

479th Flying Training Group

Unaccompanied Officers Quarters

Resident Brochure



Building 4146

Naval Air Station Pensacola

INTRODUCTION

Welcome to the 479th Unaccompanied Officers Quarters (UOQ). My name is Mr. David Dennis, your UOQ Manager, and on behalf of my staff, we hope your stay with us is a pleasant one. While it is impossible to cover all of our responsibilities, or yours, or itemize every potential scenario, the following pages should provide you with important information and answer many questions that you may have during your stay.

The UOQ is a LEED certified, 202 market-style, apartment complex comprised of three separate wings (A, B and C). Your apartment is approximately 525 square feet of living space with all modern appliances and furnishings. You will enjoy the luxury of having your own personal space to include living, kitchen, bath and bed room.

One of the most important responsibilities you have is to “respect your neighbor.” The Air Force, and your leadership, expects you to treat your fellow UOQ residents with respect. This includes, but is not limited to, maintaining a clean and healthy life style and respecting 24 quiet hours.

The UOQ Staff office hours are M-F, 0730-1600. Next, I want to share our contact information and some important phone numbers:

YOUR UNACCOMPANIED OFFICERS QUARTERS TEAM

UOQ Manager: Mr. David Dennis, office phone 850-452-4149, cell phone 850-417-3072, e-mail david.dennis1@navy.mil

UOQ Maintenance: Mr. Archie Manning, office phone 850-452-4150, cell phone 850-417-2376, UOQ Custodian: Mrs Pat Kennie

IMPORTANT PHONE NUMBERS

Fire Department	911
Ambulance	911
Security/Law Enforcement	911
--Non-emergency	850-452-3211
--All Hours	850-452-2453/3453
479 th OSS STUCON	850-452-0971
--After Hours Cell	850-503-3225
NGIS Front Desk	850-452-2755/2756
U.S. Post Office (maint. dept.)	850-434-9109
Mediacom (on base)	850-457-4274
Traffic Management Office	850-452-9012

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THE NOs

1. No pets, fish or aquariums
2. No weapons, guns, ammunition of any sort or type, or non-cutlery knives with blades >3 1/2 inches
3. No overnight guests
4. No cohabitation
5. No smoking in the UOQ
6. No flammables or combustibles, charcoal lighter fluid, self-light type charcoal (opened)
7. No automobile, motorcycle, bicycle or associated parts, tires, gas, greases, oils, lubricants, paints, etc.
8. No self or home-brewing of any type of beverages, beers, wines or liquors
9. No open flames, candles, incense, etc.

1. **CHECK-IN AND GETTING SETTLED** – you have checked in and have been assigned a room (apartment) in the UOQ. Now the process begins to get settled. The UOQ staff worked very hard prior to your arrival to ensure your apartment is clean, fully functional, damage free and ready for occupancy.

We will take care of putting a new name plate outside your apartment door. In addition, your personal e-mail address will be added to a distribution address group; if you do not receive e-mails from the UOQ staff please check with us to ensure we have your correct e-mail address.

2. FURNISHINGS, APPLIANCES AND ROOM INSPECTION – the next thing you need to do is re-inspect your room to ensure all the furnishings, appliances, walls, ceilings, etc. are free of any damage. Again, your UOQ Staff has worked very hard, prior to your arrival, to ensure your apartment is clean, furnished, damage free and ready for occupancy. Please accomplish your inspection within 48 hours of checking in; use your furnishings inventory to ensure all furniture and appliances are in your room. If you note any damage, anything missing or any cleanliness issues, please bring it to my attention immediately. If we do not hear from you within 48 hours, we will assume everything in your room is satisfactory, clean and damage free. One other note, you will notice that there are inventory stickers (bar code labels) on each furniture item and appliance. These labels are very important so please do not pick at them, write on them or deface them in any way.

3. REARRANGING FURNITURE; RULES FOR PERSONAL FURNITURE – we allow you to rearrange furniture because we want you to be comfortable; but, you must be smart in doing so. Remember, the carpet in your room is “carpet tiles” so you have seams everywhere. Dragging furniture across the floor can easily get caught on a carpet seam and pull the carpet tile loose. Please avoid dragging the furniture; if you need help to move a piece of furniture—ask a neighbor. Also, furniture may not be rearranged in a manner that limits egress from the bed room area to the front door. **PERSONAL FURNITURE** – personal furniture is authorized providing your personal items “fit” in your room comfortably and you maintain a neat and organized apartment. Keep in mind that we do not have storage areas for storing furniture. All assigned government furnishings must stay in your room.

4. ROOM KEYS, KEY CARE AND LOCKOUTS – the magnetic strip on your key can be sensitive to anything with batteries or magnets. Store and carry your keys away from articles that have batteries or magnets. During check-in, you were issued two room keys. One of the keys is a spare key and it should be kept in your room in a safe place. Your card keys were encoded to be good for 18 months; please make note of the key expiration date. You must see me prior to the key expiration date to have both keys updated. Failure to do this will result in a lockout. **LOCKOUT** – if you are locked out of your apartment during duty hours, please call the UOQ staff to let you in; if you are locked out after duty hours/weekend, you will need to visit the NGIS front desk, in building 600, and request they let you in your apartment.

5. POST OFFICE BOX – P.O. boxes are located on the southeast corner of the property. You will need to call the post office maintenance department at 850-434-9109 to begin the process to have a box set up. When you call, you will be asked to leave a voice mail including your name, phone number and address; your address is: 451 BOQ Rd, apartment #_____, Pensacola FL 32508. Once you have completed this phone call, your P.O. box keys will be ready for pick-up, at the post office on base, in 2-3 business days. One other important note: anytime you will be away (on leave, TDY, etc.) for more than a week you will need to complete a “mail hold card” and turn it in to the post office. This will ensure your mail is held till you return and pick it up. Failure to complete the hold card and turn it in to the post

office may result in your mail being returned to the sender. And don't forget, it is your responsibility to notify the post office, and turn in your keys, prior to checking-out.

6. EXTENDED TDY, LEAVE OR OTHER ABSENCE – anytime you are absent for more than a week, there are some things you need to do:

--You must notify the staff, via e-mail, of your departure and expected return dates. The AF requires us to inspect your apartment, weekly, anytime you are away for more than a week.

--Ensure all perishable foods are stored in the refrigerator/freezer, in a tightly sealed container, or thrown out. Ensure all garbage/trash is thrown out.

--Ensure all electrical devices are turned off or unplugged and all lights are turned off.

--Complete a mail hold card and turn in to the post office.

Ghosting: ghosting is the term used when a resident, directed to live in the UOQ, chooses to spend the majority of his/her time living elsewhere, without BAH. If you choose to live elsewhere, you must ensure your chain of command is aware of your arrangement. In addition, you are still responsible for your room; at a minimum, you must check on your room at least once or twice a week to ensure everything is in order. Any circumstances found to be out of the ordinary will be reported to the UOQ staff immediately.

7. ESTABLISH INTERNET, TELEVISION AND PHONE SERVICES – we have two IT providers available for your internet, television and phone service:

--*Mediacom* is a cable provider for internet/television/phone

--*GO WiFi* is a wireless internet provider

During check-in, you received a handout with contact information for both Mediacom and Go WiFi; all transactions, scheduling for services, billing, etc. are between you and the service provider. Also, if you cannot be present for a scheduled visit with an IT provider, you may request and authorize, in writing or via e-mail, the UOQ staff to escort the IT technician in to your room to complete requested work. The UOQ staff will not allow a Mediacom or Go WiFi technician in to your room without prior authorization from you. And don't forget, it is your responsibility to notify the IT provider to turn in equipment and discontinue service prior to checking-out.

8. HANGING PICTURES, ETC. ON WALLS AND ROOM DECORATIONS – we allow you to place pictures, certificates, etc. on the walls but there is only one hanging device authorized. During your check-in, you were shown the authorized device and briefed on all other items that are not authorized. If you have any questions about which hanging device is authorized, please see your UOQ staff. The following are not authorized:

--Do not hang, stick or in any way attach any item to ceilings, doors, cabinets/counters or furniture.

--Any type of tape, nails, anchors, adhesives, glues, decals, etc. are not authorized.

9. CARING FOR YOUR APPLIANCES – you are responsible for care and user-maintenance for all appliances in your apartment. This includes proper use, no abuse, cleaning and avoiding any activity that could be considered negligence. If you have questions about any of your appliances, ask the UOQ staff for a copy of the manufacturer's owner's information.

--Washing machine – your washing machine requires liquid “H-E” or high-efficiency rated liquid detergent; please do not use powders. When you load your washing machine, it must be loaded with a balanced load of clothes. If the washing machine senses an unbalanced load, it may not drain properly. Please take care when loading your machine. **IMPORTANT:** strongly recommend the use of a laundry bag for use in the washer for small articles and under garments. Small articles have a tendency to get behind the washer-tub and into the drain; if this occurs, it will clog the pump and your machine will not drain. Finally, when not in use, keep the washing machine door cracked to avoid mildew or foul smells.

--Dryer – please clean the lint filter following each use. Also, please ensure the dryer door is shut when not in use to extend the life of the small light bulb.

--Refrigerator – please keep spills cleaned up. Also, please keep settings at “4” (the recommended setting).

--Dishwasher – please ensure all food stuff is removed from dishes prior to placement in the dishwasher.

--Garbage disposal – please put only soft food items down the disposal and run the disposal, with water, after placing food items in the disposal. Do not allow food items to sit in the disposal for more than a day; some food items can harden and/or dry out making them more difficult to dispose of. Always run your water when the disposal is turned on—never run the disposal dry.

--Ceiling fans – never hang items from your ceiling fan blades. Occasional dusting is strongly recommended.

-- Glass top stove – cleaning your stove top after a spill is very important. Do not allow spills to accumulate as they will harden and/or bake on, and become very difficult to clean. Special cleaners are available on the market that are designed for cleaning glass top stoves; please use them.

-- Microwave/convection oven – cleaning your microwave/convection oven after a spill is very important. Do not allow spills to accumulate as they will harden and/or bake on, and become very difficult to clean. Please take care of the two oven racks and the cook book.

10. **FIRE SAFETY** – much to know about fire safety is common sense however, we do have some rules that you must follow:

--Flammables and combustibles are not allowed in the UOQ (gas, oil, charcoal lighter fluid, opened bag of self-light charcoal, acids, chemicals, paints, etc.)

--Open source flames are not allowed in the UOQ (candles, incense, bunsen-burners, etc.)

--Non-surge protected electrical extension cords are not allowed; extensions cords cannot be “daisy-chained.” Any appliance or device that generates heat or gets hot must be plugged directly in to the wall outlet. Also, plug-in type air fresheners are not allowed.

IF YOU HAVE A FIRE, DIAL 911, ACTIVATE A FIRE-PULL STATION, EVACUATE THE BUILDING AND WAIT FOR EMERGENCY RESPONDERS TO DIRECT THEM TO THE FIRE LOCATION. IMPORTANT—YOU SHOULD ONLY ATTEMPT USING A FIRE EXTINGUISHER TO FIGHT THE FIRE IF YOU CAN DO SO SAFELY.

BE SMART!

11. **FIRE SAFETY EQUIPMENT**

--Smoke Detectors – please do not touch or compromise smoke detectors.

--Fire Sprinklers – please do not touch sprinklers; never hang anything from the sprinkler.

--Valves and Pipe Risers – all fire-fighting water pipes are easily distinguished because they are painted red; most are located in the stairwells. Never touch or in any way manipulate the pipe valves or tamper proof switches.

--Fire Pull Stations – never touch a fire pull station unless you have, or suspect, a real fire.

--Fire Extinguishers – never touch a “hallway mounted” fire extinguisher unless you are trying to put out a fire. Keep your apartment fire extinguisher mounted under your kitchen sink. One final note—we inspect all fire extinguishers once a month and we will notify you, via e-mail, when we plan to do inspections.

12. **COOKING** – cooking is the number one cause for household fires. NEVER leave your cooking unattended...even for a moment. When cooking, if you must leave the kitchen area, you must turn the stove off first. **VERY IMPORTANT** – if you activate a smoke-detector, you must call **911** and answer the dispatcher’s questions and inform the dispatcher that you do, or do not, have a fire. Next, you must go outside to the service road (west side of building) and meet the responding fire department. Failure to follow these instructions will result in the entire UOQ to be evacuated. Please take heed and again, never leave cooking unattended!

13. **ENERGY/RESOURCE CONSERVATION** – everyone has a role to play with respect to conserving energy and resources. When you leave your apartment, turn off the lights and all other electrical devices. Ensure your water is turned off. Refrigerator settings should be set on “4” or on the “recommended” setting.

--Heating and cooling – the thermostat in your apartment does not allow for adjustability. All settings are computer-controlled by Siemens. Our set-points are 76 degrees 0700 – 1500, Mon – Fri and 74 degrees 1500 – 0700 Mon – Fri and all day on weekends. If your temperature reading at the thermostat is within +/- 1.5 degrees of the set-point, it is considered good. **VERY IMPORTANT**, do not attempt to manipulate the thermostat by placing a light, or other heat source, near the thermostat. Doing so can cause the fan coil unit to shut down or worse, cause damage.

NOTE: During the winter months (generally December thru March), 68 degree room temperatures +/- 1.5 degrees, are considered normal.

--Report any water drips to maintenance by completing a maintenance request; maintenance requests are located outside the door, of the maintenance office, located in the main lobby.

14. **MAINTENANCE REQUESTS** – for all non-emergency maintenance requests, please complete a maintenance ticket and leave ticket in the box outside of the maintenance office. We will get back with you no later than the next duty day with our corrective action or, if not corrected, we will leave you a status and an estimated completion date. For emergency requests, i.e. anything that could result in harm/injury to persons or damage to government property, please contact the UOQ Facility Manager immediately at 850-417-3072. One final note, you do not have to purchase light bulbs to replace bad bulbs; we have all the bulbs required in stock—just let us know.

15. **DAMAGE REPORTING** – you must report any damage to your apartment as soon as possible. In addition, if you notice damage in any of the common areas, inside or outside, please report this as soon as possible as well.

16. **BUILDING EVACUATIONS & MUSTER LOCATION** – in the event of a bomb threat, fire or other emergency that requires everyone to vacate the building, the muster location is on the south side of the UOQ, across the parking lot in the grassy/shaded area. When evacuated, you will remain in the muster area until competent authority directs that the building is safe to enter.

17. **PARKING** – unfortunately, we do not have adequate parking spaces immediately adjacent to the UOQ. This means that some of you will have to park in our “over-flow” parking location. When you checked in, you were shown a map of the over-flow location. Please ensure you use the over-flow parking area when spaces are not available next to the UOQ. MOTORCYCLE PARKING is available for your use; please do not use automobile parking spaces for motorcycles. Some final notes:

--If you own a second vehicle, please use the over-flow area for your second vehicle.

--Do not park boats, trailers, RVs in the UOQ parking; use the over-flow parking area.

18. **BICYCLE LOCKERS** – we have a limited number of bicycle lockers available for assignment. If you need a locker please see the UOQ staff. If a locker is not available, we will put you on a waiting list and notify you when one becomes available. In the interim, you may lock your bicycle to the wooden privacy fence located on the west side of the UOQ. REMEMBER, you are not authorized to keep your bicycle in your room or any other location in the UOQ.

19. **RECYCLING** – recycling is very important to both the Navy leadership and your leadership. Recycling helps to provide funds for many of the base’s MWR programs. We have recycle containers for card board, paper, plastics/cans and magazines located on each floor at the B / C wing corridor. VERY IMPORTANT, please do not mix garbage or glass with the recyclables; doing so renders the entire recycle container as garbage.

20. **GARBAGE AND REFUSE COLLECTION** – our dumpsters are located in the parking lot on the southwest side of the UOQ. In addition, we have seven smaller trash cans available as a convenience for you. Please do not abuse this convenience by placing garbage or trash on the sidewalks. If the smaller trashcans are full, use the dumpsters. Leaving trash and/or household garbage on the sidewalk or stacked on top of full trashcans will draw in a host of pests, i.e. squirrel, rats/mice, fox, roaches/ants, snakes, etc. Please do your part and discard your trash/garbage properly.

21. **NATURAL DISASTERS, HURRICANES** – Hurricane season is 1 JUN – 30 NOVEMBER. All residents are required to have a color-coded BH sticker, for the current year, on your CAC card. You should have been issued this sticker at the time of check-in so if you do not have the sticker, please see the UOQ staff. Next, in the event of a major-category storm, the 479th leadership will keep you informed on the storm’s status, issue pre- and post-storm guidance, and if necessary, issue evacuation guidance.

22. **NON-TEMPORARY STORAGE (AF FORM 150)** – if you have belongings in storage, at your expense, or you have household goods being shipped, please let the UOQ staff know. You may be authorized to have the items stored in “non-temporary storage” at AF expense.

23. **BASIC ALLOWANCE FOR HOUSING (BAH)** – single members without dependents are not authorized BAH, in most circumstances, unless government housing is not available. Please see AFI 32-6005, chapter 5, *Financial Matters*, for further guidance. The 479th OSS policy requires all single members without dependents to reside in the UOQ. However, if the UOQ occupancy rate is at or above 95%, new CSO arrivals will be offered the choice to reside in the UOQ or off base. If you have further questions, please see your UOQ staff, your flight commander or your commander's support staff.

24. **ALCOHOL & ALCOHOLIC BEVERAGES, COMMANDER'S POLICY** – The 479th OSS policy outlines the following quantity limitations on alcohol in the UOQ:

--UOQ residents may possess two 750ml of alcohol, or one 750ml of alcohol and one 12-pack of beer, or one case (24-pack) of beer. Quantities discovered by the UOQ staff—in the performance of our duties—that exceed policy limitations, will be reported to Student Control.

In addition, self- or home-brewing is not authorized.

25. **ROOM INSPECTIONS, COMMANDER'S POLICY** – The 479th OSS policy on room inspections includes the following:

--Your UOQ staff is required to inspect all fire extinguishers every month; during this inspection, the staff is tasked to report, to Student Control, any conditions that 1) indicate unsatisfactory housekeeping or 2) violate any other command or local policy. This is not a “no-notice” inspection; you will always receive notice, via e-mail, when the UOQ staff will be inspecting fire extinguishers.

--Student Control flight commanders are required to inspect 5% (approximately 10 rooms) each month. Generally, these inspections are no-notice. ALWAYS BE READY!

--The OSS Commander, or a designated representative, will visit once a quarter to inspect rooms. Generally, these inspections are no-notice. ALWAYS BE READY!

You received a *479 OSS Inspection Checklist* upon check-in; please use it for reference. If you adhere to the checklist guidelines, set forth by the Commander, you should never have an issue with room inspections.

One important final note: regular cleaning is important to maintain a healthy and safe living environment for both you and your neighbors. Failure to clean on a regular basis jeopardizes a healthy living environment. In addition, regular cleaning of appliances, bathroom, and vacuuming of floors will ease the difficulty you will face when cleaning your apartment prior to check-out.

26. **COHABITATION, OVERNIGHT GUESTS AND SOCIAL VISITS** – cohabitation and overnight guests are not authorized. Guests are authorized between the hours of 0600 – 2400 only. All violations are immediately reported to Student Control for corrective action.

27. **CHECKING OUT** – we have a check-out process that you will need to follow; failure to follow the process may delay your check-out of the UOQ. Once you know your PCS date, let the UOQ staff know and provide the staff with a copy of your orders; you will need to schedule a pre-final inspection and a final inspection.

--Pre-final inspection—this inspection should be scheduled with the UOQ staff once you are 14 days prior PCS. The pre-final inspection includes furniture, walls, carpeting, doors, appliances, etc. to ensure there isn't any damage and all furnishings are accounted for. We will also provide you with a

checkout inspection/cleaning checklist that you will be required to complete and turn-in at the time of your final inspection and check-out; a copy of this checklist is attached for your review.

--Final inspection – your room must be completely empty of all personal items and cleaned in accordance with the checklist given to you during the pre-final inspection. If you need specific cleaners, or advice, please ask the UOQ staff. Remember, the UOQ is not a hotel! You are responsible for cleaning your apartment. Failure to meet cleanliness standards may delay your check-out.

28. **QUARTERS IMPROVEMENT COMMITTEE (QIC) & DORMITORY COUNCIL**

The QIC is our primary forum for identifying facility requirements; the committee is chaired by the OSS Commander and is held every 6 months. In addition, we add dormitory council inputs to the QIC agenda. The dormitory council provides UOQ residents a forum to express their concerns, via their QIC representative, about the UOQ living environment. All residents should know and seek out their QIC representative. If you do not know who your QIC representative is, contact the facility manager.

30. **BROCHURE AUTHORITY AND PROCESS TO RECOMMEND CHANGES:**

--The authority for this resident brochure is AFI 32-6005, paragraph 1.2.8.12.

--Your feedback is always welcome. The OPR for this brochure is the UOQ facility manager; if you have recommendations for improvement, please contact your Facility Manager at 850-452-4149.



Unaccompanied Housing Mission Statement

"Provide a quality living environment and customer service that meet the needs of all residents."

"Support command training by providing a campus setting that is clean, safe, and secure with an atmosphere of good order and discipline."

Our Brand Promise

"Creating comfortable guest services for those we serve: Today and Tomorrow."