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# UNACCOMPANIED HOUSING

# TENANT HANDBOOK

REVISED JUNE 2024

## NAVY REGION NORTHWEST

# Navy Unaccompanied Housing

## What the Resident Bill of Rights and Responsibilities Means for You

The Navy is committed to ensuring that you are knowledgeable of your rights and responsibilities regarding quality housing and fair treatment while residing in government controlled Unaccompanied Housing (UH).

This Bill of Rights and Responsibilities (BOR&R) outlines what expectations and responsibilities you have while residing in UH. This is your new home. You are entrusted with ensuring cleanliness standards are maintained, as well as identifying and reporting material deficiencies. The housing staff is committed to ensuring the standards of UH are fully met.



## Resident Bill of Rights & Responsibilities

The Resident **Rights** for government-controlled Unaccompanied Housing (UH) are as follows:

1. The right to reside in a community that is safe, secure, and meets applicable health and environmental standards, with well-maintained common areas, and amenities.
2. The right to reside in a housing unit that has working fixtures, appliances, and utilities.
3. The right to verify the condition and cleanliness of the assigned room, shared space (if applicable), and the furnishings provided during check-in and check-out inspections.
4. The right to clearly defined regulations regarding occupancy of UH and use of common areas and amenities.
5. The right to report inadequate housing standards or deficits in habitability of the housing unit to the UH staff, housing management office, and the chain of command without fear of:
  - reprisal or retaliation;
  - decreased services, or increased obligations as a Resident;
  - interference with right to privacy or harassment as a Resident;
  - refusal to honor the terms of occupancy;
  - interference with the career of a Resident.

Resident **Responsibilities** for government-controlled Unaccompanied Housing (UH) are as follows:

1. The responsibility to take pride and ownership of your assigned quarters, common areas, and amenities, and to comply with UH Rules and Regulations.
2. The responsibility to maintain Daily Living Standards in accordance with the Welcome Aboard Handbook.
3. The responsibility to allow access to your room and shared space for inspections, necessary maintenance, and repairs.
4. The responsibility to report any issues in the housing unit to the UH staff for corrective actions in a timely manner.
5. The responsibility to provide a minimum of 30 days notification prior to move-out and correct any discrepancies identified during the pre-termination inspection prior to the final checkout inspection.

# NAVY REGION NORTHWEST

Dear Tenant,

Welcome to Unaccompanied Housing (UH). We are happy to extend to you our greetings. We trust you will enjoy your stay and find your home satisfactory. While fully understanding the right to privacy and freedom of expression of our tenants, we are sure you are aware that certain policies must govern such a large undertaking as managing UH. It is in this spirit that this handbook is presented.

The UH staff and your command have the shared responsibility to ensure you have a safe and comfortable living environment. Your command is responsible for monthly room inspections and maintaining good order and discipline of UH tenants, while the UH staffs role is to provide you with efficient services and well maintained facilities.

The policies and instructions presented are designed to make these communities a benefit to all tenants, both present and future, and to establish community security and safety. This handbook covers all UH areas managed by the Navy within the Pacific Northwest. Please read and familiarize yourself with this information. If you have any questions please feel free to contact your local UH Office or visit [www.navylifepnw.com](http://www.navylifepnw.com) to find information on amenities, where to eat, and recreation ideas at your duty station. The UH staff is dedicated to making your stay in this area a pleasant one.

UH Management

# TABLE OF CONTENTS

## **CHAPTER 1 ASSIGNMENT AND OCCUPANCY POLICY**

Assignments and Acceptance of Unaccompanied Housing.....	1
Access to Rooms .....	1
Basic Allowance for Housing (BAH).....	1
Changes in Status .....	2
Deployment/Temporary Absence.....	2
Insurance.....	2
Resident Advisor (RA) Program.....	2
Termination of Unaccompanied Housing Assignment .....	3
Vacating Unaccompanied Housing .....	3

## **CHAPTER 2 RULES AND REGULATIONS**

Alcoholic Beverages .....	4
Bicycles and Scooters.....	4
Business Enterprises/Solicitation.....	4
Controlled Substances and Prescription Drugs.....	4
Day Sleepers/Sick-in-Quarters (SIQ) .....	4
Drones .....	5
Energy Conservation.....	5
Gambling.....	5
Guest Policy .....	5
Laundry Facilities.....	6
Lockouts .....	6
Lost Keys.....	6
Mail .....	6
Pets .....	6
Privacy Owened Vehicles (POVs) .....	6
Smoking.....	7
Tenant Relations and Communications .....	7
Trash Disposal and Recycling .....	8
Unassigned Beds and Closets or Lockers.....	8
Unauthorized Items.....	8
Violation of Unaccompanied Housing Rules and Regulations.....	8
Wi-Fi and Cable Services.....	8

# TABLE OF CONTENTS

Barbecue Grills .....	9
Combustibles .....	9
Cooking .....	9
Diving Tanks .....	10
Firearms and Weapons .....	10
Fire Pits .....	10
Fire Safety .....	10
Navy Region Northwest Emergency Procedures .....	12
Natural Disasters and Emergency Preparedness .....	12
Earthquakes .....	12
Volcanoes .....	13
Security of Rooms .....	14
Smoke Detectors and Sprinkler Systems .....	14
Theft Prevention .....	14
Appliances .....	15
Bedding and Linen .....	15
Bed Bugs .....	15
Flooring .....	16
Furnishings .....	16
Household Maintenance .....	16
Maintenance QR Code Process .....	17
Mildew and Mold-like Substances .....	17
Pests .....	18
Plumbing .....	18
Utilities .....	18

## **CHAPTER 3 GENERAL SAFETY AND SECURITY**

## **CHAPTER 4 CLEANLINESS STANDARDS AND MAINTENANCE**

# TABLE OF CONTENTS

## CHAPTER 5 CLEANING INSTRUCTIONS

Bathroom.....	19
Ceiling.....	19
Floors .....	19
Heating Vents/Registers .....	19
Lighting/Light Fixtures.....	19
Microwave.....	19
Refrigerator.....	19
Walls .....	20
Windows and Screens .....	20
Window Treatments.....	20
Woodwork.....	20
Tips to Help You Pass Your Final Inspection .....	20

Eligible personnel will report to the Front Desk for room assignment to Unaccompanied Housing (UH). Within five working days after check-in, the Building Manager/ representative will meet the new tenant for housing occupancy review and a familiarization brief. At this time, the tenant and Building Manager will conduct a joint inventory of furnishings and dwelling condition inspection. Tenant will have a grace period of 5 business days to submit a list of any additional discrepancies missed during the initial inspection. A Dwelling/Furnishings Condition Inspection Report and Tenant Room Discrepancy Report will be kept in your tenant file. You will be provided a copy for your own records.

Upon acceptance, you are responsible for the cleaning, care and maintenance of your room. You will also be held liable for losing, damaging or destroying, beyond normal wear and tear, any UH property. For procedures in placing trouble calls, please refer to Chapter 4.

It may be necessary to enter your room when no one is there. UH management personnel may enter without your consent under the following conditions:

- Suspect room is abandoned
- Suspect room is damaged
- Suspect unsanitary conditions
- Emergency situation that may cause damage to the room or disruption to neighbors
- Unable to contact tenant for emergency repairs or preventative maintenance
- Avoid delay of contracts
- Command inspections

A written notification indicating the date and reason for the inspection will be left in the room.

Basic Allowance for Housing (BAH) entitlement for single service members:

- The Military Pay and Compensation Policy Branch (OPNAV N130) is the entitlement authority for the Navy.
- Single sea duty Sailors E1-E3 are prohibited by law from receiving BAH and will be housed in barracks when ship is in Homeport.
- Single sea duty Sailors E4 with less than four years of service are not authorized by Navy Policy to receive full BAH and will be housed in barracks when ship is in Homeport.
- Single sea duty Sailors in pay grades E4 with over four years of service and single E1-E4 Sailors on shore duty may request to live in the community and be authorized BAH upon meeting specific requirements.
- For specific information on BAH authorization contact your command administrative office.

Existing UH tenants may request housing allowance, or a change to their housing assignment when they have a change in their personnel status, specifically:

- Advancement in rank e.g. E3 to E4 or E4 to E5 (not frocking)

## ASSIGNMENTS AND ACCEPTANCE OF UNACCOMPANIED HOUSING

## ACCESS TO ROOMS

## BASIC ALLOWANCE FOR HOUSING (BAH)

- Marital status
- Dependent status (assuming custody of dependent or pregnancy).

Space must be available to accommodate the change of housing assignment. When space is not available to accommodate a barracks move, the tenant may be placed on the appropriate wait list.

**CHANGES IN STATUS**

Tenants are required to keep the Front Desk informed of any changes in rate or rank, duty station, projected rotation date, military status, marital status and contact information.

Service members must provide the Front Desk with a copy of Permanent Change of Station (PCS) orders, as commands and regional support centers do not notify UH management of changes in status of military members nor provide copies of required documentation.

**DEPLOYMENT/TEMPORARY  
ABSENCE**

In order to retain eligibility for UH, you may not be absent from quarters more than 90 consecutive days. Personnel deploying for a period in excess of 90 days must vacate rooms. This requirement may be waived if adequate inventory exists to meet installation requirements. Please contact your UH manager to discuss availability as soon as you are aware of your deployment or absence(s) to initiate the Exception to Policy (ETP) process.

When leaving your room for more than a few days, remove trash, dispose of all food items that may spoil during your absence and unplug your personal electrical/electronic equipment. Do not unplug the refrigerator.

**INSURANCE**

While UH tenants are not required to carry renter's liability insurance, we strongly recommend it for your financial protection. Renter's insurance is available from most commercial insurance companies to cover your liability for damage to the dwelling and personal property in situations where the government is not liable. It will also cover your losses in case of theft or vandalism. The cost of renter's insurance is relatively small and can be a tremendous asset in case of loss or damage to personal property. You would be wise to investigate the insurance coverage to ensure it includes damages to government property, as you may be held financially responsible for damages. In case of fire, the government may reimburse tenants for damages only if the fire is determined to be a result of a problem such as faulty wiring, government provided appliance problems, etc.

You are required to carry liability insurance on all vehicles on government installations. For more information on vehicle insurance requirements, contact your Pass and ID Office.

**RESIDENT ADVISOR (RA)  
PROGRAM**

The Resident Advisor (RA) Program is a leadership resource used to assist management in maintaining good order and discipline in UH.

RAs assume the leadership role of an on-the-spot assistant of UH management in maintaining good order and discipline within their assigned UH spaces. They are required to attend UH Tenant Advisory Board meetings and address tenant concerns. They inspect UH spaces including common areas to ensure housekeeping standards and report building maintenance discrepancies. To learn more about becoming a RA please contact your UH Building Manager.



Termination of assignment is required under the following conditions:

- PCS Orders: Tenants must vacate assigned room on or before the date of detachment from the current command. Personnel receiving PCS orders within Navy Region Northwest must contact the Front Desk to determine if they are eligible to retain their current room assignment.
- Homeport Change: Shipboard personnel may retain their room up to 15 days after the ship arrives at its new homeport or 15 days after the effective date of homeport change, whichever is later.
- Discharge or Retirement: Eligibility for UH assignment expires on the date of discharge, retirement, or terminal leave, whichever is sooner.

When vacating a UH room, the following procedure will be followed:

1. Notify your Building Manager or Front Desk not later than 30 days before date of intent of vacating the room to schedule a pretermination inspection.
2. Building Manager will conduct a joint pretermination inspection with tenants. At this time, you will be notified of any damages for which you will be responsible and instructions for your final inspection and check-out. A list of cleaning instructions is located in Chapter 5 of this handbook.
3. At the date and time you have scheduled, a Building Manager will conduct a final inspection of your room to ensure cleanliness and that damages found during the pretermination inspection have been corrected. Cleaning discrepancies or damages not corrected at the time of your final inspection will be charged to you for payment.
4. You must check out at the Front Desk with the Tenant Room Discrepancy Report signed by the Building Manager. Payment in full or a signed agreement for reimbursement of any lost or damaged property will be made prior to check-out.
5. To ensure a successful and stress free process, follow all direction provided by the UH staff and refer all questions regarding vacating UH requirements promptly.

### TERMINATION OF UH ASSIGNMENT

### VACATING UNACCOMPANIED HOUSING

**ALCOHOLIC BEVERAGES**

- Alcohol consumption shall be in accordance with state and local laws and be restricted to private rooms and/or Commanding Officer designated lounges, picnic areas and/or common area kitchens. Check with local UH Management for base-specific alcohol consumption restrictions in common areas.
- Personnel under 21 years of age will not consume or possess alcoholic beverages in any UH facility.
- Tenants over 21 years of age are allowed to have alcohol in their room. State law prohibits consumption of alcoholic beverages by anyone under the age of 21.
- In shared rooms with tenants under 21 years of age, all alcoholic beverages will be secured when the tenant who is 21 or older is not present.
- Drunkenness and/or abuse of alcoholic beverages will not be tolerated.
- Use of alcoholic beverages is a privilege and may be revoked.
- Refrigerator locker boxes will be provided to those 21 or older tenants sharing rooms with tenants under 21 years of age to cool alcoholic beverage. Lock boxes will be locked when not present.
- Alcoholic beverages not secured in refrigerator locker box will still be required to secure elsewhere.

**BICYCLES AND SCOOTERS**

Tenants bicycles/scooters will be registered per installation and UH office requirements. Tenants should park their bicycles/scooters in the designated bicycle racks or lockers. Tenants are urged to use bicycle locking devices to prevent theft. Bicycles/scooters will not be stored in rooms, stairwells, passageways, walkways, or in areas that will block fire exits. Bicycle/scooter helmets are required for all cyclists on federal installations including all UH areas. Helmets are highly encouraged for skaters and skateboarders. Contact the UH Office for information on bicycle/scooter storage or to request exceptions.

**BUSINESS ENTERPRISES  
AND SOLICITATION**

Business enterprises and solicitation in UH areas are prohibited.

**CONTROLLED SUBSTANCES  
AND PRESCRIPTION DRUGS**

The possession of drug paraphernalia and/or controlled substances other than those prescribed by competent medical authority is strictly prohibited. Prescription drugs must be locked in personal lockers.

**DAY SLEEPERS AND  
SICK-IN-QUARTERS**

Tenants with evening work hours will not be disturbed by management from 0730-1500 hours unless for emergency purposes or for required maintenance work when no other arrangement is possible. The tenant must obtain written verification of night assignment from their command and submit to the UH Manager. UH management will provide an official notice for posting on room door.

Personnel who are Sick-in-Quarters (SIQ) must post their SIQ chit on their door to avoid being disturbed.

The ownership, possession, and storage of drones on the installation and in UH facilities is authorized, however, flying and operating drones on the installation, whether from inside or outside the boundaries of the installation is strictly prohibited. Never power on a drone inside the boundaries of the installation without first calling the following:

Bremerton and Naval Hospital Bremerton: (360) 914-7882

Bangor and Keyport: (360) 340-2693

Whidbey Island: (360) 257-3127

Everett: (425) 304-3212

Failure to contact the above before powering on a drone inside the boundaries of an installation for any reason i.e. update software, will result in security personnel being dispatched to your location with possible seizure of the drone and receipt of disciplinary action.

Upon UH assignment, tenants agree to comply with energy and water conservation policies. Turn off all electrical items when not in use. Keep doors and windows closed in heated or air-conditioned areas. Personal air conditioners are prohibited. Floor and table fans are authorized. Report all hot or cold-water leaks immediately. Personal portable evaporative coolers are authorized on a case-by-case basis. See UH management for approval.

Gambling is prohibited in UH facilities.

Guests are defined as non-tenants invited into UH by a UH tenant. Guests are permitted in UH provided that they do not interfere with good order and discipline or are an inconvenience to other tenants. In-room guests are defined as anyone not assigned as a tenant of that room.

- In-room visitation may occur between 0900 – 2200 hours, Sunday through Thursday and 0900 – 2300, Friday, Saturday and the night before all federal holidays, unless local base policy states otherwise.
- The military sponsor is responsible for guests' actions, including financial responsibility for any damages caused by guests.
- Permission of all room tenants present must be obtained before bringing a guest into a multiple occupancy room or one with a shared head facility.
- All guests must be accompanied by the tenant at all times.
- Family guests ages 10 and above must have a valid military dependent ID.
- Non-family member in-room guests must be at least 18 years old and have a valid photo identification card in their possession. The registered tenant/sponsor is responsible for guests' actions and must accompany them at all times.
- Overnight guests of any type are strictly prohibited.
- Quiet hours will be observed between 2200 and 0800 hours unless local base policy states otherwise.
- Installation Commanders may further restrict guest visitation where appropriate.

Violations of the Guests and Visitor Policy will result in loss of guest privileges and may result in punitive action at either Non-judicial Punishment or court martial.

### DRONES

### ENERGY CONSERVATION

### GAMBLING

### GUEST POLICY

**LAUNDRY FACILITIES**

Washers and dryers are available for UH tenants only. Immediately report inoperative or unsafe laundry facility appliances (see the Maintenance QR Code Process in chapter 4 of this handbook).

Laundry left over 24 hours will be removed to a storage area. It is your responsibility to retrieve your laundry from the storage area. Any laundry left over 15 days will be disposed of. UH is not responsible for any lost or damaged items.

Chlorine bleach, liquid chlorine bleach, or liquid products containing bleach are allowed in all CNRNW UH facilities (i.e. laundry rooms, bathrooms), however, damage caused to UH property (carpets, upholstery, etc.) due to improper use may result in charges. Powdered (dry) bleach-alternatives are also acceptable bleach products allowed in UH facilities.

**LOCKOUTS**

Tenants who are locked out of their room will be provided a single use key after providing appropriate identification to the Front Desk.

**LOST KEYS**

Report lost keys to the Front Desk immediately. Issuance of a duplicate key may incur a non-refundable charge.

**MAIL**

Mail service, to include FedEx and UPS, is not provided by UH. Contact your building manager for installation specific guidance regarding receipt of personal mail or make arrangements to obtain mail delivery to a P.O. Box at the local post office.

**PETS**

Pets of any type are prohibited. Follow process of appropriate regulations for approved service animals.

**PRIVATELY OWNED VEHICLES (POV)**

A POV is any vehicle such as an automobile or motorcycle operated by an individual that is not owned or leased by a Government agency, and is not commercially leased or rented by an employee under a Government rental agreement for use in connection with official Government business. All UH tenants with a POV are required to obtain a UH POC parking sticker.

- Only one UH automobile sticker may be issued by the UH office when faced with limited UH parking. Ensure to properly place the UH sticker on your automobile. Automobiles not properly displaying a UH sticker that are parked in UH designated spaces may be ticketed and/or towed at owners expense.
- Follow all Department of Transportation (DOT) licensing and registration laws, state insurance requirements, and installation vehicle rules and regulations.
- Only park in authorized installation parking spaces.  
Review your installation's parking instruction.
- Properly display required installation parking decals or risk possibility of ticketing and/or towing at the owners expense.
- Don't leave POV parked in installation parking spaces while deployed or on extended absences. Contact your Command or UH office for information on installation POV storage procedures during absences greater than 15 days.

- Never abandon a POV, your command will be notified and you will be charged removal fees.
- To observe environmental laws and protect the environment, conducting vehicle maintenance and/or washing of POVs on the installation in unapproved areas, including UH areas and parking garages, is strictly prohibited. Only use approved car care facilities to make POV maintenance repair and cleaning.

Please see UH Management or your Building Manager before storing automobile parts of any kind in UH facility living and common areas for approval or selection of other storage options.

Smoking and use of other tobacco products (including e-cigarettes, vaping, hookahs and chewing tobacco) is not authorized in rooms, common areas or anywhere inside UH buildings. Smoking areas are designated outdoors by placement of approved smoking receptacles. Cigarette butts are to be placed in provided receptacles only. Smoking receptacles are not to be moved by tenants or guests for any reason. You must be present when charging electronic smoking devices in UH facilities.

We at UH understand the challenges our tenants face while living in close proximity to individuals who you may not know or be familiar with. Most conflicts can be avoided by respecting others' space and belongings. We encourage you to develop a rapport with your roommate and other tenants in your building. If you are experiencing difficulties with your roommate; make every effort to settle your issues and/or concerns peaceably. If you are unable to come to a resolution, contact your UH Building Manager or your RA for assistance in resolving the conflict. If this situation continues to escalate, UH management and command involvement may be necessary for resolution.

When playing music (including car stereos), TV's, or computer games the volume needs to be at a level as to not disturb other tenants. **Quiet Hours** are observed between 2200 and 0800 hours. Tenants are expected to conduct themselves in a respectable manner which honors their military service at all times.

A list of resources is provided for your convenience:

- A UH quarterly newsletter of upcoming events and what's happening can be found on the UH web page at [www.navylifepnw.com](http://www.navylifepnw.com)
- If you wish to provide a comment or ask a question, please visit us on [www.navylifepnw.com/ICE](http://www.navylifepnw.com/ICE) or [ICE.DISA.MIL](mailto:ICE.DISA.MIL).
- We strongly encourage your participation in the annual Tenant Satisfaction Survey (TSS).

## SMOKING

## TENANT RELATIONS AND COMMUNICATIONS

**TRASH DISPOSAL AND RECYCLING**

Garbage receptacles have been provided in designated spaces throughout UH. Please assist us in maintaining an attractive, clean living environment by refraining from leaving garbage in passageways, laundry rooms, lounges and kitchen areas, or places not intended for trash. Room trash must be taken to dumpsters or placed in trash chutes (if applicable) as needed.

Please use recycling containers for recyclable materials where available.

**UNASSIGNED BEDS AND CLOSETS OR LOCKERS**

Tenants assigned to shared bedrooms may not use unassigned beds, closets or lockers, as they need to remain available for incoming personnel. Tenants will not use furnishings, closets, or lockers not assigned to them.

**UNAUTHORIZED ITEMS**

Unauthorized items in UH facilities is strictly prohibited and may be confiscated. Possession of unauthorized items in UH facilities will be reported to the tenants command and proper agency as appropriate. Tenants command will be notified of confiscated items when tenant is known, otherwise, items may be disposed of per COMNAVREGNW 1700.7A, Disposal of Abandoned, Lost, or Unclaimed Privately-Owned Property and Installation Command Policy. See UH office management for list of unauthorized items.

**VIOLATION OF UNACCOMPANIED HOUSING RULES AND REGULATIONS**

Depending upon the situation, any of the following actions may be taken when UH tenants violate the rules and regulations:

- The service member (SM) will be contacted by UH management and a report will be written and filed in the tenant file.
- The SM's command will be notified and may be subject to removal from UH.
- The UH Office will coordinate with the SM's command to resolve any issues or problems.
- Tenants who fail to properly report violations of UH rules and regulations will be held accountable.
- Guest visitation policy violations will result in loss of guest/visitation privileges.

**WI-FI, AND CABLE SERVICES**

Wi-Fi, and cable television service are available at your expense. Federal law prohibits the UH from funding these personal services. Individuals must make service arrangements with the appropriate providers. Specific information is available at the Front Desk or from your Building Manager.

Only UH installed barbecue grills are authorized for use in/around UH buildings. Use of any other grills, hibachis, etc., is prohibited. Barbecue grills will not be left unattended when in use or while still hot. Barbecue grills will be cleaned after use.

Combustible hobby-type fluids, paint and gases (i.e., butane/propane for lighters) will be purchased in small (one pint or less) quantities and kept in their original containers. Gasoline, Coleman fuel, charcoal lighter fluid, charcoal, or other flammable and toxic fluids and gases are not permitted within UH.

Your Installation Commanding Officer (ICO) may authorize cooking beyond the designated kitchen areas using authorized small cooking appliances, with some exceptions i.e. appliances that produce grease-laden vapors, expose heating sources, use compressed gas, create excessive smoke or utilize open flames. See [your UH staff for a list of approved and prohibited small cooking appliances](#).

- For the safety of residents, staff and UH facilities, authorized small cooking appliances will comply with the following requirements:
  - Must have an Underwriters Laboratories safety certification sticker and be in good working condition.
  - Must be used for their intended food preparation use only and follow the manufacturer's recommendations for set-up, use and maintenance.
  - Must not overwhelm the facility electrical circuit breaker system.
  - Must be plugged directly into an electrical outlet when in use and unplugged when not in use.
  - Must include auto-shut offs.
- Tenants will comply with the following when operating authorized small cooking appliances.
  - Never left unattended when in use, with the exception of crockpots on the low temperature setting, but not to exceed six hours. Crockpots will not be left unattended on high temperature setting.
  - Used on stable, non-combustible surfaces.
  - Use of silicone heat protective mats is required on surfaces other than countertops intended for food preparation and cooking.
  - Never used on refrigerators, floor surfaces, bed, adjacent to drapery or near combustible items.
  - Extension cords are prohibited from use with small cooking appliances.
- Do not try to remove a burning pan of food from the stove.
- Smother the fire by using a cover then turn off the burner beneath the pan.
- Wait for the pan to cool before removing.
- After each use, appliances must be cleaned to prevent odors and pests.
- Food waste will be disposed of in the trash and removed from the unit promptly to prevent pests and food odors.
- Food waste will not be disposed of in sinks without garbage disposal or in toilet fixtures.

## BARBECUE GRILLS

## COMBUSTIBLES

## COOKING

- Small cooking appliances and surrounding cooking area are subject to inspection by installation UH staff.
- UH staff, RAs, and command leadership will remove prohibited appliances or appliances not included on the installation authorized appliance list, from UH facilities, as this is a safety violation”.

**DIVING TANKS**

Diving tanks with a residual pressure above 14 PSI will not be stored in the room. Limit one tank per tenant for tanks under 14 PSI.

**FIREARMS AND WEAPONS**

Per OPNAVINST 5530.14E, policy for storage of weapons on an installation is established by the Installation Commanding Officer. Section 0306, Control and Accountability of Personal Weapons states storage of personal weapons on an installation will be authorized by the ICO or designated representative in writing. All personal weapons brought on board a Navy installation [including Navy 3-5 Enclosure (1) OPNAVINST 5530.14E 28 Jan 09 housing] will be properly registered. A process will be established at the installations to account for the strict control and accountability of personal weapons on board.

No personally owned firearms may be kept in UH tenant rooms.

Refer to your Installation Security Office for details on your Installation’s written policy on firearms and weapons, to include items typically used for recreational purposes that could be construed as weapons (i.e. camping knives, paintball equipment, etc.) and the storage of them in UH facilities with tenant command inspection monitoring.

**FIRE PITS**

Fire pits, including free-standing fire pits, Tiki Torches or like items are not permitted.

**FIRE SAFETY**

As a tenant of UH, you are responsible for ensuring compliance with all applicable fire and life-safety standards per installation safety inspections. The safety of all tenants demands certain safety precautions must be taken:

- Open-flame devices (i.e., candles, incense) are not permitted. Violators may receive disciplinary actions.
- Flammable materials are prohibited in UH. Small quantities of lighter fluid, shoe polish, model paint, etc., may be maintained for personal use.
- Tampering with or modification of any electrical wiring is strictly prohibited. Electrical cords are not authorized to lie across doorways, walkways, or placed under carpets. Grounded UL approved surge protectors are authorized.
- Irons, hair dryers and hair curlers are authorized, but must be unplugged after use. Following their use, these appliances should be left to cool in a safe location.
- Electrical outlets will have no more than two electrical units plugged in at any one time unless using a UL-approved surge protector. Do not overload electrical outlets. If any appliance starts smoking, pull the plug and notify the UH staff immediately or call the Fire Department.
- Do not use extension cords as permanent connections. Electrical and extension cords should not be run under carpets, tacked to the wall or run between doorways or through holes in the walls. Use only UL approved extension cords.



- When you leave your premises for any length of time, make sure that the stove, TV, coffee maker, etc., is turned off.
- Personal space heaters are not authorized for safety and energy conservation reasons. Exceptions must be requested to UH management and have their approval before use of personal space heaters.
- Do not place furnishings, appliances, or personal property directly against walls. Allow two inches of space between items and walls to assist in proper ventilation and air flow to reduce the possibility of mildew and mold like substances.
- The placement of personal items (large or small) will not impede egress at any time. This includes egress to and from doors, windows and placement of personal items that limit free movement around living and common spaces. Occupants that accumulate property in excess that restrict egress are required to locate personal storage elsewhere so clear paths of exit are achieved.
- Tenants must be continually aware of fire hazards. Report potential hazards to the UH staff immediately.
- Firefighting equipment is positioned throughout UH facilities. Tampering with smoke detectors, sprinkler systems and firefighting equipment is a federal offense and prohibited. Violators may be prosecuted for entering and exiting through doors marked as emergency exits only.
- Report any malfunctioning equipment to the UH staff immediately
- Hanging items, covering, disabling, or damaging fire alarms or sprinkler systems is strictly prohibited.

The telephone number of the Fire Department and all emergency services should be readily available. In case of fire, the following steps must be taken:

- Activate the nearest fire alarm box.
- Get out of the building immediately.
- Call 911
- Inform Front Desk and UH staff, if possible.

In case of fire:

- DO NOT PANIC! REMAIN CALM.
- If safe to do so, use a fire extinguisher to put the fire out.
- Leave the room where the fire started and close the door behind you.
- Activate the nearest fire alarm and have all occupants vacate the building.
- Call 911
- After you have left your unit/building, DO NOT return until approval has been given by the Fire Department.

Alternate plan if you CANNOT leave your unit:

- If door is hot or smoke is seeping in, cover cracks and vents around door preferably with wet towels or other natural (non-synthetic) items.
- Go to a room with an outside window; close all doors between you and the smoke/fire.
- Open a window for air and hang sheet or blanket out to signal for help.

**NAVY REGION NORTHWEST  
EMERGENCY MANAGEMENT  
AND PROCEDURES**

COMNAVREGNW Security Officer has provided the following information in case of a security threat or other emergency.

**FORCE PROTECTION CONDITIONS (FPCON)/THREAT LEVEL SYSTEM:**

The Department of Defense (DoD) Terrorist Threat Level System is directed by Defense Intelligence Agency (DIA) and is an intelligence assessment of the likelihood of a threat against DoD personnel, installations or facilities. The four levels are Low, Moderate, Significant and High.

Associated with these are five Force Protection Conditions (FPCON) which are Normal, Alpha, Bravo, Charlie and Delta.

For current information on the FPCON/Threat Level, contact one of the following Emergency Information Lines:

- Naval Base Kitsap: (888) 256-6100 or (360) 315-4636
- Naval Station Everett: (425) 304-5665
- Naval Air Station Whidbey Island: (360) 257-1080

These numbers may also be utilized to obtain inclement weather guidance for your installation.

**CRIME PREVENTION, REPORTING and EMERGENCIES CALL 9-1-1**

**ALWAYS FOLLOW YOUR INSTALLATION EMERGENCY PLAN (EAP)**

**NATURAL DISASTERS AND  
EMERGENCY PREPAREDNESS**

After a natural disaster, such as a severe winter storm, you may be confined to your room or building. A disaster could cut off basic services – water, electricity and telephone – for a few days. You will best cope with such emergencies by preparing before disaster strikes.

Once an emergency occurs, you may not be able to search for or locate supplies. So plan ahead and be prepared. The basics you should stock are water, food, first aid and emergency supplies. Keep these items in easy-to-carry containers, such as backpacks or duffle bags, in an easy-to-reach place like a closet.

**WATER:** Store two gallons of water for drinking and sanitation. Plan for at least a three-day supply.

**FOOD:** Store at least a three-day supply of non-perishable foods that require no refrigeration, preparation or cooking, little or no water and are compact and lightweight.

**SUPPLIES**

- First Aid Kit.
- Flashlight, battery-operated radio or TV and extra batteries.
- Manual can opener and utility knife.
- Whistle.

**EARTHQUAKES**

Since earthquakes cannot be prevented nor predicted, tenants must take the following precautionary measures:

**EARTHQUAKE PREPARATION**

- Review your renter's insurance policy as some damage to your property may be covered without specific earthquake insurance.
- Protect important documents such as wills, insurance policies, contracts, passports, immunization cards, credit card account numbers, an inventory of valuable household goods, important telephone numbers and birth certificates in a waterproof, portable container.
- Choose an out-of-state friend or relative as a "checkpoint" for other friends and relatives to call.
- Heavy and bulky objects should never be stored in overhead areas such as the top of lockers.

**DURING AN EARTHQUAKE**

- Do not panic or run out on the street. Injury may occur by falling glass or building materials.
- Do not use elevators.
- If you are indoors, take cover under a sturdy desk, table or bench, in a doorway, such as to a bathroom or bedroom, or against an inside wall.
- Stay away from windows, glass, outer walls or doors, or anything that could fall, such as lighting fixtures or furniture.
- In a crowded public place, do not rush for the doorway, as other people will have the same idea. Take cover and move away from display shelves containing objects that could fall.
- Be aware that the electricity may go out, or sprinkler systems or fire alarms could activate.
- In a moving vehicle, stop as quickly as safety permits and stay in the vehicle. Avoid stopping a vehicle near buildings, trees, overpasses, or utility wires.

**AFTER AN EARTHQUAKE**

- Check for injuries. Do not attempt to move seriously injured personnel unless they are in immediate danger of further injury.
- If a person is bleeding, put pressure over the wound. Use clean gauze or cloth. Cover the injured with a blanket to keep them warm.
- Do not use the telephone except in case of extreme emergency.
- Do not smoke or use electrical appliances because of possible gas leaks and electrical shorts.
- Evacuate the complex as quickly as possible for muster and further instruction.
- Be prepared for aftershocks. If trapped, remain calm.
- Remember that help will come as soon as possible.

The Puget Sound region is surrounded by mountains created by volcanic eruptions. Mount Baker and Mount Rainier, while currently dormant, do register some volcanic activity and could become active as Mount St. Helens did in the early 1980s. Volcanic eruptions can cause lateral blasts, lava and hot ash flows, mud slides, avalanches, falling ash and floods. Fresh volcanic ash, made of pulverized rock, can be harsh, acidic, gritty, glassy and smelly.

**EARTHQUAKES****VOLCANOES**

**SECURITY OF ROOMS**

**SMOKE DETECTORS AND  
SPRINKLER SYSTEMS**

**THEFT PREVENTION**

Keep these guidelines in mind following a volcanic eruption:

- During ash fall, close doors, windows and all ventilation in your room.
- Check base and command information lines and websites for further instructions.

All rooms will be secured when not occupied. Ground-level windows will be secured to prevent unlawful entry.

Smoke detectors and sprinkler systems are provided in most UH rooms and throughout the buildings. If a smoke detector is found to be defective, notify the UH Office immediately. Smoke detectors are installed as safety devices to protect you. Under no circumstances is a smoke detector to be disassembled or disabled. Do not hang anything from the sprinkler system. Your safety is of utmost importance to your UH management.

**IMPORTANT:** All fires in government quarters must be reported to the Fire Department and UH management immediately, no matter how small or insignificant they may seem. UH tenants are responsible for all smoke detectors and will be held accountable for any detectors found in their space to have been tampered with or disabled.

Reminder: Tampering with smoke detectors is a federal offense and punishable under the Uniform Code of Military Justice.

Although the chances of burglary or vandalism may be low, it is still a possibility, even on a secure base. For the protection of your property, be sure your room is locked and valuable personal items are secured.

All tenants should take the following steps to decrease the opportunity for theft and other criminal activity in UH:

- Keyless cards or room keys should be kept in a safe place.
- Residents are not authorized to loan out their room keys to anyone.
- Money or valuables will be secured in personal lockers.
- Report any vandalism, burglary, theft or other crimes to the appropriate police/security agency and UH staff.

UH management is dedicated to providing you with a clean room, in good condition. When you vacate UH, we expect to receive the room back in the same condition. You are responsible for the room and furnishings assigned to you. Treat your room as if you own it, keeping in mind that you will be held liable for damages and cleaning. Tenants with shared spaces will all be held accountable for the cleanliness and maintenance of common areas.

These standards are established to ensure health, safety and comfort for all UH tenants. The following standards apply:

- Rooms, lounges, carpets, window blinds and drapes will be kept free of dust, dirt and mildew.
- Empty trash cans as needed, with tenant command inspection monitoring, to reduce the chance of pest and insect infestation. Plastic trash liners will be used.
- Beds shall be made in a neat and orderly fashion.
- Linen will be clean and in good condition.
- Food items will be kept refrigerated or stored properly in sealed containers.
- Refrigerators must be kept clean and free of mold, spoiled food or grime. Freezer sections will not have excess frost accumulation.
- Vacuum cleaners are provided. Carpet shampooers can be checked out from the UH Office.

Tenants are not to perform any type of maintenance or repairs on government provided appliances. Damages caused by such repairs will be charged to the tenant. Government furnishings will not be removed from the room. Tenants are responsible for cleaning and any damages. Routine cleaning of the refrigerator will improve efficiency and sanitation.

Appliance manuals are stored in "In-Room Binders" for reference purposes only. If you experience an issue with the government owned appliances please submit a Service request using the QR code process (see the end of chapter 4, Maintenance QR Code Process).

You are issued a set of bed linen upon room check-in and are responsible for the items received. This is a one-time, non-returnable issue.

Bed bugs are elusive and usually nocturnal (peak activity usually occurs around 5:00 or 6:00 a.m.), which can make noticing them difficult. They often lodge in dark crevices, and the tiny adhesive eggs can be nestled by the hundreds in fabric seams. Aside from bite symptoms, signs include fecal spots (small dark sand-like droppings that occur in patches around and especially beneath nests), blood smears on sheets (fecal spots that are re-wetted will smear like fresh blood), and the presence of their empty molted exoskeletons.

Dwellings can become infested with bed bugs in a variety of ways, such as:

- Bugs and eggs inadvertently brought in from other infested dwellings by visiting pets; or a visiting person's clothing or luggage;
- Infested items (such as furniture, clothing, or backpacks) brought in;
- Nearby dwellings or infested items, if easy routes are available for travel (through duct work or false ceilings);

## **APPLIANCES**

## **BEDDING AND LINEN**

## **BED BUGS**

- Wild animals (such as bats or birds) that may also harbor bed bugs or related species.
- People or pets visiting an infested area (apartment, subway, movie theatre, or hotel) and carrying the bugs to another area on their clothing, luggage, or bodies.

If you suspect your room may have an infestation, contact your Building Manager immediately.

### FLOORING

For tile, hardwood and vinyl floors, the following suggestions are offered:

- Lift heavy furniture rather than dragging across the floors to avoid marring.
- Do not let water stand on the surface of the floor. Wipe up any spills or standing water immediately.
- Do not apply wax to no-wax floors.

Carpet should be vacuumed on a regular basis. Vacuum cleaners are provided in most buildings or may be checked out from the UH Office. Carpets should be shampooed at least annually or more frequently if heavily soiled. Carpet shampooers are available for check-out from the UH Office.

### FURNISHINGS

To help UH management keep track of government furnishings, do not move these items from tenant rooms or lounges. Tenants are responsible for room furniture and are liable for damage or loss. All furniture is bar coded and will be verified once a year during inventory and upon check-in/checkout of your room. Furniture must not block fire exits or doorways.

Use of personal furniture in UH facilities must be requested to the UH office and approved before authorized. Tenants will be instructed on proper use in UH facilities, removal or disposal requirements upon termination, and possible charges resulting from personal furniture that causes facility damage, abandoned, etc.

NOTE: Photos, posters, calendars that are displayed in plain sight will be in good taste. No profanity, pornographic, discriminatory or derogatory material will be visible to roommates, visitors or invited guests.

### HOUSEHOLD MAINTENANCE

UH management shall maintain the rooms in good repair and is responsible for all repairs or replacement of government provided furnishings due to normal wear and tear. You are responsible for reporting needed repairs to the UH Office or your Building Manager. Tenant-caused damages, or those caused by abuse or neglect, will be repaired or replaced at your expense.

Generally, all necessary repairs will have been made before you move in. UH personnel will provide timely assistance and service for all repairs and maintenance items. The preferred method for submitting tenant requests for non-emergency repairs is through use of the QR code process (see next section, Maintenance QR Code Process). Tenants can also submit maintenance requests in person. When contacting your Building Manager or Front Desk, provide your name, building/room number, telephone number and a brief description of the problem. If your problem is an emergency, such as a power failure, short circuit, broken water line, etc., call the emergency number provided with the QR codes posted on the inside of your rooms main door and on flyers posted in

common areas throughout your building, the contracted maintenance personnel will respond within one hour. For tracking purposes, when requesting service work, please keep a written record of the work authorization number and the date it was called in. The UH or maintenance representative will leave you a notice advising you of entry to your room if you are away at the time of the repair.

There is a difference in response times between emergency and routine service calls. If you feel your service call has not been completed in a timely manner, contact your Building Manager.

To better assist you in submitting non-emergency service orders for your UH facility or its assigned furnishings, a QR code process was established.

Note: Please use the emergency phone numbers located under the QR codes posted on your room main door and at the bottom of flyers posted throughout the common areas of your building to submit emergency service work orders. Use of the QR code for emergency issues will cause delays in initiation of corrective measures.

For non-emergency maintenance issues, locate the QR code located on the inside of your room main entrance door or on flyers posted in common areas throughout your building. Scanning this code will allow you to easily notify your UH staff to communicate your maintenance concerns and requests. Use of the QR code will also allow your UH staff to electronically update you on the status of your request.

It is very important to understand that QR codes are building specific. So be sure to scan the QR code assigned to, and posted in your building.

You can also submit your maintenance concerns and requests using the email found below the QR codes or by contacting the UH Front Desk or your Building Manager. For more information contact your UH staff.

Mildew or mold-like substances may be present in your room if you smell a "musty" odor or see small black or white specks along a wall or window sill.

Mildew or mold-like substances is often found in areas where water has damaged building materials and furniture from flooding or plumbing leaks. The substances can also be found growing along walls where warm moist air condenses on cooler wall surfaces, such as inside cold exterior walls, behind dressers, headboards, and in closets where articles are stored against walls. The substances often grows in rooms with both high water usage and humidity, such as kitchens, bathrooms, and laundry rooms. Keeping adequate ventilation and air flow in these rooms can greatly reduce the opportunities for mildew and mold-like substance growth. If you notice substance growth or know of water damaged areas in your room, contact your Building Manager immediately.

## **MAINTENANCE QR CODE PROCESS**

## **MILDEW AND MOLD-LIKE SUBSTANCES**

**PESTS**

You are expected to attempt to alleviate pest control problems by use of nonresidual insecticides labeled for safe application by the general public, such as household spray insecticides. The Navy Exchanges and Commissaries stock an assortment of pest control products. If, despite your efforts, the pest problem persists, please call the Front Desk or contact the UH staff.

As a general rule, poor housekeeping is the main factor in pest infestation. Some things you can do to control roaches and other household pests are:

- Use trash can liners.
- Dispose of trash regularly.
- Wipe up spilled foods or drinks immediately.
- Properly dispose of empty cans or bottles.
- Keep soiled clothing in a clothes hamper or other container.
- Wash clothes frequently and do not allow clothing to pile up on the floor.
- Store leftover food in airtight containers .
- Clean as you go.

**PLUMBING**

Occasionally, there is a problem with clogged sewer and plumbing lines. You are asked to ensure non-flushable objects are not flushed down toilets, including toiletries and feminine hygiene products. Properly dispose of non-flushable items and only flush approved items, i.e. toilet paper, down toilets. Charges may be assessed to clear plumbing clogs caused by non-flushable items. If a toilet overflows, turn the water off at the valve below the flush tank, then try using a plunger. If you cannot clear the line, call the Front Desk or UH Office.

**UTILITIES**

Utilities are provided by the government. It is vitally important that you do not abuse the utilities provided. Such waste will mean a substantial loss of funds that could be used for other purposes. Treat these resources as if you were paying for them and conserve energy whenever possible.



Everyone enjoys moving into a “clean-as-new” room. This list of guidelines has been compiled to ensure we pass your room on to the next person in that condition. At your pre-termination inspection, your Building Manager will give you a complete list of cleaning instructions. In order to pass your final inspection, every item on your cleaning instructions list must be addressed whether or not you have a roommate. This list will help you prepare in advance for your final inspection.

Clean shower and sink thoroughly to remove all dirt, soap film and hair. Clean shower walls thoroughly to remove soap build-up and mold. Remove tub decal, adhesives and stick-on air fresheners. Shower doors and frames must be completely clean. Clean toilets thoroughly. Clean all pipes behind toilet and under sink. Clean medicine cabinets inside and out. All fixtures, including tub/shower and sink controls and faucets, towel and shower rods, toothbrush and soap holders must be cleaned and water spots removed. Wash walls and ceilings and remove any mold. Clean and vacuum all exhaust vents.

Smooth textured ceilings must be clean and free of dust, cobwebs, food and beverage spots and grease. Do not clean “popcorn” textured ceilings except to remove cobwebs.

Carpets are to be vacuumed and free of spots, stains and damage. Carpet cleaning machines may be checked out from the UH Office. Sweep and damp mop vinyl, tile or linoleum floors. Do not apply wax.

Wipe off all parts of baseboard heaters with a damp cloth. Use a vacuum to remove dust and debris from coils. Damp wipe radiators. Clean all heating vents and registers.

Remove any accessible light covers and clean thoroughly with soap and water to remove all dust and debris. Dry completely and rehang. Inset light fixtures and exhaust fan covers must be free of dust and cobwebs. Each light socket must have a working energy-efficient light bulb or fluorescent tube. Refrigerator light bulbs must work and fit appropriately. Replacement bulbs are available from your Building Manager.

Clean thoroughly inside and out, including glass tray. Clean folds of rubber seals on the door. Clean all exterior portions, including top. The inside of the microwave can most easily be cleaned by boiling water in the unit for several minutes, letting it sit for a few minutes, and then wiping out the condensate from inside the oven.

Unplug refrigerator while cleaning and defrosting. Clean thoroughly inside and out. Defrost as required. Do not allow water to drain onto the floor/carpet. Clean shelves and storage compartments. Remove and clean kick plate. Remove, empty and clean drain pan. Clean in and under rubber seals on doors. Pull refrigerator away from wall and clean all exterior portions, including top. While appliance is pulled out, clean walls, sides of cabinets and floor thoroughly. Vacuum and wipe power cord and coils on back or underside of refrigerator. After refrigerator has been thoroughly cleaned and dried, reconnect cord to outlet and set to normal operation. For units with built-in icemakers, please refer to owner’s manual located in room binder or contact your Building Manager.

**BATHROOM****CEILING****FLOORS****HEATING VENTS/REGISTERS****LIGHTING/LIGHT FIXTURES****MICROWAVE****REFRIGERATOR**

**WALLS**

Remove all nails, pins, tacks, staples, tape, etc., from walls. Tenants will be charged for repair of large holes. Clean all walls with water and cleaning solution. Dirt and other marks must be removed. Clean all electrical outlet covers, light switches, light switch plates and thermostats.

**WINDOWS AND SCREENS**

Window screens and frames must be vacuumed and be free of dirt, debris, cobwebs, etc. Do not remove screens from windows. Clean all interior windows. Window must be free of dirt and streaks. Clean window and frames thoroughly, paying special attention to corners. Window channels must be free of dirt, debris, mildew, etc. Do not wipe screens as that may damage them.

**WINDOW TREATMENTS**

Mini-blinds must be thoroughly cleaned to remove all dust and grime. Vacuum draperies to remove dust and cobwebs. Tenants are not required to have draperies dry-cleaned but may be charged for replacement of damaged or stained window coverings and/or hardware.

**WOODWORK**

Clean all doors, door frames, baseboards, window sills, cabinets, closet shelves, closet clothes poles and brackets, etc., to remove dust, dirt, debris, cobwebs, fingerprints and greasy or sticky substances.

**TIPS TO HELP YOU PASS  
YOUR FINAL INSPECTION**

These are some of the items we have found that tend to be overlooked or forgotten in preparation for a final inspection. If you take care of these items prior to your inspection and follow these tips, you should successfully pass your inspection:

- Remember to have some cleaning items (spray cleaner, green scrub pad, cleaning cloths, broom, etc.) with you at the final inspection, so you can take care of any rework.
- Run your hand across bathtubs and shower walls. If soap film still rubs off, it needs more work. A clean damp cloth or sponge should do the trick. To remove built-on water spots from chrome bath fixtures, a spray cleaner and green scrub pad will make the job easy.
- After you clean the windows, look through them in the light at different times of the day. You'll be able to catch streaks and missed spots.
- Consider having a friend give you a "final inspection." Use the cleaning instructions list as a guideline to check your work.
- We recommend taking one last walk-through of your space, 30 minutes prior to your final inspection to take care of anything you may have missed.





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