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**USAG Humphreys  
Directorate of Public Works  
Housing Division  
Handbook**





**DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND PACIFIC REGION  
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS  
UNIT #15228  
APO AP 96271-5228**

REPLY TO  
ATTENTION OF

IMHM-ZA

2 June 2014

MEMORANDUM for Army Family Housing Residents

SUBJECT: Welcome to USAG Humphreys Army Family Housing

1. This brochure is designed to provide you and your family with information pertaining to Army Family Housing within USAG Humphreys. It covers the policies and procedures that apply to you and our goal is to provide excellent housing and services.
2. To ensure all residents are aware of their responsibilities; while residing in Army Family Housing, each family has been provided a copy of this brochure. Please read the brochure so that you understand your role in continuing to make our community an enjoyable place to live.
3. I encourage you and your family to actively participate in community living by attending the Town Hall Meetings, joining volunteer groups, or just respecting your neighbors and their property. By working together, we collectively build the solid foundation inherent in an Army Community of Excellence.
4. The Humphreys Housing Division is ready to assist you and your family with any of your concerns and to ensure that you are afforded the highest possible standards of living.

A handwritten signature in black ink that reads "Darin S. Conkright".

DARIN S. CONKRIGHT  
COL, SF  
Commanding

IMHM-PWH  
MEMORANDUM for Army Family Housing Residents

SUBJECT: Welcome to USAG Humphreys

1. It is with great pleasure that we, the Housing Staff, welcome you and your family to USAG Humphreys. We are confident that your assignment here will be a most rewarding and pleasurable one.
2. This handbook has been developed to provide you with information that will make your transition to overseas family housing a smooth and enjoyable experience.
3. Our command supports the policies and procedures outlined in this handbook and encourages you and your family to abide by them. These policies are necessary to ensure harmony among our residents, as well as to maintain the highest quality of life in our community. Working together and having mutual respect for others and their properties are the foundation for good community relations.
4. Our Promise to All of Our Valued Service Members, Civilians and their Families is:  
"QUALITY CUSTOMER SERVICE"
5. We are available to assist you with any issues that may arise during your residency. Our office is located in Building 307 and the hours of operation are Monday- Friday, from 0800 – 1600, closed daily for lunch from 1230-1330. The Housing office is closed on all US and Korean Holidays.
6. This Handbook is not meant to supplement or supersede any Army, USFK, 8<sup>th</sup> Army or USAG Humphreys Garrison Regulations or Policies. Handbook is prepared IAW AR 420-1, Army Facilities Management, Paragraph 3-60, a (1).

The Housing Division Staff  
DPW, Housing Division  
USAG Humphreys

## **DPW & HOUSING MISSION**

**DPW Vision:** A trustworthy team-oriented staff of professionals focused on mission execution, coupled with business and work practices of ethical behavior and respect for all who live, work and recreate within USAG Humphreys, and who set the standard for quality and commitment to customer service excellence.

**DPW Mission:** Provide Superior facilities in an exceptional living and working environment that supports readiness, transformation and customer service excellence, while displaying unwavering commitment to our values and continuously improving the quality of life for our entire community.

**Housing Mission:** To Manage Garrison Housing programs, Army Family Housing and Unaccompanied Personnel Housing (AFH/UPH) facilities while providing world class customer service and supporting transformation.

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## SECTION I

### USAG-H RESPONSIBILITIES and GUIDELINES

The Director of Public Works (DPW) has primary responsibility for maintenance and repair of your unit; refuse collection and disposal; termite/pest and mold control/treatment. Many of these responsibilities are contracted out and controlled by the DPW, Contracting Officers Representative (COR).

#### 1-1 Standards of Community Living



Residing in a high-rise apartment differs significantly from other types of military family quarters and requires some adjustments or changes in the mode of living. Above all, it requires much more consideration for the welfare of others, as you normally have neighbors above, below and next to you. The cooperation of all residents in abiding by these rules of conduct is an absolute necessity to ensure harmony among the residents. Sponsors are responsible for the actions of their family members who reside with them, regardless of age. In addition, they are directly responsible for the actions of guests and domestic employees. Sponsors will be held liable for any damages to government property that is caused from willful acts of negligence and **vandalism**. Sponsors will ensure their family members cooperate in all matters concerning the

welfare of other residents in the high-rise. Every effort must be made to eliminate friction and unpleasant situations by avoiding arguments, criticism and petty differences. Residents are encouraged to decorate their apartments as tastefully as they would a privately owned home. Residents may have door mats; however, other items will not be allowed in the hallways or doorways (i.e. shoe racks, umbrella stands, baskets, bicycles, boxes, etc).

#### 1-2 Damages and **Acts of Vandalism**

Preventing damages and **acts of vandalism** to government family quarters, grounds or property is the sponsors and occupant's responsibility. Residents will be charged for damages and acts of vandalism, considered beyond normal fair wear and tear.

#### 1-3 Common Use Areas (Exterior)

Residents must cooperate with other residents in maintaining common use areas and grounds. It is the responsibility of the residents to ensure that trash and litter are picked up and properly disposed of. Residents who have pets are expected to have the animals on a leash at all times when outside of the quarters and are expected to clean up behind their animal(s).

#### 1-4 Common Use Areas (Interior)

Residents will ensure that their family members or guests do not create disturbances and are not a nuisance to other residents. Boisterous playing (running, wrestling, throwing balls, playing in elevators, roller-blade/skating, bicycling, etc) in the hallways, lobbies and the roof are prohibited for safety, maintenance and to ensure harmony among the residents.

**1-5 Quiet Hours/Noise** Quiet hours will be observed between 2200 and 0700 hours daily. Outdoor social activities are prohibited during these hours. Residents

are responsible for controlling noise at all times including audio and other equipment so that it cannot be heard outside or through the walls to adjacent apartments. Violations of the quiet hour policy that cannot be resolved using the "Good Neighbor Approach" should be reported to your assigned tower mayor. If the mayor is unable to resolve the issue, you should then report it to the military policy.

#### **1-6 Loud, Profane or Vile Language**

Sponsors must ensure that loud, profane or vile language is not tolerated or used by them, their family members or guest, and that stereos, radios, TVs and musical instruments are not to be played in such a manner as to infringe on the privacy of others.

**1-7 Parking** in the front entrance drive is prohibited except for loading/unloading passengers and cargo and the vehicle will not be left unattended. Parking of privately owned vehicles in any of the places listed below is prohibited:

- Parking in a Fire lane
- Within 15 feet of a fire hydrant
- On sidewalks, grassed or common use areas
- Within 15 feet of a crosswalk
- On the side of the street where street curbs are painted
- Outside of marked parking spaces in the garage area
- In ADA marked areas without the proper parking permit.
- Unregistered/abandoned vehicle should be reported to Military Police at DSN: 753-6650 or 0505-753-6650 from your cell phone.

**Access to all housing underground parking has been granted to housing residents only.**

**1-8 Automotive Repair** Except for a flat tire or minor emergency repair, automobile or motorcycle repairs are prohibited. Occupants can use the AAFES repair concession, the Auto Hobby Shop or an off-post automobile repair shop.

**1-9 Balconies** The balcony will not be used for storage and or have an unsightly appearance. Nothing will be thrown, emptied or hanging from windows or balconies, too include Christmas lights. Nor will any object be placed on outside window sills or the balcony railings which would create a safety hazard or unsightly appearance. **The use of balconies for electric grills, Barbequing (B-B-Q) or storage of B-B-Q grills/flammable materials is strictly prohibited.** Balconies will not be used to kennel or house pet(s). Use of the balcony for fecal droppings is prohibited and will be grounds for immediate termination of quarters. By adhering to these rules a pleasant living environment will be created.

**1-10 Roofs** Use of **or access** to roofs is prohibited.

**1-11 Water Beds** Water beds are not authorized.

**1-12 Hot Tubs** Hot tubs are not authorized

**1-13 Antennas/Satellite Stations** Occupants may not install television/radio antennas or satellite stations on government family quarters or premises.



**1-14 Barbeque/Gas/Electric Grills** On balconies is prohibited. Housing residents

may use the designated gazebos adjacent to their building for their grilling needs and storage of their grills/gas tanks. **Please mark all your property with your name and apartment number. Unmarked items will be turned into DRMO.**

Reservations for the use of the gazebo grilling areas, in the Bennett Avenue Housing area, can be made by signing up on the bulletin board in the center section of the 1<sup>st</sup> level parking garage. This reservation system is governed by the residents of the Family Housing units. There shall be no company or unit size organizational activities within the Army Family Housing grounds. For company or unit size organizational activities, please see MWR outdoor recreation for areas around USAG Humphreys.

Reservations for the use of the gazebo grilling areas, in the "G" Avenue Housing area can be done by signing up on the bulletin board located outside the garage level entry of building 5102. This reservation system is governed by the residents of the Family Housing units.

#### **1-15 Propane/Flammable Liquids**

Storage of propane tanks or flammable liquids in the quarters or on the balcony is prohibited, as it is a fire hazard. Use the storage racks provided at each picnic pavilion to store and secure your propane and flammable liquids.

**1-16 Liability in Government Family Housing** Sponsors occupying quarters may file claims at the Claims Division, Staff Judge Advocate (SJA) for certain losses or damage due to fire, flood, theft or vandalism to their personal property at the quarters, provided such loss or damage are not caused by occupant negligence. **Residents are highly recommended to**

**obtain commercial renters insurance to cover their personal property in all housing complexes.**

- The Claims Division can pay only for damage to personal property. Damage to or the cleaning of government property is the responsibility of the occupant. Claims will normally be paid on the basis of repair cost of damaged items.



#### **1-17 Security of Quarters/Personal Property**

Residents must ensure their doors and windows are locked during their absence and before retiring for the night. Personal property must be secured when unattended. Theft of unsecured property cannot be claimed against the Government for failure of the occupant to secure items of value, such as watches, jewelry, cash etc. while contract workers are in their quarters. When maintenance or contract workers are in their quarter's occupant supervision is mandatory.

**1-18 Speed Limits** Drive carefully and obey the speed limits. Be alert to children who may run onto the street. Because of possible traffic accidents in the housing area, children must not play in the street or the parking lot/garage and should be supervised at all times.

**1-19 Bicycle/Roller Blades/Skateboards** Bicycles must be registered with the Provost Marshals office. Bicycles are not to be left in the lobby or hallway areas.



possible traffic accidents in the housing area, children must not play in the street or the parking lot/garage and should be supervised at all times.

**1-19 Bicycle/Roller Blades/Skateboards**  
**Bicycles must be registered with the Provost Marshals office.** Bicycles are not to be left in the lobby or hallway areas. Residents will either secure their bicycle at the bike rack adjacent to the building or store the bicycle in the apartment. When storage areas become available, bicycles can be stored in the underground parking garages. Bicycles left unattended or not secured will be confiscated.

- Helmets certified to meet Department of Transportation (DOT) and reflective safety vest will be worn at all times when riding Bicycles, Roller blades, Roller skates or Skateboards. Protective clothing, such as kneepads or elbow pads is required when using roller skates or blades.
- Bicycling, rollerblading, roller skating or skateboarding in hallways, lobbies and garages are strictly prohibited for safety and maintenance reasons.

### **1-20 Reports/Complaints**

Reports/Complaints received by the Military Police regarding misconduct or disturbances in the housing area caused by the sponsor, their family members or guests will be processed by the Military Police who will be dispatched to the scene to investigate the incident. If the incident is of a serious nature, the sponsor's commander/director or representative will be notified. All incidents will be entered on the Military Police Desk Blotter.

**1-21 Family Member/Dependent** Any persons who are related to the sponsor (for the purposes of dependent-rate housing allowance per 37 USC 401) in the capacity of a spouse, unmarried child, or dependent parent, who is dependent on the sponsor for over one half (1/2) of his or her support, or is under 23 years of age and enrolled in a full-time course of study at an approved institution of higher learning and is in fact dependent upon the sponsor for more than one half (1/2) of his or her support may be eligible to reside in government quarters and/or qualified for an additional bedroom provided the family member is on the sponsor's PCS orders to Korea.



**1-22 Babysitting** Babysitters must be at least 12 years of age. See USAG Policy letter (Child Supervision) for more details. A list of certified babysitters is maintained by the Humphreys Red Cross. All babysitters referred by the Red Cross must complete a certification course to include Infant/Child CPR, Standard First Aid and developmental activities for children and youth. POC 753-5612.

**1-23 Domestic Hires** All residents employing personal hires should contact the Provost Marshal's Pass Office at 753-6614/16 for current regulations on domestic hires. Appropriate paperwork must be completed for the issuance of a gate pass. Residents are responsible for the conduct and behavior of the personnel hired and sponsors retain all liability.

**1-24 Health, Sanitation and Damage** While preservation of health and sanitation are ultimately the responsibility of the

residents, the government has a vital interest in preventing hazardous health situations, sanitary conditions and deterioration of family quarters. The Housing Division Chief or their delegated representative reserves the right to conduct inspections of family housing units to ensure that housing areas provide a healthy, sanitary environment for all residents residing in government housing. Inspections may be scheduled or unannounced based upon complaints of alleged violations of health, sanitary conditions or damage to government quarters.

**1-25 Pest Control** It is the responsibility of the resident to ensure their quarters are free of bug and rodent infestation. Residents will ensure good housekeeping to eliminate or prevent infestations. Residents are responsible to combat the problem through use of commercial products available at the commissary or AAFES.

**1-26 Period of Absence** The resident is encouraged to notify the housing office in writing whenever extended absences from the housing unit is **expected to exceed 7 days**. Residents are advised to have a house sitter with contact numbers as a point of contact for emergency or other situations that require access to the housing unit.

**1-27 Permission to Enter Quarters** You or your representative are expected to be at your quarters for any response to a service order request. In the event of an emergency, DPW, fire department and/or housing personnel will enter your quarters, solve the problem and notify you in writing and verbally upon completion of the work or inspection.

**1-28 Home Enterprise/Commercial Endeavors** Request for permission to

conduct a home enterprise will be made in writing to the Installation Commander through the Housing Division. Commercial endeavors must be consistent with Federal, State, Host nation laws and the SOFA Agreement. A home enterprise cannot compete with or duplicate MWR or AAFES sales and services. At no instance will activities be authorized or continued when they interfere with community tranquility or present safety hazards.

#### **1-29 Family Child Care Homes (FCC)**

Family members desiring to operate an FCC home must be certified through Child, Youth and School Services (CYSS), FCC program and have written authorization to operate the FCC home. Structural changes to the family housing unit are not authorized except where an FCC home must be upgraded to meet National Fire Protection standards. In all other cases, all costs associated with minor modifications and restoration will be borne by the sponsor. POC 753-8507



**1-30 Child Care Families** may employ child care providers in their own home for supervision and care of their immediate family members. Sponsors are not authorized to provide child care on a regular and consistent basis with the intent of operating a day care unless the care giver is enrolled in the FCC Home program. Baby-sitting of children whose parents are on TDY/leave, not to exceed two (2) weeks (all babysitting in this category should ensure that proper Medical Powers of Attorney are provided for each child). If the

TDY exceeds two (2) weeks, the situation should be referred to the FCC Director on a case-by-case basis. Residents can provide babysitting service for short term, intermittent care in their home as long as it does not exceed 10 hours a week on a regular basis.

Residents who provide child care services in violation of this policy are subject to eviction from their government quarters under the provisions of Army Regulation 420-1. Providing child care services in family housing are a privilege granted by the Installation Commander.

### **1-31 Supervision of Children (See USAG Humphreys Policy Letter # 28 dated 1 Aug 12)**

**1-32 Lock out Instructions** Occupants who misplace their quarters' keys or lock themselves out of their quarters after hours must contact the **Maintenance Contractor at 031-654-4034 24 hours a day** and the contractor will contact an on call Housing representative to assist in gaining access to the residents. The resident must show their identification card to the Housing representative prior to any assistance to gain access to their apartment. There may be a \$50.00 service charge if it is found that assistance is needed due to neglect by the occupant.



**1-33 Guests in Quarters** Residents can have visitors (family or friends) reside with them for a period not to exceed 30 days. Sponsors must complete a written request (that can be picked up at the Housing Office Bldg 307) and submit it to Housing

office 30 days in advance. Request for more than 30 days must be submitted in writing and approved by the Installation Commander. A guest is not a relative or friend who plans to stay indefinitely or uses the sponsor's mailing address as a permanent address to obtain employment. Guest(s) should be escorted at all times.

**1-34 Current Information** Sponsors are required to notify the housing office at least six (6) months before scheduled DEROS or any plans to extend their estimated rotation date. Sponsors are also required to ensure that the housing office has a copy of all approved extensions, change in family composition, contact numbers or rank etc.

**1-35 Firearms/Weapons** All privately owned weapons, including but not limited to firearms, replica firearms, war trophies, swords, sabers, bows, bayonets and ammunitions will be registered with the USAG-H Provost Marshal and stored in a unit arms room. **Firearms/Weapons and Ammunition is restricted from family quarters.**



**1-36 Energy Conservation** Residents can help in the fight to conserve energy by:

- Turning off lights, motors and appliances. Do not leave exterior lights on during daylight hours
- Lowering temperature settings to comfortable levels for heating and raising cooling levels
- Keeping windows closed during cold months, open during warm

months and closed during hot months

- Do not waste water



**1-38 Smoking:** Smoking is **NOT PERMITTED** in Army Family Housing quarters. Smoking is prohibited in all common areas such as garage, hallways, stairwells, elevators and playgrounds. Smoking is prohibited on the balconies. Also, no smoking is allowed within 50 feet of any entrance. **These rules apply to electric cigarettes as well.**

**1-39 Courtesy to Host Nation** Remember we are guests here in the Republic of Korea. As USFK members, remember to follow host nation laws and don't be afraid to experience the Korean lifestyle and food.

**1-40 Solicitation** All solicitations are strictly prohibited. Violators will be reported to the appropriate authorities and may be subject to legal action.

**1-41 Garage/Yard/Parking Lot Sales** Twice a year, in May and September yard sales for housing residents will be scheduled. Yard sales will be in the lawn areas only in front of the housing towers. The housing office will advertise the date and time for each yard sale event. If families want additional dates for yard sales, they will need to use the scheduled community yard sales that outdoor recreation schedules on a monthly basis.

## SECTION II

### MAINTENANCE



**2-1 Good Repair** Residents are expected to maintain their housing unit in habitable conditions and are responsible for minor maintenance and repairs. Any damage caused by either the residents, their family members or their guests beyond normal wear and tear, neglect or abuse will be repaired at the residents' expense. Though not mandatory, you are highly encouraged to obtain renters insurance.

**2-2 Maintenance of Quarters** Maintenance is performed by a Housing Maintenance Contractor. While every effort is made to have new residents move into a house that is free of maintenance needs, there are times when it may be necessary to accomplish minor work after the occupants move in. In such cases, full cooperation and patience of the resident and family members is appreciated.

- Contract personnel working in government family quarters are not subject to the supervision, instruction and/or assignment of duties by the resident of the quarters. The repair person is to do only the work set forth on the job order. Maintenance personnel work under strict requirement in regards to courtesy and consideration of residents. Residents are expected to conduct themselves in a like manner.
- Maintenance personnel are not permitted to enter quarters in the absence of the resident or their

authorized representative, except in the case of an emergency and under the supervision of the Housing manager or their authorized representative. Housing personnel will not stand by for routine maintenance and repairs. It is the responsibility of the resident to be available for the worker to access their quarters.



### **2-3 Minor Maintenance and Repairs**

Residents are encouraged to do minor maintenance and repairs to off-set maintenance and repair costs. Minor improvements and repairs are the responsibility of the resident to ensure habitability standards. The following list is a general idea of resident's responsibilities:

- Replace light bulbs, reset tripped circuit breakers.
- Reset nails/screws protruding from woodwork and other surfaces and fill holes with materials compatible with the surrounding surfaces.
- Tighten and replace hardware such as bolts, door closures, door hinges screws and window latches.
- Lubricate hardware items to provide quiet and functional operation.
- Repair damaged coat hooks, clothes racks, and shelves.
- Unstop sink bathtub, shower drains and toilets.
- Caulk around bathtub, sink and ceramic tiles.

**2-4 Service Order Procedures** Service orders are for maintenance and repair of items not covered under Self-Help Program. A Service Order (SO) may be initiated by calling the:

**Maintenance Contractor at 031-654-4034  
24 hours a day**

**Appliance repair during non duty hours  
call (Refrigerators ONLY) 753-6173**

- **Emergency** work (priority 1) takes priority over all other work and requires immediate action. Usually, work will be classified priority 1 when it is a danger to life, health, mission, security or property.
- **Urgent** work (priority 2) is required to correct a condition which could become an emergency, could seriously affect morale or has command emphasis. General rule, every effort will be made to accomplish within two (2) working days.
- **Routine** work (priority 3) does not meet the category of emergency or urgent. This is work, if not accomplished would only continue to be an inconvenience or unsightly condition. Normally accomplished on a first-come first-serve basis within 30 days.

**2-5 Use and Repair of Facilities** The residents will use all electrical, plumbing, sanitary, heating, ventilating, air conditioning, fixtures, facilities and appliances in or on the premises in a reasonable manner.

**2-6 Systems Overloads** Residents will not install or use any equipment that will overload any electrical, mechanical or utility systems. Extension cords do not

carry more than their proper load as indicated on the cord or appliance.

**2-7 Plumbing and Appliances** The resident must keep the premises, including all plumbing fixtures, facilities and appliances as clean and safe as condition permits and will attempt to unclog and keep clear all waste pipes, drains and water closets where possible. **Do not dispose of any cooking grease or oil down drains.**

**2-8 Redecorating, Alterations or Modifications** Plans must be submitted in writing to the Housing Office for any additions, alterations and/or modifications. Written consent must be obtained before any work is performed in family quarters. All costs associated with alterations or modifications will be borne by the resident. Such alterations will, at the option of the housing authority, remain with the property or be removed by the resident. When removing such alterations the premises must be returned to its original condition at the expense of the resident.

**2-9 Self Help Services** are limited to single housing units only. This is for yard up keep only. All other work on single dwelling units is done by the housing maintenance contractor.

**2-10 Heating and A/C System:** During the winter, please do not turn on the Air Conditioner (A/C). Turning your A/C on during winter months will cause damage to the unit. Damage caused by turning the A/C on during off seasons will be charged to the resident. Alternatively, do not turn your heating unit on during the summer months. This will cause damage to the coils in the unit. Again, residents will be held responsible for damage.

## SECTION III

### FIRE PREVENTION AND PROTECTION

#### 3-1 Instructions on Fire Prevention

Sponsors are responsible for the conduct of family members and guests in the event of an actual fire or drills. Residents will adhere to established fire safety regulations as outline in EUSA Pam 420-1 and the USAG-H Support Activity Fire Prevention Regulation 420-90.

**3-2 Fire Evacuation Plan** Residents will familiarize themselves with the fire evacuation plan for their quarters.

#### 3-3 Fire Prevention Checklist

- Do not leave young children unattended.
- Do not smoke in bed.
- Never leave unattended food cooking on the stove
- Do not store petroleum based products for cleaning in and around the stove or heating elements
- Do not store flammables in your quarters
- Do not use portable kerosene space heaters.
- Do not start fires outdoors, it is prohibited, unless it is for BBQ grill cooking
- Do not extend or modify your electrical outlets in your quarters
- Do not park your POV within 15 feet of any fire hydrant

**3-4 Fire Inspections** The fire department routinely performs inspections of quarters and conducts fire drills, both announced and unannounced.

**3-5 Clothes Dryers** Check and clean clothes dryer lint traps after each use. Lint build up causes a fire hazard and decreases productivity of your dryer. Keep the dryer hose clean and free of kinks. Do not place plastic articles in the dryer.

**3-6 Cooking Appliances** Unattended cooking is the number one cause of house fires. In the event of a cooking fire involving grease, do not use water! **DO NOT ATTEMPT TO MOVE THE PAN. You should use a dry chemical fire extinguisher to smother the flames. CALL 911**

**3-7 Liability** If a fire occurs as a result of careless actions of a sponsor, family member and/or guests, the sponsor will be held fully liable for all damages to the quarters and/or furnishings. Though not mandatory, you are highly encouraged to obtain renters insurance.



**3-8 Smoke Detectors & Fire Extinguishers** Each quarter is equipped with smoke detectors and **Sprinkler System**. Residents are responsible for periodically checking the smoke detectors (recommended twice a year minimum) to ensure they are in proper working order during occupancy and replace the batteries, if appropriate. Any other malfunctions detected must be reported to the housing office or fire department. At NO time will the occupant intentionally disable any smoke detector or fire suppression system. Housing does not provide fire extinguishers,

but it is strongly recommended that each resident purchase their own and keep it on hand in case of an emergency. The fire extinguisher cabinets in the hallways of G Avenue tower units, was a design error. They were meant for the common area hallways only.

## SECTION IV

### GOOD NEIGHBOR



**4-1 Good Neighbor Principles** Be considerate of your neighbors. Excessive noise and unattended children are the most reported complaints in USAG-H. When problems occur, residents should attempt to resolve issues amongst themselves. If there is no resolution, then contact your area mayor or building coordinator. If after several attempts no resolution occurs, the matter may be brought before the Commander of USAG-H.

**4-2 Housing Mayors** They are assigned to each apartment building by the Garrison Commander. They are there for you to be able to contact in cases of disputes between neighbors and problems within the community. They can address issues and concerns and mediate when necessary. They will elevate issues to the housing office and/or Garrison Commander for resolution.

**4-3 Noise Control** All individuals living in government housing have a right to expect a reasonable level of peace and quiet.

Acts of excessive noise are in violation of Good Neighbor Principles.

**4-4 Quiet Hours** Quiet hours are observed between the hours of 2200 and 0700 Sunday through Thursday; 2300-0700 Friday, Saturday, and evenings prior to holidays. .

**4-5 Conduct of Children** Know where your children are! Sponsors will thoroughly familiarize themselves with the USAG-H Policy Letter, Standards of Child Supervision. Furthermore, children will not:

- Play or make noise in the hallways, entry ways, stairwells or elevators
- Play loud music to the point where it disturbs neighbors
- Climb up the balcony railings or play around trash dumpsters or maintenance area (including materials)
- Throw any item(s) from balconies or in hallways/stairwells
- Rollerblade/skate, skateboard, ride bicycles (tricycles/Big Wheels), play Frisbee or spin tops in any building or roadway
- Pick or pull flowers; climb or destroy trees/shrubbery
- Play or throw balls against the interior or exterior wall of buildings or quarters
- Write, draw, scribble or throw items on the floors or walls in the hallways, stairwells, elevators of buildings
- Urinate in elevators, outside common areas
- Litter the hallways, elevators, stairwells, buildings, playgrounds, and other ground areas
- Vandalize any government property or other resident property (i.e. POV, bicycles, etc.)

**4-6 Picnic Areas** Residents are required to be courteous in the use of picnic areas. They will ensure areas are cleaned of all food items and debris after an event. Reservations for the use of the Gazebo grilling areas can be done by signing up on the bulletin board in the center section of the 1<sup>st</sup> level parking garage for those residents residing in Bennett Ave Housing. For those residing in G Avenue Housing, you can sign up on the bulletin board located outside of the garage level entry of building 5102. This reservation system is governed by the residents of the Family Housing units.

**4-7 Basketball/Tennis Courts** First come first served. We expect residents to be courteous and conscientious about usage.

**4-8 Exterior Doors and Baggage Carts** Keep all exterior doors to the buildings closed and when using housing provided baggage cart replace it in the parking garage for the next residents use.

**4-9 Shopping Carts** All shopping carts are property of either AAFES or the Commissary. They should not be left in the housing area.

## SECTION V

### SERVICES

**5-1 Mail Delivery** U.S. Mail is not delivered to quarters address. All personal mail is distributed at the sponsor's unit or via post office box issued by unit and/or post office.

**5-2 Telephone Services** For residential telephone service and internet connections, residents must contact SSRT Post Exchange (PX) to establish an account.



- Telephone repairs should be reported to 114, or stop by the Phone Store at building 343 to place a work order.
- Installation of additional phone lines or jacks is the responsibility of the resident.

**The contact information for LG Internet Contractor at USAG Humphreys is 070-7598-2000**

**5-3 Cable TV Services** The cable television is run by the CCTV MWR in building 544 or by calling 753-7877. Cable outlets are installed in all government quarters. Residents are responsible for connecting their sets to the outlets.

**5-4 Claims Services** Legal and claims service is located in bldg 544; hours M-F 0800-1700.

**5-5 Shuttle Bus Service** Shuttle bus service is available throughout USAG-Humphreys. Schedules are posted at bus stops. **At the current time TMP will not provide bus services to the new housing complex (G Avenue).**

**5-6 Internet Service** provided by SSRT 031-615-4003.

**5-7 Newspaper** News paper service may be requested for Stars and Stripes. Residents must contact applicable agency for delivery. If you plan to be away from your quarters for more than a week, please make arrangements with someone to pick up your newspapers while you are away.

**5-8 Multi-Purpose Rooms (Located in Bennett Ave Housing)** The multi-purpose rooms are available on a reservation basis for exclusive use by all assigned Family Housing residents, to include G Avenue

Housing. Persons requesting to use the multi-purpose rooms must contact the Housing Office to make reservations.

**5-9 Refuse** Household trash is collected on a daily basis in the housing area. Residents are responsible to place their household trash in sealed trash bags and place in the dumpster enclosure adjacent to the building. **All trash must be placed inside the dumpster and not left outside on the ground.** Food waste and garbage should be in sealed bags and removed from the quarters on a daily basis. No trash shall be left in the hallways or on the balconies. **There shall be no hazardous materials disposed of in any of the refuse containers. The USAG Humphreys disposal web site is: <http://humphreys.korea.army.mil/RecycleWaste>**

## SECTION VI

### INSPECTIONS, CLEARING QUARTERS AND CLEANING STANDARDS

#### 6-1 TYPES OF QUARTERS INPECTIONS

**6-2 Assignment Inspection** This inspection is a joint inspection between the housing representative and the resident. The condition of the furniture, appliances, and real property is identified and annotated on the condition report. A copy is provided to the resident and the original is filed in the unit folder.

**6-3 Pre-Final Inspection** This inspection is done 30-45 days in advance of the resident's expected departure from the housing unit and/or the installation. This inspection prepares the resident for the final inspection and identifies maintenance and repair items and/or resident neglect.

**6-4 Final Inspection** This inspection is performed 3 days prior to the resident's departure date and is a thorough inspection to ensure cleanliness and accountability of government owned property. Residents who fail the first inspection will have one re-inspection. If the resident fails the second inspection, a statement of charges will be prepared. The resident cannot clear the post until the statement of charges is paid. No exceptions will be granted.

**6-5 Health and Comfort Inspection** This inspection is normally unannounced and directed by the Installation Commander upon receipt of reliable information which indicates the existence of hazardous health or sanitary conditions. The Installation Commander will authorize the Housing Manager, Medical Officer, Safety Officer, Military Police, and unit representatives to perform an inspection to potentially validate the complaint.

- A report of each inspection will be filed in the resident's quarter's file. In the event the complaint inspection is found to be valid, a memorandum of warning, with a copy of the inspection, will be sent to the resident, allowing 24 hours for corrective action, at which time a follow-up inspection will be made. Residents who fail the re-inspection may be subject to eviction from family housing.

#### **6-6 TERMINATION OF QUARTERS**

Termination of quarters will be in accordance with AR 420-1. Quarters will be terminated when:

- The sponsor is transferred or reassigned to another installation.

- Family members no longer reside permanently with the sponsor or the sponsor no longer resides permanently with their family members. Quarters must be vacated within 30 days. Absence of either the sponsor or family members from quarters for more than 90 days is considered a permanent absence, except when a family member is temporarily absent to attend high school or college. Exception to these criteria will be considered on a case-by-case basis.
- Excess quarters previously assigned are no longer excess to the needs of eligible personnel.
- Sponsor retires.
- Death of the sponsor. Family members may retain quarters for up to 180+ days after eligibility expires.

**6-7 Eviction** The Installation Commander may direct termination of quarter's assignment for the following reasons:

- Sponsor, family members, or guests are involved in misuse or illegal use of quarters or other misconduct regarding safety, health, or moral standards.
- Sponsor is discovered occupying quarters of a category or bedroom size obtained through fraudulent means.
- Failure to maintain assigned housing and grounds to acceptable standards. This includes, but is not limited to, not picking up and properly disposing of pet feces, not properly disposing of trash, failing to

maintain the standards of balconies, etc.

- Unit Commanders are responsible for the clearing of quarters of sponsors who are absent without leave, or dropped from the rolls as a result of dismissal, desertion, confinement, etc. When personnel who are assigned family quarters depart the Command without properly clearing quarters, the Chief, Facilities Branch, will have the quarters cleaned by contract with the least possible delay and assigned to the next applicant on the waiting list. Government property found damaged or missing will be covered by a Report of Survey (to include the cost of cleaning). Reports of Survey will be initiated by the Housing Division.

**6-8 Preparation for Departure** The residents are responsible for:

- Making arrangements with the Transportation Office for packing and shipping of household goods prior to departure.
- Scheduling of pre-termination inspections at least 30 days prior to requested termination date. Final check-out inspection appointment must be scheduled at least 2 weeks prior to the date termination is desired.
- Remove all personal belongings from family quarters prior to the termination inspection.
- Residents must be present and on time for both inspections (pre-termination and final termination). Occupants must contact the housing

office at least 24 hours in advance to cancel any inspection.

- It is the responsibility of the sponsor to ensure that the selected date to depart the installation will allow sufficient time for packing/loading of household goods and final inspection. In some cases, the sponsor may be required to authorize his spouse or a secondary sponsor, to whom a limited power of attorney has been provided, the responsibility for clearance of the quarters. Commanders of sponsors assigned government quarters will ensure that each individual within their organization properly clears quarters. When clearance cannot be completed by the sponsor, his/her spouse or the secondary sponsor, the commander will immediately appoint another sponsor to ensure proper clearance. Appointment of a secondary sponsor must be accomplished before actual clearance of the occupant. Appointee selected must be from the same organization.

**6-9 Temporary Lodging Allowance (TLA)**

Departing families are authorized three (3) days of Temporary Lodging Allowance (TLA)/Temporary Quarters Subsistence Allowance (TQSA) when terminating government quarters. Transportation pickup of household goods and flight departure dates should be arranged to comply with this policy. Inspection, either pre-final or final, will not be performed on the same day as household goods pick-up. TLA begins the day family housing is terminated.

- Sponsors should contact Humphreys lodging (753-7355) at least 30-60 days in advance to

make reservations. If space is not available at the Guest House, the sponsor will be given a Non-availability Statement and assisted in locating off-post hotel accommodations. All occupants will vacate their quarters at the time of final inspection.

#### **6-9 Local Movement Between Quarters**

Local movement of household goods incident to the assignment and termination of quarters may be made at government expense when determined to be for the convenience of the government. The government shall also pay the cost of transferring telephone/TV cable service incident to an inter-post move when the move is made at the convenience of the government. In addition, when quarters must be vacated for improvements, modification, or repairs, local movement will be made at government or contractor expense as applicable.

#### **6-10 Promotions/Change in Family Composition**

Sponsor occupying family housing, who are promoted or who are promotable to a higher grade which qualifies them for a different category of housing, may apply for an inter-post housing move at their own expense. Residents may also apply for inter-post move because of a change in bedroom requirements or change of status from enlisted to officer status at their own expense. Date of eligibility on the waiting list for personnel moving to other quarters will be the date of approval from the Chief, Housing Division. All requests for relocation must be made in writing. Termination of the present quarters must be completed within 3 duty days of assignment to new quarters. When contacted for quarters, sponsor must indicate that the move can be accomplished within 3 duty days; otherwise, the next eligible sponsor on the waiting list

will be contacted. Failure to complete and inter-post move within the 3-day period will result in monetary charges applied based on the BOP rate. Quarters will not be held vacant to accommodate occupants' personal convenience.

#### **6-11 Medical Relocation Sponsors**

requesting relocation due to a medical condition must submit a written request to the Chief Housing Division, along with supporting documentation from the attending physician and approved by the hospital commander. The supporting documentation must outline the impact if the relocation is not approved. If it is determined that it is a bona-fide medical condition that requires relocation, the sponsor will be moved at government expense. Date of eligibility on the waiting list will be the date of approval from the Area Commander.

#### **6-12 Cleaning Quarters**

The following information is provided to assist with clearing quarters. Residents are responsible for ensuring the quarters meet the cleanliness standard, which will prevent delays to their out-processing. Should the quarters fail on a third inspection, the chain of command will be notified, the cost of cleaning the quarters will be determined, and a cash collection voucher will be prepared to reimburse the government prior to clearing the installation.

- Sponsors may hire someone to perform the cleaning, but the cleaning will be done prior to the final inspection. TLA will not be authorized until the quarters pass the final inspection.
- Known maintenance problems should be called to the **Housing Maintenance Contractor at, 031-**

**654-4034**, thirty days prior to the final inspection.

- All personal items, cleaning materials, trash, etc., will be out of the quarters prior to the commencement of the inspection.
- All keys issued for the quarters will be accounted for at the final inspection. Residents will be charged for missing keys.

### **6-13 Minimum Cleaning Standards for Housing**

- **Floors and Rugs**  
Sweep floors and vacuum rugs.
- **Walls and ceilings**  
Remove all dirt, cobwebs, crayon marks, pencil marks, food, and so forth from walls. Remove all nails and hooks.
- **Doors**  
Remove all paper, tape, nails, gum, crayon marks, dirt, and heavy stains on both sides.
- **Lighting fixtures and Lamps**  
Ensure all fixtures have operating light bulbs.
- **Ceiling Fans**  
Clean fan blade tops, sides and bottom of fans.
- **Cabinets, closets, drawers, and shades**  
Remove all shelf paper, tape, staples, and tacks. Remove all food particles, trash, and personal items.
- **Refrigerator and freezer**  
Defrost, disinfect and wipe doors. Ensure all food, food particles and/or smudges have been removed and disinfected. Unplug and leave door open.
- **Range**  
Remove all burned/crusted-on food from accessible surfaces. Thoroughly clean both inside and outside of range.
- **Ventilation, air vents, and range hoods**  
Wash and wipe down range hood. Wash and wipe down air vent grills.
- **Dishwasher**  
Wash and wipe down interior and exterior surfaces.
- **Kitchen, bathroom, and toilet**  
Remove stains, lime and mineral deposits, and excessive soap residue from all equipment.
- **Upholstered furniture**  
Wipe down and remove stains. Clean to remove lint, dust, and dirt. Remove spots and stains to the maximum extent possible.
- **Wooden furniture**  
Wipe down and remove stains.
- **Bedsprings, box springs, and mattresses**  
Wipe down and remove stains.
- **Outside area**  
Sweep and clear all debris from balconies. Sweep and clean storage areas of cob webs and debris.
- **Miscellaneous**  
Remove all personal items before final inspection.

## 6-14 Normal Wear and Tear

- With the exception of normal wear and tear, all furnishings must be in the same general condition as when issued. A charge will be assessed for any damage not attributed to normal wear and tear. All furnishings must be physically present in your quarters or are legally accounted for on a hand receipt made available to the housing inspector before final furnishing clearance will be granted.

forum by searching for the Camp Humphreys Housing Forum at <http://www.facebook.com>

**6-15 Movement Expense Guidelines** The following table applies to determining whether a move is for the convenience of the government or the sponsor and indicates whether the expense will be paid by the government or the sponsor.

## Section VII

**7-1 Community Mayor Program:** This program assists the USAG Commander in maintaining the highest quality of life in our housing community. As the Mayor, you and your councilmen will work together with the residents of family housing to foster mutual respect, consideration for others, their families, their property and the community.

**7-2 Community Support:** The housing division works hard to ensure the highest quality of living for you and your family. Sometimes you may have issues that you want addressed quickly. Appendix K contains a comprehensive form to help you resolve any issue that may arise.

Additionally, USAG Humphreys has implemented the USAG Humphreys Housing forum on Facebook to help keep residents keep up to date on the latest Housing happenings. You can find this

**Reason for Move****Expense Paid By**  
**Sponsor                      Government**

1. Sponsor moves incident to PCS, ETS, or retirement.		X
2. Sponsor moves from off-post quarters to on-post adequate quarters (depending on the situation).	X	X
3. Sponsor moves from adequate quarters to other adequate quarters because of larger bedroom requirement.	X	
4. Sponsor moves from adequate quarters to other adequate quarters because of promotion.	X	
5. Sponsor moves for documented medical reasons.		X
6. Sponsor voluntarily moves from adequate quarters to civilian economy.	X	
7. Sponsor is ordered to move off-post for the convenience of the government.		X
8. Sponsor is ordered to move off-post for misconduct.	X	
9. Sponsor is moved because of military necessity.		X
10. Sponsor moves from temporary quarters to permanent government family quarters or from unaccompanied personnel housing to family quarters (depending on the situation).	X	X

## APPENDICES

<u>APPENDIX A</u>	<u>Housing Division Staff</u>
<u>APPENDIX B</u>	<u>Quick Telephone Numbers</u>
<u>APPENDIX C</u>	<u>Severe Weather Conditions</u>
<u>APPENDIX D</u>	<u>Facts about Mold</u>
<u>APPENDIX E</u>	<u>Pets</u>
<u>APPENDIX F</u>	<u>Minor Maintenance and Repairs</u>
<u>APPENDIX G</u>	<u>Energy Saving Tips</u>
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<u>APPENDIX K</u>	<u>Customer Comment and Complaint Forms</u>
<u>APPENDIX L</u>	<u>Army Family Housing Floor Plans</u>



APPENDIX A

**USAG-H HOUSING DIVISION STAFF**

<b>Housing Division Chief</b>	<b>753-7356</b>
<b>Services Branch</b>	<b>753-6617</b>
<b>Facilities Branch</b>	<b>753-7674</b>
<b>Housing Services Office (HSO)</b>	<b>753-6283</b>
<b>Furnishings Management Branch (FMB)</b>	<b>753-8459/3007</b>
<b>Front Desk for appointments and information</b>	<b>753-7358</b>

**The Housing Office is located in building 307**

**Our office hours are: Monday – Friday 0900 – 1630 hours**

**Housing is closed for lunch hours 1130 – 1230**

**Housing is closed on all American and Korean Holidays**

**Housing is open on all “Soldiers Training Holidays”**

APPENDIX B

**QUICK  
TELEPHONE REFERENCES**

(From off-post or cell phone call **0505** and then the DSN will connect)

<b>EMERGENCY/FIRE/MP's/AMBULANCE</b>	<b>911</b>
Emergency from Cell Phone	031-690-7911
Military Policy Desk	753-3111
Emergency Service	753-6068
<b>FIRE DEPARTMENT Non-Emergencies</b>	<b>753-6173</b>
Urgent Care Clinic	753-8111
Family Housing Front Desk	753-7358
Family Housing Division      Representative	753-8347
Furnishings Management Branch	753-8459/3530
<b>24 Hour Maintenance Contractor (AFH)</b>	<b>031-654-4034</b>
<b>Appliance repair during non duty hour's call (Refrigerators ONLY)</b>	<b>753-6173</b>
Staff-Duty – USAG-Humphreys (CHOD)	753-6111
Telephone Information	113
Telephone Repair	114
Cable Television/Repair	753-7877
SSRT (Telephone/Internet)	031-691-5114
DPW Service Order Desk	753-6068
Humphreys Elementary School	753-8894
Osan High School	784-9076/9098
Humphreys Vet Clinic	753-7038

## APPENDIX C

### SEVERE WEATHER CONDITIONS

**Monsoon Season** The monsoon season in Korea begins on 1 June and ends on 31 August. Thunderstorms usually occur 2-5 days per month during this period. Monsoon winds and rain have the potential to cause injury, the loss of life, and significant property and equipment damage. The destructive potential of each monsoon season varies from year to year. July through September is also typhoon season. On average of twice a year, a typhoon will make landfall over the Korean peninsula. Typhoon winds are exceptionally strong on the island and coastal areas, and may also pose a problem inland. Associated rainfall can cause significant flash flooding and rainfall of 20 inches in a 24 hour period (during typhoon passages) has been recorded. It is important during monsoon season that you are aware of what to do and are prepared in case of emergency.

Typhoons are cyclonic storms with high winds moving faster than 80 miles per hour which can cause severe damage to property.

**Condition 4 – Possible destructive winds of 50 knots or greater are expected within 72 hours.**

Ensure the entire family is aware of emergency procedures and location of assembly areas and emergency shelters.

Stay tuned to AFN for further information.

Ensure adequate food and water supply for three days of nonperishable food items and items such as first aid kit, candles, matches, lanterns, flashlights, batteries, clothing, and a portable radio.

**Condition 3 – Possible destructive winds of 50 knots or greater are expected within 48 hours.**

Ensure that condition 4 requirements are complete.

Ensure that the emergency readiness kit is complete and is in a location convenient for everyone.

Ensure all items that could become airborne are secured. If the item is too large to put inside, tie it down to a station object that can't be blown down.

**Condition 2 – Possible destructive winds of 50 knots or greater are expected within 24 hours.**

Ensure that condition 3 and 4 are complete.

Set your freezer to the coldest temperature to minimize spoilage if the electricity should go off.

**Condition 1 – Possible destructive winds of 50 knots or greater are occurring or anticipated within 12 hours.**

Ensure that conditions 2, 3, and 4 are complete.

Some families may elect to move to an emergency shelter on post, such as the gymnasium or the CAC. Personnel seeking typhoon shelter must bring enough food and water for their family for the short stay in the shelter.

Nonessential activities such as the school, clubs, bowling alley, PX, and commissary may be closed.

Fill the bathtub, sink(s) and other containers with water for use as an emergency water supply. Water can be disinfected in emergency situations by adding ½ teaspoon bleach to 5 gallons of water.

Assemble buckets, towels, rags, and mops to absorb rain water that may be blown into the quarters by the wind.

Draw blinds to prevent possible injury from broken glass.

Close windows securely. During the actual typhoon, partially open a few windows on the side of the house away from the wind. This will prevent a vacuum inside the house.

If water leaks in and around doors or windows, roll up rugs or items on the floor that could become damaged from water.

Stay in your shelter. Do not attempt to go outdoors unless you are directed to do so by local authorities. There is danger of being hit by flying objects. If the storm becomes too severe, move your family to the bathroom. Usually the bathroom has the most heavily reinforced wall and the least window area.

At the center of a typhoon is an area of calm called the “eye.” Often the passing of the eye is mistaken as the end of the storm. However, immediately following the eye, the typhoon is at its strongest velocity. Be careful not to mistake the eye as the end of the storm. Stay inside until the ALL CLEAR is declared.

**ALL CLEAR is declared – Resume Normal Activity.**

Pick up debris that might have fallen or blown near your quarters.

Call in emergency work orders and identify damaged areas.

Stay clear of downed power lines or damaged structures.

If the typhoon was severe, the water supply may be contaminated. Therefore, use your reserve water supply. If you must use tap water, boil for at least 10 minutes or use water purification tablets prior to consumption.

## APPENDIX D

### Facts about Mold

#### Mold Prevention and Actions for Home and Work

##### ***What is mold?***

Molds are forms of fungi that are found naturally both indoors and outdoors. Molds come in a variety of colors, including green, black, white, brown and orange. Mold sometimes appears fuzzy, but often appears in slimy streaks. Molds can be found in soil, on plants, on dead or decaying matter and in household dust. Molds belong to the kingdom Fungi, and unlike plants, they lack chlorophyll and must survive by digesting organic matter for food. There are hundreds of thousands of known species of molds with cladosporium, penicillium and funsarium being the most common fungi found on the Korean peninsula (click on <http://www.cdc.gov/mold/faqs.htm> for Basic Facts about mold.)

Molds produce tiny spores to reproduce, just as some plants produce seeds. These mold spores can be found in both indoor and outdoor air, and settle on indoor and outdoor surfaces. When mold spores land on a damp spot, they may begin growing and digesting whatever they landed on. Molds gradually destroy the things they grow on. Therefore, to avoid damage to building materials and furnishings, mold growth must be prevented.

Moisture control is the key to mold prevention. Molds need both food and water to survive; since molds can digest most things, water is the factor that encourages mold growth. Molds will often grow in damp or wet areas indoors. Common sites for indoor mold growth include bathroom tile, basement walls, and areas around windows where moisture condenses, near leaky water fountains or sinks and near fan coil units. Common sources or causes of water or moisture problems include roof leaks, condensation associated with high humidity or chill water pipes not well insulated, localized flooding due to plumbing failures or heavy rains, and slow leaks in plumbing fixtures. In summary, bad plumbing, bad insulation, bad construction or badly designed cooling systems can provide the moisture needed for mold growth.

Sometimes mold has an odor. The odor is usually described as earthy or musty.

##### ***What causes mold to grow indoors?***

Molds need moisture and a food source. Good food sources for molds are cloth, wood, and wallboard. Moisture from a burst pipe or leaking window/roof supports mold growth. With the proper moisture and food, molds will reproduce quickly.

##### ***How can molds affect my health?***

The most common health problem associated with mold exposure are runny nose, scratchy throat, itchy eyes, sneezing, and in more severe cases, wheezing and coughing. Wheezing is a serious symptom that may mean asthma, and should be evaluated by a health care provider.

Allergy symptoms from mold are more common in people who already have allergy problems. Some people report flu-like symptoms, dizziness and other non-allergic symptoms, but the cause of these symptoms is not known. Although molds can produce toxins ("mycotoxins"), research so far has not shown a connection between these and non-allergic symptoms. Mycotoxins are common in our grain-based food supply, and ingestion is the major source of exposure. Mycotoxins are considered relatively non-volatile and unlikely to be released into the air in sufficient quantities to cause disease. Currently, there are no environmental air sampling methods for detecting mycotoxins, nor are there any biomarkers to measure exposure to them.

Allergy exacerbation is the only significant and well-established risk from exposure to mold. All fungi probably produce allergens, but only a few of the hundreds of thousands of different kinds of fungi have been tested for allergenicity. It is estimated that fungal allergy is found in 10% of the general population and 40% of asthmatic patients. Allergic rhinitis is the most common allergic reaction to fungal allergens. It is often accompanied by itchy or irritated eyes or throat, and sneezing.

### ***Preventing Mold in the Home: What can I do about molds in my house/quarters?***

While it is impossible to get rid of all molds in your home, you can control/prevent mold by maintaining a clean, dry home/quarters. Here are some helpful tips:

- The key to mold control is moisture control. Keep humidity below 60%, ideally between 30-50%. Exhaust fans in the kitchen and bathrooms help control moisture. Make sure those fans, as well as your clothes dryer, vent to the outdoors and not to a crawl space or attic inside the home/quarters.
- Keep heating, cooling, humidifying and dehumidifying systems clean. Change/clean filters and empty dehumidifier water collection containers.
- Keep temperatures between 68-78°F.
- Clean, dry or remove anything from your home that is water-damaged, particularly carpets and padding. It is important to dry water-damaged areas and items within 24-48 hours to prevent mold growth.
- Ventilate attics, crawl spaces, and basements.
- Keep bathrooms dry and ventilated.
- Remove mold growth using detergent or soap from nonporous items (such as glass, plastic, metals, and tiles). Moldy porous items are generally impossible to clean and should be discarded in sealed plastic bags.

### **If I See or Suspect Mold in My Quarters What Should I Do?**

If you notice a small patch of mold (a few square feet), then use detergent and water to remove the mold. Look for the source of the moisture. If there is a leaking malfunctioning fan coil unit, call the Housing Maintenance Contractor at 031-654-4034, immediately. If there is no leak and the room environment is very humid or smells musty, then contact Housing and request a dehumidifier. Also tell Housing of the humidity problem in the room. If you see mold in a common area, call Housing to report the mold. Housing will assess the situation. If you encounter more than 3 sq ft of mold, then contact Housing immediately. Examine your quarters to look for the source(s) of moisture and the materials that the mold is growing on. Be prepared to provide this information to Housing. **If you or anyone in your family**

**suspect mold to be the cause of any health problems, go to your healthcare provider and get an assessment.**

***What can I do about molds in my workplace?***

Visible mold in your work area should be reported to your supervisor, who will bring it to the attention of the facility manager and DPW. Mold in the work area should be removed, and causes of the growth, such as water leaks or high humidity must be corrected to prevent further mold growth.

***What if I have symptoms I think are related to mold?***

See a healthcare provider for an evaluation to determine whether your health problems could be mold related. You may be tested to determine whether you have an allergy to mold. If your provider suspects mold, contact Housing to inspect your quarters. If your workplace could be contributing to your health problems, contact Industrial Hygiene. If your quarters or work environment is inspected by Housing or by an Industrial Hygienist, be sure to tell them the name and phone number of your healthcare provider.

***For more information:***

Environmental Protection Agency:

[www.epa.gov/iaq/biologic.html](http://www.epa.gov/iaq/biologic.html)

Occupational Safety and Health Administration:

<http://www.osha.gov/SLTC/molds/index.html>

The Center for Disease Control and Prevention: <http://www.cdc.gov/health/mold.html>



## APPENDIX E

### PETS

**Pet Privileges** With the privilege of owning a pet, comes the responsibility not only to protect and properly care for the animal, but also to preserve and protect the safety and welfare of the community at large. It is the policy of this command that private property rights are subordinate to the public's right to be safe and free from nuisances. The number of pets shall be limited to; two (2) pets (cats, dogs or ferrets), up to four (4) small caged animals or birds and/or an aquarium not to exceed 50 gallons in size. No exotic pets or barnyard type animals will be allowed.

**Registration** All pets will be registered with the servicing installation veterinary treatment facility within ten days after arrival or acquisition. The Housing Office will not be able to assign you a housing unit, until proof of registration is received. Registration must be renewed annually. A registration tag must be worn by the pet at all times. De-registration will be accomplished as a part of normal clearing procedures.

**Inspections** Residents who have a pet(s) while residing in Army Family Housing shall allow unannounced inspections by representatives of the Installation Commander, Housing Office, Military Police, and veterinary personnel.

Prior to final out inspection, residents will have the housing unit and the government provided furniture cleaned and disinfected. All costs associated with preparing the unit for termination will be borne by the resident. No exceptions will be granted. Residents who fail to have the unit cleaned will not pass the final inspection, will not clear the installation, will not be authorized to draw Temporary Lodging Allowance (TLA) and will be charged for cleaning and disinfecting of the quarters, and may face disciplinary action.

**Loss of Pet Privileges** Residents will lose the privilege of being assigned government furnishings and housing, and will lose the privilege of having a pet in government owned housing, if found to be in violation of this policy or other regulations governing occupancy of family housing. The resident will reimburse the government for all damages and repairs and may face disciplinary action. A resident who loses his/her housing privilege shall either initiate an early return of dependents for his/her family and pet(s), or reside off-post at their expense and will not receive furniture or appliance support.

**Dangerous Animals** Any animal capable of inflicting injuries is defined as a dangerous animal. The Installation Commander or his representative may designate an animal as dangerous based upon the actions of that animal or the owner. The Provost Marshal's Office is responsible for maintaining records and complaints made against the owner of unruly pets and will provide the housing office a copy for its records. A pet may be declared dangerous or a nuisance after documented attacks. However, a pet involved in any bite or scratch incident that breaks the skin or an attack that is of an aggressive nature may be declared dangerous by the Installation Commander. Where no other measures will satisfactorily protect the community, the Installation Commander may order the dangerous animal to find another home or be destroyed after giving notice to the resident. In all cases whereby a pet

is ordered to be destroyed, the resident will immediately remove the pet from the quarters and/or the installation.

**Microchip Program** USFK Veterinary Services require mandatory implant of microchips in all newly acquired pets belonging to Status of Forces Agreement (SOFA) status personnel, in all adopted animals, and in any impounded stray animal prior to releasing the pet to the owner. Microchip implant will be at the owner's expense.

**Leash Law** Pet(s) will be on a leash at all times when outside the housing unit. If the pet(s) is taken outside the housing unit, it must be accompanied by a member of the resident's household who is capable of controlling it at all times. Cats will not be allowed to roam uncontrolled and must be on a leash when outside of the housing unit.

**Fecal Droppings** Residents shall clean up the waste left by their pet(s) during their walks and ensure that common areas are not littered with fecal droppings. All feces will be disposed in sealed plastic bags (preferably double bagged) which will be placed in the dumpster containers or receptacles located at the dog parks.

**Nuisance Animals/Barking/Howling** Any animal roaming free, defecating on common areas, barking at all hours of the day or night or getting into trash containers is considered a nuisance animal. The Installation Commander may declare a pet as being a nuisance pet. Once declared a nuisance pet, the owner will take immediate action to remedy their pet or have their pet removed from the quarters. All allegations of nuisance must be verified by the military police. Dog(s) will not be allowed to bark or howl excessively, or otherwise create a disturbance.

**Insect Infestation** Any spread of disease or insect infestation, to include fleas, ticks, lice, etc., shall be promptly reported to the veterinary treatment facility or Director of Public Works (DPW). All costs associated with delousing and disinfecting the quarters shall be borne by the resident.

**Stray Animals** Feral and/or stray animals will not be fed by installation residents or employees.

**Breeding of Pets** Breeding or raising pet(s) for commercial purposes for sale or profit in government quarters is prohibited.

**Abandonment** Pet(s) will not be abandoned. All stray animals on the installation will be apprehended by the Military Police and impounded at the servicing veterinary treatment facility. Stray or abandoned animals and pets not claimed within a reasonable time (no more than three working days) will be considered nuisance animals and will be disposed of. Under no circumstances will any pet be abandoned whether on or off military installations.

**Balconies/Pet Houses** Balconies will not be used to kennel or house pet(s). Use of the balcony for fecal droppings is prohibited and will be grounds for immediate termination of quarters. Pet houses, chains, or feeding utensils are prohibited on balconies.

**Animal Neglect/Abuse** Animal neglect and/or abuse are prohibited. Care of animals which does not meet reasonable humane standards as determined by the veterinarian will be considered animal neglect or abuse. Any cruel or unnecessarily harsh treatment will be considered abuse and the resident will be subject to disciplinary action.

While a resident is under a neglect/abuse investigation, no additional animals will be allowed in the household. Personnel determined to be guilty of animal neglect or abuse may be permanently denied the privilege of keeping a pet on the installation and may lose their housing privileges.

## APPENDIX F

### **Suggested Tool List For Minor Maintenance And Repairs**

## **SUGGESTED TOOL LIST**



DPW suggests that you have some tools on hand for those small jobs that you can do yourself.

6 ft ladder  
Phillips and flathead screwdrivers  
6" & 8" Adjustable wrench  
Channel Locks

Hammer  
Good quality plunger  
Safety Glasses and Gloves  
Flash Light

14" Pipe Wrench

Needle Nose and Dyke Pliers

**Safety Caution:** Personnel should use personal protective equipment including protective eye protection, earplugs, and safety goggles any time they are operating power tools. Ensure all cord-connected, electrically operated tools are effectively grounded or of the approved double insulated type.

## APPENDIX G



### ENERGY SAVING TIPS

#### OCCUPANTS of UPH/AFH:

In the winter, turn your thermostats down to 68 degrees Fahrenheit or below. Reduce the setting to 55° degrees Fahrenheit before going to sleep or when leaving for the day. For each 1 degree Fahrenheit you turn down the thermostat in the winter, you'll save up to 5% on heating costs.

Turn off non-essential lights and appliances. The electricity generated by fossil fuels for a single home puts more carbon dioxide into the air than two average cars.

Avoid running large appliances such as washers, dryers, and electric ovens during peak energy demand hours from 5:00 a.m. to 9:00 p.m. and 4:00 p.m. to 7:00p.m.

Close shades and blinds at night to reduce the amount of heat lost through windows. This also applies during the day for warm climates.

#### HEATING TIPS



Set your thermostat as low as is comfortable in the winter and as high as is comfortable in the summer.

Use kitchen, bath and other ventilating fans wisely; in just 1 hour, these fans can pull out a houseful of warmed or cool air. Turn fans off as soon as they have done the job.

During the heating season, keep the drapes and shades on your south-facing windows open during the day to allow sunlight to enter your home and closed at night to reduce chill you may feel from cold windows. During the cooling season, keep window coverings closed during the day to prevent solar gain.

During the heating season, close an unoccupied room that is isolated from the rest of the house, and turn down the thermostat or turn off the heating for that room or zone. However, do not turn the heating off if it adversely affects the rest of your system. For example, if you heat your house with a heat pump, do not close the vents-closing the vents could harm the heat pump.

### COOLING TIPS

Set your thermostat as high as comfortably possible in the summer. The less difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be.

Don't set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and unnecessary expense.

Consider using an interior fan in conjunction with your air conditioner to spread the cooled air more effectively through your home without greatly increasing your power use.



Don't place lamps or TV sets near your air-conditioning thermostat, the thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.



## WATER SAVING TIPS

Repair leaky faucets promptly; a leaky faucet wastes gallons of water in a short period.

Take more showers than baths. Bathing uses the most hot water in the average household. You use 15 to 25 gallons of hot water for a bath, but less than 10 gallons during a 5 minute shower.

Water heating is the third largest energy expense in your home, typically accounting for about 14% of your utility bill. Shorter shower, more efficient showerheads and lowering the thermostat on your water heater can help to decrease the expense.

## LAUNDRY TIPS

Wash your clothes in cold water using cold-water detergents whenever possible.

Wash and dry full loads. If you are washing a small load, use the appropriate water-level setting.

Dry towels and heavier cottons as a separate load, not with lighter-weight type cloths.

Don't over-dry your clothes. If your machine has a moisture sensor, use it.

Clean the lint in the dryer after every loads to improve air circulation.

Use the cool-down cycle to allow the clothes to finish drying with the residual heat in the dryer.

Periodically inspect your dryer vent to ensure it is not blocked. This will save energy and may prevent a fire. Manufacturers recommend using rigid venting material, not plastic vent that may collapse and cause blockages.



## OTHER ENERGY-SAVING KITCHEN TIPS

Be sure to place the faucet lever on the kitchen sink in the cold position when using small amounts of water. Placing the lever in the hot position uses energy to heat the water even though it never reaches the faucet.

Keep range-top burners and reflectors clean. They will reflect the heat better, and you will save energy.

Use a cover kettle or pan to boil water. It is faster and it uses less energy.

Match the size of the pan to the size of the heating element.

If you cook with electricity, turn the stovetop burners off several minutes before the allotted cooking time. The heating element will stay hot long enough to finish the cooking without using more electricity. The same principle applies to oven cooking.

Use small electric pans or toaster ovens for small meals rather than your large stove or oven. A toaster oven uses a third to half as much energy as a full-sized oven.

**APPENDIX H**

**Child Supervision**

**PLEASE REFER TO USAG POLICY LETTER # 28**

**This can be found on the USAG Humphreys web page  
(<http://humphreys.korea.army.mil/>) under Garrison then  
Policy Memorandums.**



## APPENDIX I

### HOUSING FIRE AND ALERT SYSTEMS



The red speaker box with clear strobe light is the **Fire Alert System**. It will sound if a fire is detected in your quarters or elsewhere in the building! **TAKE ALL ALARMS SERIOUSLY**

The white speaker box, with amber strobe light is the **Mass Notification System (MNS)**. This informs the public on weather, disasters, or other general information that the Garrison needs to announce immediately. It will be tested periodically! **TAKE ALL ALERTS SERIOUSLY**

G Avenue has this system though out their quarters.

Bennett Avenue buildings 511 and 512 have these in their living room area only

Building 510 at Bennett Avenue has the red speaker box with the clear strobe light for fire and only a white speaker box and no amber strobe light for alerts in their living area

**TAMPERING WITH OR DISABLING THESE SYSTEMS IS PUNISHABLE UNDER UCMJ**

APPENDIX J

## G AVENUE APARTMENTS ONLY

**IF YOU SMELL GAS CALL THE  
FIRE DEPARTMENT IMMEDIATELY  
911 OR 753-7911**

There are two gas detectors one in the kitchen and one in the laundry room.

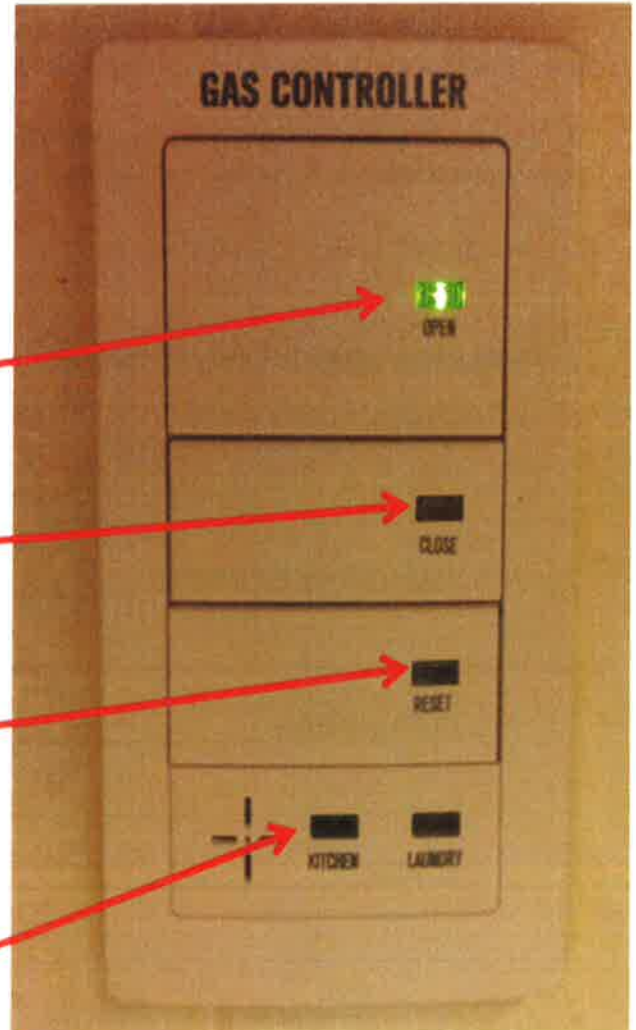
The green light on the "open switch" means the normal condition to use gas appliances(stove, dryer).

The red light on the "close switch" means there are no gas supplies at all. You will find red light on the "close switch" when the gas detectors are activated. It will automatically shut off gas supply by itself. You can manually click the "close switch" to shut off gas supply when you need to (e.g. absents due to vacation, TDY...)

Reset button will be used to reset the controller after the gas detectors have been activated.

If you find red light on the "close switch", click the "open switch" to turn back on. And, please call to fire department at 753-7911 if it doesn't come back to the open position.

At the bottom, kitchen and laundry show where there are gas leaks.



**TAMPERING WITH OR DISABLING THIS SYSTEM IS PUNISHABLE UNDER UCMJ**

## CUSTOMER COMMENT FORM

1. Please use this form to make housing aware of any issues or concerns you feel need some attention about your residents or the common areas and facilities in your housing area.
2. You can drop this form off at the Housing Office building 307/309 give to the Housing Mayor or drop it in the comment box located in the front lobbies of all buildings.

Today's Date \_\_\_\_\_

3. My issues as related to Family Housing are:

a. SAFETY: \_\_\_\_\_

\_\_\_\_\_

b. MAINTENANCE/UPKEEP: \_\_\_\_\_

\_\_\_\_\_

c. CLEANLINESS: \_\_\_\_\_

\_\_\_\_\_

e. OTHER: \_\_\_\_\_

\_\_\_\_\_

4. My desired outcome of this issue would be: \_\_\_\_\_

\_\_\_\_\_

5. My contact information is (Optional):

NAME: \_\_\_\_\_ Building/Apt No. \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Please (circle) Call Me Stop By Email Me

Another way to let Family Housing know about your concerns is the use of ICE comments

## AFH COMPLAINT FORM



**USAG HUMPHREYS HOUSING DIVISION  
BLDG 307 – DSN 753-6617**

<b>NAME</b>	<b>Received by Housing Office (Date/Name):</b>
-------------	--

<b>ADDRESS</b>	<b>CONTACT PHONE NUMBER(S)</b>
	<b>EMAIL</b>

**COMPLAINT DETAILS**

Date(s) of Incident:	Time:
Name/Unit # of resident offender	Have you contacted resident offender? <input type="checkbox"/> Yes <input type="checkbox"/> No

**Summary of Complaint/Issue:** Please be as detailed as possible. Include names, dates, times, locations, etc. If you have supporting documentation you would like to submit, such as pictures, documents etc., please be sure include copies to the Housing Office, Bldg 307 or scan/email to: [wonku.yi.in@mail.mil](mailto:wonku.yi.in@mail.mil). The more documented information provided will help us with your investigation!  
**We will respond back to you within 72 HRs or sooner.**

Multiple horizontal lines for writing the complaint details.

**Did you report this complaint to the resident offender?**

**You must provide dates/times you responded to resident offender** and what did resident offender do to resolve the issue? .  
The Housing Office must have this information in order to validate your complaint!

**Did you report this to your Tower Mayor?**

What action has been taken? Have they talked with resident offender? The Housing Office must have this information in order to validate your complaint.

**RESOLUTION**

As a result of complaint, is there any outcome you would like? What would you suggest to fix this problem/complaint?

- Yes (If yes, please provide details below.)       No

**Housing Office Comment/Solution**

(Signature)

(Date and Contact Number)

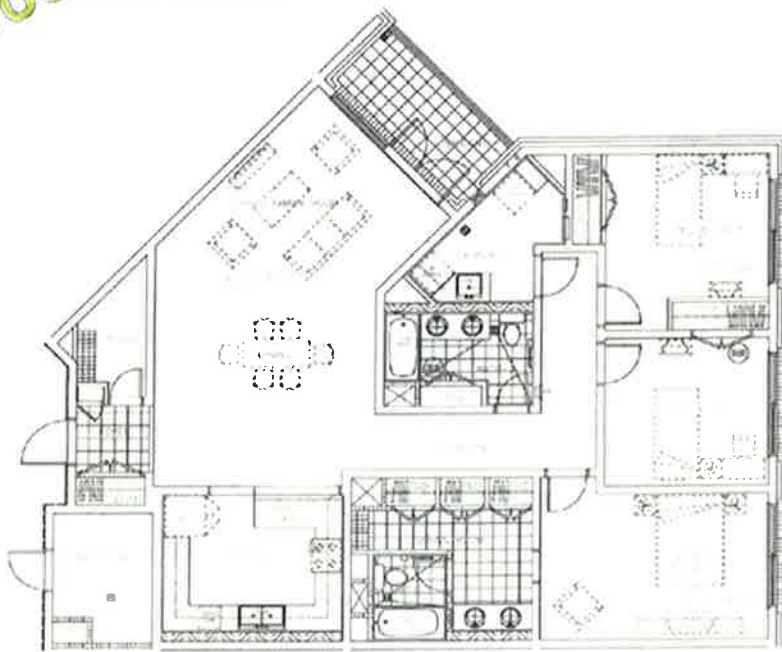
APENDIX L

# Floor Plans



3 Bedroom Plan

"G" Avenue Housing  
Floor Plans



TYPICAL MODULE PLAN - 3 BED ROOM

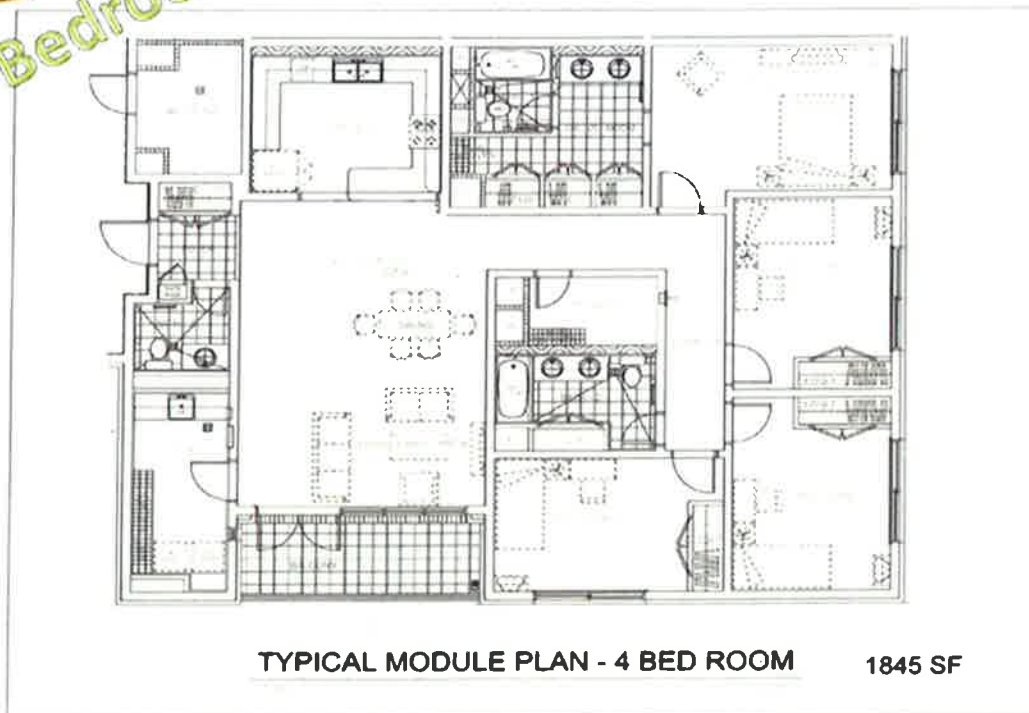
1655 SF





# 4 Bedroom Plan

## "G" Avenue Housing Floor Plans

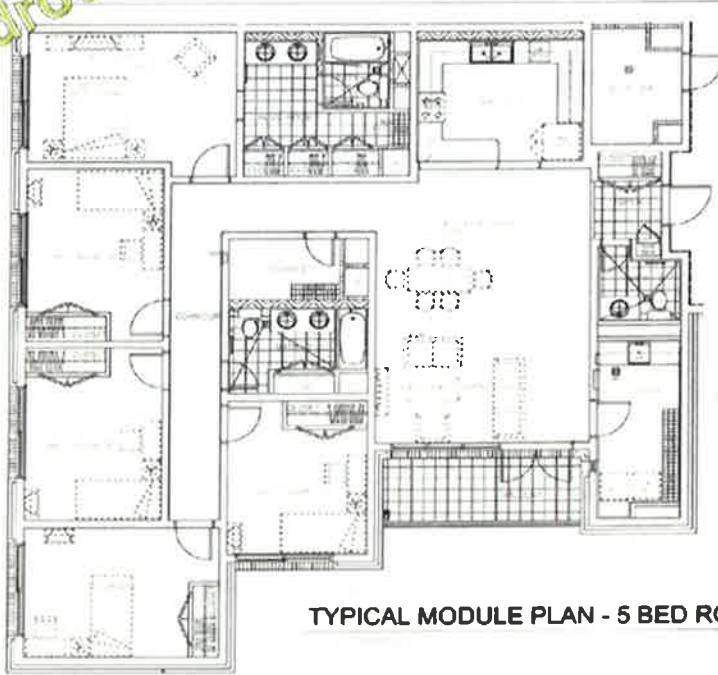






# 5 Bedroom Plan

## "G" Avenue Housing Floor Plans



2067 SF

TYPICAL MODULE PLAN - 5 BED ROOM

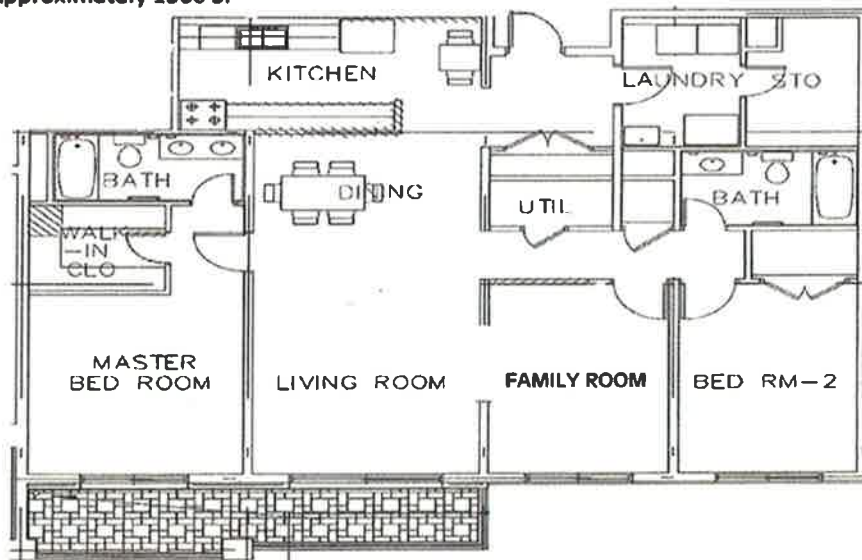




# 2 Bedroom Plan

## "Bennett" Avenue Housing Floor Plans

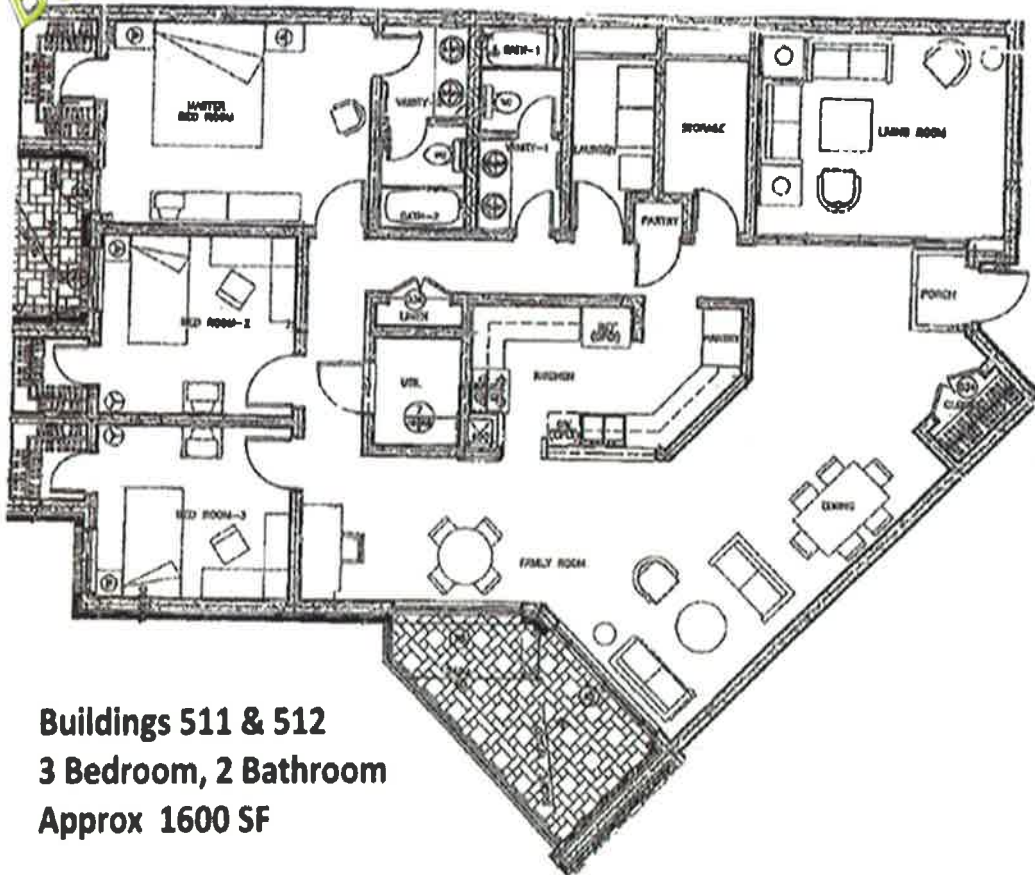
**Building 510 – 2 Bedrooms, 2 Bathrooms**  
**Approximately 1500 SF**





# 3 Bedroom Plan

## "Bennett" Avenue Housing Floor Plans



**Buildings 511 & 512**  
**3 Bedroom, 2 Bathroom**  
**Approx 1600 SF**

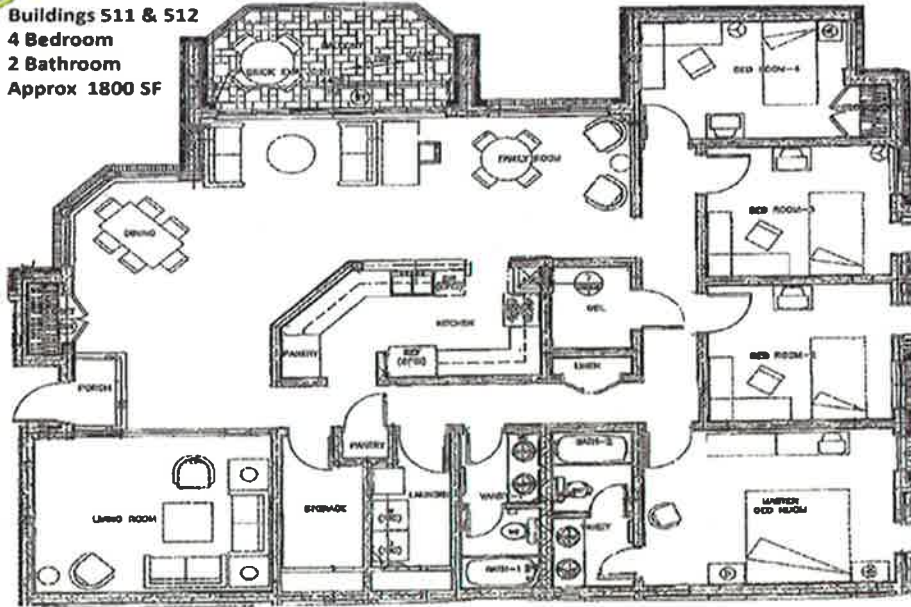




# 4 Bedroom Plan

## "Bennett" Avenue Housing Floor Plans

**Buildings 511 & 512**  
**4 Bedroom**  
**2 Bathroom**  
**Approx 1800 SF**





# 4+ Bedroom Plan

## "Bennett" Avenue Housing Floor Plans

**Bldg 510 – "Super 4-Bedroom"**  
**4 Bedroom, 3 Bathroom**  
**Approximately 2800 SF**

### 1<sup>st</sup> Floor

\*Must be eligible for the 5 BR entitlement to be placed on the waitlist for Super 4-Bedroom. Please contact the USAG-H Housing Office for determination.

