

August 22, 2005

TO ALL NEW RESIDENTS

WELCOME TO WEST POINT

On behalf of the Housing Division staff, I welcome you to the West Point Community. We hope your stay here is enjoyable and rewarding. Enclosed is information you will need as you start your stay here. I encourage you to take the time to read it. If you have any questions, please call the Housing Division at 938-4500 or the DHPW Customer Relations Representative at 938-4407.

Finally, we are here to assist you with your housing issues now and throughout your stay at West Point.

JAMES KENNEDY
Chief, Housing Division
Directorate of Housing and
Public Works

TABLE OF CONTENTS

FREQUENTLY USED TELEPHONE NUMBERS	4
HOUSING	
A. HOURS OF OPERATION	5
B. INPROCESSING	5
C. TEMPORARY HOUSING	5
D. COMMUNITY HOMEFINDING, RELOCATION AND REFERRAL SERVICES	6
E. QUARTERS DRAW	6
F. OCCUPANCY BY NONDEPENDENTS	6
G. KEY CONTROL PROCEDURES	6
H. RETENTION/TERMINATION OF QUARTERS	6
I. SPONSORS ON DEPENDENT RESTRICTED TOURS	6
J. COMMERCIAL ENDEAVORS IN GOVERNMENT FAMILY HOUSING	7
K. GOVERNMENT FURNITURE	7
L. RESIDENT OWNED EQUIPMENT	7
M. STANDARDS FOR EXTERIOR CARE	8
N. CLEARANCE OF GOVERNMENT QUARTERS	10
O. CLEANING OF GOVERNMENT QUARTERS	10
P. PEST MANAGEMENT	16
Q. LOCKOUTS	17
R. TELEPHONE SERVICE	17
S. CABLE TELEVISION	18
T. SATELLITE DISH	18
U. WINTER SURVIVAL TIPS	19
V. FAMILY HOUSING MAINTENANCE PROGRAMS	20
W. DHPW CONTRACT SERVICES	21
X. BEING GOOD NEIGHBORS	22
Y. HOME SCHOOL GUIDELINES	25
Z. ELECTRIC DRYER INFORMATION	25
A1. ATTICS AND BASEMENT AS LIVING SPACE	25
B1. MODIFICATIONS TO QUARTERS	26
C1. NOTIFICATION OF HOUSING & DHPW ACTIVITIES	26
D1. THE MOST FREQUENTLY ASKED QUESTIONS	26
WORK CONTROL SYSTEM	
A. WHAT IS A SERVICE ORDER?	30
B. RESIDENT RESPONSIBILITIES	30
C. WHAT IS A WORK ORDER?	31

SELF HELP

A.	GENERAL	32
B.	EQUIPMENT AVAILABLE FOR LOAN	32
C.	CONSUMABLE SUPPLIES	32
D.	SCREENS AND SHADES	35
E.	FLOWER ISSUE	35
F.	EXPANDED SELF HELP PROJECTS	35

RECYCLING/SOLID WASTE DISPOSAL

A.	USMA RECYCLES	36
B.	PREPARING RECYCLABLES AT WEST POINT	37
C.	HAZARDOUS HOUSEHOLD WASTE	38
D.	BULK ITEMS DISPOSAL	39
E.	YARD WASTE DISPOSAL	40
F.	AFH SOLID WASTE COLLECTION SCHEDULE	40

ASBESTOS, RADON, AND LEAD ABATEMENT

A.	ASBESTOS	41
B.	LEAD BASED PAINT	41
C.	LEAD IN WATER	41
D.	LEAD IN SOIL	41
E.	RADON	42

REFERENCES	43
-------------------	-----------

FREQUENTLY USED TELEPHONE NUMBERS

HOUSING DIVISION	938-4500
SELF-HELP	938-5262
WORK ORDER	938-4031 938-2316
EMERGENCY REPAIR	EVENINGS & WEEKENDS 938-2317
HOUSING INSPECTIONS	938-2828/6201
ARMY COMMUNITY SERVICES	938-4621
FURNISHINGS	938-2949/2229
DHPW CUSTOMER SERVICE	938-4407
EMERGENCY	911
FIRE & EMERGENCY SERVICES	446-4949
MILITARY POLICE	938-3333
TELEPHONE SERVICE INSTALLATION:	
Verizon	(914) 890-2700 (see page 18)
CABLE TELEVISION	
Time Warner	(800) 431-8878 (see page 19)
USMA RECYCLING COORDINATOR	938-4281
SOLID WASTE COLLECTION	
Household Waste Pick-up	938-4522
Hazardous Materials Disposal	938-4074

HOUSING

A. Hours of Operation:

The Housing Division is located in Building 626, Swift Road. Hours of operation are Monday through Friday, except holidays, 0800 – 1130, 1230 – 1600 hours. Appointments are required. Telephone 800-654-8845 or 845- 938-4500.

B. Inprocessing:

All incoming personnel must process first through with their unit and the Adjutant General's Office before being eligible to apply for government housing. All personnel assigned to West Point are required to reside on post. If quarters are not available, you may reside off-post on a temporary basis until quarters become available. Housing Division personnel will assist you in obtaining suitable off-post housing.

C. Temporary Housing:

Soldiers should plan to stay in temporary housing such as the West Point Lodging facility, Five Star Inn (Bldgs 785 and 2113) or a local hotel/motel while either waiting for on-post housing or locating off post housing. The Five Star Inn's registration office is located in Bldg 2113, Pershing Center, New South Post. The Five Star Inn is government housing and is operated by the Directorate of Community and Family Activities. As a reminder, AR 210-50 states that soldiers in PCS status and receiving TLA or TLE must occupy government housing, when available. If there is no availability, the Five Star will issue a Certificate of Non-Availability. Reservations for PCS soldiers and their families may be made up to 60 days in advance and they may remain in the Five Star Inn for 30 days. If necessary, a request for extension can be made for an additional 30 days. Accommodations include suites, family rooms and efficiencies. All rooms have private baths, a small kitchenette that includes a gas stove and oven, a microwave oven, coffee pot, toaster, dinnerware and flatware, full size refrigerator, and additional amenities such as a full size ironing board with iron, TV (with HBO), VCR, and clock radio. Reservations for the Five Star Inn may be made by telephoning 1-800-GO-ARMY1 or (845) 446-5943, Ext 1104, 1102 or 1107. Pets are not allowed at the West Point Lodging facility; however, arrangements for boarding pets may be made by telephoning the Morgan Farms Kennel at 845-938-3926.

D. Community Homefinding, Relocation and Referral Services (CHRRS):

The CHRRS section of the Housing Division provides information on available permanent and temporary housing in the community (apartments and houses for sale and rent). This office also has the ability to counsel personnel on whether to rent or purchase a home utilizing mortgage calculation worksheets. CHRRS is available to soldiers and Department of the Army civilians. Soldiers in the grade of Sergeant First Class and above who collect BAH at the "without dependent" rate (except key and essential personnel) may live off-post. Personnel who collect their BAH at the "with dependent" rate must coordinate with the Housing Division to ascertain whether statements of nonavailability will be provided.

The CHRRS Counselor provides information to personnel on their off-post housing options while assigned to West Point and can also assist personnel when they receive orders for their next assignment through a worldwide computer network called the PCS House Express.

E. Quarters Draw:

USMA conducts a traditional quarters Housing Draw for officers arriving between 1 May and 31 August. Selection of quarters are made by order of rank, however, individuals will be assured of being offered quarters which meet their minimum bedroom authorizations. When only limited assets exist, assignment preference will be given to bedroom authorization over date of rank. The Housing Draws (Field Grade, Company Grade, and Unaccompanied Personnel Housing) are conducted in early June. Unaccompanied Personnel Housing assignments are based on eligibility date (if on the primary and secondary list as of COB of the last workday in April) and projected arrival dates for inbound. Key & essential bachelors will be protected for UPH quarters. UPH is for officers and senior enlisted personnel. Senior Officers, Foreign Service Officers, Visiting Professors, those with a medical necessity, and large families with a 5+ bedroom requirement (pending the availability of large family units) are preassigned quarters in accordance with the pre-assignment/large bedroom policies.

F. Occupancy by Nondependents:

Without the approval of the Chief, Housing Division, occupancy of quarters by non-dependents and guests over 30 days is not authorized. Non-dependents and guests are not family members and occupancy of quarters by these individuals, even with approval from the Housing Division, does not entitle the soldier to an additional bedroom or parking space. Sponsors cannot receive remuneration or other compensation from non-dependent occupants for residing in post housing. The government may be liable for injuries suffered by guests while residing in post quarters. The sponsor is liable for physical damage or loss to the quarters caused by family members and guests.

G. Key Control Procedures:

Issuance of keys is done under the direction of the Facilities Maintenance Branch of the Housing Division. Residents of family housing will be issued at least two keys to the quarters; UPH residents will be issued at least one key to the quarters. The number of keys given at the check-in inspection will be recorded on the inspection sheet. The same number of keys must be returned at the termination inspection. The sponsor will be charged \$7.00 for any missing keys. You may request additional keys through the Service Order Desk at the cost of \$7.00 per key. Payment must be by check or money order made payable to: US Treasurer. The ordered keys will be brought to the Housing Division and you will be notified to pick up the keys; additional keys become property of the government.

H. Retention/Termination of Quarters:

Requests for quarters retention or termination not specifically covered by AR 210-50 will be submitted in writing through the Chain of Command and in the case of Enlisted personnel, through the CSM, USMA, to the Chief, Housing Division, for appropriate action AT LEAST 90 DAYS PRIOR TO TERMINATION DATE.

I. Sponsors on Dependent Restricted Tours:

Personnel who are departing USMA on a dependent restricted tour are not authorized to retain quarters at West Point. Requests for exception to this policy may be submitted through the

soldier's Chain of Command and in the case of Enlisted personnel, through the CSM, USMA, to the Chief, Housing Division for appropriate action AT LEAST 90 DAYS PRIOR TO THEIR DEPARTURE FROM THE INSTALLATION (orders or request for orders must be attached).

J. Commercial Endeavors in Government Family Housing:

Commercial endeavors in government housing are in accordance with Army Regulation 210-7, "Commercial Solicitation on Army Installation".

Contact New York State Office of Business Permits and Regulatory Assistance, 1-800-342-3464/518-474-8275, 8:00am to 5:00pm weekdays to assist you with proper and legal business procedures in New York State. Contact Goshen Town Clerk if you need to file for a business certificate 845-291-3062.

For approval for a home business please pick-up an application at the Office of the Garrison Commander, complete and return form. If you have any questions please call 938-6746. The following paperwork must be provided with your application:

- 1) Tax identification number or proof of exemption.
- 2) A signed copy of AR 210-7 and USMA Supplement 1 to AR 210-7.
- 3) Military members must have approval from their commander.

Advertising

DOOR-TO-DOOR SOLICITATION IS PROHIBITED. Noncompliance could lead to expulsion from government housing.

The distribution of flyers is prohibited, no placing flyers on car windshields, in mailboxes or between doors, etc.

You may not use official communications mediums (e-mail, bulletin board) to advertise.

Advertising in the Pointer View and direct mail through the United States Postal Service is authorized.

Your application will take approximately 2-3 weeks to process. You will receive a letter of authorization upon approval of the Garrison Commander.

Authorization is valid for one year. A written request for renewal must be submitted to the Garrison Commander 30 days prior to expiration to avoid a lapse in your authorization.

K. Government Furniture:

1. All family quarters are equipped with ranges and refrigerators. Dishwashers and disposals are available in some areas. Other government furniture is not available for family quarters except for Visiting Professors and GFOQs.
2. Government furniture is available to personnel who are assigned to Unaccompanied Personnel Housing (UPH) units. You may coordinate delivery of furniture at the time of your housing inprocessing appointment.

L. Resident Owned Equipment:

1. Resident must submit their request in writing through the Chief, Housing Division, DHPW; Energy Management Branch, DHPW; to the Property Book Officer, DHPW

(ATTN: Furnishings Management Branch). Request should include make, model, number of cubic feet, voltage required, EER rating, and watts. Removal of government appliances will be at the convenience of the government when transportation is available.

2. Installation of privately owned equipment (i.e., ranges and refrigerators) in quarters will be accomplished at the resident's expense. Installation of appliances that are hazardous, objectionable, incompatible with design of the building or capacities of the utility system, or which require substantial structural or mechanical changes are not authorized.
3. All quarters are equipped with 220-volt outlets for clothes dryers. Utilities will not be changed to accommodate gas dryers at government expense.

M. Standards for Exterior Care:

<u>ITEM</u>	<u>STANDARD</u>
Grass Mowing	Mowing should be accomplished as necessary to maintain a neat appearance. Grass should not exceed three inches in height or be cut shorter than two inches.
Edging of Grass Along Sidewalks, Driveways and Roadways	Edge sidewalks and roadways to maintain a neat appearance. Edges should not exceed one-half inch wide and one inch deep. Wider or deeper edges present a safety hazard and contribute to sidewalk and pavement damage.
Grass in Cracks and Crevices	All grass should be removed from cracks in sidewalks, driveways, parking spaces and doorsteps.
Trimming of Grass Around Foundation, etc.	Trim grass around foundation of house, doorsteps, and trashcans and along and under fences on both sides as necessary.
Carports, Patios and Porches	Carports, patios and porches must be neatly maintained. Although storage is limited, these areas must not be cluttered or unattractive.
Ivy on Foundations and Buildings	Ivy must be removed from foundation and building. Flowers and vines attached to buildings are not authorized.
Removal of Debris, etc.	The lawn must be free of debris (paper, cans, candy wrappers, etc.). Additionally, items such as tires, plywood or other miscellaneous items leaning against quarters or carport must be removed and stored. Large stones should be discarded to prevent problems when mowing.

Vehicles

Major repair, including painting of vehicles is not authorized in garages, carports, driveways or parking spaces. Do this work in the Auto Hobby Shop. Vehicles to include motorcycles, boats, trailers etc., will not be parked/stored on dirt or seeded areas. Derelict or inoperative vehicles will not be stored in carports, driveways or parking spaces. Such vehicles as well as boats and trailers, will not be stored in the housing areas. There is a Recreational Vehicle storage lot managed by PMO located behind Bldg 783. All vehicles owned by housing residents must display current registration that is obtained from PMO.

Snow and Ice Removal

Remove snow and ice “as needed” from sidewalks and driveways. This should be done as soon as possible to prevent accidents. **Sidewalks must be cleaned within 24 hours following a snowstorm.** Each resident must share in the responsibility of shoveling the cluster entrance areas as directed or scheduled by the area coordinator. There must be no obstructions within 15 feet of fire hydrants at any time. In addition, resident must clear trash collection sites and fuel oil fill points to allow easy, unrestricted access to these locations.

Flower Beds/Gardens

Residents are encouraged to plant flowers but vegetable planting in the “drip line” of the roofing is not recommended. The drip line may contain lead based paint chips and could contaminate the vegetables. Garden plots are available through DCFA. Flowerbeds and gardens must be weeded and edged. Dead plants must be removed. These areas should be left neat through the winter season. Do not plant poisonous seeds or beans (such as castor beans) that can be a hazard. Any fence must be approved on DA Form 4283 and be the type fence specified in the Self-Help Regulation. Refer to USMA Regulation 420-22 for fence policy.

Pets

Pets must be kept within your area of responsibility. Pets will not be tied to trees, shrubs or gas pressure regulators. Cable will not be strung between the quarters and a tree or between trees for pets. Pets will not be sheltered in the carport areas. Care must be taken to remove waste deposits and other litter caused by pets to ensure that these pets do not infringe on the police and privacy of neighbors.

Tree Houses and Gazebos

These items are not authorized. Nailing items to trees is not authorized (i.e. plant hangers); this causes damage to the trees.

Dog Houses

Doghouses must be constructed using sound construction methods and present a professional appearance. Boxes, old trunks, etc., are not permitted as shelters. Grassy areas are to be returned to original condition prior to termination of quarters.

N. Clearance of Government Quarters:

The pre-termination inspection is the first of the two inspections you have prior to clearing quarters. The pre-termination inspection must be scheduled 30 days prior to your termination inspection. **Officers and Key & Essential civilians scheduled to depart between 1 May and 31 August must schedule and complete a pre-termination inspection by the last workday in March of the projected year of departure regardless of the status of “orders in hand”.** The purpose of the pre-termination inspection is to outline your responsibilities for performing Self-Help tasks and cleaning requirements that must be accomplished prior to your final inspection. At this time, the Housing Inspector will identify any maintenance requirements. The Inspector will determine any occupant liability for missing government issued Self-Help items and/or damage to government property not as a result of fair wear and tear. Final inspections are scheduled for the day you expect to depart West Point. In order to terminate quarters, you must have either impending orders or an approved Exception to Policy. **Officers and Key & Essential civilians who are departing between 1 May and 31 August must schedule a final inspection by the last workday in April for the date you expect to depart West Point.** This coordination with the Housing Division must be accomplished.

O. Cleaning of Government Quarters:

1. Contract Cleaning: Residents may hire a cleaning contractor that has been approved by the Directorate of Community and Family Activities (DCFA). For those electing to use this service, a step-by-step procedure guide is available from the Housing Division. Minimum cleaning requirements must be met and all Self-Help tasks identified at the pre-termination inspection accomplished in order for the resident to pass the final inspection.
2. Failure of Inspection: In the event quarters are not cleared because of lack of cleanliness, the resident will be advised that a re-inspection is necessary. The resident will be advised of the deficiencies and a new date and time will be scheduled by the Facilities Maintenance Branch within one working day of the original inspection. If a resident fails after a third inspection or departs the Installation without cleaning quarters and unclean conditions exist, the resident will be charged for the quarters to be cleaned.
3. Minimum Cleaning Standards for Resident Hiring a Contract Cleaner

Floors, Rugs and Installed Carpet

Sweep and vacuum, and mop all floors so they are free of dust and stains

Walls, Ceilings and Doors

Remove all crayon/pencil marks, stickers, tape, paint, food, etc.

Remove wallpaper, borders, glue, etc.
Unit NOT scheduled for paint: Remove all nails and hooks; after removal lightly fill w/spackle and sponge off excess (Inspector will determine if resident is required to paint quarters)
Unit scheduled for paint: Leave all nails and hooks in place
Re-hang any doors that have been removed

Windows

Ensure all screens have no holes and are in place
Ensure all shades are in good condition and in place
Ensure all storm windows are in good condition and in place

Lighting Fixtures

Ensure all lighting fixtures have operating bulbs
Replace all personally owned fixtures with government fixtures

Cabinets, Closets, Drawers, and Counter Tops

Remove all shelf paper, tape, staples and tacks
Remove all loose food particles, trash and personal items

Refrigerator and Freezer

Remove all contents & loose food particles
DO NOT unplug / Ensure doors are closed / Set on lowest temperature

Range, Range Hood & Dishwasher

Wipe down to remove loose particles

Ventilation, Air Vents & Central A/C

Replace air filters

Bathroom

Wiped clean of all human excrement

Trash Cans

Empty trash cans to remove all garbage

Upholstered Furniture

Remove stains

Outside area

Clear all debris from carports, patios, balconies, yard, exterior sheds, storage areas and walks
Accomplish normal yard maintenance, i.e. mow, rake, edge, re-seed, trim and fill in holes in yard
Remove all pet droppings
Remove all snow from stairs, walkways, driveways, garage entrance, patios & decks

Self Help

Return all Self-Help items per local requirements

Miscellaneous

Remove all personal items before final inspection
Disconnect all telephone, cable and satellite services
Satellite supports/wires must be removed from premises
Remove all pallets & firewood
Remove resident installed modifications
Storm door inserts in place (by season)
Replace cracked, broken or painted switch and receptacle covers
Ensure all fencing in is good condition
All Solid Waste & Hazardous materials disposed of properly

4. Self-Clean Cleaning Standards

Floors, Rugs and Installed Carpet

Remove stains, wax and dirt sediments
Clean area rugs and installed carpeting to remove dirt and spots
Shampoo clean all carpets
Clean all floors (including under appliances) to remove all dirt, stains, and marks

Walls and Ceilings

Remove all dirt, cobwebs, crayon/pencil marks, food, etc.
Remove wallpaper, borders, glue, etc.
Unit **NOT** scheduled for paint: Wipe down walls to remove all dirt, smudges, and other spots
Wipe all baseboards and trim to remove all dirt, smudges dust
Remove all nails and hooks; after removal lightly fill with spackle and sponge off excess
(Inspector will determine if resident is required to paint quarters)
Unit scheduled **FOR** paint: Leave all nails and hooks in place

Doors

Re-hang any doors that have been removed
Clean interior and exterior doors and frames so that they are free of dust, dirt and stains

Windows

Clean inside and outside surfaces, all windows and window frames so that they are free of spots, streaks, or film

Clean windowsills, curtain rods and shades

Remove screens; brush and wash to remove lint and dust; reinstall

Clean out all window wells

Ensure all screens have no holes / shades are all in good condition

Ensure all screens and shades are in place

Lighting Fixtures

Ensure all lighting fixtures have operating bulbs

Replace all personally owned fixtures with government fixtures

Clean all components, including incandescent bulbs, switch and receptacle covers, to ensure that there are no insects, dirt, lint, film, streaks, etc.

Remove, clean & reinstall globes and lampshades

Cabinets, Closets, Drawers, Counter Tops

Remove all shelf paper, tape, staples and tacks

Remove all food particles, trash and personal items

Clean and wash all surfaces so that they are free of dirt, stains, and grease

Mirrors

Clean to shine with no streaks

Radiators, Pipes, and Heating Vents

Baseboard radiators will be vacuumed to remove all debris and dust

Freestanding radiators are to be cleaned on, behind and underneath if cover is removable

Wipe down radiators, pipes and vent registers to remove dirt, sediments and stains

Clean water heater and furnace on outside

Refrigerator and Freezer

Remove all food particles

DO NOT unplug / leave doors closed / set to highest temperature

Remove all shelving, crispers, drawers and racks and clean thoroughly on the inside and outside to include doors, door gaskets, sides, top

Clean surface beneath, above and behind appliance

Move appliance away from wall and leave for inspection

Range & Range Hood

Remove all burned, crusted-on-food from all surfaces

Clean all areas inside and outside to remove grease, dust, food, tarnish and cleaning streaks

Move range and clean under, above, behind and sides

Clean range hood filter

Ventilation, Air Vents, Exhaust Fans, Dryer Vents & Central A/C

Clean air vent grills and replace filters
Remove dust, grease, stains, dirt and sediments inside/out
Clean or replace permanent filters (filters available at Self-Help)

Dishwasher

Clean interior and exterior surfaces, door gasket, baskets, soap dispensers
Remove mineral deposits in bottom of machine and inside of door

Kitchen & Bathroom

Remove stains, mineral deposits and excessive soap residue from all equipment Clean all equipment to include bathtubs, washbasins, toilet bowls, showers, mirrors, mirror shelves, towel rails, medicine cabinets, kitchen sinks and related hardware

Clean wall and tiles

Polish all equipment, fixtures and wall tiles, to streak-free shine

Trash Cans & Recycle Bins

Empty and clean

Upholstered Furniture

Clean to remove lint, dust, pet hairs, odor and dirt
Remove spots and stains to the maximum extent possible

Wooden Furniture

Clean to remove dust, dirt, food particles, and streaks
Lightly wax outside surfaces and polish to a shine
Clean doors and drawers to be free of dust, dirt, or other foreign matter
Remove drawers completely so that frames and rollers can be cleaned of
Dust, dirt and other particles

Bedsprings, Box Springs, and Mattresses

Clean and remove dirt, dust and other loose matter

Outside area

Sweep & clear all debris from carports, garages, balconies, yard sheds, storage areas and walks
Remove all pet droppings & fireplace wood
Remove oil and grease from paved areas
Accomplish normal yard maintenance i.e. mow, rake, edge, re-seed, and trim
Remove all snow from stairs, walkways, and driveways, in front of garage, patios & decks
Ensure all fencing is in good condition

Self Help

Return all Self-Help items per local requirements (3-day loan items & nameplate letters)

Miscellaneous

Remove all personal items before final inspection
All telephone, cable, satellite services are disconnected
Satellite supports/wires must be removed from premises
Remove all pallets & Fireplace wood, Fireplace to be swept clean
Remove resident installed modifications
Install storm door inserts (by season)
Replace cracked, broken or painted switch and receptacle covers
All Solid Waste & Hazardous materials disposed of properly

5. Self-Help Checklist

Prior to the final termination inspection, housing residents shall inspect the following items. Any items found to be inoperative, defective, missing, or otherwise unacceptable must be replaced. Items are available at Self-Help or utilize Red-Flag program.

Appliance Bulbs
Bathroom Light Diffusers
Beaded Chain, Sink
Closet Floor Guides
Closet Pole Sockets
Doorstops
Doorstop Rubber Tips
Drop Cloths
Faucet Aerators
Flat Strainer, 1 1/8"
Fluorescent Light Starters
Fluorescent Light Tubes
Furnace Filters
Handles, Washer Hook-Up
Humidifier Plates
Interior Door Knob, Passage
Interior Door Knob, Privacy
Kitchen Cabinet Handles
Kitchen Light Diffusers
Kitchen Light Globes
Kitchen Sink Strainer
Light Fixture Globes
Medicine Cabinet Mirror
Nut for Light Fixture Globes
Outside Faucet Handles
Paint
Paint Brushes
Paint Rollers
Paint Trays

Receptacle Plates
Rubber Drain Stoppers
Shade Brackets
Shower Heads
Storm Door Chains
Storm Door Hydraulic Closers
Storm Door Knobs
Storm Door Panel Clips
Storm Door Strike Plates
Storm Door Sweeps
Switch Plates
Toilet Flapper Valve
Toilet Paper Roller
Toilet Seats
Tub Strainer, 1 5/8"
Toilet Tank Ball
Window Shades
Window Screens

P. Pest Management (DA PAM 210-2):

Pest management is a major area of concern especially in family housing. Department of the Army has directed the establishment of a self-help pest control program for military housing to control common household pests (roaches, ants, mice, silverfish, and flies). This program applies to all residents of both family and unaccompanied personnel housing. When pests are first noticed, residents will be required to take self-help measures using materials available from Self-Help to control these pests. These materials include roach bait, ant bait, aerosols for roaches, ants, flies and crawling insects, mice traps, steel wool and caulk. They also have sticky traps for use along with labels and MSDS sheets. Professional pest management services are provided by the DHPW and are required as an integral part of the Installation's maintenance program. This service should only be requested after sincere efforts and attempts to control nuisance household pests have failed. Residents of government housing do not have the option to refuse pest control services and must comply with certain conditions for the privilege of occupying those quarters. Chapter 11, DA PAM 210-2, defines occupant responsibilities as to cooperating with the DHPW pest management contractor or pest management personnel. Health and environmental personnel who will be contacted to ensure that the health and welfare of all occupants meet acceptable standards will review quarters that have an unusual pest infestation. Residents who continually refuse to comply with proper pest management procedures are subject to involuntary termination of the quarters in accordance with Chapter 3, AR 210-50.

1. Cockroaches

- a) Poor housekeeping is one of the greatest contributing factors in cockroach infestations. Roaches thrive on leftover or spilled food in and around floors, sinks, counters, and cupboards. They will also feed on paper, glue products and recyclables. Preventive Measure #1 - GOOD HOUSEKEEPING. Keep quarters neat and tidy. Thoroughly clean up after meals and snacks. Place sealed and covered food away. Don't keep garbage in the quarters, minimize amounts and dispose of immediately. Wipe up spilled materials quickly. Minimize recyclables and their storage. Clean up pet areas. Keep pet food in sealed containers.

b) After concerted self-help procedures have failed, request a service order through the DHPW Service Desk, 938-2316. Once a service request has been received, validated and approved, a service response will begin. The pest control contractor will contact you for scheduling of service. If you cannot make your scheduled appointment, other arrangements should be made (e.g. leaving key with trusted neighbor) or reschedule.

c) Prior to any treatment being accomplished, preparation instructions will be given if required, such as, emptying of cupboards or the moving light items away from walls. After treatment allow 1 -2 hours for any possible residues to dry and vapors to dissipate. Ventilate areas if desired.

2. Termites. Since occupant prevention and treatment of termites are not realistic, swarms of termites (normally occurring around March - April) should be reported to the Service Desk. After duty hours report to the emergency service order number.

3. Other Household Pests. Routine self-help pest management of normal nuisance household pests such as ants, silverfish, flies, moths, fleas, mice, and rodents; keeping pets free of pests; and performing minor control functions are the occupants responsibility. The use of commercial standard stock non-residual pesticides, labeled for safe application are available at the Self Help Center. Assistance by the pest control quality assurance office will be provided if requested by calling 938-4050.

4. The quarters must be pest free prior to transportation pick up of household goods and final termination and relocation from quarters. Residents of family housing will accomplish any required pest control measures of their quarters prior to pre-termination inspection. The use of electronic insect devices is not authorized in consideration of energy use, noise annoyance, and electrical hazards.

5. Area Coordinators will be kept advised of any unusual or severe problems or resident refusal to comply with pest control procedures.

Q. Lockouts:

The Housing Division maintains an emergency key for all housing units. Residents who lock themselves out of their quarters or are unable to locate their keys may come to the Housing Division, Bldg 626, during normal duty hours to check out a key. Keys will be signed out for one hour to residents only with proper identification. Residents must come to pick up a key; we do not have the manpower to respond to quarters during the normal duty day to unlock your quarters. During non-duty hours, residents should contact the Emergency Service Desk, 938-2317. A member of the emergency crew will respond to unlock the quarters.

R. Telephone Service:

Verizon is the local telephone service provider. Before contacting Verizon please call the West Point Telephone Office for any constraints or unusual rules pertaining to your housing area.

West Point Telephone Office:

Questions: 938-7034/7036

Repairs: 938-3911

Quality Assurance: 938-7035

Directorate of Information Management (DOIM)
Business Operations Division: 938-3911

Call Verizon at (914) 890-7100 to arrange for telephone service. You will need your street address.

Maintenance and Repair of Telephone Wiring within government quarters.

In accordance with Housing Management, AR 210-50, the government is responsible for the maintenance of telephone wiring within the structure (wall, floors) of housing. The government will maintain the government installed telephone lines. In the case of quarters, which have not yet been renovated, the lines will be maintained for the kitchen and master bedroom only. One telephone line will be maintained in unaccompanied personnel housing units. Telephone instruments and service are resident responsibilities.

Housing residents are not to pay the fee charged by the telephone company for maintaining or repairing wiring within the structure. The government will not reimburse residents who pay the fee.

S. Cable Television:

Call Time Warner Cable at (800) 431-8878. If you live in the Stony II Housing Area, access to a locked mechanical room is required for installation of cable services. Please contact the Housing Division, 938-4500, at least 48 hours in advance to insure that the door to the mechanical room will be unlocked in time for your appointment.

T. Satellite Dish:

Satellite dishes not exceeding 18 inches in diameter will be allowed in housing areas as long as the following provisions are adhered to:

- A Satellite Dish is considered to be resident-owned and will be installed, maintained, removed and the premises restored to their original condition at the expense of the resident. Government maintenance personnel may not be used for these tasks. It is the resident's responsibility to arrange for outside maintenance, repair, installation, removal and restoration of premises work.
- The dish and its installation and removal are subject to inspection by the Housing Division.
- Dishes may NOT be attached to the outside of any permanent structure or part thereof, including storage sheds and fences.
- The installation of a satellite dish will not be used as justification for improvements to the utilities distribution systems or other USMA facilities or grounds.
- No costs for the use of additional utilities will be paid by the government and are a resident responsibility.
- A satellite dish must be placed inconspicuously so that it maintains the historical and cultural character of West Point.
- The placement of the dish is subject to the approval of the DHPW Cultural Resources Coordinator, 938-6388.

U. Winter Survival Tips:

1. Frozen water pipes can be a problem. On very cold or windy nights, you can keep the pipes from freezing by leaving both hot & cold faucets trickling at night (a stream of water about the size of a pencil lead will do the trick). We do not recommend leaving the cabinet doors below the kitchen sink open as it invites children to play and experiment with all the soap, cleansers, and possibly other toxic items kept there. Finally, make sure you keep all basement and garage doors closed.
2. Now is the time to find out where the water shut off valves are located in your quarters. A few minutes spent today will prevent a panic search should a pipe burst during the winter.
3. Winterize your outside faucets by turning off (closing) the valve in the basement or crawl space that goes to the faucet and turning on (opening) the outside valve on the faucet itself. Ensure that you have disconnected your garden hose, drained it, and stored it for the winter. All areas, except Stony Lonesome I and selected older quarters, should winterize their own outdoor faucets. Residents in quarters which require professional winterization, will be contacted for an appointment beginning around October, to have their faucets winterized.
4. If you have no heat in all or part of your quarters, please check for the following, easy to solve problems before calling for service:
 - a) Is your thermostat turned up? If you have a clock thermostat, is it adjusted properly?
 - b) Is there a TV, VCR, stereo, lamp, or other heat-producing appliance on a table below or near the thermostat? If so, move it - the thermostat will sense the heat it gives off and “think” that it’s warm and toasty in your quarters and the furnace will not come on.
 - c) Check the furnace emergency switch (red switch plate) to make sure someone has not inadvertently turned it off. Also, check the circuit breaker for the furnace. If it’s off, turn it on. If it’s “tripped” (in the middle position), turn it off for a few seconds, then back on. If it continues to trip, call for service.
 - d) Is your furnace air filter clogged and dirty? These should be replaced every two months during the heating season. Filters are available in Self-Help.
 - e) If the problem is no heat or little heat to only part of your quarters, make sure that all dampers and registers are fully open.
 - f) Finally, NEVER, under any circumstances, use your oven or range burners to heat your quarters. While fine for cooking, using the kitchen range for heat could be deadly.

LEAVING YOUR QUARTERS: If you plan on leaving your quarters for an extended period, make arrangements with someone to check the heat so water pipes will not freeze and cause damage. Turn off the water supply to your washing machine. Also, park vehicles in your driveway or garage - do not leave them on the street. All exterior standards must be maintained (i.e. snow removal and yard maintenance) while you are away.

V. Family Housing Maintenance Programs:

1. Quality Quarters (Vacant Quarters)

Quality Quarters (QQ) is a complete inspection of the entire quarters, looking for minor and major maintenance problems. Repairs are made when possible or administrative actions to resolve long-range problems are started. The goal of QQ is that each incoming resident receives maintenance free quarters. The task list for QQ includes over 60 items. Each one is inspected and repaired if possible. The 60 item list includes everything from replacement of damaged floor tile, to inspect water heater, to recaulk tubs, kitchen accessories and windows, to replace sheetrock and bathroom floors.

2. Red Flag Program (September – May)

The Red Flag Program is an effort to accommodate residents with on-the-spot minor maintenance repairs without the need of a service order. The maintenance mechanic is alerted by the placement of the Red Flag (which is a piece of red construction paper) in an assigned downstairs window or in the storm door window PRIOR to 0700 hours on the designated day for your area. The Red Flag should only be displayed if the resident will be home to allow the mechanic access to the problem. The following schedule is in effect until further notice:

MONDAY:	Stony Lonesome I, II
TUESDAY:	Lee, Band Area, Dunover Court, Junior NCOs Quarters adjacent to Self Help and Cemetery, Quarters 356,360,1000
WEDNESDAY:	New Brick, Grey Ghost
THURSDAY:	Lusk, Professor's Row, North, South, Central Apts, Wilson Road, Old English North/South, Qtrs 5 – 10, 146
FRIDAY:	Old Brick, Senior/Junior NCO Quarters west of Washington Road, DIA Quarters, Quarters 126,127,128,130,132

The resident will be asked to sign a work description report prepared by the mechanic. Please inform the mechanic if any of the work performed has been previously reported to the Service Desk. (This will help us ensure that there is no duplication of effort.)

3. Occupied Preventive Maintenance Program

To insure that quarters stay in good mechanical condition, a program for the preventive maintenance of certain items in occupied quarters has been established. Work is performed by particular neighborhood. The resident will be contacted for an appointment. This Preventive Maintenance Program requires a four-hour time block to accomplish all the necessary work. The following items are accomplished under the program:

- a) Adjust and/or refit doors
- b) Repair storm doors/windows

- c) Inspect/lubricate/repair exhaust fans
- d) Inspect/repair/snake out all slow waste lines
- e) Inspect/replace/repair plumbing fixtures, including garbage disposals
- f) Inspect/replace tub caulking
- g) Inspect/replace/repair loose bath tiles
- h) Inspect/re-grout shower area
- i) Lubricate garage doors
- j) Inspect/repair/clean whole house fans
- k) Inspect/replace/repair electrical outlets
- l) Inspect/replace/repair window hardware
- m) Inspect for more extensive problems, note and give feedback to supervisor. Initiate service order for any extensive repairs
- n) Inspect/repair cabinets and drawers
- o) Inspect storage sheds
- p) Inspect/replace/repair light fixtures

W. DHPW Contract Services:

1. Government Owned Appliance Repair: All quarters & public buildings.

Applies to dishwashers installed by the government, government owned stoves, and refrigerators used as the primary refrigerator and kept in the kitchen. Government owned refrigerators that are placed in the basements and used, as second refrigerators will not be serviced.

Service: Repair service is available by calling 938-2949. The following appliance information must be given to the representative at the time of the call:

- a. Appliance type (refrigerator, etc)
- b. Brand name (Whirlpool, Gibson, etc)
- c. Model number
- d. Serial number
- e. Specific problem or symptom (leaking, broken, handle, etc.)

Current Government Representative(s): Mr. Manny Guarnuccio or Mr. Patrick McGivney, 938-2949.

2. Heating Fuel (#2): At selected quarters.

A green painted pipe sticking out of the ground or the building can identify those quarters, which receive fuel oil deliveries during the heating season. It is the resident's responsibility to ensure that these fill pipes is kept clear of snow, toys, or other obstructions. The Contractor cannot touch any items to move them to allow access to the fill.

Current Government Representative(s): Mr. Joe Hemet, 938-4961.

X. Being Good Neighbors:

1. Area Coordinator Program

The senior ranking individual in any area is appointed for a period of one year to serve as Area Coordinator. At the end of the one-year period, the dates of rank will be checked again and the senior ranking person will be the Area Coordinator for the following year. The Area Coordinator responsibilities are:

- a. To ensure that residents maintain their surrounding grounds in a manner that will reflect favorably on USMA and the neighborhood.
- b. Aid in promoting peace and harmony amongst the occupants in their area by settling minor disputes before they become major issues.
- c. Provide a communication link between the residents and DHPW on community issues. Represent the residents in their area as appropriate.

If the Area Coordinator fails to receive reasonable cooperation from any resident, the matter is referred to the Deputy Garrison Commander and the Housing Division for appropriate intervention. Emergency matters should be reported to the MPs who will, if necessary, prepare an Incident Report for submission to the appropriate organizational commander for action. Questions/comments on the Area Coordinator Program should be referred to the Deputy Garrison Commander.

2. Community Mayor Program

The Community Mayors are residents of a neighborhood, who are elected by their peers to serve a one-year term. The mayors serve as a vital communication link between USMA Garrison activities and the residents. They disseminate information two ways - from the community to staff activities and from staff activities to the community. The mayor is a volunteer and should not be expected to be the enforcers of policy and regulation. The Community Mayors are a vital part of life at USMA.

Questions/comments on the Mayor Program should be referred to the Office of the Garrison Commander.

3. Pets and Pet Control

Do not let your pet become a neighborhood nuisance because of excessive barking/mewing or running loose. Stray pets should be reported to the MPs. There is a continuing problem in housing areas with residents allowing their pets to roam out of their yards. USMA Reg 40-1 requires that pet owners prevent pets from becoming a nuisance. Pets must be controlled (i.e., kept in the house, on a leash, or in a fenced yard). Additionally, pet owners are to clean up after their pet when walking them in common areas. Maintaining a pet in government quarters is a privilege, not a right. Any pet owner who fails to adhere to USMA Reg 40-1 is subject to having the pet and/or family removed from post housing. You must control your pets if they are to continue to reside at your quarters. Farm, ranch, exotic, or wild animals will not be kept in housing.

Operation of a commercial-type kennel and breeding or raising animals in government housing for shows or commercial purposes is prohibited.

4. Noise Levels.

There are no specific regulations governing appropriate volume levels. However, all residents have the right to an environment free of loud music or other loud noises. Remind your children of this, and caution guests, especially when departing a late-night party, that neighbors are likely trying to sleep. In addition: Keep music and other loud noises (to include pets) contained within your quarters. If a party is held outside, respect your neighbors and move it indoors at a reasonable time (no later than 2200). Complaints should be directed to your Area Coordinator.

5. Children.

A policy on supervision of minor children is required for all Army installations by DOD. USMA Policy Memorandum 39-02 provides guidance for the supervision of children on USMA. While realizing that parents are the assessors for the risk to and capabilities of their children, this policy intends to assist in providing a safe environment and in minimizing risk to the children of the community. The exercise of good judgment and consideration of situational factors should be used in conjunction with this policy.

Children play on sidewalks. In the interest of safety, they need to know that sidewalks are primarily for pedestrian traffic, and that toys left on the sidewalks can cause accidents. Safety regulations require that parents of children residing in family housing areas ensure that toys, bicycles, sports equipment, etc., are not left on lawns, walks, and streets.

Ensure portable basketball hoops are not left on service roads, and that they are moved out of the way so emergency and service vehicles may pass. Take this type of equipment in during the winter months to allow for easier snow removal equipment to the area.

Older children who move about the community unsupervised should be reminded of the above provisions regarding noise levels and the respect afforded to others' property and yards.

6. Safety.

a. Bicycles. The provisions of USMA Regulation 190-5 (USMA Traffic Code) apply equally to bicycles operated on any roadway open to motor vehicle traffic in the military community. The following are some simple rules to follow to keep children and adults alike safe and healthy while bicycling.

1. Every cyclist must wear an approved safety helmet when bike riding on West Point.
2. Be sure that mechanical parts of the bicycle work well and that there are reflectors on the front and back as well as the wheel sides and pedals.
3. Do not allow children less than 9 years to ride in the street.
4. Ride on the right side of the street. Move with the flow of traffic.
5. Obey traffic signs, signals, and pavement markings.
6. Give cars and pedestrians the right-of-way.
7. Keep both hands on the handlebars.
8. Watch for car doors opening in to the roadway or driveway.
9. Always ride single file on the right side of the roadway.

10. Use hand signals.
11. Equip bicycles with headlamps and tail lamps for cycling after dusk.
12. Don't ride double.

b. Operation of Non-Motorized Vehicles

Skateboards, roller skates, in-line skates, sleds, hot wheels, and other non-motorized vehicles, except bicycles, may be used upon the sidewalks in authorized areas. Authorized areas are cul-de-sacs, dead-end streets and parking lots when such areas are not in use or open for business.

The following areas are off limits for recreational use of bicycles and non-motorized vehicles at all times:

Cadet barracks area
Diagonal Walk
Trophy Point
West Point Cemetery
Michie Stadium
Keller Army Community Hospital
Mills Road sidewalk

c. In-line Skating.

In-line skating/rollerblading has become very popular. To ensure safety and to safeguard our National monuments, the following rules apply:

Skaters are not authorized to skate on Washington Road, Mills Road, Stony Lonesome Road, Thayer Road, Merritt Road, Lee Road and Continental Road, Trophy Point, West Point Cemetery, Shea Stadium, Michie Stadium, Cadet Barracks areas, the apron in front of Washington Hall, Diagonal Walk, and New South Post. All monuments and tennis courts are off limits to in-line skaters. Skaters must wear safety helmets at all times when skating and reflective clothing in hours of darkness. Skaters under the age of 14 years must wear safety helmets, elbow and knee pads at all times.

d. Motor Vehicles.

The speed limit in the housing areas at USMA is 15 mph unless otherwise posted with higher/lower limits. Most service roads are 5 mph. NY State Law specifies that drivers must not use a cell phone while driving. Also, the law states that vehicles must stop for a pedestrian in the cross walk, regardless of where the person is within the cross walk.

e. Running/Jogging

Running at West Point is restricted to sidewalks. If sidewalks do not exist, runner may run on the extreme road shoulder, running against the flow of traffic. Reflective clothing is required when running or walking in the hours of darkness or limited visibility to include when walking your pets. Running during extreme weather conditions is prohibited.

f. Outdoor Recreational Swimming

Outdoor recreational swimming is allowed only at the authorized swim areas operated and staffed by the Directorate of Community and Family Activities, Community Recreation Division. These areas are open Memorial Day through Labor Day, and are supervised by American Red Cross certified lifeguards. Swimming is prohibited in neighboring lakes and in the Hudson River.

Contact the USMA Safety Office, Building 667-A, at 938-3717 for pamphlets, brochures and other information on personal safety.

Y. Home School Guidelines:

This information is intended solely for those parents who have chosen to home school their children at West Point. West Point follows New York State laws on home schooling to the maximum extent practical. New York State Regulations of the Commissioner of Education Part 100.00 pursuant to sections 207.3204, 3210, 3212, and 3234 of the New York State Education Law (as amended by the section 100.10) are the guidelines to be followed at West Point.

Parents home schooling on West Point are required (by section 100.10) to give the West Point School Superintendent notice of intention to instruct at home by July 1st of each year. Parents who commence home instruction after the start of the school year, or who establish residence at West Point School District after the start of the school year, shall provide written notice of their intent to educate their child at home within fourteen (14) days following the commencement of home instruction. Home Schooling parents will receive a copy of Section 100.10 of the regulation and a form on which to submit an individualized home instruction plan (IHIP) for each child of compulsory attendance age who is to be taught at home.

Should you have a question regarding this requirement, please contact the West Point School Principals at 938-2923 (grades 5-8) or 938-2313 (grades k-4).

Z. Electric Dryer Information:

Due to changes in the National Electric Code, units, which have been recently renovated or constructed, will have an updated electrical receptacle servicing your electric dryer. Previously, the receptacle accommodated a “3-prong” plug. The newer model accommodates a “4-prong” plug.

It is a resident’s responsibility to purchase and install the appropriate plug assemblies for the dryer. This product can be purchased at most hardware stores and is available locally at the PX or Hoffman Hardware in Highland Falls.

Item Description: 30 Amp, 4-wire, dryer cord. For further information, please call the Housing Division at 938-4500.

A1. Attics and Basement as Living Space

Attics and basements at West Point are not considered adequate living space because Life Safety Code 101 states that a living space must conform to the following conditions:

- (a) Two means of egress (two doors directly to the outside, not through a garage)
- (b) An eight foot ceiling

- (c) ©No furnace on the same floor

Work repair to items such as floors, ceiling tiles or bathrooms in these areas will not be done. Bathroom fixtures needing repair will be removed or deactivated to prevent further damage. Housing funds are limited and must be used wisely to continue to provide quality living. Investing in attics and basements takes away from the ability to maintain the living space of others.

Please do not compromise the safety of family members by using space that is unfit for adequate living. If you have any questions please contact the Chief of the Facilities Maintenance Branch at 938-4500.

B1. Modifications to Quarters

Residents are encouraged to decorate their quarters to make them a “home” during their stay at West Point. Keep in mind that the Housing Division, Facilities Maintenance Branch prior to alterations being made, must approve all modifications to quarters, both exterior and interior. Unauthorized modifications will be required to be removed. Additionally, changes to electrical lines to accommodate air conditioners or other appliances, will not be authorized by Housing unless they are medically documented and approved by the MEDDAC Commander.

C1. Notification of Housing and other DHPW Activities

Whenever possible, Directorate of Housing & Public Works (DHPW) will make every effort to notify you of pending utility outages and other DHPW information, including policy changes. We will use the public media including electronic bulletin board, DHPW Web Page, Channel 23/8, Pointer View and Daily Bulletin (DB) to notify the community of pertinent information. DHPW will also contact your area coordinator and community mayor on issues involving your neighborhood. We will use all media possible within the time constraints of the activity. Notification of emergency situations will be made through Channel 23/8, DHPW Web Page, “official bulletin board” on staff mail, and through your area coordinator and mayor, as soon after the situation is known as possible. Whenever access is required to the exterior of your quarters you will be notified, giving you as much notice as possible, as soon as possible. Residents are urged to regularly check these public media sources for messages that pertain to them.

D1. The Most Frequently Asked Questions:

1. Who do I Call When Something in My Quarters Breaks?

Answer: Residents should contact the Service Desk, 938-2316, during normal duty hours. Emergency calls during non-duty hours should be phoned into the Emergency Service Desk at 938-2317. The Service Desk has access to emergency support activities for the resident, such as pumps for flooded basements and contractor clean up for large sewage backups.

2. Are We Required to Recycle?

Answer: Recycling is the law in Orange County, NY and is whole-heartedly supported by USMA. Specific information is contained in this handbook.

3. Can We Paint or Put Up Wallpaper in our Quarters?

Answer: Yes, residents may re-paint or put up wallpaper at their own expense. **IF YOU DO, YOU WILL BE REQUIRED TO RETURN IT TO THE ORIGINAL CONDITION WHEN YOU TERMINATE QUARTERS.**

4. May I Plant Flowers?

Answer: Residents are encouraged to plant flowers but vegetable planting in the “drip line” of the roofing areas is not recommended. The drip line may contain lead based paint chips and could contaminate the vegetables. Garden Plot rentals are available through DCFA.

5. How Far do We Have to Mow the Grass?

Answer: According to AR 210-50, Housing Management, residents are required to mow to 50’ from quarters or to the fence line. In the autumn, residents must also rake leaves from their yards.

6. What are My Snow Removal Responsibilities?

Answer: Residents are required to shovel sidewalks, stairs, and driveways for their quarters, within 24 hours of storm conclusion. Residents **MUST** also keep their trash pick up point and fuel oil fill pipe clear of snow and debris. If the contractors cannot reach those points you will **NOT** have your trash picked up or heating fuel oil delivered. Residents on pass, leave or TDY must make necessary arrangements to have snow removed in their absence.

7. What do I do if My Water Heater Springs a Leak or a Pipe Breaks?

Answer: All residents are asked to locate emergency water cut off valves in their quarters before a leak occurs. When leak occurs turn cut off valve and then call the DHPW Service Desk as soon as possible.

8. Can I Put Up Christmas Decorations on My House?

Answer: Residents may put up modest decorations on their quarters for the holiday season. You are asked to use energy-efficient decorations, check the condition of decorations before installing, and turn off decorations when not at home, you have gone to bed, and during day-light hours.

9. What do I do if All of My Furniture won’t fit in My Quarters?

Answer: Contact the Transportation Office at 938-4051 for assistance.

10. How do I Get the Swing set in the Neighborhood Playground Fixed?

Answer: If you see something in any common area that needs to be repaired, please call in a service order to the appropriate number. Do not just assume DHPW knows about it! We need your eyes on Post to help us correct problems.

11. Are Gazebos, Tree Houses, and Tire Swings Allowed in Quarters?

Answer. These items are not authorized.

12. Are Waterbeds, Saunas, and Hot Tubs Allowed in Quarters?

Answer: These items are not authorized. Exceptions may be granted with medical documentation specifying the need.

13. Can I Get Top Soil to Level My Yard?

Answer: Topsoil is available through the Self Help Center. Residents may pick soil up at Self Help. Be sure to bring an appropriate container.

14. I have been told there is a Fall and Spring Post-wide Clean Up. What are My Responsibilities in it?

Answer: Residents are asked to clean their own quarters and yard. Residents should properly prepare bulk and yard waste for pick-up and to properly dispose of hazardous materials and recyclables. Also, if asked by a mayor or area coordinator to join in on special common area clean-up projects (such as a neighborhood playground or adjacent wooded areas), please take part.

15. How do I Fix Shades that do not Roll Up?

Answer: To tighten a shade: Pull the shade halfway down, remove the left end of the shade from the racket and roll the shade up. Reinsert the left end of the shade back in the bracket and pull the shade halfway down. If you do not have enough tension, repeat the process. To loosen a shade: Start with the shade at the top of the window. Remove the left end of the shade from the bracket and roll the shade halfway down. Reinsert the left end of the shade back in the bracket and try the shade. If there is still too much tension, repeat the process.

16. DHPW Just did a Great/Lousy Job in Fixing a Problem in My Quarters. Where do I Call to Compliment/Complain?

Answer: Residents are encouraged to comment on the quality of service given by DHPW by calling the Customer Service Representative at 938-4407.

17. Must I Inform Housing of My Quarters Phone Number When the Phone is installed?

Answer: It is very important that all residents give Housing valid duty and home phone numbers. We often need to contact you with valuable information or to make a service appointment. Please help us by updating your phone numbers.

18. The playground in our court has only children swings when only infants and toddlers live in the court. How do we get infant swings put in the playground?

Answer: Contact your area coordinator who will survey the area to confirm need and contact DHPW to make the change.

19. I have a community-related issue that needs to be considered. Who do I can I go to initiate the appropriate action?

Answer: All issues affecting the entire neighborhood such as changing playground equipment or marking parking spaces should be addressed to your area coordinator or community mayor.

WORK CONTROL SYSTEM

A. What is a Service Order?

A service order is a request for repair services that can be accomplished within **16 working hours**. This includes most normal household repairs. They are classified under three priorities:

Priority 1 Emergency work: Requires immediate action (including overtime) diverting skilled workers from other jobs, if required. Examples would be a stopped toilet (when only one is available) or plumbing problems in the one available bathtub, or deprivation of essential services such as no heat in the winter. Our response time goal at West Point is **within** 24 hours.

Priority 2 Urgent Work: Corrects a problem that could lead to further damages and can lead to an emergency. Examples: stopped toilet (when more than one is available), no heat in one room, roof leaks, hot water heater, stoves and ovens. Our response time goal is five working days.

Priority 3 Routine Work: Minor repairs which will not significantly hinder the operation if not accomplished. Examples: ceiling tiles, spot painting, etc. Our response time goal is 30 days.

Service orders are to be telephoned into the Service Order Desk at 938-2316 during duty hours. Be sure to get service order number when calling in your request. After duty hours, emergencies **only** may be called in to 938-2317.

Note: Response time is for initial contact. There are times when equipment or materials must be ordered or repair requires more extensive time to accomplish. These circumstances will result in delays. There are times during the year when response times are longer than the indicated goal. We will publish a notice in the public media when delays become apparent.

The Service Order Desk does not schedule work that is done by each individual shop.

B. Resident Responsibilities:

- (a) To give the service order clerk a complete description of the problem, exact location of the problem and any pertinent information.
- (b) Allow maintenance mechanic access to the quarters/office. When you make an emergency service call, it is your responsibility to make arrangements to allow access to your quarters/office, if you expect that you will not be available when maintenance mechanic arrives.
- (c) Give complete name/rank and both duty and home phone numbers.
- (d) The resident must **always** get a service order number from the service order clerk when calling in a problem at West Point. The service order number is your “receipt” that your problem is known **Keep your service order number**. It will make later tracking of the job status a lot easier.

- (e) Utilize emergency after-hours service order phone number for true emergencies only.
- (f) Complaints/comments on DHPW employee performance and timeliness should be addressed to the Facilities Engineer at 938-5408.
- (g) Residents are to refer to USMA Reg 420-70 (August 2000) – Self Help Program for responsibilities within their quarters.
- (h) Residents should check the status of service orders on the DHPW Web Page at <http://sodhpw.usma.edu>.

C. What is a Work Order?

A work order is a request for services that require **more than 40 hours**. Examples would be removal of flooring and sub-flooring in bathroom to fix water damage or modification of quarters to accommodate handicap access requirements. A service order may be changed into a work order if the repair or maintenance is more extensive than initially believed. Another example would be Self Help Projects such as installation of deck, overhang, fence, or shed. Work Order services should be submitted on a DA 4283 to DHPW Work Control. Services in housing area will require the approval of the Housing Division. The status of the work order is available from the work order clerk at 938-2424 or on the web at <http://sodhpw.usma.edu/>.

NOTE: ALL personnel entering your quarters to make repairs or perform any maintenance MUST carry and display an appropriate photo ID badge or a DHPW ID badge. Please note that an adult MUST BE PRESENT in your quarters for work to occur.

SELF HELP

A. General:

1. Customers who are supported

EVERYONE IS SUPPORTED!!! Housing, Public Building Occupants, and Cadets may make Self Help repairs to their building and grounds (Make sure you contact Self Help for approvals).

2. Hours: Tuesday, Wednesday, Thursday, Friday: 1000 until 1800
Saturdays: 0745 until 1600
Closed on Sunday, Monday and Holidays (Note: Self Help will be closed on the Saturday before a legal Monday Holiday. Phone: 938-5262

3. Services Offered

- a) Advice on repairs
- b) Assistance in planning self help projects
- c) Instruction on repairs and construction procedures
- d) One-on-one tutoring
- e) On the job guidance
- f) Pamphlets
- g) How-to... books are loaned

B. Equipment Available for Loan:

1. Hand tools
2. Power tools
3. Drills
4. Saws
5. Sanders
6. Shop vacuums
7. Yard equipment
8. Power mowers
9. String trimmers
10. Backpack blowers
11. Snow blowers

C. Consumable Supplies:

1. Miscellaneous General Use Items

Bags, Biodegradable
Bolt, Barrel
Bracket Shade, inside mounting
Bracket Shade, outside mounting
Can, Garbage with Cover
Can, Recycle
Catch, Magnetic (Cabinet Door) and Roller Catch
Caulking Compound

Sealant, Water
Spackle, Ready Mix
Tape, Masking

3. Plumbing and Heating Items

Aerator, for Sink Faucet
Crumb Cup Strainer (for Kitchen Sink)
Filter, Furnace Hot Air System - Framed, Multiple Sizes
Flush valve parts
Handle, for Outside Water Faucet
Key, Radiator, for Hot Water System
Plunger, Sink Type, Toilet Type
Shower Head
Sink Stopper, for Garbage Disposal
Sink Stopper, Rubber, Assorted Size
Spray head (for sink hose)
Toilet Tank Ball, Flapper Type
Toilet Tank Ball, Rubber, 2-3/8" Round with Stem
Washers, Garden Hose

4. Electrical Items

Globe covers, Glass for Assorted Incandescent Type
Light Fixtures lamps,
Fluorescent Tube 20 Watt, 40 Watt Lengths: 18" 24" 36" 48"
Circle Line: 8", 12", and 16"
Lamp, compact fluorescent (screw-in)
Lamp, Floodlight, 75 Watt, Regular Base
Lamp, fluorescent
Nut, Chrome plated 1.8" 1 PT, for Fixture Globes
Receptacle cover, child safety
Starters, for Fluorescent Tubes (FS 2, FS 4, and FS 25)
Wall plates for switches and receptacles

5. Outside Supplies

Chopper, ice
Fertilizer, lawn
Grass Seed
Hose, Garden
Ice melt (in winter)
Mulch
Nozzle, Garden Hose
Rake, lawn
Repellent, deer
Shovel, snow
Splash block (for under downspouts)
Spreader, hand-held (for grass, fertilizer and ice melt)
Sprinkler

D. Screens & Shades

The replacement of screens in serviceable frames is a Self-Help task. Self Help Center personnel will provide materials and tools. If a screen frame is damaged or missing, it can be turned in for repair at the Self Help Center. The DHPW Glazier Shop upon receipt of a service order will do fabrication of complete, new screens and frames. Call in a Service Order to 938-2316 to request fabrication of screens and frames for each screen and frame that needs to be replaced.

The Self Help Center will stock most of the standard size window shades for family housing. In some cases, you may have to move shade brackets, as DHPW will no longer be able to fabricate shades to match each individual bracket location. If your quarters are one of the unique ones on post, there may not be shade sizes available to fit.

E. Flower Issue

Flowers are available for resident pick-up annually on a prescribed date in the spring. Announcement, as to date and rules are made in the public media.

F. Expanded Self Help Projects

Storage Sheds, Fences, Patios and Decks are available as a part of the Expanded Self Help Program. These items could already be assigned to your quarters. It is the residents' responsibility for the use, care, maintenance and security of the items. Questions on maintenance should be directed to the Self Help Center. If you do not have these items, and would like one or more of them, contact Self Help for information.

RECYCLING/SOLID WASTE DISPOSAL

A. USMA Recycles:

1. General Recycling Information

Recycling is the law in Orange County, NY and is MANDATORY for all residents, including those living in Unaccompanied Personnel Housing and Barracks.

- a) You must use the reusable Government issued yellow container. Residents of Central, North and South Apartments residents must use the special 90 gallon container located next to dumpster.
- b) Curbside collection will be made every Wednesday.
- c) Your recyclables will not be picked up if you do not follow the applicable preparation and collection procedures for your area.
- d) The solid waste contractor has notified the Government they will not collect garbage from residents that do not participate in the mandatory recycling program.
- e) The Government has instructed the solid waste contractor to report any resident who is in violation of the mandatory recycling program.

2. Recycling in Administrative Buildings

Recycling is collected on Thursday and Friday. The collection bins have been placed in designated areas and are collected and replaced with clean containers weekly. We ask that these containers not be moved unless the Recycle Manager, Mr. John Dopler, approves it. If you notice any dirty or unsightly containers, need to re-locate the bins, require additional bins, or have special support needs, please call 938-4522/4281.

All cadets, employees, residents and visitors are encouraged to use the recycling containers located throughout West Point.

<u>CONTAINER</u>	<u>PRODUCT</u>
Blue	White office paper, computer paper only
Grey	Color paper, magazines, manila folders, mail, Hardcover books, post consumer cardboard, softcover workbooks, telephone books, brown grocery bags, juice boxes, milk cartons, copy paper
Burgundy	CO-mingle – glass bottles, tin cans, plastic bottles
Brown	Newsprint only
Black	Printer cartridges only – no toner cartridges

3. Cardboard Recycling

Cardboard cartons may be recycled at the Transfer Station located off Highway 293 at Range 4 & Range 5. Facilities located on West Point that generates large amounts of cardboard are to compact the cardboard in the compound of Bldg 667, where the cardboard compactor is located. Facilities that have a one time large cardboard need, maybe from a shipment of new computers, may call 938-4522/4281 to make arrangements for pick-up. The following facilities have cardboard bailers or compactors: Cadet Mess, Hospital, Shoppette, Commissary, PX and Cadet Bookstore. Administration buildings may place cardboard next to recycle bins in their recycle collection area.

B. Preparing Residential Recyclables at West Point:

1. Glass: Clear, Brown and Green. Rinse all containers. Remove caps and rings. Labels can stay on. NO mirrors, windowpanes, glass doors, windshields, light bulbs, ceramics, crystal or Pyrex.

2. Tin/aluminum cans: Rinse and remove labels. Includes items such as vegetable, dog/cat food cans, other types of food cans. Aerosol cans, aluminum foil and disposable aluminum pans may also be recycled. NO paint, chemical or hazardous material containers.

3. Milk cartons and juice boxes should be rinsed before recycling.

4. Plastic Bottles:
- | | | |
|-------|---|---------------------------------------------------------------|
| PET | 1 | - Polyethylene Terephthalate (Soft drink bottles) |
| HDPE | 2 | - High Density Polyethylene (Milk and water jugs) |
| V | 3 | - Vinyl |
| LDPE | 4 | - Low Density Polyethylene |
| PP | 5 | - Polypropylene (Syrup, ketchup, and yogurt) |
| PS | 6 | - Polystyrene (Coffee cups, meat trays, and plastic utensils) |
| OTHER | 7 | - Other |

Rinse and look for code #1-7 on the bottom of the containers for identification of plastics. NO motor oil containers, plastic bags, plastic wrap, non-coded plastic containers, and plastic buckets larger than 5 gallons.

The above materials can be mixed together in government-issued recycle bin for curbside pickup

5.. Newspaper, including all advertisements and supplements: Tied with string in bundles no higher than 12" tall. Bundles should be placed next to your recycle bin.

6. Corrugated cardboard, such as moving boxes should be broken down and tied in bundles no higher than 12” and placed next to your recycle bin. New residents moving into Post Housing with a large amount of boxes must call for a cardboard pick-up. The brown packing paper may also be packed in the boxes for pick up. We ask that the boxes be broken down and please no trash. Please call 938-4074 for pick-up.

7. Post-consumer cardboard, minus any wax paper inserts, such as cereal boxes, pasta boxes, paper egg cartons, along with junk mail, magazines and catalogs, white and colored ledger paper, notebook and white and color copy paper, soft cover workbooks, telephone books, paperback books, brown paper bags, and manila folders should be bundled, tied with string, no higher than 12” tall and placed next to your recycle bin. Please bundle these items securely, so it won’t fall apart when lifted. (Suggest placing items in brown paper bag, then bundling with string.)

8. DO NOT RECYCLE:

MIRRORS	WINDOW PANES	GLASS DOORS
WINDSHIELDS	LIGHT BULBS	CERAMICS
CRYSTAL	PYREX	DISHES
DRINKING GLASSES	PAINT CANS	TIN FOIL
BOTTLE LIDS	JAR LIDS	POTS AND PANS
SOILED PAPERS	TOYS	MOTOR OIL BOTTLES
HAZ MAT CONTAINERS	LAUNDRY BASKETS	PLASTIC FURNITURE
FOAM PLASTICS		

9. Plastic bags obtained from the PX or Commissary should be returned to those locations for recycling.

10. Recycle wire coat hangers at the Post Laundry.

USMA operates a Recycle Center, which is co-located with the Transfer Station, located off Highway 293, across from the Round Pond entrance, at Ranges 4 & 5.

RECYCLE CENTER HOURS	MONDAY – FRIDAY 0700 – 1500
TRANSFER STATION HOURS	MONDAY – FRIDAY 0700 – 1530 SATURDAY 0800 – 1300

The Transfer Station will accept all recyclables when Recycle Center is closed. Neither the Transfer Station nor the Recycle Center will accept hazardous materials.

C. Hazardous Household Waste:

1. Please take all automotive related products (oil, antifreeze, car batteries, etc.) to the **PX Service Station**.
2. All cans of paint or varnish empty or almost empty:
 - a) Remove lid
 - b) Place in sun to dry for two days
 - c) dispose of in regular trash

3. Small amounts of unusable or unwanted products that through normal use are disposed of down an indoor drain may be flushed down household toilets. Remove all other chemicals such as toilet bowl cleaners from the bowl and flush to remove each chemical residue prior to adding another chemical.
4. Harden leftover household products containing solvents (plates, polishes, and caulks) by removing the lid or splitting a tube. Once hardened, the product may be thrown out in your regular garbage.
5. All other cans of paint or varnish (with quantities of material still left) and the other household hazardous “waste” products will be scheduled for pick-up and disposal by the **SOLID WASTE MANAGEMENT BRANCH, 938-4074**. Call to schedule a pick-up time.
6. NOTE: Leave all materials in their ORIGINAL containers. If the container is leaking, pack as-is in another larger container and label it clearly. If another container is used, be sure it is clearly labeled. DO NOT MIX the contents of different containers. Securely package materials prior to pick up. Questions call Solid Waste Management Branch, 938-4074.
7. Please **DO NOT LEAVE** items on the curb.
8. Please **DO NOT LEAVE** hazardous waste anywhere on post. It is **AGAINST THE LAW** to do so and violators will be prosecuted.
9. If at all possible, and if the material(s) are in good condition, it is recommended that the material(s) be donated to a local charity. This is a good way to redistribute unused portions of materials.

D. Bulk Items Disposal:

Bulk Items: Bulk items are picked up by the solid waste contractor on regular pick up days for your housing area. Items must be placed next to your trash collection point and labeled as TRASH. If that is not done and the items are not correctly prepared (see below), the item will not be picked up. It will be the resident’s responsibility to dispose of items that are not properly prepared or are located somewhere other than your designated trash collection point. Please label items as “Trash” - the contractor will not pick up if there is any doubt. Bulk items should not be placed in a dumpster.

1. Appliances should be left with doors off to prevent a child from becoming trapped inside.
2. Old and broken furniture, toys and similar household items will be taken.
3. Tires - Old tires without rims will be picked up if placed next to your pick up point. Do not put tires in the dumpster. Tires on rims may be brought to Auto Craft Shop for de-rimmed.

E. Yard Waste Disposal:

Grass clippings and leaves may be used as compost for your garden. Leaves and grass clippings must be bagged and placed at your solid waste collection point for contractor pick up. You MUST use the biodegradable bags that are available at Self Help ONLY to bag yard waste. (There are no exceptions to the biodegradable bag use requirement!) Do NOT mix leaves and grass clippings in the same bag. During the special fall and spring clean up seasons ONLY, leaves may also be raked to the curb, not in storm drains or in street, for pick up by the DHPW Leaf Vacuum. Information on the schedule for leaf vacuum pick up will be announced in post wide media prior /during the clean up season. Tree branches no longer than 5' in length will be taken if tied in bundles. The bundles have to be easily handled by one person. Larger size branches should be cut to 5' lengths and bundled for contractor pick up. Large rocks should be treated as bulk trash.

F. AFH Solid Waste Collection Schedule:

Monday and Thursday:

Stony Lonesome I, II
Lusk
Old English South, Professors Row
Dunover Court
Thayer Road
Washington Road
Wilson Road
(Quarters 146, 150, 165, 173, 378)

Tuesday and Friday

Lee Area
New Brick
Old Brick
Grey Ghost
Merritt Road
Biddle Loop
Bartlett Loop
Bailey Loop
Wilby Place

Monday and Friday:

South Apartments
North Apartments
Central Apartments

Monday:

Quarters 2020

POC for trash collection is DHPW, Solid Waste Management Branch, at 938-4522.

ASBESTOS, RADON, AND LEAD ABATEMENT

It is Army Policy to manage hazardous materials “in place.” Often, hazardous materials constitute a danger only when “disturbed” with the mere presence of a hazardous material not in itself a danger.

A. Asbestos:

Some residential units and public buildings contain asbestos containing building material (ACBM). The most common use was as an insulator on heating pipes. Insulation, which is maintained and wrapped, does not, in itself, represent an immediate health hazard. However, if it is damaged from hanging items on the pipes or disturbed by abuse, it could require immediate maintenance. If you notice areas of pipe insulation, which appear damaged, contact the Solid Waste Management Branch, 938-4074.

B. Lead Based Paint:

Lead, especially lead in paint, has been identified as a major cause of health related issues with children. Some West Point homes contain lead based paint on the exterior and interior surfaces. Lead based paint, because of its durability and wear, was used on doors, windows, interior and exterior wood and metal trim and in older homes on kitchen and bath wall surfaces and cabinets. It is not uncommon to find minor areas of damage to trim board causing chipping of paint from activities such as vacuum cleaning or children playing with toys. A moist paper towel with a small amount of liquid dish soap can be used to pick up paint chips without any harm to the individual or surface. If however, you notice peeling or constant chipping on surfaces, this could be a potential health issue. Residents of Army Family Housing should contact the Housing Division at 938-4500 for guidance.

C. Lead in Water:

Water at West Point is systematically checked to insure that it meets the NY State standard for lead in drinking water. Residents of tested quarters are informed of the results of any testing as soon as it is available.

D. Lead in Soil:

All of the housing areas on West Point have been constructed prior to 1978 (except Stony II and Grey Ghost). Lead base paint was typically used on the exterior at that time. Therefore, the soil around the perimeter of the dwelling unit, commonly known as the “drip line” may contain concentrations of lead. The lead in the soil is not dangerous unless it is disturbed. Digging holes sufficiently disturbs the soil therefore gardeners should exercise caution. Since the danger of lead contamination is primarily through ingestion cleaning of cloths, hands, and garden implements is vitally important.

RESIDENTS SHOULD REFER TO THE ENVIRONMENTAL PROTECTION AGENCY (EPA) PAMPHLET “PROTECTING YOUR FAMILY FROM LEAD IN YOUR HOME” FOR ADDITIONAL GUIDANCE ON THE PRESENCE OF LEAD IN THE HOME. A COPY OF THIS PAMPHLET IS PROVIDED TO EACH RESIDENT WHEN THEY MOVE IN.

E. Radon:

Radon is a gas by-product from the breakdown of uranium and has been traced as a source of lung cancer when exposed to it over a period of time. There is no known effect of short-term exposure. USMA's Radon Program includes a 100% survey of housing and a survey of selected public buildings. Mitigation to curtail exposure should household levels exceed the DA action level is initiated as needed. Residents will be informed of the results of testing for their quarters.

REFERENCES

AR 11-27	ARMY ENERGY PROGRAM
AR 210-50	HOUSING MANAGEMENT
AR 420-41	ACQUISITION AND SALE OF UTILITIES SERVICES
AR 420-54	AIR CONDITIONING AND REFRIGERATION
AR 200-3	NATURAL RESOURCES, LAND, FOREST, AND WILDLIFE MANAGEMENT
DA PAM 210-2	PEST MANAGEMENT
USMA REG 210-6	TEMP USE OF USMA FACILITIES
USMA REG 215-5	HUNTING, FISHING, AND TRAPPING
USMA REG 420-4	RESPONSIBILITIES FOR PUBLIC BUILDINGS
USMA REG 420-6	ENERGY MANAGEMENT PROGRAM
USMA REG 420-8	USMA SNOW REMOVAL OPERATION
USMA REG 420-70	USMA SELF-HELP PROGRAM
USMA SUPPL 1 TO AR 210-50	HOUSING MANAGEMENT
USMA POLICY MEMO 39-02	SUPERVISION OF MINOR CHILDREN AT USMA