

MCAS IWAKUNI FAMILY HOUSING RESIDENT HANDBOOK



Family Housing Office & Self-Help

Bldg. 200

Phone: 253-5541

M/T/TH/F: 0800-1200-1300-1630

Wed: 0800-1200

Atago Self-Help

Tue: 1000-1200

Fri: 1000-1200

Email:

iwknfamilyhousing@usmc.mil

Important Contact Information

Title	DSN
Military Housing Division Director	253-6817
Family Housing Manager	253-6224
Maintenance & Operations Chief	253-3830
Front Desk	253-5541
On-Base Lead Counselor	253-5542
Housing Referral Service (Off-Base Counselors)	253-6820/5772/6222
Lead Housing Inspector	253-5498
Housing Inspectors	253-5349/6881/5246/6950/6919/6389
Self-Help Warehouse	253-3528
Atago Self-Help Store	253-5842
Maintenance Trouble Desk (0800-1630)	253-3131 or 253-4242
Maintenance Trouble Desk (1630-0800)	080-6612-9278
Emergency (Life & Death Situations) <i>Fire</i>	119/911
Emergency (Life & Death Situations) <i>Ambulance</i>	116
Emergency (Life & Death Situations) <i>Police</i>	253-3322
Emergency Dispatch (If you don't have a DSN phone line and using your cell phone to call)	0827-21-7700
	0827-79-3322
Animal Control	253-5418/3300
Family Advocacy	253-4526
Family Housing Email	iwknfamilyhousing@usmc.mil
DSN Number from Off-Base (MCAS Iwakuni for 253-xxxx): 0827-79-xxxx	
DSN Number from Off-Base (MCAS Iwakuni for 255-xxxx): 0827-94-xxxx	
Call from the U.S. (MCAS Iwakuni for 253-xxxx): 011-81-827-79-xxxx	
Call from the U.S. (MCAS Iwakuni for 255-xxxx): 011-81-827-94-xxxx	

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A-1 SOURCES AND PURPOSE

Marine Corps Air Station Iwakuni (MCASI) FAMILY HOUSING RESIDENT HANDBOOK is maintained and distributed by the Facilities Department, Military Housing Division in both paper and electronic formats. The purpose of this Handbook is to provide helpful information and clarity to your roles and responsibilities as a resident to our families while occupying on base housing at MCASI Main Base, Monzen District, and Atago Hills.

This Handbook also highlights the responsibility of various MCASI stakeholders and service providers in enforcing the standard of living at this premier overseas installation. Should any information contained in this guidebook conflict with higher directives, orders, and instructions, the more restrictive policies shall take precedence.

A-2 RESOURCES

With this Handbook, it is our goal to provide a usable knowledge base that is controllable, yet available to a broader community of personnel supported at MCASI. To accomplish that, this guidebook cannot encompass all documentation produced to date. Instead, it presents a selective, best-practice roadmap for successful operation of a government-owned, government-operated housing. For each step in the process, we may include the following types of information:

- Current preferred procedures and best practices
- Sources of statutory authority, executive policy, and implementation guidance
- Informational products
- Lessons learned and tips for success.

Generally, we will cite and quote from these in the narrative, but the full documents themselves appear in the compiled electronic repository of resource documents that is published with this guide.

1. EMERGENCY PROVISIONS:

1.1 POLICE AND LAW ENFORCEMENT – The Provost Marshal’s Office (PMO) will provide law and community policy enforcement services for all family housing neighborhoods located at MCASI. All residents, regardless of where they live, should call 119, 911, 253-3322, or commercial 0827-79-3322 in the event of an ACTUAL emergency requiring immediate law enforcement presence. Your call will be properly routed to the appropriate emergency dispatch service. You can also call DSN 253-3302 for non-emergency call to reach the PMO.

1.2 FIRE – Please call 119 or 911 or the emergency dispatch at 0827-79-3322

1.3 AMBULANCE – Please call 116 or the emergency dispatch at 0827-79-3322

1.4 ANIMAL CONTROL – Please call 253-5418

1.5 FIRE PREVENTION IN FAMILY HOUSING

- **1.5.1 REPORTING RESPONSIBILITY FOR FIRE** - All fires will be reported to the Fire Department immediately. Under existing laws, persons who negligently or intentionally set a fire, allow a fire to be set, allow a fire to kindle, or is negligent, could be held liable for the expense of fighting the fire, costs for providing rescue and emergency medical services, and damage to government housing facilities. Residents are required to report such incident to the Family Housing Office at the earliest opportunity.
- **1.5.2 UNATTENDED COOKING** - Leaving a pan on the stove unattended causes most kitchen fires in family housing. NEVER douse water on a grease fire. Covering the pan, closing the oven door, or sprinkling baking soda on the burning grease will usually and quickly extinguish a grease fire. Also, residents should routinely clean the exhaust fan and filter of your range hood to prevent grease accumulation.

Tips to prevent kitchen grease fire:

- Always make sure stove is turned off after use.
 - Do not leave the stove unattended while cooking. Refrain from multi-tasking and turn off the stove whenever you leave the kitchen area.
 - Never attempt to move a burning pan from the stove. Do not douse the burning pan with water.
 - When cooking, always make sure you have a lid or cover for the pan readily available to smother the frying pan if it catches on fire.
 - Residents are reminded not to use the oven as storage area for food or other combustible materials
 - It is strongly recommended that the each tenant obtain fire extinguishers from off-base hardware stores.
- **1.5.3 FIRE ALARM ACTIVATION AND REQUIRED ACTION** - Report all fires to the Fire Department immediately. Activation of the smoke alarm or sprinkler system in MCASI detached units, duplex, or row homes DOES NOT automatically notify the Fire Department. If a fire occurs, notify the Fire Department immediately regardless of extinguisher discharge or alarm activation. Residents are required to respond promptly and in an orderly fashion during fire alarm activations and required evacuation.

The Fire Alarm Control Panel of midrise apartments does trigger and notify the fire department of alarm activations. Residents are required to respond promptly and in an orderly fashion during fire alarm activations. Please exit your residence by using the stairs, and gather in an area as designated by the first responders on scene. Do not reenter your housing facility and residence until the "All Clear" signal has been given.

- **1.5.4 FIRE SAFETY INSPECTION** - The Federal Fire Department inspects the common areas of midrise apartments for fire safety violations. The inspections of installed fire alarm systems on midrise apartments are conducted annually via contracted services. During the inspection, contractors will enter each individual tower apartment to ensure functionality of the fire alarm system. Tenants will be notified at least 48-hours in advance prior to fire alarm control panel and smoke detector inspection on the midrise apartments.
- **1.5.5 PORTABLE ROOM HEATING DEVICES** - In accordance with fire safety codes and Family Housing Unified Facilities Criteria (UFC), portable kerosene, gas, or electric heaters, floor furnaces, and heat lamps are prohibited in family housing.
- **1.5.6 FIRE PITS** – Fire pits are authorized within fenced areas at homes where individual yards are available (not common spaces) as long as the pit elevates the fire off of the ground and can be covered with a screen enclosure to prevent the spread of the fire.
 - The fire pit must be at least 5 feet from any structure and all trees, and must be at least ten feet from any overhead limb.
 - Woods and flames must be fully contained within the pit at all times.
 - Smoke from the wood must be kept to a minimum to avoid impacting other residents.
 - Resident shall not have fire pit or stack firewood in the front yard or along the sides of any homes.

1.6 TROPICAL CYCLONE CONDITIONS OF READINESS (TCCOR) – During times of inclement weather (high winds, tropical storms, typhoons), MCAS Iwakuni may set TCCOR conditions to keep families and service members safe, and reduce potential hazards and damages associated with cyclones and typhoons.

- **1.6.1 TCCOR-4** – Sustained and destructive winds >58 MPH are possible within 72 hours. Check to ensure you have a three-day supply of non-perishable food items. Check your first aid kit and your supply of emergency lighting materials, lanterns, flashlights, chargers, and batteries. Stay tuned to the MCAS I command channel, Facebook, AFN 1575 radio, Giant/Big Voice for the latest information and updates. All military personnel should remain in contact their unit/commands for detailed information, guidance, mobilization, and sortie requirements.
- **1.6.2 TCCOR-3** – Sustained and destructive winds >58 MPH possible within 48 hours. Pick up loose items around the outside of your home and place them inside if possible. If the item is too large to store inside, tie it down to a tree or a stationary object. Please do not tape your windows. Now is a good time to fill up the gasoline tank of your POVs.
- **1.6.3 TCCOR-2** – Sustained and destructive winds >58 MPH anticipated within 24 hours. Set your freezer to the coldest temperature to minimize spoilage in case of an electric power outage. Ensure you have ample bottled water available and battery powered devices are fully charged. Ensure garbage cans and receptacles are secured in either a containment enclosure or sheds.

- **1.6.4 TCCOR-1** – Sustained and destructive winds >58 MPH anticipated within 12 hours. Stay inside. Do not attempt to go outdoors unless directed by local authorities. All personnel should rely on their individual commands for specific guidance on essential versus non-essential status and detailed information on required official actions and personnel recall.
- **1.6.5 TCCOR-1 CAUTION** – Winds of 39 to 56 MPH sustained are occurring.
- **1.6.6 TCCOR-1 EMERGENCY** – Sustained and destructive winds >58 MPH are occurring.
- **1.6.7 TCCOR RECOVERY** - Can be used by TCCOR Authority to designate a period of time after the passage of a typhoon when work and survey crews are sent out to determine the extent of damage and to establish safe zones around hazards (downed power lines, trees, unstable structures, etc.). Until the Recovery process is declared complete and ALL CLEAR has been declared by the installation TCCOR Authority, the general base population would normally be asked to remain indoors.
- **1.6.8 TCCOR STORM WATCH** – Heightened alert. Although the destructive winds have subsided, or are currently not forecast to occur, there is still a possibility of danger due to the proximity of the storm and changes in storm track and/or strength. Personnel should continue to monitor television and radio announcements.
- **1.6.9 TCCOR ALL CLEAR** - Once “All Clear,” is declared, check for debris and report damages to the Family Housing Office.

1.7 HEALTH PROTECTION CONDITION (HPCON) GUIDE – The following information is provided in order to acclimate our residents and their family members when HPCON conditions are set on the installation to protect the health and welfare of our operating forces, our families, and host nation personnel working and living around our installation.

- **1.7.1 HPCON - 0 (Routine – No Community Transmission)** – Avoid close contact with people who are sick.
- **1.7.2 HPCON - Alpha (Limited – Community Transmission Beginning)** – Routinely clean and disinfect touched objects and surfaces. If you are sick, contact your medical service provider.
- **1.7.3 HPCON - Bravo (Moderate – Increased Community Transmission)** – Avoid unnecessary contact with others, such as shaking hands and hugging. Ensure supplies of food, medication, and other items needed for babies and pets are available to last at least 14-days.
- **1.7.4 HPCON – Charlie (Substantial – Sustained Community Transmission)** – Expect cancellation of in-person gathering (e.g. schools, daycare, etc.). Plan for activities in case you are restricted to your home. Prepare for limited access to supplies and services.
- **1.7.5 HPCON – Delta (Severe – Widespread Community Transmission)** – Expect to remain at home for extended period of time as movement in the community may be restricted, and at-home isolation, shelter-in-place, or self-quarantine may be directed.

2. HOME MAINTENANCE SECTION:

2.1 ALTERATIONS - You may not perform any alterations to your government quarters without the expressed written approval from the Family Housing Office. This includes (but is not limited to) the installation of wallpaper, borders, stencils, painting, child safety latches/locks, TV satellite dishes, changes to the exterior of the structure, patios, and surrounding grounds. Additionally, mounting and placing holes in any cabinet, counter walls, cabinet doors or drawer surface is strictly prohibited. Request for home alteration form are available at the Family Housing Office Front Desk at Building 200.

All alteration requests must be submitted and approved in writing prior to starting the work. All tools and materials required to perform the alteration is the responsibility of the resident. Resident shall be responsible for all costs of repair and replacement. You will be liable for any damage caused by the alteration. Additionally, residents are required to remove any alteration and restore the area to its original condition prior to vacating the housing unit. Any alteration, whether authorized or unauthorized in which the resident failed to remove will be restored by the government at the resident's expense.

No alterations are authorized for mechanical, electrical, fire protection, plumbing, door locks, and civil structure. Alterations to/on common areas are also prohibited.

- **2.1.1 Backyard Fences and Privacy / Sun Shades** - Backyard fencing is provided in many areas. The care and upkeep of the enclosed fenced area is the resident's responsibility. Additional dividers is very limited. Installing Sun shades is considered an alteration. Approval for installation must be requested in writing. If approved, materials and installation is at the resident's expense. Specifications of the construction will need to be submitted, reviewed, and approved. Installation of fencing screen is allowable, however it cannot be higher than the fence and must be kept neat and organized in appearance. See the MCASI Family Housing Appearance Standard supplement for more guidance.
- **2.1.2 Alterations due to Exceptional Family Member Program (EFMP), disabled family member, or to accommodate Wounded Warriors (WW)** – The Family Housing Office must be advised of any handicapped, disabled service, or family members where reasonable accommodations or alterations may be required. Normally, such situations are coordinated in advance with the appropriate command/unit, Branch Health Clinic, EFMP, or WW office prior to arrival on station. Home alteration under this condition and restoration are normally provided for and funded by MCASI Family Housing.
- **2.1.3 Storage Sheds and Utility Structures** - With the exception of those provided by the government, sheds or utility structures of any type can only be placed in the back yard and must be requested and approved prior to installation.

2.2 LOCKS, LATCHES, DEAD BOLTS - Although home security is the responsibility of each individual resident, it is the Marine Corps' responsibility to ensure that each locking door and window device in your home is in good working order. To ensure operation and functionality to meet mandated key control directives and requirements, changes (re-keying) to the entry door locks or passage door locks is NOT permitted since this will render the unit and master key system inoperative, negatively impact family housing operations, and prevent first responder's ability to access government quarters during emergency situations. Similarly, additional chain locks, flip locks, barrel bolts, surface bolts, safety hasps, or other type of security/door guard will not be permitted. Residents who change, alter, or in any way modify the original locks at their unit or add additional locks will be charged for damages, repair, removal, replacement, and restoration of their quarters to the original condition.

2.3 LOCK OUT - The door lock system used in our family housing residence are designed to

prevent accidental lock-out. However, if residents have lost or misplaced their keys, please contact the Family Housing Office for lock out assistance during regular working hours; or call the Maintenance Trouble Desk for assistance after regular working hours or on weekends. Residents should not take any steps to forcibly open their front door.

Upon entry to their home, resident will be required to show proper identification to validate access to their residence.

2.4 KEYS & LOST KEYS – Residents are provided two keys to the premises during move-in. Residents may ask to be issued extra keys if required due to older children. When keys are lost, it may be necessary to immediately replace the affected locks to maintain security. The cost of keys and locks replacement is the sole responsibility of the resident.

2.5 OFF-LIMIT AREAS IN YOUR QUARTERS

- Roof area of all housing units and other real property.
- The ledge area of the second and/or third floors of all detached, townhouses and row home apartments.
- The basement area of all towers.
- All confined spaces, manholes, and crawl areas.

2.6 HOME MAINTENANCE INFORMATION - The Maintenance Team (Facilities Department employees or contracted providers) is responsible for the repair and maintenance of the interior and exterior of your homes. Maintenance employees are in uniform and in easily identifiable vehicles. Contractors should have identification cards displayed.

A Trouble Call may be placed by contacting the Maintenance Trouble Desk (see important contact list). Resident will be given a Service Request number for reference. Service Request Dispatchers will receive and respond to calls from 8:00 a.m. – 4:30 p.m. Monday-Friday. A 24-hour on-duty operator will receive service calls and dispatch service technician as required.

- **2.6.1 Maintenance Service Call Classification** - Service calls will be given a classification of Emergency, Urgent or Routine, depending on the nature of the request and the danger to the safety of the resident and the premises.
- **2.6.2 Management Initiated Work Orders or Preventive Maintenance** - There are certain repairs, replacements, inspections, and maintenance that the Family Housing Office is required to perform. The inspectors will contact the resident, explain the work to be done, and establish a convenient time for the work to be accomplished.
- **2.6.3 Home Access for Preventive & Corrective Maintenance** - Work will be scheduled to cause the least inconvenience to the resident, whenever possible. However, residents may not refuse entry of maintenance and contractors when notified at least 48 hours in advance, and the requested time is during reasonable working hours.
- **2.6.4 Resident Maintenance Responsibilities:**
 - **2.6.4.1 Smoke Detectors** - resident is required to test smoke detectors on a regular basis and replace batteries. Resident is not to tamper with, adjust, disconnect, or remove any smoke detectors.
 - **2.6.4.2 Plumbing** - the commodes and other water and sewer apparatus and

fixtures shall not be used for purposes other than those for which they are designed. Occasionally, there may be a problem with stopped up sewer and plumbing lines. **Do not allow objects such as diapers, toys, feminine hygiene products, etc., to be flushed down the toilet.** Charges may be assessed for the removal of such objects. If a toilet overflows, first, turn the water off at the valve below the flush tank. The maintenance dispatcher answering the trouble call will classify the service call as an emergency, urgent or routine service order request, and dispatch the appropriate personnel in a timely manner. Keep a plunger on hand for use on simple toilet clogs. You are responsible to fix the problem first.

- 2.6.4.3 Light Bulbs – Residents are responsible for replacing light bulbs for their quarters. Please report non-functioning lights in pavilions, mid-rise walkways, halls or other common areas.
- 2.6.4.4 Heating, Ventilation, and Air Conditioning (HVAC) - your home may be equipped with a central air-conditioning system, split air conditioning system, or Japanese style HVAC unit installed in the overhead/ceiling. The thermostat should be set at 78° F during cooling season and 68° during heating season. Excessively low or high setting may damage the HVAC unit. Setting the thermostat outside these parameters is not in compliance with MCASO 11300.5F – Base Energy Management Policy.
- 2.6.4.5 HVAC Filters - The filter(s) in your home should be cleaned on a regular basis to insure proper performance of heating and air conditioning units. Your inspectors will instruct the you how to remove and clean the filter upon move-in.

2.7 HOUSEKEEPING - Proper upkeep of the Premises from the time of move-in will help extend the habitability of our family housing and ensure that the home termination process will go smoothly, and mitigate the cost of repairs and cleaning. The following housekeeping suggestions are provided to assist all residents:

➤ **2.7.1 Carpeted Floor Areas**

- Do not use cleaning agents that contain bleach or bleaching agents for food or liquids spilled on carpets. They often cause as much or more damage than the original spill.
- Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- Residents are advised to encourage young children to eat and drink in non-carpeted areas and over a table to avoid permanent stains caused by drinks. Wine, coffee and tea also contain agents that can permanently stain the carpet.
- Recommend the use of throw rugs on high traffic areas to prevent deterioration and soil.
- Recommend the use of carpet/ floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor, or leave a permanent indentation. Residents are encouraged to remove shoes upon entering the premises to prevent high traffic areas from becoming overly soiled.

➤ **2.7.2 Tile and Vinyl Floors**

- Recommend lifting or buying sliders to move heavy furniture rather than dragging across the floors to avoid scratching/scuffing the floor.
- Never flood the floor with water, or let water stand on the surface.
- Resident may be charged for damages to the floor caused by wax, shining agents, or wax removers.

➤ **2.7.3 Walls and Woodwork**

- Beds, tables, and chairs should not touch the walls to avoid scratches or deep gouges.
- Bicycles, large toys, strollers, and such items should be moved with care.
- Recommend providing children with blackboards or drawing pads to discourage writing on the walls. Resident will be responsible for cleaning all marks from the walls prior to move-out.
- Residents are prohibited from drilling, nailing or creating holes in concrete walls. Resident will be responsible for reimbursing the US Government for any restoration or repair work prior to move-out.

➤ **2.7.4 Countertops**

- Do not place hot pans or kettles on top of the countertop as it may cause warping, marking, and discoloration. Please use placemats to protect the countertop.
- Place a cutting board on the surface before chopping or cutting.
- Do not use an abrasive cleaner. Countertop cleaners are readily available and can remove most spills, stains, etc.
- Use loose lay paper on shelves and in drawers. Contact paper is not permitted.

- **2.7.5 Molds and Mildew** - Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees. But indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. If the moldy area is less than about 10 square feet, handle the job yourself. If there has been a lot of water damage, and/or mold growth covers more than 10 square feet call trouble desk. There are many types of mold, and none of them will grow without water or moisture. For more information on mold, visit www.epa.gov/mold

To keep your home free from mold and mildew:

- Keep things and places clean. Even small amounts of dirt or dried food will help mildew grow. Keeping closets, drawers, walls and clothing clean will help prevent many mildew problems.
 - Leave closet doors and dresser drawers open occasionally. Be sure clothing is dry when stored. Hang it loosely in the closet.
 - Store items where they will not get damp.
 - Don't put furniture tightly against the wall.
- **2.7.6 Painting** – Occupant painting must be authorized through housing. If approved, paint and materials is the responsibility of the occupant. The use of wallpaper, stenciling, or contact paper is not authorized.

- **2.7.7 Appliances** – Residents are prohibited from performing any maintenance on installed appliances provided in their home other than normal cleaning with non-abrasive kitchen cleaners. The Resident will be responsible for any damage caused by any attempted repairs to the appliance and premises.
- **2.7.7.1 Dishwashers** - The following are some suggestions for safe and efficient use of the dishwasher:
 - Use dishwashing detergent made only for dishwashers.
 - Remove excess food and debris before loading.
 - Frequently check/clean the filter in the bottom of the dishwasher.
- **2.7.7.2 Garbage Disposal** - to properly operate the garbage disposal:
 - Never put your fingers or hand or any utensil into a running disposal.
 - Keep the drain stopper in place when garbage disposal is not in use.
 - Remove the drain stopper prior to use and turn on the *cold* water. Keep the water running during the entire garbage grinding/disposal operation to thoroughly flush grounded waste into the main wastewater pipe. Run the disposal until food grinding can no longer be heard.
 - Do not put grease, bones, meat gristle, corncobs, glass, foil, bottle caps, cigarettes or other very hard or fibrous foods down the garbage disposal.
 - Never put chemical drain cleaners down the disposal, as serious corrosion and damage may result. Resident will be responsible for any damage caused by improper use.
 - If the garbage grinder has stopped operation, determine what was processed in the disposal. Please refer to the appliance manual. Call the Trouble Desk for assistance if problem persists.
 - Atago Hills Residents: Use of “Aqua Pure” cleaning liquid is mandated by the Japanese Environmental Governing Standards after each use of your disposal. Aqua Pure is provided by the US Government free of charge and is available at the Family Housing Self-Help Center.
- **2.7.7.3 Refrigerator** - routine cleaning of the refrigerator will improve efficiency and sanitation. Periodic cleaning of the drip pan under the refrigerator is recommended. Call the Maintenance Service Request Line if the refrigerator is not cooling or freezing properly, or if any parts are broken. Please do these simple tests before calling the Maintenance Service Request Line:
 - If the refrigerator light is not on, check to see if the power cord is plugged in.
 - If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
 - Check the temperature control dial; it may be turned OFF. If the refrigerator still does not operate properly, call the Trouble Desk Line.
 - Going on vacation? Leave the refrigerator on with the temperature control at its normal position if away from the premises for less than a month. Be sure to discard perishables such as leftovers, meats, milk, and produce. Place an open box of baking. Do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.

- **2.7.7.4 Stoves & Ovens** - the proper use and care of stoves and ovens will not only save utilities and repairs, it will give better results in cooking and baking and may prevent serious injury or fire. Routine cleaning will make preparing for home termination inspection much easier. Here are a few pointers that may help:
 - Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled.
 - Clean under the stovetop frequently. Accumulation of spilled grease and food debris contribute to fires and invite pests & roaches.
 - Non Self-Cleaning Oven - Remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. Resident will be charged for any damage to the oven caused by improper cleaning or use.
 - Self-cleaning or continuous-cleaning oven - Read the appliance manual for proper use. Call the Maintenance Trouble Desk if the appliance manual is missing. **DO NOT** use oven cleaner or leave racks in the oven during the cleaning process. Resident will be charged for any damage caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.
- **2.7.7.5 Water Heaters** - do not attempt to adjust temperature or any setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of hot water should be reported to the Maintenance Trouble Desk. NEVER use the space surrounding the water heater for storage; it is a serious fire hazard.
- **2.7.8 Bathrooms** - Bathroom walls, tiles, tubs, commodes, etc. should only be cleaned with mild detergents or bathroom cleaners. Do not use acid, caustic or abrasive cleaners. DO NOT empty ashtrays or place sanitary napkins, tampons, tampon holders, paper towels, cat litter, disposable diapers, coffee grounds, newspapers, toothbrush, toys, etc. in the commodes. If a clog is found to have any of the above or any foreign item clogs the sewer system, you may be charged for repairs. If your commode does become clogged, use a plunger, available at your housing self-help store. If this does not remove the obstruction, call the Trouble Desk. Periodically check for leaks and loose screws on fixtures, commode and showerheads. If the shut-off valve for the commode does not work or leaks, call the Trouble Desk.
- **2.7.9 Doors, Windows, and Closets** - Check your door, window and closet operation periodically. Tighten loose screws, lubricate hinges and make minor repairs to screen doors.
- **2.7.10 Floors** - Use commercial cleaning products designated for particular flooring. Do not use water on wood floors, except for damp mopping. Vinyl tile floors should be cleaned by damp mopping. Carpets should be vacuumed regularly and should be shampooed or steam cleaned at least once every six months. If you install an area carpet, do not use glue, nails or tacks. You will be held responsible for any damage to a floor where you have installed carpeting.
- **2.7.11 Window Treatments** - Only window treatments designed specifically for window coverings will be authorized. Shades and blinds must be cleaned periodically with soap and water. All window coverings must be in good working condition. If not, you may be charged for repair or replacement.

- **2.7.12 Hanging Objects on Walls** - Wall hangings should be hung using an appropriate type/size hangers. Anchor bolts are not allowed on concrete walls. If using anchor bolts on hollow walls, you may leave the anchors on the wall.
- **2.7.13 Light Bulbs and Lighting Systems** - Use of light bulbs, which exceed the manufacturer's recommended wattage for the fixture, is prohibited. Personnel at your Housing Office will ensure that all bulbs are operational at the time you accept your quarters. *With a few exceptions, it is the Resident's responsibility to furnish and install your own light bulbs, light tubes and starters. It is your responsibility to ensure that all bulbs are operational when you vacate.
- **2.7.14 Care of Grounds and Yards** - Shrubs and ground cover within the fenced area of their dwelling is the resident's responsibility. No personal property may be left on common grounds. Only furniture designed for outdoor use is allowed in authorized exterior areas.
- **2.7.15 Common Areas** - Grounds maintained by contractor personnel are considered "common areas." You may not plant any vegetation in common areas. You are required to keep common areas free of debris, toys, yard decorations, furniture, refuse, or other obstacles for appearance and safety, and to facilitate grounds care. Common areas and grounds, including sidewalks, hallways, elevators, stairwells, and foyers shall not be used as play or storage areas. If you reside in a multifamily structure, you are responsible for keeping the halls and walkways free of personal items including doormats, shoe racks, toys, garbage, bikes, strollers, debris, etc. Although the contractor periodically cleans these areas, you are expected to keep stairs and halls near your quarters clean. Residents are responsible for litter pickup and removal in the common areas up to 50 feet from your unit.

2.8 ENERGY AND WATER CONSERVATION - EO 13834 and UFC 4-711-01 requires annual energy use reduction. MCASO 11300.5 provides energy management policies that includes heating and cooling instructions during summer and winter season. The Resident is responsible for practicing energy conservation. Please review these "Conservation Tips" that offer simple steps that lead to significant energy and water conservation. The following tips are suggested to conserve and reduce energy consumption without sacrificing comfort:

- **2.8.1 Dishwasher**
 - Only wash full loads and use the energy-saver setting.
 - Allow dishes to air dry instead of using heated dry setting.
 - If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.
- **2.8.2 Air Conditioning & Heating**
 - Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control.
 - Keep doors and windows closed whenever air conditioning is in operation.
 - Use fans and open windows to create a cross draft to reduce air-conditioning use. Keep vents free from obstructions.
 - Clean HVAC air filter regularly.

➤ **2.8.3 Laundry Washers & Dryers**

- Wash full loads and use cold water instead of hot water.
- Dry full loads and clean lint filter after each load.
- Most materials only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out clothes faster.

➤ **2.8.4 Lights and Other Appliances**

- Replace incandescent light bulbs with compact fluorescent lights (CFL's) or LED lights on your table or reading lights. These bulbs uses less energy and last up to 10 times longer.
- Turn off lights when not needed, especially in unoccupied rooms and outdoor areas.
- Turn off lights when leaving a room.
- Unplug or turn off appliances when not in use.

➤ **2.8.5 Refrigerators**

- Open refrigerator door only long enough to get desired food items.
- Organize food on the shelves for easy access.
- Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines
- Overloaded refrigerators operate poorly and is less efficient

➤ **2.8.6 Stove**

- Defrost foods in the microwave
- Cover pots to shorten cooking time.
- Keep oven and range free of grease and baked-on residue.

➤ **2.8.7 Water Conservation**

- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Always use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low-flow showerheads
- Limit showering time to about 5 minutes.

2.9 HOLIDAY LIGHTING AND DECORATIONS - Holiday lighting is authorized for use between the hours of 5:00 p.m. and 10:00 p.m. from Thanksgiving Day until the second weekend in January. Decorative lighting for other time periods may be installed/displayed one week prior to the holiday and removed no later than three (3) days after the holiday. Holiday/decorative lighting is not permitted at any other time. All lighting must be removed from Premises and stored properly. Overloading of circuits and the overuse of extension cords must be avoided. Resident accepts any and all liability for damages to premises or injuries caused by holiday or decorative lighting and other decorations.

- Decorating of quarters for holidays is festive and encouraged, however, please adhere to the following guidelines when decorating the exterior of your home during holidays and always use extreme caution.
- Never walk on or put anything on the roof or the second floor ledge including storage sheds.
- Do not use tape or insert nails, screws or other hardware into siding, trim or stucco of the house, gutters or eaves.
- Use only outdoor rated lights.
- Use only heavy duty certified exterior extension cords.
- To attach lights, use S-Clips or similar inexpensive devices.
- No decorations of any kind may be installed, planted or placed in the common ground areas where contractors maintain the grounds or passageways.
- For towers, exterior decorating is authorized only within the balcony areas.

Residents desiring to install backyard accent lighting must follow standards set in the Base Appearance Standard supplement. Pick up a copy at Family Housing or email requesting a copy.

3. PETS AND WILDLIFE SECTION:

III MEF/MCIPACO 10570.1 establishes policy on the proper care for and control of domestic animals aboard MCIPAC installations and establish responsibilities for the registration, and deregistration of domestic animals, and enforcement of domestic animal regulations. Failure to comply with the procedures contained in the policy may result in disciplinary action taken against the sponsor through the service member's chain of command and/or involuntary removal and confinement of the animal by proper authority. It may also serve as grounds for administrative action against a service member or civilian employee, including eviction from family housing.

3.1 POTENTIAL COST OF DOG OWNERSHIP IN JAPAN – Dog ownership to include kenneling, transportation, and housing restrictions is costly, especially in an overseas location. It is strongly recommended that service members do not bring dogs with them unless they have the financial means to cover these expenses.

3.2 CONDITIONS OF ANIMAL OWNERSHIP - Pet ownership is a conditional privilege extended to personnel with pets and occupying government housing. Responsible behavior must be exhibited in the control of pets or the privilege may be revoked. This regulation pertains to any pet kept at a residence, whether owned by the resident or not.

Small birds, fish, hamsters, gerbils and guinea pigs which are properly caged in a domicile designed for their habitation are allowed.

All pets and animal owners or keepers must comply with the following conditions in accordance with Marine Corps and MCAS Iwakuni Orders:

- No animals will be allowed to roam free at any time. Owners are responsible at all times for controlling the behavior of their animals and shall be restrained or confined.
- The only designated Dog Park is located at Monzen, and is situated near the baseball field.
- Common grounds and public areas (i.e., athletic fields, playgrounds and parks) shall not be used as dog exercise areas or dog runs.
- Animals shall be humanely treated at all times.
- All dogs and cats must be registered with the Army Veterinary Clinic.
- Vaccinations, microchips, licenses, and permits shall be obtained at the owner's expense. Vaccinations must comply and kept current in accordance with requirements as set forth by the Army Veterinary Clinic.
- Dogs and cats are required to wear a collar at all times with a valid current rabies vaccination tag or animal registration tag.
- Residents of family housing will be limited to no more than two animals.
- The first two floors of a midrise apartment towers may have dogs.
- Animal owners are responsible for flea/tick control and is required to provide documentation that their assigned quarters has been treated during the final inspection.
- Breeding of animals is expressly prohibited aboard Marine Corps installations.
- All non-domestic animals, including but not limited to snakes, chickens, ducks, lizards, ferrets, monkeys, reptiles, and tarantulas, are not permitted in government quarters. Raising birds or fish for commercial purpose is not allowed.
- Animal premises shall be kept sanitary at all times, free of vectors and possible source of pest infestations, and not a source of offensive odors that may contribute to human or animal disease.
- Pet and animal misbehavior includes, but is not limited to excessive noise, damage to property, scattering trash, defecating on government premises including their assigned quarters, animals running loose, incidents of biting and/or unprovoked attacks by an animal will be investigated by the PMO, and could result in the immediate removal of the animal/pet from FH.
- Animals and animal premises shall not be permitted to disturb the peace, or constitute a public nuisance or health hazard.
- Residents violating these policies will not only be required to remove their dog/animals from the installation, but could also face termination of their assigned quarters.

3.3 REQUIREMENT FOR PROPER RESTRAINT AND CONTROL OF PETS & ANIMALS

- Pet owners are required to maintain positive control and use pet restraint at all times, unless the pets are in an approved park or fenced yard.
- Use hand-held leash when walking your pets and under the control of a responsible person.
- Pet owners are responsible for carrying a poop bag when walking their dogs, and shall pick-up their animal defecation promptly for proper disposal.

- Pet owners will maintain their yards/adjacent areas clean and free of animal droppings.
- Pets will not be tethered, chained, or tied in front yards or on any common ground. Pets will not be tethered, chained or secured to trees, water faucets, drain spouts, or any part of the housing unit.

3.4 PROHIBITED DOG BREEDS - Mixed breeds of Pit Bulls, Rottweilers, canid/wolf hybrids, Doberman pincher, and chow breed will not be permitted to be moved into on-base housing. In the absence of formal breed identification (e.g., certification by an organization such as the American Kennel Club) a determination of the “majority breed” will be made by U.S. Army Veterinarian at MCASI. Please see applicable references for additional details & information about pet policies in MCO 11000.22 and MCASO 11101.35.

3.5 WILDLIFE & BIRD FEEDING - To prevent the local wildlife in the neighborhood from becoming a pest, or danger to nearby air operations, resident shall not feed feral animals, birds, or wildlife. Do not put food scraps outside or throw food scraps into the woods. Birdfeeders are not to be hung over patios or from balconies that may interfere with other residents.

4. OTHER PROVISIONS:

4.1 ALCOHOLIC BEVERAGE CONSUMPTION – MCASO Policy Letter 1-14 prescribes policy for the consumption of alcoholic beverage at MCASI. Legal drinking age is 20 years old or older. Residents are reminded that consumption of alcohol is prohibited during Typhoon Condition 1 (Caution, Emergency, Recovery, and Storm Watch) in accordance with MCASO 3140.4 (Destructive Weather Bill).

4.2 AUTOMOTIVE REPAIR - Minor repairs to your personal vehicles is expected. However, commercial work, automotive fluid replacement, or repairs which cause a nuisance or safety hazard to neighbors such as engine or transmission overhaul, bodywork, spray painting, working late hours, or excessive noise is not allowed. Oil/grease damage is your responsibility. DO NOT dump oil, grease, and other forms of automotive liquid on grounds, into drainage systems, dumpsters or personal trash receptacles. Proper HAZMAT disposal is required. You will be charged for the cleaning and restoration of soiled or contaminated government property.

4.3 BARBECUE GRILLS – Portable charcoal or liquid propane barbecue grills, or Coleman style camping grills shall not be utilized within the confines of any housing unit. In accordance with MCIPACO 11320.1, all charcoal and or gas grills shall be 5 feet from any structure and not used under any overhang. Outdoor grills are permitted only in the backyard of the home no closer than five (5) feet to the house or fence. Barbeque grills should not be left unattended when in use or while still hot. Cooking food in the front yard or on covered balconies, and/or patios using hibachis, grills, etc. is prohibited.

4.4 BIRD DROPPINGS & WASTE - The cleaning and removal of bird droppings/waste from balconies, patios, and sidewalks is the responsibility of the resident. To prevent any health problems bird droppings should not be cleaned in any manner that would create dust. Bird droppings should be cleaned-up using soapy water and a broom/brush. Once the area is clean a standard household disinfectant can be used. As always, proper personal hygiene should be used at all times.

4.5 CAR WASH – Washing cars in family housing area is not allowed. Residents must use authorized car washing stations and facilities available at servicing gas stations on and off-base.

4.6 CHILD CARE (BABY SITTING) - Irregular/periodic baby-sitting for a friend or neighbor is permitted. A Family Home Care or regular childcare is permissible only in accordance with local instructions. Point of contact is the Family Service Center.

4.7 CHILD BEHAVIOR AND CHILD CARE - Parents are responsible for the behavior, safety, proper discipline and well-being of their children, regardless of age. For safety, as well as the convenience of others, we require an adult to accompany children under the age of ten (10) in the neighborhood or common area.

Children less than 12 years of age may not baby-sit other children (including their siblings) in the premises or neighborhood. All prospective babysitters between the ages of 12 and 17 are required to complete the “Babysitting” course, which will be provided by the American Red Cross.

Table 1 – III MEF/MCIPACO 5800.1 – Child Supervision Order

Age	Leave unsupervised in quarters	Leave alone at night	Leave in car unsupervised	Babysit/supervise siblings or others	Leave in public unsupervised	Walk to school	Leave at home while TAD or on vacation
0 to 4	No	No	No	No	No	No	No
5 to 6	No (Yes-1)	No	No	No	No (Yes-1)	No (Yes-11)	No
7 to 9	No (Yes-2)	No	No	No	No (Yes-2)	Yes	No
10 to 11	Yes-3	No	Yes-6 15 min	No	Yes-8	Yes	No
12 to 13	Yes-4	No	Yes-6	Yes-7 strongly recommended	Yes-9	Yes	No
14 to 15	Yes-4	No	Yes-6	Yes-7 strongly recommended	Yes-10	Yes	No
16 to 17	Yes-5	Yes-5	Yes	Yes-7 Required	Yes	Yes	No

Notes to accompany Table-1:

Curfew applies to all ages from 10pm to 5:30am weekdays. Midnight to 5:30am weekends or days when school is not in session the following day.

1. *No unsupervised children in quarters. May be outside in yard or on playground with immediate access; visual sight or hearing distance; to designated adult/care provider supervision.*
2. *No unsupervised children in quarters. Yes, at outside quarters for two hours with physical access to designated adult/care provider checking in periodically.*
3. *Three hours with physical access to designated adult/care provider checking in periodically.*
4. *12 hours with designated adult/care provider checking in periodically. Not to exceed overnight.*
5. *Yes, with telephone access to a designated adult.*
6. *Yes, with keys removed.*
7. *Red Cross babysitting course.*
8. *Three hours at recreational areas with designated adult/care providers checking in periodically, Four hours at retail stores.*
9. *12 hours at recreation areas with designated adult/care providers checking in periodically. Four hours at retail stores.*
10. *12 hours at recreation areas with designated adult/care providers checking in periodically.*
11. *If child is in 1st grade.*

Resident must obtain written approval from MCASI to operate a childcare program in the home.

Resident may provide in-home childcare ONLY through participation in the MCCS Family Child Care program. Resident must be certified through the Marine Corps sponsored program if childcare is conducted in the premises for more than 10 cumulative hours per week (e.g., a resident caring for three children for four hours is providing 12 hours of child care). Resident must also comply with all applicable state and local laws regarding childcare. Resident must have appropriate insurance coverage.

Resident will be required to bring appropriate licensing and insurance information prior to operating the childcare business from the Premises and provide all renewals upon request. Resident is responsible for any damages to third parties arising from the in-home childcare program. Conducting an unauthorized childcare business shall result in immediate administrative measures from MCASI and may result in eviction. Resident is responsible for any damage to the Premises as a result of the in-home childcare.

4.8 DRUG FREE POLICY - Resident, occupants, and guests will not commit any acts or use the premises or common areas in such a way as to violate any law, ordinance, including laws prohibiting the use, possession or sale of illegal drugs. Violation of the drug policy shall result in immediate eviction.

4.9 FIREARMS AND WEAPONS – MCAS Policy Letter 3-14 prohibits storage of firearms and ammunitions within Military Family Housing except as authorized by III MEF/MCIPACO 5500.1.

4.10 FIREWORKS - The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices are expressly prohibited on the premises or in the neighborhood.

4.11 FLAG DISPLAY - The only flags that may be displayed are the National Flags of the United States and Japan, and the military service flag (Army, Navy, Marine Corps, Air Force, or Coast Guard) in accordance with standard military protocol for flag display.

4.12 GUESTS & VISITORS

- Visitors are permitted in MFH. Visitors remaining overnight are considered guests. Guests are permitted under the following conditions/limitations:
- Permission must be obtained from the FHO to allow guests. House Guest pass is required for all stays over three consecutive days. The request must be submitted three workdays prior to arrival. The Housing Authority (Base CO) retains the right to refuse permission for your guests if the resident or prospective guest(s) have a history of failure to comply with housing regulations.
- Guests shall be limited to 90 days per guest per 365 day period beginning with the first pass issued. No guest may be sponsored by a second resident in the same 365 day period.
- The maximum number of guests at any one time must be reasonable as determined by the FHO and PMO. The FHO will calculate the maximum number using the formula the Fire Department uses to determine maximum occupancy of base facilities, which is 2 person per bedroom including dining & living room.
- You, as the custodian of government property, retain responsibility for the guests residing in your quarters. If housing authorities receive a valid complaint concerning the activities or behavior of your guests, the guests will be required to immediately vacate your quarters.

- Non Command Sponsored family members are not authorized to reside in government quarters without a MHD waiver granted by the Installation Commander.
- For guests with non-U.S. passport, please check with PMO for list of countries that are not allowed access on station.

4.13 HAZARDOUS WASTE - It is critical that hazardous materials not be included in trash or recycling. Contact the base environmental and hazardous waste center for information on suitable locations to store or dispose of household hazardous waste. Common hazardous household products include, but are not limited to:

- Paint/thinner
- Turpentine and other spirits
- Glue
- Gasoline and other petroleum products
- Common household chemicals, including bleach
- Batteries
- Pesticides, herbicides, fertilizers, soil additives
- Fluorescent light bulbs

4.14 HOME-BASED BUSINESSES (COMMERCIAL ENTERPRISES) - Home based businesses and other commercial enterprises may only be conducted at the premises in accordance with III MEF/MCIPACO 5300.1:

- Resident must submit a written request and complete a Home Based Business approval before operating a home business. The approval will apply to any Resident conducting a private business, including but not limited to selling or attempting to sell goods and/or services, cosmetics, household products, cleaning products, tailoring, tax preparations, and other computer-based businesses, dressmaking, etc.
- Home-based businesses must be appropriate to and contribute to the family environment of the neighborhood.
- Signage of any kind is explicitly prohibited.
- Any business that uses or produces hazardous materials is not permitted.
- The breeding and/or raising of animals, birds, fish, etc., shall not be permitted.
- Home-based business must comply with the provisions specified in the above reference.

All approved businesses must comply with federal, host nation, and local laws regarding licensing, registration, taxes and insurance. The resident will be required to bring appropriate licensing and insurance information prior to operating the business from their Premises. The business must operate within the guidelines contained within this Community Handbook and all subsequent updates. Resident is responsible for any damages to the Premises or from third parties arising from the conduct of the home based business.

4.15 PARKING – Vehicles parked at family housing parking spaces are for registered residents and their registered vehicles only. Resident is responsible to keep privately owned vehicles in good operating order with valid decal, JCI, and liability insurance in accordance with base regulations.

- Family housing parking is restricted to streets, driveways, and designated parking lots.
- Unless otherwise designated, parking is on a first come, first serve basis.
- No vehicles, motorcycles, motor scooters, mopeds, recreation vehicles, trailers, campers, etc. may be parked on, operated on, or rolled on any grassy/landscaped areas or sidewalks at any time.
- Non-housing resident parking (friend's car while he/she is on deployment) is not allowed at any time.
- Vehicles must not be parked in fire lanes / alleys or adjacent to curbs painted yellow at any time.
- Motorcycles, motor scooters, mopeds, etc., are not authorized to be parked or stored on yards, porches, patios, or balconies at any time.
- Undesignated & guest parking spaces may be utilized on a "first come-first serve" basis; however, cars must be moved on a regular basis and not parked in the same undesignated spaces habitually.
- Boats, trailers, recreational vehicles, and oversized vehicles are not permitted at any time without proper authorization.

4.16 PLAY EQUIPMENT (PERSONALLY OWNED) - Personally owned play equipment shall be kept in good working order, and will not be secured to the ground using concrete anchors. Play equipment should be limited to toddler plastic swing sets and sliding boards

Playgrounds are provided throughout the Neighborhood for Resident, Occupant and Guest use and enjoyment. Although the playgrounds and common areas are cleaned and mowed on a schedule by the maintenance technicians, Resident is responsible to police the area and supervise children such that the area is clean when the Resident, Occupant and/or Guest leave. No children under six (6) years of age are allowed in the playgrounds without the Resident or other adult supervision.

Basketball hoops, skateboard ramps, and other play equipment placed on the street and common area should be consulted with family housing, fire department, and safety office for approval and to ensure safety of residents.

Trampolines are permitted within the confines of the fence line. Resident should follow all manufacturers' installation and safety recommendations. Residents' assume the risk for their use.

4.17 PEST CONTROL – Per MCO 11000.22, routine control of normal household pests is a resident responsibility along with good sanitation and housekeeping. The control of a light to moderate infestation of centipedes, cockroaches, ants, ticks, fleas, mice, or other pests is not an unreasonable burden for you and is your responsibility with locally available products. Sanitation and good housekeeping are the most effective means for controlling many household pests.

4.18 POOLS – Large privately owned swimming pools are prohibited in government housing. Due to the hazard of drowning, only small wading pools no more than 12 inches deep are permitted in government housing. Appropriate supervision in accordance with installation policy is required. Pools must be inside a fenced yard and must be drained and properly stored when not in use. In the event of damage to the grounds, you will be held responsible for the immediate restoration of the area.

4.19 QUIET HOURS – Quiet hours enforced seven days a week from 2200 – 0600. Excessive disturbances and noise will not be tolerated. Please contact PMO to report gross violation of this policy.

4.20 SOLICITATIONS - Door-to-door sales, surveys, and/or solicitations of any sort are not permitted. Likewise, commercial advertising or flyers of any kind may not be posted or distributed in Family Housing. It is a Federal offense to attach anything to mail boxes.

4.21 SUBLETTING (BED & BREAKFAST) - Residents are not permitted to sublet homes or use their homes as Bed & Breakfast lodging (Airbnb).

4.22 UNMANNED AIRCRAFT SYSTEM (UAS) PROHIBITION - MCASO 5500.14 strictly prohibits operation of personal UAS aboard Marine Corps Air Station Iwakuni. All personnel aboard are required to register personal UAS with the Provost Marshal's Office (PMO).

4.23 VIOLATION NOTICE - Family Housing Inspectors may issue violation notice to residents for excessive noise, disturbances, littered yards, walkway clutter, unauthorized pets, unauthorized repair of vehicles, etc. or other similar violations. Additionally, Residents and guests will not commit any acts or use the home or common areas in such a way as to:

- Violate any law, ordinance, orders, and housing policies
- Commit property damage
- Create a nuisance by annoying, disturbing, inconveniencing or interfering with the quiet enjoyment, business, or peace and quiet of any other residents, family housing staff, contractors, or other persons engaged in lawful activity in the area.
- MCASO 11101.3R uses a tiered system for warning residents for violation that may result with termination of government housing and eviction from the premises.

A violation notice will be issued to you if you do not meet the standards listed above. Failure to comply within the given time frame will result in a second violation notice via your Commanding Officer. Failure to comply with the second notice could be cause for termination of your Housing Entitlement.

4.24 WATERBEDS - All applicants must request permission to have a waterbed in MFH and must provide proof of insurance against potential damages to MFH.

4.25 YARD SALE - Residents allowed two (2) yard sales per year. Items are not allowed to be left outside the Premises overnight. Per MCASO 11101.3R, only staked signs for yard sale is allowed and must be promptly removed after the event.

4.26 YARDS (PROHIBITED ITEMS)

- Motorcycles, boxes and/or equipment may not be stored on patios or balconies. Towels and laundry may not be hung within patios, balconies, or from balcony railings. Furniture, other than acceptable lawn furniture, shall not be kept on balconies, or patios. Exterior window sills must be kept clear at all times.
- Toys and bicycles are not to be left on the lawn areas or in common areas, but should be stored accordingly. This may affect the ability of the grounds maintenance team to upkeep the lawns per contract.
- Tree houses and tree swings are not permitted on resident's property, common areas,

or in any tree on neighborhood grounds.

- Burning of rubbish or bonfires is not permitted.

4.27 RENTERS INSURANCE - The government does not carry insurance and does not assume liability for your personal property. You are strongly encouraged to carry appropriate renter's insurance. The insurance policy should cover loss of personal property, damages due to negligence, fire, and property damage.

4.28 RESIDENT RESPONSIBILITIES - You and your family members are responsible for keeping the quarters and adjoining grounds in a clean, sanitary and safe condition. You are responsible for adhering to all rules and regulations regarding MFH. All government appliances must remain in the kitchen. You will be held financially responsible for any improper use or care of issued items. You will be required to correct, repair, or replace any item damaged by negligence or misuse. Flagrant abuse or damage to government property will be dealt with through your official chain of command.

4.29 REIMBURSEMENT AND PAYMENT FOR DAMAGES - You are the custodian of government property and shall be held responsible and liable for losses or damages due to your negligence, unauthorized alterations and/or damaged or missing government property. Residents will not be provided materials from the self-help operation to repair damage for which they bear liability or responsibility. You will be given the opportunity to repair or replace a damaged item, however, the repair or replacement must pass inspection by your FHO inspector. Reimbursement for damages determined to be your responsibility shall may be made directly to FHO in the form of a certified check or money order payable to U. S. Treasurer.

4.30 VACATING/TERMINATING YOUR HOME – The sponsor is required to give 30 days' written notice of the intent to vacate your quarters. The sponsor or spouse (with POA) must come to the office and fill out the appropriate vacate notice form. You are responsible for returning the unit in a clean condition.

4.31 PRE-TERMINATION INSPECTION – The sponsor or spouse (with POA) must be present. A pre-termination inspection will be scheduled by your housing inspector in preparation for the final inspection. During this time, a general condition assessment will be conducted to identify repair and maintenance work during the Change of Occupancy Maintenance (COM) in order to prepare your home for the next family. At this time, items that require cleaning, repair, or restoration will be pointed out by your inspector to give you sufficient time to address those items.

4.32 FINAL INSPECTION – The sponsor or spouse (with POA) must be present at the final inspection. Upon the satisfactory completion of your final inspection, you, your spouse, or authorized individual with Power of Attorney (POA) will be given a memorandum reflecting the effective date for restoration of your OHA. Please hand-carry this memo to your disbursing office. Your pay office will not reinstate allowances until they are in receipt of this memorandum.

5. SERVICES:

5.1 BASEBALL FIELD RESERVATIONS – Please visit the Family Housing Office to reserve the baseball field in Monzen or at Atago Hills. All residents are reminded that the baseball fields are not pet/dog dark areas. Please contact the Provost Marshal Office if you observe residents using playgrounds or athletic field with pets.

5.2 CABANAS AND PICNIC AREA RESERVATIONS – These facilities are provided to residents on a first come – first serve basis. No reservation is required.

5.3 CABLE AND INTERNET SERVICE - Cable television and Internet Service Provider (ISP) for MCASI on-base housing is provided by Americable International Incorporated. Please contact the cable/ISP provider at 253-2288 or www.americable.net for additional information. Installation of satellite discs from your on-base home is prohibited.

On a first-come first serve basis, off-base residents can be provided Armed Forces Network (AFN) Direct-to-Home decoders and dish in order to receive AFN programming. This service is provided by the Defense Media Activity, and must be returned to Family Housing prior to departure/PCS from MCAS Iwakuni.

5.4 MULTI-PURPOSE ROOM RESERVATIONS - Located on the first floor of Mid-Rise apartments and the Community Center at Atago Hills, these rooms are available for use by members living in the midrise apartments within these facilities. Other reservations will be considered on a case by case basis. Community groups, nonprofit or for profit organizations are not authorized to reserve and use family housing multi-purpose facilities.

5.5 REFUSE COLLECTION - Resident will be issued trash/refuse bin(s) during move-in and the trash collection schedule for their neighborhood. The Family Housing Office will also provide the resident with small refuse bins for their home to encourage compliance with MCASI Solid Waste Segregation Policies. Residents are reminded to use clear bags to collect and dispose their solid waste.

➤ **5.5.1 Solid Waste Separation Policy:**

- Main Base
 - (1) Combustibles (kitchen waste, garden waste, etc.)
 - (2) Non-Combustibles (plastic, metal, ceramics, etc.)
 - (3) Recyclables (cans, cardboards, as designated by recycling center)
- Atago Hills
 - (1) Combustibles (kitchen waste, garden waste, etc.)
 - (2) Glass Bottles (drink, food, cosmetic bottles)
 - (3) Ceramics and glass (potteries, mirrors, dishes, etc.)
 - (4) Plastics
 - (5) Metal/Fragments (metal cooking ware, utensils, etc.)
 - (6) Recyclables (cans, cardboards, as designated by recycling center)
 - (7) Hard to dispose waste (batteries, fluorescent lamps, etc.)
 - (8) Bulky Waste (oversized items)

- **5.5.2 Solid Waste & Bulky Trash Pickup Schedule (subject to change):**
 - *Main Base:*
 - *Single dwelling/townhouse/duplex/row homes:* Tuesdays and Saturdays
 - *Midrise apartments:* Mondays to Saturdays
 - *Main Base (Bulky Trash)* – Mondays and Thursdays
 - *Atago Hills (Solid Waste & Bulky Trash)* - Tuesdays and Fridays.
- **5.5.3 Resident Responsibilities:**
 - Comply with MCASI Solid Waste Segregation Policy
 - Responsible for regular cleaning of the bin(s). Charges may be assessed for failure to clean their trash bins during check-out/termination of quarters.
 - Comply with the proper disposal of automotive fluids (e.g., oil, grease, brake fluid, radiator coolant, hydraulic fluid, etc.) or any other toxic or hazardous substances. Residents shall not dispose automotive fluids and chemicals onto the ground or into the storm water drainage system or sewage collection system, and is strictly prohibited.
 - Boxes should be flattened and placed in the cardboard recycling containers located throughout your housing area.
 - Branches should be cut into short lengths (not more than 3 ft.) and tied in bundles.
 - Keep trash receptacles and surrounding areas clean.
 - The resident is responsible for the refuse bin(s) and will be charged for replacement if damaged, lost, or stolen.

5.6 FAMILY HOUSING SELF-HELP CENTER - Located in Building 200 and at Atago Hills. The Self-Help Center is available to all residents who live in government managed family housing units. In order for this service to be effective, each resident must be responsible for ensuring all equipment is returned clean and in a timely manner, in good condition, and ready for the next resident's use.

- **5.6.1 Typical Items Provided by Family Housing Self-Help**
 - Lawn Mowers
 - Weed Whackers
 - Lawn Edger
 - Extension Cords
 - Carpet Shampoo Machine
 - Vacuum Cleaners

➤ **5.6.2 Mandatory Safety Precautions**

- Minors are strictly prohibited from using self-help equipment and materials.
- Users are required to utilize and don personal protective equipment (PPE) while operating self-help issued devices.
- Care must be exercised during operation in order to prevent damage to the equipment and extension cords provided.
- Users are reminded not to use these equipment during inclement weather.
- Please note that our self-help center provides electric powered equipment only.
- Operating manuals are available/provided on all powered equipment.
- Users must report damage to equipment and extension cord if they occur.

➤ **5.6.3 User's Responsibility**

- Remove grass and soil debris from all equipment, shovels, and rakes prior to returning items to self-help.
- Users are required to purchase and use appropriate carpet cleaning compound for the carpet shampooer.
- Empty and clean the dirty water tank on the carpet shampooer
- Empty the vacuum cleaner bag after use
- Report any problems, damages, or concerns during the operation of powered equipment provided by family housing self-help.