radio"/> Discharge/RELAD <input type="radio"/> Retirement <input type="radio"/> Other:		
Pack out Date:	<input type="radio"/> Permissive relocation move to:		
Resident's Signature:			Date:

Note: Residents are required to provide a copy of their Permanent Change of Station (PCS)/Retirement/Discharge orders with their date of detachment stipulated. Residents are not entitled to remain in quarters beyond their date of detachment. The Housing Office must receive any requests for an exception to this policy at least 60 days prior to detachment.

Section II Inspection Dates The following Pre-termination and Final Inspection appointments have been scheduled. You are responsible for being at the residence on the dates and times indicated below. Any change to these dates must be cleared through the Housing Office as soon as possible. The Final Inspection date will not occur after your detachment, retirement or discharge date.

Pre-Check Out Inspection Time and Date:	Final Inspection Time and Date:
Resident Signature:	Date:
Housing Representative Signature:	Date:

Section III (Housing Use Only)

Unit Cleared by (Housing Management Signature):	Date:
No. of Unit Keys Returned:	No. of Mailbox Keys Returned:

RESIDENT RESPONSIBILITIES

1. I have received a copy of the Preliminary Inspection Check-Off Sheet. It is my responsibility to comply with all cleaning requirements. Failure to comply may result in delaying my departure or my being charged for custodial services.
2. I am responsible for damages or missing equipment in my unit. I understand my financial obligations to resolve such situations prior to my departure. There are three options for repairing/replacing damaged/missing items:
 - a. I may repair/replace the item(s) myself.
 - b. I may hire a contractor to accomplish the repair/replacement.
 - c. I may pay the U.S. Coast Guard for the repair/replacement.

If I choose options 1 or 2, I understand the repair/replacement must pass the government's inspection. If I choose option 3, payment can be in the form of either a cashier's check or money order made payable to the "United States Coast Guard", or I can choose a voluntary deduction from my pay using DD Form 139. Cash or personal checks are not accepted.

3. If I am a pet owner, I understand it is my responsibility to exterminate fleas in my yard and unit by hiring a professional exterminator and providing a paid receipt for the service. At the time of vacating, I will ensure there is no flea infestation. If fleas are not properly/adequately exterminated, I will be held financially responsible for an adequate extermination. I am aware if any lingering pet odors or pest infestations caused by my pet(s) are detected within 60 days of my final inspection, I will be held financially responsible for eliminating the problem(s).
4. I am aware that:
 - a. Allow yourself at least three (3) days after your movers leave to clean your quarters.
 - b. All personal items must be removed from your quarters before the final inspection.
 - c. All trash, boxes, garbage and hazardous waste materials must be removed before your final inspection.
 - d. All carpets must be professionally cleaned. The receipt for professional cleaning must be presented at the time of the final inspection. (Final inspections will not be done on wet carpets.)
 - e. Have all keys and garage door openers (if issued) available to give to the Housing Inspector. Any missing keys or openers will result in a monetary charge.
 - f. Have cleaning materials on hand for your final inspection to correct any minor discrepancies. It is the responsibility of the Resident to acquire the necessary equipment and cleaning items needed for their Final Inspection.
 - g. If you hire someone to clean your residence, you are still responsible for the cleanliness of your unit and you must be present for the final inspection. If you have hired a contract cleaner it is suggested that they be present at the final inspection with you.
 - h. Do not allow movers to drive onto grass during your pack out. Damages by movers will be your responsibility.
 - i. You are required to be present at the final inspection. A Power-of-Attorney will be required for spouses who stand in for service members unavailable due to emergency situations.
 - j. If something comes up and you cannot make the final inspection date, please contact your Housing Office immediately. Remember your entitlement to BAH is dependent on a successful and complete Final Inspection.

Termination of quarters is completed when I have met all the cleaning requirements and all damages (if applicable) are resolved. I have read the above and fully understand my obligations.

X _____
Member's Signature

Date

COAST GUARD HOUSING PRELIMINARY INSPECTION CHECK-OFF SHEET

Instructions. The items contained on this sheet must be accomplished prior to your final inspection. For your convenience, a space has been provided for your use to check off each item as you complete it. Personnel assigned to UPH/UPLH should contact their Housing Representative regarding items on this list that may need to be modified.

Resident Name:	Pre-Check Out Inspection Date:	Check Out Inspection Date
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	Item	Action	Done
KITCHEN AREA	Cabinets/ Drawers	Clean all cabinets and drawers thoroughly, inside and out. Remove all fingerprints, grease and sticky substances. Clean shelving, removing all dust, food crumbs, litter, etc. Remove all personal paper liners from drawers and shelves.	
	Counter Tops and Sink	Remove all fingerprints, grease and sticky substances. Remove soap residue from sink and polish all chrome fixtures. Make sure garbage disposal does not have remains of food in it.	
	Range Vent Hood	Clean entire hood inside and out. Hood should be completely free of grease. Filter may be soaked in bag of ammonia or sprayed with degreaser and washed in dishwasher. Disconnect or turn off the power switch to the fan in order to clean fan blades. Replace bulb if burned out. Do not use oven cleaner on hood or any aluminum parts as it will damage the enamel paint finish and ruin the parts.	
	Gas Range Or Electric Range	Carefully pull range away from wall and have pulled out at time of inspection. Shut off gas behind range (contact the Housing Office prior to moving the range to determine if it has a flexible supply line) or remove plug from outlet behind range. Care must be taken not to pull range out too far to prevent damage to the gas line, electrical cord or floor. Clean sides and back of range, sides of cabinets and floor under range. Remove all top burner grills, drip-pans, oven racks and broiler pans; place all items in a large plastic bag, pour in a large bottle of ammonia, tie opening snugly and set outside (preferably in the sun) for 10 to 24 hours. After this time, usually all that is required is a light scrubbing with a Brillo pad to remove remaining residue. Lift the range top and clean outside edges, top, underside and bottom, removing all burned matter and grease. STOVE MUST BE COMPLETELY GREASE FREE.	
	Refrigerator	Carefully move the refrigerator away from the wall to clean the exterior of the unit, including top, and floor below. Remove all lint and dust from coils and screen by use of a vacuum or soft brush. Clean all trays and racks in warm water and detergent. Clean all interior surfaces, including rubber gasket, removing all trapped food particles, spills or mildew. Pull out drain pan and empty/clean. Suggest baking soda be placed in refrigerator/ freezer. LEAVE REFRIGERATOR PLUGGED IN AND ON SETTING #2.	
	Dishwasher	Clean entire unit inside and out including rubber door gasket. Remove all food particles and soap residue. Remove plate from bottom of dishwasher, clean out, and replace.	
BATHROOM(S)	Tubs, Tiles & Showers	Clean bathtub, tiles, and shower doors & tracks. No soap film, mildew, sediment or stains can be left in tub, on walls or shower doors. Do not use abrasive cleaner if you have a fiberglass tub. Polish all chrome fixtures with a SOS scouring pad (or equal).	
	Exhaust Fan(s)	Turn off main power to fan at circuit breaker box. Remove fan cover and clean blades, frame and housing. Use extreme caution to prevent water or cleaner from entering motor. Replace cover. DO NOT DISASSEMBLE.	
	Sinks, Mirrors & Counter Tops	Remove all fingerprints, stains and soap residue. Polish all chrome fixtures with a SOS scouring pad (or equal). Clean out sink(s). There should be no stains on counter top or in sink. Mirrors should be clean and spot free.	
	Medicine Cabinet	Clean and disinfect inside and outside frame. Remove shelves, wash and reinstall. Clean mirror front to remove all stains, water spots and streaks.	
	Toilets	Clean and disinfect inside and outside of toilet bowl and tank removing all stains. Clean toilet seat, lid and underneath rim. Remove all additives from water.	
	Heat Lamp (if applicable)	If heat lamp is burned out, it must be replaced with another heat lamp NOT a regular light bulb.	
OTHER			

	Item	Action	Done
ALL INTERIOR ROOMS	Floors	Sheet Vinyl/Floor Tiles: Remove all dirt, wax and scuff marks. Pay special attention to corners, baseboards and trim. Do not use excessive amount of water or wax on floors. Carpets: All carpets must be professionally cleaned. The receipt for professional cleaning must be presented at the time of the final inspection. <u>Final inspections will not be done on wet carpets.</u> Hardwood Floors: Sweep & remove any marks as directed. Don't use water on floors.	
	Walls and Ceilings	Walls and ceilings must be washed in preparation for painting. If using a spray cleaner, rinse/wash walls thoroughly. Special attention to kitchen walls must be paid; remove all grease and food spatters. Remove all nails, picture hangers and hooks from walls. You will be advised whether or not to patch. Remove all marks, handprints and cobwebs from walls and ceilings. Clean all electrical plate covers, baseboards and all trim.	
	Woodwork	Clean all doors and door frames and woodwork throughout unit. All grease, sticky substances and fingerprints must be removed from cabinets, drawers, doors and hand railings. Remove all nails/tacks. Clean door tracks of sliding closet doors.	
	Windows	Wash all windows, inside and out, ledges, casings and window tracks. Some windows can be removed to clean both sides (ask your inspector). Opposite windows can be washed down with a squeegee. Remove and wash both sides of window screens and vertical/mini-blinds and reinstall. All windows should be free of streaks.	
	Decals and Tape	All decals, tape and sticky residue must be removed. Rubber decals in bathtubs and shower stalls must also be removed.	
	Light Fixtures	Remove, clean and re-install all light covers. Clean light fixtures to remove dust, dirt and marks. Replace any missing or burned out light bulbs with a CFL approved bulb with a maximum wattage of 60W.	
	Patio Doors	Clean glass and screen door, doorframe and door track. All areas should be free of dirt. Any damage done by pets to the glass or screen door is subject to a monetary charge.	
	Furnace & Hot Water Heaters and Vents	Clean furnace and hot water heater area. Replace the air return filters throughout the unit. All vents must be dust free. Vent covers can be removed and run through the dishwasher. Clean outside dryer vent (if accessible).	
	Detectors	Clean and test smoke and CO detectors. Replace batteries if needed.	
	Fireplace	Remove ashes and clean. Clean walls with stiff brush. Polish fireplace equipment.	
EXTERIOR (if applicable)	Garbage Cans, Recycle Bins, & Garbage	Garbage cans and recycling bins must be cleaned, washed out with a disinfectant and placed in storage area/garage. All trash and garbage must be removed from premises prior to final inspection. Bags, boxes, and discarded items are not to be left in the unit.	
	Lawn/Garden Areas	Lawns must be watered, mowed, weeded, edged and policed for paper or debris (including pet feces). Garden areas and flowerbeds must be cultivated and weeds removed. All weeds/grass must be removed from patio/garbage enclosure areas. Water lawn sufficiently so grass is green. Cultivate and re-seed all bare areas and fill all holes. Pet damage to grounds is the responsibility of the resident. Driveways, sidewalks and curbs must also be weeded. Trim all shrubs and bushes if required.	
	Garage, Stalls & Driveways	Garages, driveways and parking stalls must be free of any fresh oil stains and all debris. Wash down all concrete walkways.	
	Walls, Doors & Light Fixtures	Wash down all exterior walls and doors, front and back, including doorframes. Clean fingerprints and remove cobwebs. Clean outside light covers & replace burnt out bulbs.	
	Storage Sheds	Outside storage sheds must be emptied, swept and washed out.	
	Personal Structures	Any structure or addition you have installed must be removed prior to the final inspection, unless prior approval is received. Restore damaged grounds as required.	
MISCELLANEOUS	Residents With Pets	It is the responsibility of any pet owner to exterminate fleas in their yard and unit. At the time of vacating, you will ensure there is no flea infestation. If fleas are not properly exterminated, you will be held financially responsible for an adequate extermination. Any lingering pet odors or pest infestations detected within 60 days of your final inspection may result in monetary charges against you to eliminate the problem(s).	
	Key Return	All keys and garage door openers must be turned in to the Inspector at final inspection.	
	Communicate	Call attention to any repair work that has not been completed or any problems you may be re aware of in the unit.	
	To Do's	<ul style="list-style-type: none"> o Change of Address To Postal Service? o Stop Newspaper Delivery? o Turn off Telephone Service? o Turn off Cable TV Service? 	

Department of Homeland Security
U.S. Coast Guard
PSSU Cleveland – 011
(Rev. 10/09)

ADDENDUM TO RESIDENT OCCUPANCY AGREEMENT

Section I Service Member Information: Please print. This agreement to occupy the premises indicated is issued by the United States Government, acting through the United States Coast Guard, and the Service Member identified below. By execution of this agreement, the service member agrees to comply with all terms, conditions and provisions specified and those contained in the Coast Guard Housing Manual, COMDTINST M11101.13 (series)

Service Member's Name (Last, First, MI):	EMPLID:	Rank/Rate:
Permanent Duty Station (Include Work Phone #):	Quarters Assigned (Street, Apt #, City, State, Zip, Home Phone):	

Section II PROVISIONS OF OCCUPANCY

Please read each statement and acknowledge by initialing in the block.

(1)	I have read P.L. 110-140, Section 522 and understand the requirements placed on the Coast Guard.
(2)	I understand the disposal requirements if I use a CFL in place of an incandescent bulb.
(3)	I understand the EPA recommended clean-up procedures if a CFL is broken in my home.
(4)	I understand the requirement to notify the Housing Office if a CFL is broken and I will not attempt to remove any flooring or CG-owned fixture from the home as a result of a broken CFL.
(5)	I have received a copy of P.L. 110-140, EPA's "Frequently Asked Questions: Information on CFLs and Mercury", EPA's "How to Choose" table, and the USCG disclosure letter on mercury.

Section III EXECUTION OF AGREEMENT

I have received a copy of the required enclosures and will read and abide by all of the regulations.

Service Member's Signature:	Date:
Housing Representative's Signature:	Date:

INSURANCE FACTS FOR RESIDENTS

Section I Service Member Information: Please print.

Service Member's Name *(last, first, MI)*:

Rank/Rate:

Permanent Duty Station *(Include Work Phone #)*:

Quarters Assigned *(Street, Apt #, City, State, Zip, Home Phone)*:

Section II The purpose of this form is to provide information to you concerning insurance coverage so you can protect yourself against loss and to help prevent misunderstanding about the U.S. Government insurance coverage. It is not an effort by the U.S. Government to change responsibilities that are authorized by legislature.

1. Generally, except under special circumstances, the U.S. Government and/or the U.S. Coast Guard is NOT legally responsible for loss to the resident's personal property, possessions or personal liability and the U.S. Government/U.S. Coast Guard will not cover such losses or damages.
2. If damages or injury to U.S. Government property is caused by the resident, the resident's guest(s) or child (children), the U.S. Government will have the right to recover payments made to resolve such damages or injury.
3. Following is a non-inclusive list of examples of possible costly misfortunes that, except for special circumstances, you could be legally responsible for:
 - a. Neighborhood children play street hockey and break your vehicle's windshield.
 - b. Your defective electrical extension cord starts a fire, which causes damage to the building and your personal property and/or the personal property of others.
 - c. A friend, or a handyman you hire, if injured, when he slips on the floor you have just waxed.
 - d. You forget the bath water is running and it floods and damages your unit.
 - e. Your locked car is broken into and your personal property, and that of a friend, is stolen.
 - f. A burglar breaks your front door, storage room and/or garage lock and steals your valuables or personal property.
4. If you desire to protect yourself and your property against loss, damage, or liability, the U.S. Government strongly recommends you consult with your insurance agent and obtain appropriate coverage for fire, theft, liability, and other perils. The cost is reasonable considering the peace of mind, the protection, and the financial security that you get if you are adequately protected by insurance.

Service Member's Signature:

Date:

Section III:

Housing Representative's Signature:

Date:

