

**AMENDMENT
NEW RESIDENT HANDBOOK
JULY 14, 2005**

The following is updated/additional information for a New Resident to West Point. This information supersedes similar information in the printed May 1, 2003 edition and all previous amendments of the New Resident Handbook. These changes will be incorporated into the Handbook during the next print cycle.

HOUSING INFORMATION:

You may find general information on Housing at West Point on the DHPW web site: www.usma.edu/dhpw (family housing) and specific announcements pertaining to Housing can be found on USMA email under: Public Folders, All public folders, USMA, Information Services, Staff Information, DHPW, Information and Regulations. Information on maintenance and repair issues including utility outages and road closures are available on the DHPW web site (Announcements) and through your Area Coordinator.

SERVICE ORDER INFORMATION:

Information on the service orders issued on your quarters is available on the DHPW internal web site: <http://sodhpw.edu>. Currently, only public building service orders may be generated using the web site. All residents should continue reporting service and maintenance issues by contacting the DHPW Service Desk, 938-2316. Be sure to obtain and save your service order number. It will allow for easier tracking and follow up of your request.

HOUSING AT OTHER DUTY STATIONS:

Information on housing at your next duty station is available through the CHRRS (Community Homefinding, Relocation and Referral Services) Counselor located in the Housing Division Office, Building 626. It is also available through a worldwide computer network, Army Housing One Stop (www.onestoparmy.com).

RESIDENTIAL TELEPHONE SERVICE

Verizon is the local exchange carrier. Choice of a local and long distance service provider is totally at the discretion of the resident. All carriers will require a street address for E-911 verification. West Point Telephone Office phone number for question is 938-7036. For trouble reporting and repairs call 938-3911.

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 (walls, 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 instrument maintenance and repair are the responsibility of the resident.

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.

INSTALLATION/REPAIR OF CABLE TELEVISION:

All residents should report repair/service issues to Time Warner Cable and arrange for a technician to come make repairs (1-800-431-8878). If the problem is unresolved after the service call and/or Time Warner Cable declines to take other action, the resident should contact the Directorate of Information Management (DOIM), Visual Information Division, Mr. Bob Bowman, 938-5997 for appropriate action. Mr. Bowman is the subject matter expert on the franchise agreement between West Point and Time Warner Cable.

A copy of a memo to Time Warner Cable authorizing the installation of cable TV and internet services is available during your assignment inspection.

MECHANICAL ROOM ACCESS:

Access to mechanical rooms is limited to authorized personnel only. Storage of personal property by residents in mechanical rooms is prohibited. **If you live in Stony II or New Brick, access to the mechanical room is required for the installation of phone and cable/internet services. The resident MUST contact the DPW Service Desk, 938-2316, during normal duty hours at least 48 hours in advance of installation appointment, to arrange for mechanical room to be opened.** Please obtain a service order number before hanging up. **REMINDER: The mechanical room will be opened sometime during the period indicated, not necessarily at the exact start time. Please keep that in mind when calling in your service order. Unfortunately, we can not guarantee that calls made closer than 48 hours prior to your appointment will be unlocked in time for your installation. We will do the best we can, but we can not guarantee it!!**

EXTERIOR MAINTENANCE:

As a reminder, residents are responsible for the maintenance and upkeep of the exterior of their quarters including mowing, trimming and weeding of lawns, upkeep of flower beds, trimming of shrubs and bushes, snow and ice removal from sidewalks and stairs, and maintaining year-round clear access to your solid waste collection point, fuel oil fill points, fire hydrants and storm drains. You are also required to annually maintain all sheds, fences, decks, patios using sealant and making structural repairs and improvements as needed at your quarters. Materials to perform these maintenance functions are available at the DHPW Self Help Center, Building 695, 938-5262.

MAINTENANCE OF PREVIOUSLY INSTALLED SELF HELP PROJECTS (FENCES, SHEDS, PATIOS, DECKS, etc) become the new residents responsibility when quarters are accepted.

HOLIDAY DECORATION DISPLAY POLICY

Effective immediately, exterior holiday lights and displays for the Christmas season, cannot be put up earlier than 15 November and must be removed no later than 15 January. Electrical lights, both exterior and interior that are viewed from the outside, may only be operated during hours of darkness (except December 24 and 25) and must be turned off by 2400 hour, each day. Lights must only be utilized when the occupant is home, except if controlled using an automatic timer set using the constraints listed above.

RESIDENT ADVISORY PANEL:

A resident panel to advise and make recommendations to DHPW concerning the parks and playgrounds located in the housing areas was created to gain resident input. This panel was instituted in response to a recommendation made during the 1999 USMA Family Action Plan Symposium. It has been fully functional since that date and continues to make recommendations, regarding playground priorities and spending of available funds each year. Resident volunteers to serve on this panel are needed to obtain a wide-range of resident views on the playgrounds on post. If you are interested in obtaining more information or volunteering, please contact Martha Hinote, DHPW Customer Relations, 938-4407.

RECREATIONAL SWIMMING/POOLS IN HOUSING AREAS

Outdoor recreational swimming is allowed only in authorized swimming areas operated and staffed by the Directorate of Morale, Welfare & Recreation (DMWR). Swimming is prohibited in neighboring lakes and the Hudson River. Kiddy pools are allowed in housing areas, if they are no more than 12” deep and no larger than 6’ in diameter. They MUST be emptied after each use. Larger size pools and hot tubs are not allowed in housing areas.

TRAMPOLINES IN HOUSING AREAS

Trampolines are allowed in housing areas provided the following rules are obeyed: The preferred location is the back yard with the second choice being the side yard. They are not allowed in the front yard or on any main post road. The trampoline must have a security barrier to prevent unauthorized use. The resident is responsible to insure that use is supervised to insure the safety of all participants. The resident, alone, would be liable for any injury caused by use, whether authorized or unauthorized by the owner.

RECYCLING COLLECTION

Recycling is mandatory at West Point. You must use the reusable government issued yellow and blue container for your recyclables. Residents of Central, North and South Apartments must use the special 90 gallon container located next to the dumpster.

The “blue” container is for paper products and is collected every Monday. The “yellow” container is co-mingled glass, plastic, and cans and is collected every Tuesday.

Your recyclables will not be picked up if the items are not properly prepared, see instructions in New Resident Handbook, pages 37 – 38. The items must not be contaminated by other trash items, including plastic bags. Any resident in violation of the mandatory recycling program will be contacted by the Recycle Program Manger for corrective action.

SOLID WASTE COLLECTION

The requirements for the pick up of regular household waste has changed, since the May 2003 publication of the New Resident Handbook. All regular household trash **MUST** be placed in clear, plastic bags for pick up the contractor. Trash placed in colored bags, green, black, etc **WILL NOT** be collected by the contractor. The schedule for collection is now once a week per the following schedule and represents a change since the information published on page 40 of the May 2003 Handbook:

THURSDAY: Stony Lonesome I & II, Lusk, Old English South, Professor's Row, Dunover Court, Thayer Road, Washington Road, Wilson Road, Quarters 146, 150, 165, 173, and 378.

FRIDAY: Lee Area, (except 150, 165, & 173, noted above), New Brick, Old Brick, Grey Ghost, Merritt Road, Biddle Loop, Bartlett Loop, Bailey Loop, Wilby Place.

BULK TRASH properly prepared per page 39 of the Handbook is collected on Wednesdays. Residents with bulk trash should contact the Solid Waste Management Branch, 938-4074 to ensure timely pick up. Properly prepared (per the instructions found on page 40 of the Handbook) yard waste will also be collected on Wednesdays.