

U.S. Department of
Homeland Security

United States
Coast Guard



Commanding Officer
United States Coast Guard
Training Center Cape May

1 Munro Avenue
Cape May, NJ 08204
Staff Symbol: sh
Phone: (609) 898-6219
Fax: (609) 898-6805

TRACENCMINST M11101.2M

TRAINING CENTER CAPE MAY INSTRUCTION M11101.2M

Subj: HOUSING POLICIES, STANDARDS, AND CRITERIA WITHIN THE CAPE MAY HOUSING AUTHORITY

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.13(series)
(b) Heavy Weather and Hurricane Plan, TRACENCMINST 3006.1(series)
(c) UPH Policies & Regulations, TRACENCMINST 11103.2(series)
(d) Child Development Services, COMDINST M1745.15(series)

1. PURPOSE. This Instruction establishes Training Center Cape May Housing Authority policy, standards, and criteria for administration of the housing program within the Cape May Area Housing Authority geographic boundaries.
2. ACTION. All personnel assigned Permanent Change of Station (PCS) within the Cape May Area Housing Authority geographic boundaries shall comply with the provisions of this instruction.
3. DIRECTIVES AFFECTED. TRACENCMINST 11101.2L, 11101.23, & 11101.24 are cancelled
4. RECORDS MANAGEMENT CONSIDERATIONS. This instruction has been thoroughly reviewed during the directives clearance process, and it has been determined there are no further records scheduling requirements, in accordance with Federal Records Act, 44 U.S.C.3101 et seq., NARA requirements, and Information and Life Cycle Management Manual, COMDTINST M5212.12 (Series). This policy does not have any significant or substantial change to existing records management requirements.
5. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS.
 - a. The development of this directive and the general policies contained within it have been thoroughly reviewed by the originating office and are categorically excluded under current Department of Homeland Security (DHS) categorical exclusion A3 from further environmental analysis, in accordance with Implementation of the National Environmental Policy Act (NEPA), DHS Instruction Manual 023-01-001-01 (series).
 - b. This directive will not have any of the following: significant cumulative impacts on the human environment; substantial controversy or substantial change to existing environmental conditions; or inconsistencies with any federal, state, or local laws or administrative

determinations relating to the environment. All future specific actions resulting from the general policies in this directive must be individually evaluated for compliance with the National Environmental Policy Act (NEPA), Department of Homeland Security (DHS) and Coast Guard NEPA policy, and compliance with all other applicable environmental mandates.

6. FORMS/REPORTS. None
7. DISCLAIMER. This instruction is not a substitute for applicable legal requirements. It is intended to provide operational guidance for Coast Guard personnel and is not intended nor does it impose legally-binding requirements on any party outside the Coast Guard.

Sarah K. Felger
Commanding Officer
CG TRACEN Cape May

Encl: (1) Cape May Area Tenant Occupancy Guidelines

Table of Contents

Chapter 1 – Assignment and General Information

Section	Subject	Page
A	Welcome	6
B	Hours of Operation	6
C	Phone Listings	6
D	Basic Allowance for Housing (BAH)	6
E	Assignment to Housing or UPH	6
F	Check-in Inspection	7
G	Moving Into Quarters	7
H	Renters/Liability Insurance	7
I	Website	8
J	Family Housing Advisory Council	8
K	UPH Advisory Council	8
L	Town Hall Meetings	8
M	Lockout	8
N	Environmental Health Hazards	8

Chapter 2 – Occupancy and Inspection of Family Quarters

Section	Subject	Page
A	Purpose	10
B	Occupancy	10
C	Procedures for Vacating Quarters	11
D	Extension in Quarters	11
E	Inspection of Quarters	11
F	Paying to Clean Quarters	13
G	Correcting a Discrepancy	13
H	Damage to Coast Guard Quarters	13

Chapter 3-Safety and Security

Section	Subject	Page
A	Safety	14
B	Reporting Emergencies	14
C	Emergency Information	14
D	Fire	14
E	Fire Evacuation Planning	15
F	Fire Prevention	15
G	Construction Area	16
H	Traffic Safety	16
I	Hurricane and Other Natural Disasters	17
J	Quarters Security	17
K	Vandalism	17
L	Theft, Break-ins, & Burglary	17
M	Firearms, Weapons, & Explosives	17
N	Fireworks	18
O	Joggers, Walkers, Bicyclists, & Skaters	18

Chapter 4 – Neighborhood Regulations

Section	Subject	Page
A	Purpose	19
B	Pets	19
C	Businesses & Yard Sales	20
D	Operation of Family Day Care	21
E	Occupant Relations	21
F	Motor Vehicles	22
G	Courtesy Rules	23
H	Waterbeds	24
I	Holiday Lighting and Decorations	24
J	Pools, Spas and Hot Tubs	24
K	Personally Owned Equipment/Outside Storage	24
L	Smoking	25
M	Fire Pits	25
N	Garbage and Recycling	25
O	Schedule 1 Drugs	25

Chapter 5 - Household Responsibilities

Section	Subject	Page
A	Purpose	26
B	Change to Quarters or Grounds	26
C	Maintenance Personnel and Access	26
D	Household Maintenance	27
E	Alterations	28
F	Utilities & Energy Management	29
G	Practical Energy Saving Tips	29

Appendix A

Frequently Called Numbers

Appendix B

Self-Help Items

Appendix C

Housing and Yard Decoration Award

Chapter 1-Assignments and General Information

A. Welcome:

Welcome to TRACEN Cape May’s Military Family Housing (MFH). In most cases, the resident has already met with a representative from the area housing office during check-in inspection and received a familiarization brief. The purpose of this chapter is to provide additional information upon being assigned to Coast Guard owned housing in the Cape May Area.

B. Hours of Operations:

Who	Hours of Operation
Cape May Housing Office	<ul style="list-style-type: none"> • 0800 – 1600 Monday - Friday • Closed weekends/holidays
<i>The Housing Office is closed for lunch from 1130-1230, Monday through Friday.</i>	

C. Phone Listings:

Area Housing Officer – (609) 898-6219
 Assistant Housing Officer – (609) 898-6918
 Housing Front Desk – (609) 898-6917

Frequently called numbers can be found in Appendix A

D. Basic Allowance for Housing (BAH):

1. BAH Entitlement: BAH will stop on the day prior to the date the member is assigned Government housing. BAH will start the date the final check-out inspection is completed. In both instances, it is the military member's responsibility to verify that the BAH stop and start documents have been processed. No military member occupying government quarters may receive Basic Allowance for Housing (BAH) at the “with” or “without” dependent rate. Members occupying Family or Single type quarters, without charge, may receive BAH Differential (BAH DIFF) based on the payment of child support. Supporting documentation is required for the Servicing Personnel Office (SPO) to start or continue a member’s entitlement.
2. Verify Pay Slip: Pay close attention to your pay slip. The member must notify the Servicing Personnel Office immediately if BAH continues for more than one pay period after assignment to government quarters.
3. Housing Allowance Overpayment: If overpayment occurs, the member is responsible for repayment. If a member knowingly accepts payment of a housing allowance when not authorized, the member may be subject to administrative and disciplinary action.
4. Subletting: Members assigned to government housing will not sublet or receive rent or other compensation under any circumstances.

E. Assignment to Housing or Unaccompanied Personnel Housing (UPH):

1. Family Housing: Family size, grade/rate, and date of arrival from previous duty station generally determine the assignment to family housing.
2. UPH: Members being assigned to the Unaccompanied Personnel Housing (UPH) shall adhere to the guidelines contained in reference (c) of this manual.

F. Check-in Inspection:

1. Inspection report: Upon assignment to quarters, all residents are required to complete an initial check-in inspection with a housing representative from the local housing office. The local housing office retains a complete report of the current conditions of the housing unit. It is recommended that the resident keep a copy of the inspection report.
2. Additional Discrepancies: *Within the first two weeks of assignment*, the member must provide the local housing office with a list of any additional discrepancies that were not noted during the initial inspection. It is also recommended that the member keep a copy of the inspection report. After 14 days, no changes will be made to the initial check-in inspection report and the sponsor may be held liable for damages upon termination of quarters.

G. Moving into Quarters:

1. Household Goods (HHGs): It is the resident's responsibility to coordinate the delivery of their household goods to their new residence. The delivery of HHGs should be coordinated through the assigned HHG move provider and the servicing transportation office. For guidance, residents can contact the TRACEN Cape May Transportation Office.
2. Moving Company Responsibilities: The moving company handling personal property is required to reassemble any items they took apart for moving and unpack any items they packed according to sponsor's instructions.
3. Packing Material: It is the member's responsibility to ensure the proper disposal of all packing material. It is recommended that the moving company remove packing materials from the premises before they depart, or make arrangements directly with the moving company to come back after completely unpacking. Contact the housing office for any questions regarding disposal of any additional packing material left behind by the movers. Residents should contact Facilities Engineering (FE) to locate appropriate dumpsters on base as FE manages bulk dumpsters. Contact FE at (609) 898-6411, 6409, or 6442.
4. Storage: If there is inadequate storage in your housing unit and shed, there are long-term storage facilities available for rent through MWR. Contact MWR at (609) 898-6922 to make arrangements.
5. Damages or Loss to Personal Property:

Mover's Damage: If damage to government quarters occurs during the movement of household goods, it is sponsor's responsibility to immediately notify the Housing Office and the servicing Transportation Office. Failure to report damage may result in sponsor being held responsible.

H. Renter's/Liability Insurance:

1. Insurance: While in family housing, residents are not required to carry renter's liability insurance. However, it is **strongly recommended** that residents obtain insurance for financial protection. Renter's insurance is available from most commercial insurance companies to cover resident's liability for damage to the dwelling and loss or damage to personal property. Insurance will also cover losses in the case of theft or vandalism. The cost of renter's insurance is relatively small and can be a tremendous asset in the event of loss or damage to personal property.
2. Play Structures: Residents choosing to set up personal play structures or equipment, such as swing sets are strongly encouraged to obtain liability insurance.

I. **Website:**

TRACEN Cape May maintains a web page that contains information on local housing. It can be accessed at:

<https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/TraCen-Cape-May/Admin-Services/Housing/>

J. **Family Housing Advisory Council:**

The TRACEN Cape May Family Housing Advisory Council (TCCM FHAC) is a forum through which representatives of family housing can communicate with the command about their issues and concerns. The FHAC consists of the TRACEN Cape May Commanding Officer, Executive Officer, Mission Support Division Officer, Facilities Engineering Division Officer, Command Master Chief, Ombudsman, Housing Officer, and four active duty members residing in the family housing.

TCCM FHAC is normally held annually and will be announced by the housing officer well in advance of meeting.

K. **UPH Advisory Council:**

The TRACEN Cape May Unaccompanied Personnel Housing Advisory Council (TCCM UAC) is a forum through which representatives of the UPH residents can communicate with the command about their issues and concerns. The UAC consists of the TRACEN Cape May Commanding Officer, Executive Officer, Mission Support Division Officer, Facilities Engineering Division Officer, Command Master Chief, Ombudsman, Housing Officer, UPH Manager, and four active duty members-at-large residing in the UPH.

TCCM UAC is normally held annually and will be announced by the housing officer well in advance of meeting.

L. **Town Hall Meetings:**

The TRACEN Cape May Commanding Officer and key staff may choose to hold Town Hall meetings. The dates/times will be published well in advance of the scheduled meeting. Town Hall meetings are designed to pass information and address emergent topics.

M. **Lockout:**

1. If a resident is locked out of assigned government quarters during normal work hours (Monday through Friday) contact the Housing Office at (609) 898-6917 or x6918 or TRACEN Security (609) 898-6856. If resident is locked out on a weekend, holiday, and/or after hours contact Security (609) 898-6856 or OOD at (609) 898-6915 or (609) 782-1346.
2. If keys are lost or stolen, locks must be re-cored by Facilities Engineering at the tenant's expense.

N. **Environmental Health Hazards:**

1. **History:** To comply with the spirit of Housing Urban Development (HUD) and Environmental Protection Agency (EPA) lead paint, asbestos, and radon disclosure regulations, the Coast Guard is required to notify residents who occupy Coast Guard owned housing of known or suspected asbestos, lead, and radon environmental health hazards. Based on the date of construction and Environmental Risk Assessments (ERA) conducted throughout TRACEN Cape May housing, units may contain some type of environmental health hazard.

2. Notification/Disclosure Letters: As part of the check-in procedures, each resident will be issued disclosure letters indicating that their assigned quarters have been assessed for environmental health risks (if applicable), whether or not the quarters currently contain environmental health risks, and the location and type of environmental health risks.
3. Environmental Protection Agency Pamphlets: If environmental health risks are present, appropriate pamphlets will be issued as enclosures to the disclosure letter. The precautionary measures outlined in these EPA pamphlets should be followed:
 - a. Protect Your Family from Lead in Your Home, EPA-747-k-94-001.
 - b. Lead in Your Home, EPA-747-b-98-002.
 - c. Asbestos in the Home, EPA-560-opb-86-002.
 - d. Reducing Radon Risk, EPA-5201/1-89-027
4. Electronic Version: The pamphlets described above are available at the Housing Office or the lead in your home pamphlet can be obtained electronically from the following hyperlink:

<https://www.epa.gov/lead/protect-your-family-lead-your-home-english>
5. ERA Reports: All ERA reports (including SAFE Home assessments conducted in 2020) and records are accessible and maintained in the Housing Office.
6. Exposure: If asbestos containing material is present in government quarters and becomes damaged and/or exposed, resident should immediately contact the Housing Office. The Housing Office will contact the Safety and Environmental Health Office to evaluate the severity of the risk to residents and make recommendations for corrective action.
7. Mold: If a resident has a concern about mold or identifies mold in the home, they should contact the Housing Office and submit a maintenance request in accordance with normal policies.

Chapter 2-Occupancy and Inspection of Family Quarters

A. Purpose:

The purpose of this chapter is to provide basic information concerning occupancy, termination, and inspections of Coast Guard owned family housing.

B. Occupancy:

1. Minimum Time Requirement: All members assigned to government quarters must remain in military family housing for a minimum of 12 months. After 12 months, members may request to vacate housing and live on the economy by submitting a request to the Housing Officer. The requesting member will be placed on a waiting list. The member will be released only when there is a qualified member on the waiting list for government owned housing that can fill the vacancy.
2. Changes in Family Composition: The active duty resident is required to notify the Housing Office of any change in the composition of the family unit, including the addition or departure of a family member from government owned housing. If the addition of a new family member qualifies member for a larger home, the member can submit a request to move to the Housing Officer. The Housing Officer will attempt to meet the request when or if a larger home becomes available. Any move, however, will be for member's convenience and is at member's expense.
3. Reporting Changes in Status: Sponsors are responsible and required to notify the Housing Office of any changes in eligibility status, which might affect members continued eligibility for government quarters.

EXAMPLES: Separation from active duty, changes in rank or grade, receipt of PCS orders (includes TEMDU), family separation, divorce/separation, extended leave from quarters.

4. Temporary Absences: Resident must notify the Housing Office if quarters will be vacant for more than 14 days. Depending on the circumstances, periods of absence that exceed 60 days may lead to termination of quarters. The resident is responsible for maintaining the quarters during any absence. This includes making sure all utilities are adjusted to the low settings or turned off when practical. In addition, care of the grounds continues to be the responsibility of the resident during prolonged absences. The resident must make arrangements for the grounds to be maintained and provide the name and phone number of the caretaker to the Housing Officer.
5. Relocation: Voluntary relocation to other government quarters (move to a different size unit due to change in family size) will be at the member's expense and will only occur when excess housing is available and approved by the Housing Officer. Any relocation must be completed within 14 days of assignment to the new quarters. All standard check-out requirements must be followed for the unit being vacated.
6. Guests: A guest is defined as anyone who is not a bona fide dependent of the member. Tenants are responsible for the conduct of their guests. Members assigned to housing shall obtain the Housing Officer's written approval for any guest visits of more the 21 consecutive days. Guest visitation beyond 30 consecutive days or exceeding 45 cumulative days requires AHA (TRACEN Cape May Commanding Officer) approval. If active duty member(s) and/or their dependents reside as guests for more than 30 consecutive days in government housing assigned to another member, the Housing Officer must be notified so the Servicing Personnel Office can determine appropriate housing allowance and entitlements.
7. Live-in Dependent Care: A live-in dependent care provider is permitted in government quarters providing all criteria is met as set forth under current regulations per chapter 4.C.1.a of reference (a). Submit all requests to the Area Housing Officer.
8. Foster Care: Prior approval is required by the Housing Officer and the Child Development Services Specialist to ensure all program requirements are met.

C. Procedures for Vacating Quarters:

The below steps shall be followed when a resident is preparing to terminate his/her government owned quarters:

Step	What Happens		
1	Sponsor receives PCS, separation, or authorized relocation orders.		
2	Sponsor notifies Housing Office 45 days in advance of termination/departure.		
3	Housing Office schedules pre-termination inspection time/date with sponsor.		
4	Sponsor thoroughly cleans quarters IAW this instruction and guidance provided by the Coast Guard Housing office.		
5	Housing Office Inspector and sponsor perform final inspection.		
	If	Then	
	Passes Inspection	Housing Office notifies servicing SPO via e-mail to start sponsors BAH.	
	Fails Inspection	A	Sponsor corrects discrepancy. Housing Office notifies servicing SPO via e-mail to start sponsors BAH.
		B	Sponsor does not correct discrepancy. No BAH will be started, if member anticipates departure on PCS orders, those orders shall be held in abeyance until member completes all necessary discrepancies and is released by the Housing Officer.

D. Extension in Quarters:

Under very specific circumstances outlined in chapter 3.M of reference (a), members can be authorized to remain in housing for a period of time after eligibility expires, for instance after retirement or release from active duty. All requests must be submitted to the Housing Officer for approval. Residents authorized to remain in quarters after their separation or retirement date are required to pay rent in accordance with reference (a) 3.C.

E. Inspection of Quarters:

1. **Inspections:** Title 10 U.S.C. §2775 and Title 14 U.S.C. §504(e) contain authority to inspect government owned housing. All inspections will be documented on a **Quarters Inspection Checklist, Form CG-6089**.
2. **Purpose:** Inspections are conducted to ensure the house and surrounding areas are safe and in good condition.
3. **Policy:** Housing officers have the authority to conduct regular inspections and for cause inspections to ensure members are in compliance with housing regulations. Use of visual media (photos, video, etc.) to document condition of the house is highly recommended. Housing officers who, during their inspection, observe or suspect neglect or abuse of a dependent must report such instances to the unit commanding officer and Family Advocacy Specialist (FAS). All housing personnel must seek training from their local FAS to help identify and respond to abuse or neglect situations. At a minimum, all housing personnel will be familiar with the Family Advocacy Program (FAP), COMDTINST 1752.1 (series). All inspections must be recorded in HMIS.

4. **What is inspected:** Both the interior and exterior of the housing unit, any and all rooms, garage, storage areas and grounds will be inspected. In addition, fire extinguishers, carbon monoxide and smoke detectors, as well as safety and environmental health hazards are checked.
5. **Sponsor Presence:** If the sponsor is not available (ie: underway), a resident, normally the spouse (or a family member over the age of 18), may act as the sponsor's representative during annual and pre-inspections. For all other inspections, the spouse or designee must have a valid power of attorney in order to act on behalf of the sponsor.
6. **Notification of Intent to Vacate:** Notification of intent to vacate units shall be made upon receipt of orders or at least 45 days prior to the estimated date of termination (departure). Only the sponsor may submit the intent to vacate. A designee (usually the spouse) acting on their behalf must have a valid power of attorney to submit an intent to vacate. The Housing Officer must be notified immediately if official orders for a military directed move are received too late to meet the 45 day advanced notice requirement. HHG pack out date should be known prior to the 45-day advance notice requirement and should be scheduled in such a way to allow ample time to clean and pass the final inspection.
7. **Types of Inspections:**
 - a. **Check-in Inspection:** Upon acceptance of quarters, a Housing Office representative will conduct the inspection with the sponsor. Residents should notify the Housing Office as soon as practical, or no later than 14 days after initial occupancy, of any additional discrepancies that were not noted during the initial inspection. After 14 days, no changes will be allowed to the initial check-in inspection report.
 - b. **Pre-Environmental Risk Assessment Inspection:** (Owned Housing Only). A pre-ERA inspection to validate potential environmental risks must be performed in conjunction with the check-in inspection or annual housing inspection. Quarters Inspection Checklist, Form CG-6089, is used for this inspection.
 - c. **Annual Inspections:** Annual inspections are required per reference (a). The Housing Office will set up a scheduled appointment with all residents for their annual inspection. All residents are expected to keep their appointment and be available for the annual inspection. If a resident is unable to keep their appointment, they must contact the housing office at least 24 hours in advance to reschedule. If the appointment is not rescheduled and the resident is not home, the Housing Officer and Housing Inspector may enter the home to complete an inspection without the resident being present.
 - d. **Pre-Checkout Inspection:** Generally a preliminary-"pre" termination (or pre-final) inspection will be conducted by a Housing Representative and the sponsor (or designated representative) 30 days prior to the date of termination. The purpose of the inspection is to determine the overall condition of the quarters (including exterior yard areas), set expectations, and provide guidance for the final inspection.
 - e. **Final Check-Out:** The final inspection is conducted on the departure (termination) date. There shall be no household goods or personal items in the quarters during this inspection. The sponsor or legal representative must be present during the final inspection. To pass the final inspection, there must be no discrepancies. When quarters are found acceptable, member will be cleared of government quarters and the Housing Office will notify the servicing SPO via email to start BAH entitlements. Should sponsor fail the final inspection, the sponsor will be expected to correct all discrepancies prior to departure from TRACEN Cape May family housing. It is recommended that the resident schedule their final inspection to occur before 1200. This will provide the resident with time to correct discrepancies and pass a follow-up inspection during normal work hours. If a resident fails to pass the final inspection and did not leave enough time for a follow-up inspection, then the follow-up inspection will be conducted the following business day during normal working hours.
 - f. **For-Cause Inspections:** A for-cause inspection may be conducted when the Housing Officer suspects that a situation may exist which could adversely affect housing conditions or occupant's safety, health, and welfare. For suspected or reported damage, the Housing Officer must promptly conduct a for-cause

inspection. For-cause inspections may occur without notice to the member if the circumstances require. For-cause inspections must be documented using the **Quarters Inspection Checklist, Form CG-6089**.

F. Paying to Clean Quarters:

If a resident chooses to have their government home cleaned by a professional contractor, this will be done entirely at the resident's expense. The contract is between the resident and the contractor, not between the Coast Guard and the contractor. The responsibility for the final inspection and meeting termination standards belongs to the resident, not the contractor.

G. Correcting a Discrepancy:

Residents are responsible for correcting discrepancies noted on all inspection forms. A resident's Commanding Officer (Officer in Charge) may be advised of any discrepancy that is not rectified in a reasonable amount of time. Furthermore, repeated and/or unrectified discrepancies may lead to administrative/disciplinary action, involuntary deduction from pay for damages, and/or eviction.

H. Damage to Coast Guard Quarters:

1. Damage or Loss: The resident is responsible for proper care and use of government property including repair or replacement of lost, damaged, or destroyed government owned or controlled property. Members must restore housing to initial condition, less normal wear and tear, prior to vacating. The resident will be held financially responsible for the cost of repair, replacement and/or restoration in kind.
2. Pet Damage: Members will be held financially responsible for any and all damage incurred to the residence by their pets.
3. Disciplinary Action: The Housing Officer may recommend disciplinary action for damages resulting from negligence or intentional actions.
4. Denial of Future Quarters Assignment: Every attempt will be made to adjudicate all necessary claims for damage to Cape May Family Housing prior to the member being allowed to depart Cape May. In the unlikely event restitution for damage to quarters remains unsettled upon transfer of a member, the Housing Office shall notify the new command of all damage claims outstanding against the member

Chapter 3-Safety and Security

A. Safety:

Fires, injuries, and natural disasters can happen at any time. All residents’ safety is a primary concern of the housing staff. It is recommended that all residents and family members be involved in the planning for emergencies. The first step is to become familiar with the contents of this chapter. Remember that the safety and security of human life should always be the most important priority in any emergency.

B. Reporting Emergencies:

Residents are encouraged to **call 911** for fire, medical and other emergencies. Refer to the *Emergency Information* list below for emergency numbers appropriate to Cape May housing. Have children practice dialing the numbers on a play phone or by holding down the receiver button while dialing on a real phone. Teach the children that 911 is for emergencies only. **BE PREPARED!**

C. Emergency Information:

TYPE OF EMERGENCY	Location	
	TRACEN Cape May	City of Cape May
Fire	TRACEN Cape May Fire House 1 Munro Ave. Cape May, NJ Phone: (606) 898-6950 EMERGENCY: 911	Cape May Fire Dept. 712 Franklin St. Cape May, NJ Phone: (609) 884-9512 EMERGENCY: 911
Medical	Samuel J Call Health Services Center 1 Munro Ave. Cape May, NJ Phone: (609) 898-6610 EMERGENCY: 911	Cape Regional Medical Center 2 Stone Harbor Blvd. Cape May Court House, NJ Phone: (609) 463-2273 EMERGENCY: 911
Police	TRACEN Security 1 Munro Ave. Cape May, NJ Phone: (609) 898-6915 EMERGENCY: 911	Cape May Police Dept. 634 Washington St. Cape May, NJ Phone: (609) 884-9500 EMERGENCY: 911

D. Fire:

1. In the event of a fire, call 911.
2. Fire Extinguishers: All government quarters are equipped with **fire extinguishers**. Residents should familiarize themselves with the operating instructions and periodically check the fire extinguisher(s) to ensure they are properly charged. If no fire extinguisher is provided, residents should immediately notify the housing office for replacement.
3. Smoke Detectors: All housing units are equipped with one or more **smoke detectors** to protect occupants from the threat of a fire. Take this alarm seriously whenever it goes off – get out of the house and call the

fire department. The smoke detector will be inspected and the battery replaced during each annual housing inspection. If the smoke detector malfunctions, the resident should submit a work order. **At NO time should this device be removed or incapacitated by removal of batteries.** The sponsor (member) may be held responsible for any damage attributed to the device being removed or incapacitated!!

4. Carbon Monoxide (CO) Detectors: All housing units are equipped with CO detectors in all living levels, centrally located outside each separate sleeping area. CO detectors will be inspected during annual inspection.

E. Fire Evacuation Planning:

1. Spreading the Word: In preparation for a fire, develop a plan to spread the word to all family members and neighbors.
2. Escape Plan: Plan ahead! Each family member must know where to go and how to behave in case of fire. Draw a floor plan of the home indicating each member's escape routes. This should include two escape routes from each bedroom in case the primary exit route is blocked. Always keep these routes free from obstruction.
3. Predetermined Meeting Place: Practice escaping to the outdoors and meeting at a point away from the house.
4. Exit Drill in the Home: A pre-planning and practicing drill commonly referred to by the Fire Department as "Operation EDITH", is a nationally recognized fire safety program. Contact TRACEN Cape May fire department for brochures and further information.

F. Fire Prevention:

1. Kitchen: Stove burners and oven elements should always be turned off when not in use. A pan of grease or oil can ignite in as little as four seconds, the amount of time it takes to answer the phone. Many fires occur when pans are left on burners to cool and the burner is accidentally turned on. When cooking with grease, keep a lid the size of the pan nearby to place on the pan should a fire ignite. After placing the lid on the pan, carefully slide the pan off the burner to the stove surface. Keep baking soda or salt close by to apply to a fire. Most importantly, **never use flour or water**, or attempt to carry a burning pan outside. Many serious injuries occur to both the person carrying flaming pans and others, especially children, who might be in the way.
 - a. On a monthly basis, remove and clean the fan and screen filter of the range hood. The screen filter can be placed in the dishwasher. Keeping the range hood free of grease build-up helps in preventing fires from traveling upward into the cabinet spaces and other parts of the home
 - b. When cooking, keep pan handles pointed inward and not left hanging over the edge of the stove where they can be grabbed by small children or caught by clothing and pulled off the stove.
 - c. Electric cooking appliances (toasters, electric skillets, crock pots, waffle irons, etc.) should never be left on when occupants leave the house. Electric appliances should be stored unplugged. Even when not "on", electric current flows through the power cords when plugged in and today's plastic appliances can melt and catch fire.
 - d. If the stove is not working properly, or appears to be overheating or arcing, submit a work ticket to Facilities Engineering to ensure repair.
2. Living Areas: Electrical cords should never run under carpets or in areas where they may be damaged. Wall outlets should not be overloaded. The use of non-surge protecting "octopus" style outlets (outlet plugs designed to allow multiple appliances to be plugged into a single wall outlet) and "daisy chaining" of any outlets **is not allowed in government-owned housing**. Surge protectors are encouraged and authorized. Wall outlets that are broken (including the cover), arcing, or not holding plugs securely should be reported

to Facilities Engineering by submitting a work ticket.

- a. **The use of oil or gas heaters is strictly forbidden in Government-Owned Housing.** Candles should be used carefully and never left unattended. Ensure that candles are placed in locations that are far from flammable objects, such as towels and curtains.
 - b. Matches, lighters, and other flame producing devices should be stored in areas that are not assessable to children. Children or teens playing with flame producing devices or smoking cigarettes are the second major cause of fires and fire related injuries in Family Housing.
3. **Laundry Rooms:** Dryer vents (interior and exterior) should be cleaned regularly to prevent build up of lint, which can be a fire hazard.
 4. **Portable Electric Heaters:** Portable or electric baseboard heaters must be operated in accordance with manufactures instructions and never placed near flammable objects.
 5. **Proper Storage:** Don't store newspaper, cartons, old furniture, or oil soaked rags in enclosed areas like closets. Keep all items at least three (3) feet away from the boiler or hot water heater. Dispose of in a solid plastic or metal trash container, not plastic or paper bags, or cardboard boxes. Empty daily. Do not store combustible or flammable liquids in the home.
 6. **Barbecues:** Never use an outdoor barbecue indoors. Use outdoor barbecues at least five (5) feet from any structure and three (3) feet from the decks. Do not leave BBQs unattended and have an extinguishing agent nearby (water or a fire extinguisher). Ensure the BBQ is **FULLY COOLED** prior to storing anywhere near the residence. Using barbecues too close to the exterior walls of units is a leading cause of damage to quarters. The resident is responsible for this damage.
 7. **Flammable Liquids:** Gasoline and other flammable liquids like paint, kerosene, and alcohol vaporize easily and the vapor can ignite from a single spark. Never smoke near flammable liquids. Store flammable liquids in a cool ventilated area in commercially approved containers away from any potential ignition source.
 8. **Fuel Powered Machinery:** Lawn mowers, motorcycles, trail bikes, jet skis, mopeds, and other fuel-powered machinery are to be stored in a well-ventilated area away from combustible materials.

G. **Construction Area:**

Residents must stay away from potential danger areas such as excavations, ditches, streets or other areas where construction or repair work is in progress. Parents must counsel their children to stay away from machinery and construction vehicles for their safety and respect the property of others. Military members are financially and legally responsible for damages to material and equipment caused by their children at construction sites.

Look for and carefully read housing newsletters and special notices. In many cases these are distributed to warn of possible hazards in the area due to construction projects or maintenance work.

H. **Traffic Safety:**

1. **Speeding/Stop Signs:** Residents must observe the posted speed limits and stop at all stop signs when driving in housing areas. Children may dart unexpectedly into the street.
2. **Children:** Parents should constantly supervise small children and not allow them to play in the streets and parking lots. Streets are extremely dangerous and are not playgrounds. Stay with children when they cross the street until they are old enough to "Stop, Look, and Listen" for traffic.

I. Hurricanes & Other Natural Disasters:

1. Supplies: The Coast Guard Housing Office does not have any emergency supplies to support residents in an event of a natural disaster. Therefore, it is strongly recommended that resident create their own Emergency Preparedness Kit.
2. Getting Prepared: It is imperative that families prepare themselves for hurricanes and/or any type of natural disaster. It is recommended that families keep enough food, medicine and water to last for a minimum of one week.
3. Additional Information: Detailed instructions on what to do if a hurricane/storm occurs can be found reference (b).
4. Local Authorities: In the event of an emergency, residents must cooperate with local authorities (military or civilian).

J. Quarters Security:

If the unit will be vacant for more than 14 days, residents should follow the below procedures before leaving:

- a. Cancel all daily deliveries (newspaper, mail, etc.) or arrange pickup.
- b. Notify the Housing Office if residents are going to be absent for more than 14 days. We also recommend that the sponsor notify a neighbor.
- c. Arrange to have the lawn cut.
- d. Leave shades in normal position, not completely closed.
- e. Leave a small light on using an automatic timer.

K. Vandalism:

General: Vandalism, malicious damage to government property, and other such crimes will not be tolerated. The member is responsible for the action of all family members, dependents, and guests. Residents caught vandalizing government property are subject to prosecution. Major offenses may be cause for termination of quarters after even a single incidence.

L. Theft, Break-ins, and Burglary:

General: While most residents of Family Housing are conscious of the possibility of theft, a few feel they are immune to theft or vandalism because they live in military housing. Although the chances of burglary or vandalism may be lower, it is still a possibility. For everyone's protection, be sure the home is locked at all times and personal items such as bicycles and toys are secured within assigned quarters. Personal property should always be adequately insured for protection against possible loss. Report any theft, break-ins, and burglary to Coast Guard Police immediately.

M. Firearms, Weapons, & Explosives:

1. Firearms Registration and Possession: Personal firearms (rifles, pistols, shotguns, including BB guns, air pistols and air rifles) are authorized in government owned housing provided that the owner complies with all applicable Federal, State, Local, Coast Guard, and unit laws, ordinances and regulations. Personal firearms may not be fired or discharged in housing or the housing areas. Residents are required to fill out a

Privately Owned Weapons MOU and file with the Housing Office.

2. Firearm Storage: All firearms and ammunition must be stored in a safe manner and in compliance with all applicable laws and regulations. At a minimum, firearms must either be stored in a locked gun safe or with a trigger or cable lock. Ammunition must be stored in a locked location separate from the firearm.
3. Other Weapons: The below list of weapons are potentially dangerous and their use in any government housing area is prohibited. Any subsequent damage or injury by such weapons is the occupant's responsibility.
 - a. Bows and Arrows.
 - b. Spear Gun.
 - c. Swords, long knives, machetes, etc. (except military ceremonial swords).
 - d. Marital arts weapons.
4. Misuse of Weapons: Misuse, discharging, brandishing, etc. of any firearm (i.e. air rifles, BB guns, handguns, rifles, shotguns, or other similar weapons) within a family housing area could result in immediate termination of quarters, disciplinary action, and/or arrest.
5. Hobbies Involving Lead: The melting, casting, machining, soldering, and buffing of lead is prohibited in housing.
6. Threat to Safety: The introduction of personal firearms into Coast Guard family housing is a privilege not a right. If the Base commanding officer determines that there is a threat to safety, he/she may order said weapons be seized and removed from housing in accordance with existing policies.
7. Storage: TRACEN Armory may provide long term storage of personal weapon(s) if needed, in accordance with unit policy.

N. **Fireworks**:

The possession of explosives and fireworks (for sale, storage or use) is prohibited in government owned housing areas. Fireworks do not include paper caps or highway flares.

O. **Joggers, Walkers, Bicyclists, Skaters**:

Helmets: All residents (this includes children in bike seats), must wear an approved bicycle helmet (or suitable equivalent) while operating a bicycle or skating (including skate boards/in-line skates) in Coast Guard Housing areas. Furthermore, all residents must observe the following rules:

- a. Do not interfere with the normal traffic flow.
- b. During evening/night/periods of low visibility, wear reflective tape on clothing.
- c. Joggers and walkers should use running paths and sidewalks.
- d. Do not slide (grind) on handrails (or any government property) using in-line skates and/or skateboards.

Chapter 4–Neighborhood Regulations

A. Purpose:

This chapter provides basic information on housing policies, regulations, and procedure within the housing community. The Coast Guard Housing Manual, reference (a), is the primary source of guidance on family housing.

B. Pets:

1. Definition: Only domesticated animals such as dogs, cats, hamsters, fish and the like are allowed in family housing. Wild animals (i.e. skunks, raccoons, ferrets, ocelots, foxes, wolves or their hybrids) and exotic animals such as primates (monkeys and apes), snakes, other reptiles, arachnids, hedge hogs, potbellied pigs and any farm type animals (poultry, horses, pigs, etc) are not authorized in government housing. For purposes of this article, a hybrid is defined as a cross between a domestic animal and wild animal, regardless of wild animal parentage in the cross.
2. Loss of Privilege to Retain Pets: The sponsor is responsible for the proper care, feeding, and behavior of all pets. The failure by sponsor and family members to properly care for and attend to their pets will not be tolerated. It is one of the most frequent and primary complaints that the housing staff is required to address in housing.

This includes but is not limited to failure to attend to barking animals, animals left in the residence barking uncontrolled and disrupting other families, failure to immediately pick up and dispose of animal waste in yards, and pets being allowed to urinate and defecate on other resident's property.

Failure to adhere to the rules and regulations outlined within this instruction, in reference (a), and as acknowledged in the registration / agreement can result in the revocation of pet privileges. The Housing Office utilizes a three strike policy. Upon receiving the first complaint, the Housing Office will directly address the issue with the resident. Upon receipt of a second complaint, the Housing Office will address the issue with the resident and inform the resident's command, informing them that a third complaint will result in their loss of pet privileges in housing. After a third complaint, the resident will have their pet privileges revoked.

3. Discussion: The keeping of pets is a conditional privilege extended to families who exhibit responsible behavior and control of their pets. Residents are financially and legally responsible for their pets. Pet owners (guardians) must control their pets at all times to maintain a safe and pleasant community for everyone.
4. Pet Agreement: Residents who have or acquire a pet(s) must submit/have a signed Pet Agreement on file with the Housing Office.
5. Maximum Amount: The maximum number of dogs and cats that may be kept in a housing unit is **two dogs or two cats or one of each**. A *reasonable* number of other pets, identified above, may be maintained upon approval from the Housing Officer.
6. Clean Up: Areas where pets are kept (both indoors and outdoors) shall be maintained in a sanitary condition at all times. Pet owners must be prepared to clean up after their pets when taking them for a walk. Failure to do so may result in revocation of the owner's pet privileges.
7. Control of Pets:
 - a. **Abandonment:** Abandonment of pets is prohibited and may result in eviction from family housing.
 - b. **Dogs/Cats:** All dogs/cats must wear an identification tag and **dogs only** must be registered with the

City of Cape May (in accordance with local ordinances), with proof of registration provided to the Housing Office. Pets shall be kept inside the pet owner's residence, or when outside the residence, inside an existing fenced area, or on a leash with the pet owner. When outside, pets must be attended to by their owner at all times. Pets cannot be left outside unattended at any time. Temporary restraint devices (i.e. leash/restraint device screwed into the ground) are allowed as long as the resident is present. Pet owners remain fully responsible for their pet and the restraint device should never be attached to the housing unit. The leash or chain used to restrain the dog should be of sufficient length to allow the dog to roam but not encroach common areas, sidewalks, or the property of other residents. For guidance, residents should contact the Housing Office.

8. **Removal by Authorities:** Any pet(s) picked up by local authorities is the responsibility of the resident, not the Coast Guard. All fines and fees are the responsibility of the resident.
9. **Registration/Inoculations:** Residents shall supply a copy of pet registrations to the Housing Office within ten (10) days of the arrival of the pet. All dogs/cats over four months of age shall be inoculated per local laws. Inoculations shall be kept current. Registration or licensing of all pets will be per local animal control authorities.
10. **Complaints:** No pet shall be a public hazard or nuisance. If anyone feels that their rights are being infringed upon by another person's pet (by noise, the creation of unsanitary conditions, property damage, or otherwise), first approach the resident to discuss and try to reach resolution. If unsuccessful and are not able to arrive at a solution with the pet's owner, file a written complaint with the Housing Office.
11. **Bites and Aggressive Acts:** Any animal that is found to be a menace or bite a person or another animal **MAY** be permanently removed from the housing area within five (5) days of the incident. Every animal encounter situation is different. Therefore, the final determination of permanent removal will not be made until after a complete investigation has been conducted and recommendation made by the Housing Officer to the TRACEN Commanding Officer. Once notification is given, failure to remove an aggressive pet may result in the loss of the privilege to live in government quarters.
12. **Pet Damage:** Residents are responsible for their pets, including damage to government housing and grounds, and the personal property of other residents. The resident will be financially responsible for all costs related to repairs stemming from pet damage, to include odor.
13. **Breeding:** Breeding/raising animals of any species in Coast Guard Housing is prohibited. Accidental litters must be reported to the Housing Office. It is recommended that all pets be spayed/neutered.
14. **Animal Mistreatment:** The tormenting or inhumane treatment of domestic or wild animals by residents will not be tolerated. If and when detected the violator(s) will be reported to the Housing Office and the local animal control authorities.
15. **Dead Animals:** Dead animals will be disposed of in accordance with local animal control regulations (call local animal control authorities for guidance).
16. **Common Areas:** Common areas, such as playgrounds, are Off Limits to pets at all times.
17. **Violations:** Violations of these regulations may result in the loss of pet privileges. In addition, violations may also result in the loss of the privilege to live in government quarters.

C. **Businesses & Yard Sales:**

1. **Home Businesses:** The Housing Office is responsible for the approval of all requests to operate a home-based business. The sponsor (member) must submit a Home Business Request **prior** to conducting any business venture in Government owned housing. Requests shall be submitted in the form of a written email or letter. The request must contain all details pertinent to the business, such as but not limited to the name of business,

the nature of the business, use of government facilities (parking lots, home), excessive use of utilities (water, electric, etc), excessive noise, etc.

2. Yard Sales: Yard sales are limited to command approved dates and locations. Items are not to be left outside the residence overnight.

D. Operation of Family Day Care:

Definition: All child care in housing must be conducted in compliance with reference (d). Residents interested in having an in-home day care should contact the Family Services Specialist.

E. Occupant Relations:

1. General: It is the responsibility of all residents to adhere to all applicable rules and regulations, while also adhering to the social responsibility of being a “good neighbor”. Being a “good neighbor” involves nothing more than being kind and courteous at all times. If an issue or concern arises between residents, the residents should first work with each other as mature adults to reach a mutual resolution. If a resolution cannot be reached, then the next step would be to file a complaint with the housing.
2. Multiple or Recurring Complaints: Multiple or recurring complaints of the same nature against a resident can lead to disciplinary action and possibly eviction from housing. Under normal circumstances, residents will be given a warning with an opportunity to correct unacceptable behavior prior to eviction. *However, if the severity of the situation warrants, the Area Housing Officer, Commanding Officer may evict any resident without prior complaints.*
3. Complaint Process: Prior to submitting a complaint to the local housing office, residents shall attempt to resolve their issues with each other without formal involvement. If informal resolution cannot be reached, the following steps may be taken

Step	Action	
1	<p>Complainant notifies Housing Office in writing (e-mail or letter) of issue. Complaints cannot be made anonymously.</p> <p><i>Note: Resident personal information will only be released to authorized Coast Guard and/or law enforcement officials.</i></p>	
2	The complaint must provide all relevant information to the Housing Office.	
3	The Housing Officer will speak with all residents involved in the dispute. If the complaint is valid, the Housing Officer will take the following action:	
	If	Housing Officer shall:
	Initial Complaint	<ul style="list-style-type: none"> • Issue verbal warning with correction action required.
	Second Complaint	<ul style="list-style-type: none"> • Issue written notification letter (Warning Letter) to sponsor via sponsor’s Commanding Officer. Then: • Send copy of warning letter to respective XO and resident. • File copy of letter in resident’s housing file.
	Third Complaint	<ul style="list-style-type: none"> • After review by Housing Officer, recommendation will be routed via TRACEN Cape May MS/XO/CO regarding disposition, which could be a recommendation to evict. If an eviction is approved, the resident will receive a written eviction letter via their Commanding Officer. • A copy of the signed eviction letter will be sent to respective XO. • File copy of letter will be placed in resident’s file.

F. Motor Vehicles:

1. Regulation Enforcement: The rules and regulations outlined below apply to all vehicles stored and maintained in Coast Guard Owned Government Quarters under the control of TRACEN Cape May.
2. Registration: All motor vehicles in Coast Guard housing areas must have valid state registration and carry liability insurance per state laws. Unregistered, abandoned, improperly parked and inoperable motor vehicles are not allowed in the housing area. Violators will be notified in writing to remove the vehicle. If the vehicle is not removed within the time directed by the Housing Office, it will be towed at owner expense.
3. Speed Limits: Posted speed limits shall be observed. Repeated violations of speeding by residents, guests or family members can lead to loss of driving privileges within Coast Guard Housing or possible eviction.
4. Road Use: Only licensed motorized vehicles may be used by residents in the housing area. The use of go-carts, motorized scooters, motorized skateboards, off road motorcycles, ATVs, etc. is strictly prohibited.
5. Parking: Residents of the housing area may utilize designated parking spots.
 - a. Assigned Parking. Please do not allow guests to park in a neighbor's assigned parking space. Residents are responsible for keeping assigned parking areas clean of oil and debris. Do not clutter the area by storing items other than vehicles in parking areas.
 - b. Open Spaces. Open Spaces will be utilized on a "first-come-first-served basis"; however, cars must be moved on a regular basis and not parked in the same unmarked spaces habitually. To provide for the consideration of other residents and their guests, excess vehicles will be parked in an area not to cause congestion. At no time shall vacant housing unit parking spaces be used as additional parking by other housing residents or their guests.
 - c. No Parking. Do not park closer than ten feet from any fire hydrant or crosswalk. Do not park on grass areas, dirt areas, sidewalks, or pedestrian walks. Vehicles shall not block driveways, crosswalks, alleys, or mailboxes; or obstruct traffic. There is no parking available for resident owned or operated commercial vehicles in the housing areas.
 - d. Visitor Parking. Designated visitor parking may be used on a first-come-first-served basis and shall not be used in excess of 24 hours.
 - e. Unauthorized Vehicles. Vehicles habitually left parked and unmoved on the street and unregistered vehicles are subject to towing at the owner's expense. Residents are not permitted to store vehicles for other people or grant permission to others to park in their housing areas.
6. Recreational Vehicles and Equipment: All Terrain Vehicles (ATV's), boats, jet skis, trailers, "pop-up" campers, camper bodies, motor homes, utility trailers and the like are prohibited from being stored in **ANY** housing area. MWR maintains a storage lot behind GSK building on TRACEN Cape May. Contact MWR to make arrangements.

Residents are allowed **LIMITED** and **TEMPORARY** parking of their RV, boats, ATV, etc. at their housing residence for a period not to exceed-**48 HOURS**. This period of time provides ample opportunity to prepare for and secure from recreational activities (i.e. loading camper, cleaning ATV's etc.). Exceptions to this rule may be granted via a formal request addressed to the Housing Officer. The formal request must be submitted in writing and, if approved, the waiver must be maintained with the vehicle at all times while in an exception status. Residents are required to follow all manufactures' safety instructions for correctly using and stowing approved privately owned outdoor recreational equipment.

7. Storage of Small Recreational Items: Un-trailerred (non-motorized) small boats such as canoes, rowboats, rafts, paddleboards, and kayak may be kept in the housing area at the resident's quarters under the following conditions:

Must be stored in assigned backyard inside the fenced area.
8. Vehicle Maintenance:
 - a. **Minor Maintenance:** Minor maintenance of personal motor vehicles is authorized in the housing area and **limited to** flat tire changes, headlight repair, battery changes, and similar minor work. Contact the Housing Office for additional questions. Vehicles shall not be put up on blocks or stands in the housing area.
 - b. **Major Maintenance:** Major maintenance such as transmission repairs/removal, oil changes, engine tune-ups/overhauls/removal and bodywork (sanding and painting) are not permitted in the housing areas. Vehicles shall not be in an inoperable status in excess of **48 hours**. All inoperable vehicles must be removed from the housing area.
9. Vehicle Washing: Vehicles may be washed in the vicinity of a resident's quarters. Select a paved site that will drain readily to prevent an unsightly muddy area. CONSERVE WATER and be reasonable in the manner and frequency of vehicle washing. At no time shall a vehicle be parked on the lawn of a housing unit.

G. Courtesy Rules:

1. Golden Rule: Please follow the Golden Rule when interacting with fellow residents of government housing: "Do unto others as you would have them do unto you." Being kind and courteous goes a long way.
2. Quiet Hours: Out of respect for everyone, TV and stereos (this includes car stereos) volume should be kept to a minimum as not to be overheard by neighbors. Quiet hours are designated between 2200 through 0700 weekdays (Sunday – Thursday) and between 2300 through 0800 weekends (Friday, and Saturday) and preceding day if a holiday.
3. Playgrounds: Playground quiet hours are between 2000 through 0800. Playgrounds, courts, and other outdoor common areas will not be used during quiet hours. The use of tobacco products, including e-cigarettes, is prohibited in playground areas.
4. Standards of Conduct: Residents are responsible for conduct of dependents, guests, and pets. Any use of premises, facilities, or grounds for illegal purposes may result in eviction, prosecution, adverse administration action, including discharge and/or termination, and referral to civilian law enforcement authorities.
5. Parties: Parties in a resident's home are permitted if they meet the guidelines listed below. Violation of guidelines can be grounds for loss of housing privilege.
 - a. Quiet Hours must be observed.
 - b. The rights of other residents shall not be violated.
 - c. No one under the age 21 may consume alcohol.

H. Waterbeds:

Waterbeds are authorized in government quarters. However, sponsors will be held responsible for any damage caused by the waterbed. Prior to installation member must obtain approval of the Housing Office,

and it is recommended that the member obtain waterbed insurance.

I. Holiday Lighting and Decorations:

1. **Holiday lighting:** Holiday lighting and decorations are authorized for use from 01 October until the second weekend in January. Lighting should not be left on when no one is home or overnight. Lights and decorations must be attached to the quarters without causing damage. Gutter clips are the preferred means of hanging lights. For safety reasons, roof decorations are NOT permitted. If such decorations are discovered, Housing will have maintenance remove the decorations at the resident's expense. Residents will be held financially responsible for any damages to the housing unit from decorations. Canned "snow" must not be sprayed on siding or facades.
2. **Holiday lighting/decorations:** Lights and decorations shall be removed and stored by the second weekend in January, as long as it is safe to remove and store them. If winter weather makes it unsafe, they shall be removed as soon as SAFELY practical. If a resident requires additional time to remove holiday lighting and decoration, contact the TRACEN Cape May Housing Officer.

J. Pools, Spas, and Hot Tubs:

1. **Pools: "Kiddy" pools** are authorized in the housing areas providing the water level does not exceed **12 inches in depth**. Swimming pools are not authorized. The following rules apply:
 - a. Pools must be supervised by an adult at all times when in use.
 - b. Pools may not be left in front yards or common areas when not in use and must be drained when not in use.
 - c. Residents are fully responsible for any incidents or damage resulting from pools, including replacing dead grass.
2. **Spas and Hot Tubs:** **Spas and Hot Tubs** are not authorized in government owned housing.

K. Personally Owned Play Equipment/ Outside Storage:

1. **Play Equipment:** All family housing areas have age appropriate play areas for resident use. Therefore, the use of personally owned play equipment is discouraged. Resident owned play sets must be commercially purchased. The equipment shall not be anchored in cement. Home built play sets (swing sets, jungle gyms, play houses, etc.), tree houses, and tree swings are **NOT** permitted.
2. **Trampolines:** The use of **TRAMPOLINES** in Coast Guard Family Housing is strictly prohibited!
3. **Approval:** The Housing Officer must authorize permission for the use of personal play equipment. Residents are required to receive approval form housing officer to have personal play equipment. Approval will be granted only when space and safety are not an issue.
4. **Insurance:** For their own protection, residents choosing to set up personal play structures or equipment such as swing sets are strongly encouraged to secure liability insurance.
5. **Portable Play Equipment:** Portable equipment such as basketball hoops and tetherball poles are permitted so long as they are stored within the resident's yard and not in common areas.
6. **Storage of Personal Play Equipment:** When not in use, all personally owned play equipment shall be properly stored inside fenced areas or storage sheds.

7. Storage of Personal Items: Storage of any occupant owned equipment, wood, boat etc. must be kept a minimum of **SIX INCHES** from the housing structure. At no time shall any personal item be stored against the unit. Adherence to this policy will ensure the integrity of the unit's siding and prevent unnecessary damage to the quarters for which the resident could be held financially liable.

L. Smoking:

Smoking is permitted inside of individually assigned family housing units. Outdoor smoking on Cape May Housing property is restricted to official command designated and marked outdoor smoking areas located throughout housing. Smoking includes cigarettes, e-cigarettes, vaping, pipes, and cigars. Smoking in common areas or outside of individual housing units, including outdoor patios, is **prohibited**. All designated smoking areas are located at least 50 feet from building entrances, exits, windows, HVAC intakes, and combustible materials such as wood decks attached to buildings and wood mulched and grassed areas as well as 50 feet from areas where organized activities take place or people congregate. Areas not specifically designated as tobacco use areas, by default, are to be considered tobacco free.

M. Fire Pits:

Personal, tenant-owned or tenant-constructed outdoor wood and gas burning fire pits, portable unventilated fuel-fired heaters, or chimineas (or any other outdoor open flame producing equipment) are strictly forbidden in government owned housing. Outdoor, commercially purchased, UL approved patio heaters are authorized, but must remain at least 5 feet away from dwellings. In addition, all manufacturer safety instructions must be followed.

N. Garbage and Recycling:

Residents are provided with adequate receptacles for garbage and recycling services. Residents are expected to comply with local and state trash and recycling rules by separating paper, glass, and aluminum. Trash and recycling pickup is Wednesday. To prevent animals and/or wind from scattering refuse, items should be first sealed in plastic bags before being placed in trash containers (not recycling). Additional items that will not fit in the assigned cans should be thrown away in appropriate dumpsters on base. Trash should not be placed alongside garbage containers. Trash containers shall not be placed out on the road for pickup any earlier than the evening before trash pickup day. Members placing additional trash outside of an appropriate container are responsible for picking up any trash spilled by animals. **All containers must be returned to their assigned storage areas the same evening of pickup.** Boxes associated with household shipments must be flattened and placed along side of recycling containers or disposed of in appropriate recycling dumpsters on base. Bulk items must not be left at the curb. The resident must take bulk items to dumpsters located on base across from MWR storage. Contact FE for access.

O. Controlled Substances and Drugs:

All federal laws applicable to the use, possession, distribution, or cultivation of any controlled substance or drug apply in housing, regardless of any state law to the contrary.

Chapter 5-Household Responsibilities

A. Purpose:

The purpose of this chapter is to provide basic information on Coast Guard Housing maintenance: self-help projects, sponsor/resident responsibilities and procedures.

*****Prior to digging or excavating to a depth of 6 inches or greater, residents first must submit a Dig Request in accordance with TRACENCMINST 11300.1(series), Dig Request Policy. For directions on how to submit a Dig Request, residents should contact Facilities Engineering Help Desk at 609-898-6945*****

B. Changes to Quarters or Grounds:

1. Residents are not permitted to make any physical or structural changes to government quarters, or major changes to the grounds (e.g. add/remove trees, handrails, walkways, etc.) without prior approval of the Housing Office. Alteration, construction, or tampering with electrical, plumbing, heating or other utility equipment or systems is strictly prohibited. The addition of any external buildings, storage sheds, modifications to patio areas (i.e. adding lattice type work) is prohibited. Any occupant found to have violated this policy will be given 24 hours to remove the prohibited item.
2. The planting of flowers and other ornamental shrubbery is authorized within the planting areas only and must be maintained by the residents. Plants that will grow large enough to threaten or damage foundations are not authorized. Residents desiring to plant small vegetable or flower gardens may do so behind their units within the confines of the fencing. Garden plots containing vegetables and/or other edible items must be routinely harvested and weeded. In the event rodents become a problem, the right to terminate ALL gardens having edible items rests with the Housing Officer. Upon termination of quarters, the vegetable garden must be removed, the area covered with top soil, leveled and an established lawn must begin to grow. Flower gardens may remain at the discretion of the Housing Officer.
3. Resident Responsibility for Lawns. Each building occupant shall mow, edge, weed, trim, and clean up debris in the areas within 60 feet of the buildings or halfway between adjacent buildings. This includes the areas up to the sidewalks in front of and to the side of the buildings and up to the tall grass or brush in adjacent undeveloped areas and playgrounds. Lawnmowers and trimmers are available from Housing Maintenance during Self Help Hours from 1000 - 1400 on Tuesdays and 1230 - 1630 on Thursdays and from 0800 - 1300 on Saturdays. Prior to mowing, all rubbish, debris, and trash which includes leaves, rocks, paper, and other portable objects within the maintenance area shall be removed. Grass areas are to be maintained in a height range from 1-1/2 – 3-1/2 inches. Grass cutting is to be accomplished in a manner such that it is free of scalping, rutting, bruising, and uneven rough cutting.

C. Maintenance Personnel and Access:

1. Access to Government Quarters: Periodically, maintenance personnel may need to enter government owned housing to perform contracted maintenance services/work orders, or may need to enter the premises for health, and safety concerns. Except for emergencies (i.e. flooding, fire, gas leak), every effort will be made to notify the sponsor/resident at least 24 hours in advance of any scheduled and/or requested maintenance work. However, notification cannot be guaranteed and if an emergency exists, maintenance representatives may enter government quarters and will be escorted by a housing representative. Residents who change entry locks, preventing Housing and maintenance staff access, will be responsible for the fees associated with calling a locksmith and getting the entry locks returned to their original condition.
2. Pest Control: Pest control is handled by a commercial contract in all housing areas and requires monthly exterior inspection and spraying of all the quarters (or more often if warranted for ants, roaches, etc.).

Those members requesting internal spraying must be present or the unit will not be sprayed. Tenants who will not be available should arrange with a friend, neighbor, or the Housing Office to open the quarters for spraying. Should a pest problem persist after spraying, contact the Housing Office.

3. Pest Control Access: At any time that routine exterior pest control is being performed, every effort will be made to notify residents via e-mail, phone and/or notification posted on the front entrance of the housing unit. This notification will also address any concerns that residents may have regarding the safety of the product being used.
4. Access: The resident or his/her representative shall be present during the time of access. The housing office cannot and will not provide a representative to be present during any maintenance work. In emergency situations when the resident is not home, the housing unit will be accessed under the supervision of a Housing Office representative.
5. Missed Appointments: Work requests will be automatically cancelled if a sponsor misses two scheduled service call appointments. Furthermore, the sponsor's Commanding Officer will be notified by letter of the sponsor's failure to be present during a scheduled maintenance appointment. Residents may be held liable for any cost incurred from a contractor for missed appointments.
6. Identification of Contract Maintenance Representatives: All contracted maintenance workers are required to possess a valid identification tag indicating their association with the housing maintenance contractor. Contracted maintenance personnel are issued an identification tag by the Housing Maintenance Contractor to assist residents with the identification of contracted maintenance workers. If there is any doubt of the validity of contracted personnel or vehicles, deny entry and contact the housing office prior to allowing access to government quarters.

D. Household Maintenance:

1. Maintenance: Coast Guard policy calls for a balanced maintenance approach that ensures government housing is properly maintained, while limiting maintenance costs. It is important that the value of the Coast Guard's investment not diminish because of poor maintenance. Housing Office personnel are dedicated to providing clean, livable quarters for all residents. We strive to assign units in "shipshape" condition – but we need everyone's help.

In order to provide residents with a well maintained home, we need occupants to ensure the maintenance, upkeep, and cleanliness of their home. When vacated, homes should be returned in a condition that is similar to the condition found upon moving in. The resident is responsible for the quarters and equipment assigned to the member. Please treat military housing as if you owned it.

2. Minor Repairs: While in quarters, residents are responsible for minor maintenance and repairs. Occupants are encouraged to make minor household repairs. Self-Help items can be found in Appendix B.
3. Damages: Sponsors are responsible for the acts of all family members, guests, and pets. It is the sponsor's responsibility to make certain any loss or damage caused by abuse or negligence is corrected and the government is reimbursed for any expenses incurred. Renter's insurance will sometimes pay a portion of the repairs.
4. Maintenance Contracts: To maintain the quarters and grounds at housing sites, the Coast Guard has acquired the services of a maintenance contractor. The maintenance contractor is responsible for performing specific periodic maintenance, upkeep, and troubleshooting of Coast Guard housing, equipment, and associated grounds as outlined in the service contract. The maintenance contractors report to the Contracting Officer's Representative (COR).
5. When to Call for Assistance: If required repairs are beyond the expertise of the resident, then the customer service desk should be contacted at the number provided below during normal working hours. Before calling for assistance, please review the Self-Help and Resident Responsibilities sections of this chapter.

Emergency maintenance service is available 24 hours a day. On weekends, holidays and after normal work hours contact OOD at the number provided below. Please be patient, someone will respond as soon as possible.

6. Placing a Request for Maintenance Assistance: The maintenance contractor is responsible for receiving and scheduling requests for repair to government quarters and grounds. When a call is placed to the service desk, please be prepared to give members name, address, nature of problem, and a phone number where resident can be reached.
7. Maintenance Request Priorities: Use the following grid to determine the priority of service calls:

Emergency		Urgent		Routine	
<ul style="list-style-type: none"> • Loss of heat, water, electricity, hot water. • Faulty wiring/fuse. • To report fire hazards. • Major plumbing problems (all drains plugged/flooding). • Exposed/damaged asbestos containing materials in the interior of the home. • Calls to prevent damage. 		<ul style="list-style-type: none"> • Clogged drains or toilets (<i>Emergency if only one toilet exists</i>). • Failures of government furnished stove and/or refrigerator. • Loss of Air Conditioning 		<ul style="list-style-type: none"> • Failure of government furnished dishwasher. • Window screens. • Minor plumbing problems (i.e. dripping faucet). 	
Contact Phone Numbers					
Monday-Friday		0800-1600	(609) 898-6945 – Customer Service Desk		
Weekends, Holidays After-Hours		Anytime	(609) 780-1346 –OOD		

8. Maintenance Request Status: Each service request is assigned a work order number. Status of a work order may be checked by calling the Customer Service Desk during normal work hours or via CG TRACEN website.
<https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/TraCen-Cape-May/Work-Orders/>
9. Rescheduling Appointments: Residents may reschedule appointments by contacting the maintenance contractor within 24 hours of notification of services to be performed. Depending on the type of maintenance to be performed, appointments may only be rescheduled one time.
10. Cleaning: Members must return housing in a condition suitable for immediate reassignment. Housing left in an unsatisfactory condition may result in the housing officer charging the member for commercial cleaning. If major maintenance or renovation is scheduled for the house immediately following termination, the housing office will determine the extent of the cleaning required.

E. Alterations:

1. Self Help Projects: Residents must receive written approval from the Housing Officer prior to starting any “Self-Help” or “do-it-yourself” improvements to quarters, grounds, or landscape. Requests can be submitted using the Self Help Form. Examples of self-help projects that may be completed by the resident are listed below:

EXAMPLES: Gardens, Interior Painting (must be returned to normal condition upon departure), Decks/Walkways, Fences

2. Conformance to Standards: Only the Housing Officer, after consulting with the Safety/Environmental Officer, can approve Self-help projects. This is to ensure that each proposal is compatible with existing

material/construction; that utility systems will not be affected; fire regulations and access to buildings are not compromised; common areas will not be encroached; the appearance of the area is not adversely affected; and the government's long-term investment is protected. When submitting a self-help request, the resident shall agree to the following:

- a. The self-help project will conform to this publication and standard construction principles.
 - b. You are committed to the financial investment.
 - c. You have the available time to accomplish all work.
 - d. You have the ability to do the work.
 - e. The workmanship will reflect a high degree of professionalism.
 - f. The Housing Officer will inspect finished project. If the work does not conform to expected standards, the resident will be responsible to bring it up to standards or return everything to its original condition.
 - g. At termination, the quarters will be returned to original configuration unless previously authorized by the Housing Officer in writing.
3. Process: The following steps shall be followed prior to getting started on any Self-Help project:

Step	Action
1	<p>Resident requests a Self-Help Work Order Request from the housing office and meets with a local housing representative for specific requirements.</p> <p>Housing Representative provides local guidance for housing site on desired self-help project.</p>
2	Housing Officer approves/disapproves request. If disapproved, the Housing Officer shall provide a reason.
3	Resident completes self-help project.
4	Housing Representative inspects the project.
5	Resident . Upon departure, resident returns government property to original condition.

F. Utilities & Energy Management:

1. General: Energy conservation is a national concern. Excessive energy consumption drains natural resources and **housing funding** that could be used on other projects. All residents of Coast Guard owned housing have a responsibility to be good stewards of government funding and to limit utility consumption, such as electricity, gas, and water.
2. Utility Abuse: Abuse will not be tolerated. The Housing Officer will issue Warning Letters to residents who are caught abusing utilities.
3. Practical Energy Saving Tips: Energy conservation is not reduced comfort, it is taking steps to ensure that energy is not wasted or abused. Practical energy saving tips are provided below.

G. Practical Energy Saving Tips:

1. Air Conditioning:
 - a. Maintain temperature between the 72°-75° Fahrenheit range (or warmer if desired).
 - b. Ensure all windows and doors are completely closed while HVAC is in use.
 - c. Utilize installed ceiling fans.
 - d. Ensure excess moisture is removed from window sills to prevent mold build-up.
 - e. Report any excess moisture to Facilities Engineering immediately.
2. Heating:
 - a. Maintain inside temperatures in the 65°-70° Fahrenheit range.
 - b. Turn down the thermostat(s) at night before going to bed or when the house is unoccupied to at least 65 degrees. When resident leave for an extended vacation please turn the thermostats down to 60 degrees, but don't turn the heat off because this may cause the pipes to freeze and burst.
 - c. Humidifiers used during the winter enable you to lower the temperature and remain just as comfortable. They put moisture in the air and improve the comfort level.
 - d. Don't keep bathroom or stove ventilation fans running when not needed. These fans vent out heated air and draw cold outdoor air into the home.
 - e. Pull down shades, close blinds, and draw drapes at night. Open them during daylight hours.
 - f. If the temperature goes below 32 degrees, open the doors under the kitchen sink to keep the water in the pipes from freezing. If it goes well below 32 degrees, residents should also let the cold water faucet drip.
3. Electricity: Reduce consumption of electricity during peak demand periods from 11:00 AM to 5:00 PM and observe the following conservation methods:
 - a. Avoid the use of washers and dryers during the peak use period.
 - b. Lighting intensities shall not exceed "UL" wattage recommendation for installed fixtures. This practice is also a fire safety precaution. Residents should consider using energy conserving light bulbs.
 - c. Turn off lights when a room is unoccupied.
 - d. Refrigerator coils must be kept clean and at least two inches from wall. If there is an energy saver switch, use it.
 - e. Electronics, computers, and Televisions should be turned off when no one is home.
 - f. Use table or desk lamps verses overhead lighting.
 - g. Reducing the light bulb wattage will save energy.
 - h. Turn off appliances when not in use.
 - i. Charging Personally Owned Electric vehicles is prohibited.

j. Plugging in Recreational vehicles is prohibited.

4. Appliances:

- a. Malfunctioning appliances can contribute to high-energy bills. Dryers, hot water heaters, furnaces, etc. that are not in good working order should be serviced. If furnace or range needs repair or adjustment contact the customer service desk.
- b. Wash clothes in cold water whenever possible.
- c. Don't overload the dryer. Ensure adequate air flow for the clothes to dry properly.
- d. Check the dryer exhaust hose for clogging or crimping.
- e. Clear the dryer lint screen after each use.
- f. Check the outside dryer vent exhaust. Make sure the flap is attached and working properly. The flap should shut when the dryer is not running.
- g. Clean dust off of cooling vents on refrigerators. The older models have cooling vents on the back, while the newer ones have them in the front, on the bottom.
- h. Avoid using the dishwasher unless you have a full load.
- i. Check the gaskets around the door of the refrigerator and make sure there is a tight fit when the door is shut.
- j. Freezers works more efficiently when they are full. Place bags of ice in the freezer to keep it full.

5. Water:

- a. A slow leaking faucet can waste between 50-75 gallons of water per month. Faucets should be closed tightly to prevent dripping. It is the resident's responsibility to report leaks immediately. Submit a work order ticket to get needed repairs.
- b. Water shall be conserved when bathing, laundering, and doing dishes, etc. Do not remove water saving devices that are installed.
- c. A poorly seated flapper valve or improperly adjusted tank float generally causes commodes (toilets) to run continuously. Report running commodes to the customer service desk immediately.
- d. Immediately report any water leaks that you can't repair. Exterior leaks may occur around meters, sprinkler heads, water cutoff boxes and exterior water faucets.
- e. Flow-restricted showerheads can reduce the amount of water you use by half. All showers should have these installed. Replacement of a flow-restricted head with a non-restricted head is not allowed.

Appendix A

Frequently Called Numbers

FIRE * POLICE* MEDICAL 911

FE Work Order Desk

(609) 898-6945 (During Normal Working Hours)

(609) 780-1346 (OOD cell After Hours Emergencies Only)

Work order Email: D05-DG-TRACENCM-FEWorkorders@uscg.mil

Housing Office

(609) 898-6917

(609) 898-6918

Housing Maintenance Contractor

(609) 884-2277

Medical Clinic Appointment Desk

(609) 898-6366

Base Main Gate Security

(609) 898-6225

Base OOD

(609) 898-6915-Office

(609) 780-1346-Cell

Base Security

(609) 898-6856

Base Fire Department

911 (Emergency)

Utility Service Providers

Verizon 1-800-837-4966

XFINITY Comcast: 1-800-266-2278

Direct TV 1-800-531-5000

New Jersey Motor Vehicle Center

(609) 292-6500

<http://www.state.nj.us/mvc/>

Appendix B

SELF-HELP ITEMS

LOAN OUT ITEMS

Lawnmower
 Lawn Trimmer
 Lawn Edger
 Leaf Blower
 Pressure Washer
 6 FT Ladder
 Wheelbarrow
 Seed/Turf Spreader
 Rake
 Shovel
 Snow Blower
 Snow Scraper
 Screwdriver Set
 Drill Gun
 Drill Bit Set
 Roller Handle
 Carpet Cleaner
 Dehumidifier

LANDSCAPE ITEMS

Red Mulch
 Marble Chips
 Topsoil
 Grass Seed
 Pavers
 Weed Mat
 Landscape Ties
 Pest Spray
 Salt

BEDROOM

Bi-fold Door Knobs
 Bi-fold Door Pivot
 Closet Rod
 Light Bulbs
 Door Stops

Stop Plates

DOORS/HALLWAY

Storm Door Handle
 Storm Door Clips
 Storm Door Closure
 Door Stops
 Stop Plates
 Banister Brackets

KITCHEN

Fridge Handle
 Fridge Bulbs
 Range Knob
 Range Filters
 Range Light Cover
 Range Light
 Burner Drip Pans
 Kitchen Light Bulb
 Faucet Aerator
 Drains

GENERAL

HVAC Filters
 Spackle under 3"
 Mini-blinds
 9 Volt/AAA Battery
 Vinyl Baseboard
 Weather Stripping
 Window Plastic

BATHROOM

Toilet Paper Holder
 Towel Bar
 Soap Dish
 Light Bulb
 Tooth Brush Holder
 Toilet Seat
 Toilet Handle
 Faucet Aerator
 Shower Curtain Rod
 Drains

PAINT

White (Flat)
 Eggshell (Kitchen, Bath)
 Primer
 Tape
 Paintbrush
 Roller Covers
 Paint Liners

OUTSIDE REPAIR

Fence Slats
 Fence
 Fence Flag
 Post

MISCELLANEOUS

Spackle Knife
 Glue
 Sandpaper
 Wood Putty
 Porcelain Touch up

Appendix C

Housing Yard and Decoration Awards

1. Summary: TRACEN Cape May strives to provide the best housing community possible to our residents. The upkeep and beautification of our housing community relies heavily upon the pride and hard work of the residents. The TRACEN Housing Yard and Decoration Award Program is designed to recognize the hard work and dedication of its housing residents.

1. Award Frequency:

a. Spring Yard Award: The spring yard award will be awarded on or about the 1st of June for the best-kept yard during the months of April and May.

b. Summer Yard Award: The summer yard award will be awarded on or about the 1st of August for the best-kept yard during the months of June and July.

c. Fall Yard Award: The fall yard award will be awarded on or about the 1st of October for the best-kept yard during the months of August and September.

d. Fall/Halloween Decoration Award: The fall/Halloween decoration award will be awarded on or about the 1st of November for the best decorated housing unit using a fall or Halloween theme.

e. Holiday Season Decoration Award: The holiday season decoration award will be awarded on or about the 1st of January for the housing unit with the best holiday season decorations.

2. Submitting Candidates: Approximately two weeks prior to the award date (1 June, 1 August, 1 October, 1 November, 1 January), the Housing Office will send out a solicitation for candidates for the yard and decoration awards to all housing residents. Only housing residents can vote. Candidate recommendations shall be submitted to: D05-DG-TRACENCM-Housing@uscg.mil Only submissions received via email will be accepted. The candidate that receives the most submissions will win. Housing residents can only submit one candidate via email per household. Any duplicate submissions by the same household will be discounted. In the event of a tie, the housing office will send out a vote via email to all housing residents, listing all tied candidates, with the candidate with the most votes winning. Any candidate that received a housing notification for a housing infraction during the award period, including failure to maintain their yard, will be ineligible to receive the award for that period.

3. Award: The winner will be announced via an all-hands communication. The award will include a sign that can be displayed in front of the winning candidates housing unit. In addition, the winner will receive a prize of nominal value (\$25 or under). Residents are only eligible to win one of the three seasonal yard awards (Spring, Summer, Fall) per year. Decoration awards will be awarded to the candidate that receives the most submissions, irrespective of any previous awards.