



COMMUNITY HANDBOOK



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Values that Build.



Welcome Home

Welcome to Bolling Family Housing, home of our military families. We look forward to an exciting year and are pleased to welcome you to our beautiful community. As you serve our country, we consider it our privilege and honor to be of service to you while your family calls Bolling Family Housing home!

There are quite a few amenities located here at Bolling Family Housing. Amenities such as playgrounds, splash park and tennis courts are all within walking distance from your home. We believe these easily accessible facilities will enhance the lifestyles of today's on-the-go military family.

The team is here to assist you on weekdays from 7:30 a.m. – 5:30 p.m. Once you move in, we will continue to assist you with all housing questions or needs.

Our maintenance services include 24-hour availability, interior repairs, preventative maintenance, self-help, and lawn mowing services for each home. You can even submit routine work orders via our website www.bollingfamilyhousing.com or by calling 202-562-2631.

We understand you have many options when it comes to choosing your home and we sincerely hope you will find our service to you exceptional.

Again, welcome to our community! We look forward to serving you.

Respectfully,

Tamara Patrick

Tamara Patrick
Community Director
Bolling Family Housing



A COMMUNITY WITH YOUR FAMILY IN MIND



Welcome To Bolling Family Housing

Bolling Family Housing (BFH) is an enriched military community located in the heart of historical Washington DC featuring over 818 enlisted and officer housing. BFH is nestled between many major government agencies in the National Capital Region (NCR) to include the Pentagon, the Navy Yard, and Andrews AFB. Enjoy unique and tranquil living on base while close to the vibrant life Washington DC has to offer. Bolling Family Housing at Joint Base Anacostia All of the homes at Bolling Family Housing have been built with quality, care, and your family's comfort in mind. Bolling is a great place to live, work, and play for families of all sizes. Our goal is to make your stay as pleasant and as safe as possible.

Who We Are

Hunt is one of the nation's leaders in military housing. For over 38 years, the company has focused on quality design, construction, and development of military housing for the various branches of the United States military across the continental U.S., Hawaii, and Alaska.

Hunt specializes in turnkey design-build services through traditional Military Construction (MILCON) programs and the military's Public-Private Venture (PPV) program. As such, Hunt provides in-house services including development management, program management, constructability review, design overview, cost estimating, value engineering, scheduling, construction management, quality control, risk/safety management, and asset management.

To date, Hunt has been awarded 174 projects from the Department of Defense consisting of over 69,000 units. Hunt prides itself on providing our Service Members and their families with a civilian-comparable, high-quality residential living experience. By doing so, Hunt has been recognized nationally as a leading developer, design-builder and owner of high-quality military housing, receiving numerous awards from both private and military sectors for design ingenuity

8660 Angell Street Bolling AFB Washington, DC 20032 . Phone 202.562.2631 . Fax 202.562.2721



Bolling Family Housing Neighborhood Amenities

Property Features

- ◆ *Community recreational amenities*
- ◆ *Maintenance self-help center*
- ◆ *Full Community kitchen*
- ◆ *Fitness center*
- ◆ *Playgrounds*
- ◆ *Basketball courts/tennis courts*
- ◆ *New Community Center*
- ◆ *Splash Park*
- ◆ *24-Hour emergency maintenance*

Special Property Programs

- ◆ *S.O.S Program (Spousal Outreach Support Program)*
- ◆ *Yards of the month (May-September)*
- ◆ *Joint base resident events*
- ◆ *Prize drawings & giveaways*
- ◆ *Monthly Birthday Bonanza drawings*

Service Providers for cable, phone & internet

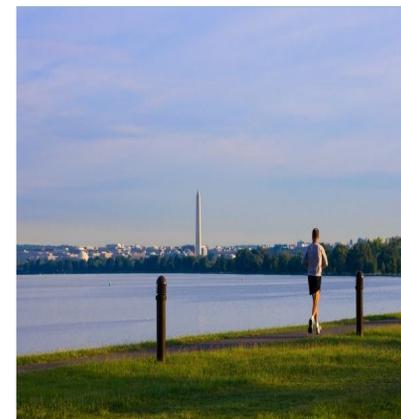
Comcast Cable1800-comcast

Verizon1800-verizon

Direct TV1888-777-2454 (Digging permit needed)

Satellite TV.....1800-333-3474 (Digging permit needed)

For more details please check us out at our website at www.bollingfamilyhousing.com



JBAB HISTORY

Joint Base Anacostia-Bolling (JBAB) history began with a 2005 Base Realignment and Closure Commission (BRAC) recommendation that resulted in congressional legislation ordering the consolidation of Naval Support Facility (NSF) Anacostia and Bolling Air Force Base (BAFB). The joint base is one of 12 formed in the country, consolidating 26 installations. With NSF and BAFB sharing a common boundary, military and congressional leaders recognized the opportunity to reduce duplication of efforts and facilities requirements; better utilization of facilities and infrastructure and consolidation and optimization of existing and future service contract requirements, capable of generating financial savings. Years of planning, followed by a gradual transition of installation management functions performed by civilian, military and contract personnel at culminated in the smooth transition of base operating support management under a single, Navy-led joint military command. Since the BRAC legislation was enacted, Air Force and Navy planners, support personnel and leaders steadfastly worked to ensure a smooth transition to JBAB. The transition began with an initial operating capability on Jan. 31, 2010, when certain installation support functions began to transfer to the joint base construct and reached full operational capability on Oct. 1, 2010.

A DOD asset since 1917

JBAB's property has been a Department of Defense (DOD) asset since 1917. From its beginning, the installation has included the Army Air Corps (predecessor to today's Air Force) and Navy aviation and support elements. It began as a single installation, known as the Flying Field at Anacostia, then renamed Bolling Field a year later. Not long after its acquisition by the military, the single installation evolved into two separate, adjoining bases; one Army (later Air Force) and one Navy. In the late 1940s, Bolling Field's property became Naval Air Station Anacostia and a new Air Force base; named Bolling Air Force Base was constructed just to the south in 1948. Over the years, Marine Corps, Coast Guard and National Guard units, as well as DOD and federal agencies also found the installation to be an ideal place to operate from.

Rich History of service to the country and world

From the start, the installation served an important role in service to the country and the world, including many aviation and humanitarian developments and missions. In 1918, pilots from the installation were dispatched by President Woodrow Wilson to create the first permanent airmail route from Washington, D.C. to New York, N.Y. Navy seaplanes were first tested and Air Force aerial refueling techniques were developed by installation-based personnel and military commands. Following its successful transatlantic flight in 1927, Charles Lindbergh's "Spirit of St. Louis" returned to the installation. Soon after, the aircraft was utilized for Lindbergh's goodwill flight to Mexico and South America. Air Force Lt. Col. Henry "Hap" Arnold led a bomber flight from Bolling Field on a 4,000-mile journey to Alaska in 1934, to demonstrate the capabilities of long-range strategic bombing missions.

Throughout World War II, the installation served as a training and organizational base for personnel and units going overseas. It also served as the aerial gateway to the nation's capital. The Air Force's first headquarters was established at the installation, as Army Air Forces Headquarters in 1941 and with the creation of the United States Air Force, Air Force Headquarters in 1947. The Sacred Cow, President Harry Truman's initial official aircraft and Franklin Roosevelt's only official aircraft, retired from service on the installation in 1961. The aircraft was the predecessor to Air Force One. The aircraft's presidential and VIP support missions were significant. The desk inside of the aircraft is where President Truman signed the National Security Act of 1947, which created the United States Air Force.

In 1962, fixed-wing aircraft operations at the air force and naval installations ceased, due to congested airspace around Ronald Reagan Washington National Airport, on the opposite shore of the Potomac River. With fixed-wing aircraft operations ceased, the installations continued their important service to the country and the world, serving in many capacities, including service with the Military Airlift Command (MAC); the headquarters for the Air Force District of Washington; the Air Force 11th Wing; Commander, Naval Installations Command, Naval Media Center (now, Defense Media Activity-Navy) and many other military commands and federal agencies.

The tradition of service and value to the country and the world continues with JBAB - "The Premier Joint Base."

JBAB AMENITIES

School /Child Development Center Information

The District of Columbia Public schools (DCPS)

has identified the following schools for Joint Base

Anacostia-Bolling (JBAB) housing areas:

- ◆ Leckie Elementary School (preschool-5th), 4201 Martin Luther King Jr. Avenue SW, Washington, DC 20032, (202) 645-3330
<https://sites.google.com/site/mvleckiees/>
- ◆ Hart Middle School (6th-8th), 601 Mississippi Avenue SE, Washington, DC 20032, 202.671.6426
- ◆ Ballou Senior High School (9th – 12th), 3401 4th Street SE, Washington, DC 20032, (202) 645-3400

Please contact **JBAB School Liaison Office** at **202.404.1652** for more details.

Child Development Center

CDC 1.....	202.767.2890
CDC 11.....	202.404.8071
Anacostia.....	202.433.3055
Youth Center	202.767.4003

Recreation, Lodging and Transportation

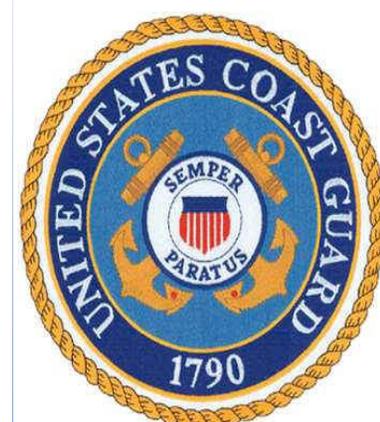
Fitness Center.....	202.767.5895
Library	202.767.5578
Lodging	202.404.7050
Outdoor Recreation.....	202.767.9136
Potomac Lanes Bowling Center....	202.563.1701
Swimming Pool	202.404.1143
Park & Picnic Reservations	202.767.9136
Enlisted/Officer Club	202.563.8400
Education Office	202.767.5348
Arts & Craft Center	202.767.4422
Auto Skills Center	202.767.4571
Bus/Metro Customer Info.....	202.637.7000
Bus, Pentagon/JBAB schedule.....	202.433.4116

Dinning on JBAB

Slip Inn Bar and Grill	202.767.5840
Food Court.....	202.562.4419
Burger King	202.561.4447
Commissary	202.767.5658
Funari Hall Dinning Facility	202.433.2574
Spinz Restaurant	202.563.1701

Frequently Called Numbers

DOD Base Operator.....	703.454.6700
Tricare Appt. line	888.999.1212
Veterinarian at Andrews.....	240.857.2651
Emergency Services	202.433.3333



Bolling Family Housing

8660 ANGELL STREET SW

BOLLING AFB WASHINGTON, DC 20032

202.562.2631 FAX 202.562.2721

www.bollingfamilyhousing.com

A PLACE TO CALL HOME !



WHAT DOES IT TAKE TO BE A LEADER?

Hunt is proud to have designed, developed, built and managed more housing for armed forces personnel than any other entity.

We are passionate about creating homes for the brave men and women of the United States military – and steadfast in our commitment to creating communities designed for their special requirements. But it takes more than compassion and dedication to be the best. Here are three things that set Hunt apart:

- 1.** We create communities. Our focus isn't just on property development but on creating great places to live. We understand that living in a quality community means being close to what you need: shopping, schools, parks, medical facilities, community services, recreational activities and work. And because we also manage the assets on the properties we build, we continue to be a partner in your community long after the last home is built.
- 2.** We are family owned and operated. Hunt is a privately owned firm that offers highly specialized management and operational efficiencies focused on the public-private partnership sector.
- 3.** We are proven partners. Our military communities are able to meet the demanding standards of the U.S. Department of Defense. In addition, our fully integrated family of companies has the expertise and experience needed to provide turnkey solutions.

Hunt is the proud recipient of numerous awards from both the private and military sectors for design ingenuity, building integrity and customer service.

2012

Nellis Family Housing
CEL "A List" for Real Estate Excellence Award
Nellis Family Housing
Outstanding Housing Installation Team Award

2011

MAJCOM award winners for the category of "Outstanding Installation Team Award –Privatized Location"

ACC Langley AFB HMO and The Landings at Langley (Hunt-Pinnacle)

AETC Goodfellow AFB HMO and The Landings at Goodfellow (Hunt-Pinnacle)

PACAF Elmendorf AFB HMO and Aurora Military Housing (JL Properties/Hunt)

2010

Honor Award for Concept Design, United States Air Force Design Awards Program

Nellis Family Housing
CEL "A-List" Award for GOQ, SOQ & Prestige Housing

Warner-Robins AFB's Huntington Village
Property of the Year, Middle Georgia Apartment Association

2009

Nellis Family Housing
CEL "A-List" Award for Manch Manor II Housing

2008

Eagle Heights/Dover AFB
Outstanding Housing Installation Team Award, Professional Housing Management Association

Nellis Family Housing
CEL "A-List" Award for Dunning Circle Housing

2007

Eagle Heights
Professional Housing Management Association Outstanding Housing Installation Award

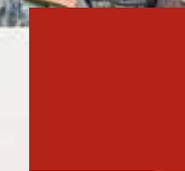
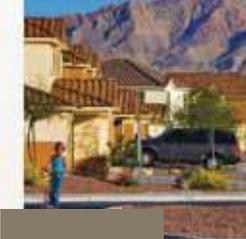
Nellis Family Housing
CEL "A-List" Award for Manch Manor II Housing and Dunning Circle Housing

COME HOME TO HUNT

Hunt is the nation's leader in military housing management and development. We are committed to quality and dedicated to service. If you want the best builder, developer and manager of military housing communities, look no further – your search for "home" starts and ends here, with Hunt.

OUR HISTORY OF SERVICE

Our story began in 1969 and grows stronger with every year. From the very beginning, our company has held a deep respect for the commitments and sacrifices military service members and their families make for our country. Hunt has been privileged to construct more than 70,000 homes for these special families – and we hope to have the honor of serving you.



Values that Build.

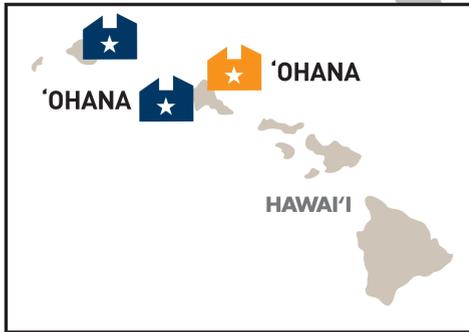
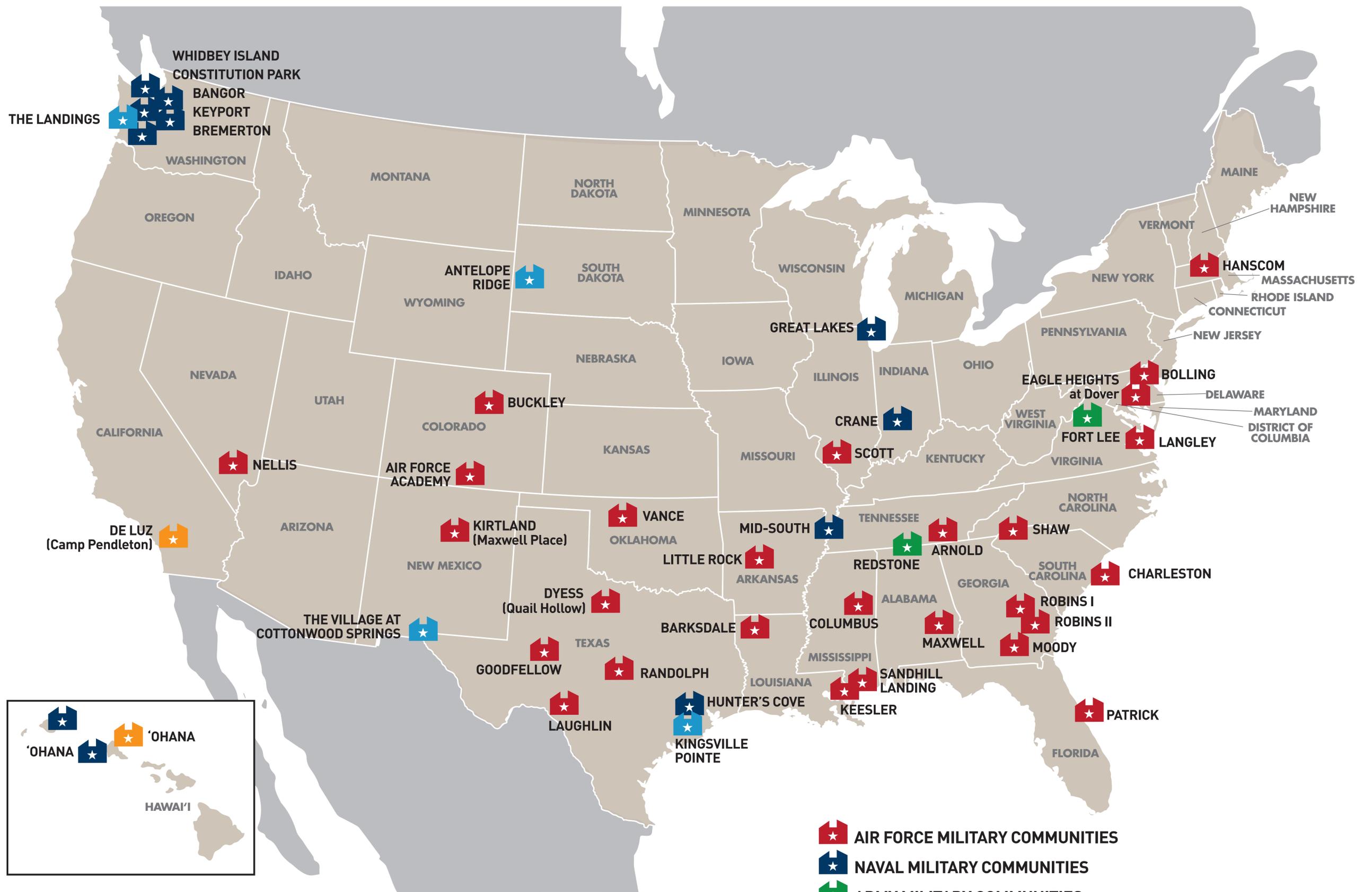


4401 North Mesa
El Paso, TX 79902-1107
(915) 298-0479

www.huntcompanies.com

DEVELOP. INVEST. MANAGE.

HUNT MILITARY COMMUNITIES



-  AIR FORCE MILITARY COMMUNITIES
-  NAVAL MILITARY COMMUNITIES
-  ARMY MILITARY COMMUNITIES
-  MARINE CORPS MILITARY COMMUNITIES
-  CONVENTIONAL COMMUNITIES



BOLLING

FAMILY HOUSING

A Hunt Military Community™

BOLLING FAMILY HOUSING RESIDENT GUIDELINES

Revised: January 1, 2016

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Dear Resident of BOLLING FAMILY HOUSING:

Welcome to BOLLING FAMILY HOUSING! We at Hunt are deeply honored and proud to have the privilege of serving you at home. We recognize how much you and your family sacrifices for our country. While you are protecting our way of life, we are dedicated to providing a better quality of life for your family.

We know quality of life depends not just on your home, but on your community and the services you receive. Our management team will strive to respond to your needs, providing you with such services as on-site community Directors in your neighborhood, grass cutting in un-fenced yards, leaf removal, and full-service maintenance, including 24-hour emergency maintenance and a 24-hour maintenance request line. We also will provide opportunities for you to socialize with your neighbors by holding community events such as barbecues and movie nights and sponsoring existing installation events. And we will make every effort to communicate with you about housing maintenance, events and policies through our quarterly newsletters and housing website, www.bollingfamilyhousing.com.

These Resident Guidelines are an integral part of your Lease, providing more details and information about the community you have joined, our operations and services and your responsibilities as a Resident. Please review these Resident Guidelines thoroughly as it is designed to assist you while residing with us. Please feel free to provide comments and suggestions to make these Resident Guidelines as useful and informative as possible.

We care about the work you are doing on our behalf. We care about you! On behalf of Hunt, we are proud to serve those that serve our country and welcome you home.

Sincerely,

The Hunt Management Team at
BOLLING FAMILY HOUSING

1. INTRODUCTION

The Air Force has entered in to a 50-year ground lease with BLB Privatized Housing, LLC (“Landlord”) for the land and improvements comprising the single-family housing on Bolling AFB. The Landlord is the owner of the family housing on the Installation and is responsible for its maintenance and operation. Landlord’s property manager, Hunt Military Communities, (an affiliate of Hunt Companies, Inc.) manages the family housing.

BLB Privatized Housing, LLC is proud to take care of Residents’ family housing needs at Bolling AFB. Our goal is to provide quality, affordable housing for qualified residents and their families living at Bolling AFB.

About Hunt

Hunt is a nationally recognized leader in the most successful public-private partnership program in the U.S, the Military Housing Privatization Initiative. Hunt Military Communities manages 17,750 privatized military homes throughout 25 military installations. As the premier military housing community developer, we have a reputation for providing unsurpassed quality and service to the men and women who serve in our nation's Armed Forces. It's a core focus for Hunt, and a mission our company takes seriously. Our focus is on creating great places to live. Hunt works with the best land planners, architects and community designers to provide quality communities with community centers, parks and amenities that rival those outside the gate. Hunt Military Communities is committed to provide our residents with superior customer service while living in a quality community.

2. RESPONSIBILITIES AND DUTIES

2.1 Landlord Responsibilities

Landlord agrees to maintain all electrical, plumbing, heating, ventilating, air conditioning, appliances and other facilities and common areas in good and safe working condition, subject to the covenants and duties undertaken by Resident(s). Landlord further agrees to comply with all applicable building and housing code requirements governing residential rental property in the District of Columbia.

2.2 Resident Responsibilities

Resident agrees to keep the home (referred to in these Resident Guidelines as the “Premises” or “Home”) clean and safe, to use all electrical, plumbing, heating, ventilating, air conditioning, appliances and other facilities and common areas in a reasonable manner, to conduct themselves (including guests and invitees) in a manner that will not disturb other residents’ peaceful enjoyment or cause annoyance to other residents, to take care not to intentionally or negligently destroy, damage or remove any part of the Premises, nor permit any member of the Resident’s family, any guest or

other person to do so, to abide by all rules, responsibilities and regulations imposed by the Landlord and to comply with all applicable laws.

3. GENERAL INFORMATION

3.1 Conditions of Occupancy

Residents will use the Premises solely as a single-family residence for the Resident and qualified family members. Except as otherwise provided in the Lease, use of the home for any other purpose is not permitted, including shelter for any additional persons, except that temporary guests residing in the home for more than 14 consecutive days is permitted (with a maximum of 30 days within a calendar year, unless a longer stay is approved by the Community Director and Installation Commander). For further information, please refer to Section 8.27 of these Resident Guidelines (Social Visitors and Immediate Relatives) and Sections 9 and 15 of the Lease.

3.2 Landscaping

Standard landscaping maintenance services, including mowing, edging and leaf removal, will be provided by BOLLING FAMILY HOUSING in the family housing common areas and unfenced yards of all residences on a designated schedule, provided Resident has removed any personal items that would prevent landscaping maintenance service.

Any fenced backyards must be fully accessible to receive landscape maintenance services. However, Residents will be responsible for turf mowing, trimming and clipping removal to BOLLING FAMILY HOUSING specifications of all fenced back yards. Shrubs within the fenced area must be trimmed to the proper height so as not to block windows and must be neat in appearance. Should Resident fail to maintain the fenced in area, a yard violation notice will be sent to the Resident. If the violation is not corrected within the timeframe indicated on the violation notice, BOLLING FAMILY HOUSING will correct the violation and the Resident will be charged for any lawn maintenance services performed in these areas to restore the yard to proper appealing conditions.

In order to conserve natural resources and manage utility costs, the frequency and duration of watering lawns and plantings by Residents may be restricted. When watering restrictions are necessary, information will be published on the Community Website outlining the restriction requirements for each housing area. Residents are required to adhere to the published requirements during times of watering restrictions.

Residents are encouraged to make additions to their gardens for their own gardening pleasure. Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Community Director. For further information, please refer to Section 5.1 of the Resident Guidelines. Residents are required to maintain their flower

gardens and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves.

3.3 Lease

Resident will sign a Lease with BLB Privatized Housing, LLC prior to moving in. Resident is required to comply with all terms stated in the Lease and these Resident Guidelines.

3.4 Maintenance

All maintenance requests should be routed through the neighborhood management offices. Contact information for the neighborhood management offices is available on the back cover of this document, which is also located on the BOLLING FAMILY HOUSING website or can be obtained from any BOLLING FAMILY HOUSING office. Residents may enter maintenance requests by telephone 202.562.2631, through the BOLLING FAMILY HOUSING website or in person at the neighborhood management offices.

BOLLING FAMILY HOUSING provides 24-hour emergency and urgent maintenance service. After normal office hours, Residents may call 202.562.2631 to place any maintenance request (including emergency needs) or leave messages for the office staff for the next business day.

Emergency work orders take priority over all other work orders because they require immediate action. BOLLING FAMILY HOUSING personnel will respond promptly, either by telephone or in person, to confirm the classification of emergency maintenance requests and establish priorities for addressing multiple emergencies. A service request number will be issued for tracking purposes. The following situations are examples of the classification of requests, but are not limited to these situations only.

- **Emergency Maintenance Requests**

Service calls will be classified as an emergency for any conditions that may constitute an immediate threat to life, mission, security or community. Emergencies will be handled immediately.

Some examples of emergency situations include:

- Loss of Heating (when exterior temperature is below 60 degrees)
- Loss of Air Conditioning (when exterior temperature is above 80 degrees)
- Sewage Back-up
- Roof Leaks
- Power Outage
- Electrical Hazards which may cause fire or shock
- Broken or Non-Working Exterior Doors, Locks, Windows
- Locked Out of Home
- Broken Water Line

- Flooding
- Cold or Hot Water - None
- Overflowing Drain or Commode
- Non-Functioning Toilet when only one exists in the Home
- Refrigerator won't hold cold temperature
- Kitchen Range – all burners inoperative
- Critical Circuits Out (appliances)
- Inoperative Smoke or CO2 Detector
- Standing Water Removal and Clean-Up
- Fire and Natural Gas Leaks should be reported to the JBAB emergency line at (202) 433.3333 immediately and then reported to the management office.

- **Urgent Maintenance Requests**

Service calls will be classified as urgent when the work does not immediately endanger life or property but would soon inconvenience and/or affect the health or well-being of individuals. These requests will be responded to within four (4) hours after receipt of the request.

Some examples of urgent situations include:

- Range/Oven Failures
- Refrigerator Leaking
- Water Heater Failure
- Plumbing Leaks
- Low Water Pressure
- Sink Stoppage
- Tub Stoppage (only one in the house)
- Garage Door Jammed or Inoperable;
- Defective Outlets or Switches (Kitchen)

- **Routine Maintenance Requests**

Service calls will be classified as routine maintenance requests when the work does not meet the category of emergency or urgent. Routine service calls are typically handled during normal working hours. Appointments requested after normal business hours for routine service requests will be handled on a case-by-case basis.

Some examples of routine maintenance include:

- Dishwasher not working properly
- Light Inoperative
- Dripping Faucet
- Door Seal Torn
- Shelf Broken
- Window Cracked

- Lock Sticks
- Screen Torn
- HVAC not cooling enough
- Garbage Disposal Inoperative

Residents are encouraged to contact their management office if there are any questions concerning any maintenance issues.

Residents are encouraged to complete a maintenance survey each time that maintenance is performed.

3.5 Maintenance Request Procedures

Residents are encouraged to submit maintenance requests via the website, www.bollingfamilyhousing.com. In addition, the Resident has the option of either calling 202.562.2631 to submit maintenance requests, or hand-delivering requests to the maintenance or neighborhood housing office. By submitting a maintenance request, the Resident is giving BOLLING FAMILY HOUSING permission to enter the home to complete the request during regular business hours, unless the Resident specifically requests, at the time the maintenance request is submitted, to be present in the home while the work is being performed (or if Resident requests that a representative of Resident be present).

If the Resident specifically requests to be present during the completion of maintenance request work, BOLLING FAMILY HOUSING staff will schedule an AM or PM appointment with a two (2) hour window, on an acceptable day to complete the service. If the Resident is not home during the scheduled two (2) hour window appointment, the maintenance request will be cancelled, the Resident will need to submit another maintenance request, and the Resident is subject to the false trip charge as described below. For emergency related items, permission to enter from the Resident is not needed to complete work in the home.

Prior to entering a home, a maintenance technician will politely knock on the front door or use the doorbell, if applicable. If unaccompanied minors are present in the home, the maintenance technician will not enter the home to perform any repairs or inspections. When a maintenance technician is inside of a home, he/she will hang a tag on the entry door that states "MAINTENANCE TECHNICIAN INSIDE". When performing repairs in a home, a maintenance technician will never (i) smoke or chew tobacco, (ii) turn on a radio, stereo or TV, (iii) help themselves to food or drink, or (iv) use the resident's bathroom.

3.6 False Trip Charge

A false trip charge of \$20 will be charged to Resident when a Maintenance Technician responds to the following situations:

- If Resident requests to be present for maintenance request work and the Resident is either not home or access is denied to the home during the scheduled two (2) hour window for the routine maintenance appointment.

- When an Emergency Maintenance Request is falsely reported by the Resident.
- When access is denied to the home for scheduled Preventative Maintenance, so long as the Resident is provided with prior written notice of such maintenance.

To avoid a false trip charge, contact your Management Office at least two (2) hours prior to the start of the scheduled two (2) hour window appointment. For example, if you have an appointment window of 12 – 2 pm, you will need to contact your Management Office by 10 am the same day. If you have an appointment window of 8 – 10 am, you will need to contact your Management Office by 3:00 pm the day prior to the appointment.

3.7 Notice of Correction Action

Violations of Resident Guidelines requirements may result in a written notice to the Resident from BOLLING FAMILY HOUSING. The notice will detail the misconduct or violation, the corrective action that is required, the timeframe for the corrective action, and what action will be taken if further violations occur. For more serious violations, a termination of the Lease may occur as outlined in the Lease. Serious violations will be reported to the Installation Commander.

BOLLING FAMILY HOUSING may choose to issue notices and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations. Based on the nature of the incident and any other documentation contained within the Resident’s file, BOLLING FAMILY HOUSING will determine the appropriate enforcement notice or letter to issue. Should a Resident wish to appeal a notice of corrective action, the dispute resolution process may be utilized.

3.8 Office Hours

Management Offices are open during normal business hours Monday through Friday. Specific office hours can be found on the BOLLING FAMILY HOUSING website (www.bollingfamilyhousing.com), in community newsletters, and posted on all management office doors. Current business hours are:

Monday – Friday 0730 to 1730
Saturday & Sunday Closed

4. MOVE-IN / MOVE-OUT RESPONSIBILITIES

4.1 Move-In Inspection

The Resident will inspect the house upon move-in and complete a Move-In Report verifying the condition of the home. Resident will note any damages to the house so that BOLLING FAMILY HOUSING can perform any necessary repairs. If repairs are not practical, the Move-In Report will note the existing damage so that the new Resident will not be held responsible for any pre-existing damage when they move-out. After a thorough inspection of the home, the Resident shall provide written acceptance of the Premises “as is”, except for those conditions noted on the Move-in Report. If after

moving in, Resident discovers any latent defects, then Resident shall have five (5) business days from the date of move-in to provide written notice of such defects to BOLLING FAMILY HOUSING. BOLLING FAMILY HOUSING will add this written notice to Resident's file as part of the Move-In Report and will address all such defects within fifteen (15) days of receipt of written notice.

4.2 Intercommunity Move and Transfers

During the Original Term (as defined in the Lease), the Resident may apply to move to another home within the community. If the Resident would like to move prior to expiration of the Original Term, Resident may apply by completing an application and paying any fees required by Landlord, not to exceed the termination fee as outlined in the Lease. The Resident will be placed on a waiting list for the type of home they qualify for based on rank and number of dependents and will be offered a housing unit after all Priority 1 and 2 applicants. The Resident will sign a twelve month lease in the new home.

In the event of promotion or demotion, the Resident may request a move to the category of housing which is appropriate for his/her rank. If the request is during the Original Term, the Resident will be responsible for paying any fees required by the Landlord, not to exceed the termination fee as outlined in the Lease. The Resident will be placed on a waiting list for the type of home they qualify for and will be offered a housing unit after all Priority 1 and 2 applicants. The Resident will sign a twelve month lease in the new home.

The fees paid by the Resident under this Section 4.2 will be charged in lieu of the termination fee as outlined in the Lease. If the Resident is requesting a move due to a change in the number of dependents that exceeds the local occupancy limits for the home, the Resident will not be charged any fee for the move to another home.

Landlord will deny a move request based on excessive (three or more) late payments, an outstanding current balance on their account, excessive (two or more) resident complaints, or damages to the home. The current home will be inspected and all damages must be repaired or paid in full before the move request is granted.

If the Resident is approved for a move and offered a home, the Resident will have three calendar days to complete the move, without paying double rent. The final walk-through inspection will be completed on the third day and keys will be turned in to the Resident Relation Specialist. If the third calendar day falls on a non-workday, the final walk-through inspection will be completed on the following workday.

4.3 Termination/Vacate Notice

BOLLING FAMILY HOUSING requires a notice of intent to vacate prior to vacating the home, including at the end of the Lease term, as outlined in the Lease. Residents who receive short-notice assignments must provide a copy of his or her PCS orders to BOLLING FAMILY HOUSING within 72 hours from the time they are received from the Government, and will be exempt from the required notice of intent to vacate. Residents can obtain the notice to vacate form from the website or a Leasing Agent who can

answer any questions regarding the move-out process. Residents are required to visit the neighborhood management office to deliver their notice of intent to vacate in order to coordinate terminating the Service Member's monthly rent allotment, scheduling the move-out inspection and providing forwarding information.

4.4 Cleaning Requirements (Vacating Home)

The Resident is responsible for leaving the home in original move-in condition, except for normal wear and tear, in a broom-clean condition and free of any trash or personal items. Broom clean condition means that the home is clean throughout – all surfaces wiped down and all flooring has been swept or vacuumed prior to the move-out inspection. The following outlines the cleaning requirements:

1. Stove/Range and Hood: Remove burned/crusted-on food and grease from accessible surfaces, drip pan, oven rack inside oven, exhaust fan and filters, and range hood. Do not disassemble the range or hood.
2. Refrigerator: Defrost and wipe down inside and outside to remove grease and food particles; accordion folds on seal must be free of food particles, mildew and other debris; refrigerator shall be left on the lowest setting with door closed.
3. Garbage Disposal: Remove residue at the rim in the sink.
4. Dishwasher: Remove any food particles, soap residue, and grease on both interior and exterior surfaces. Do not disassemble.
5. Cabinets, Walls and Other Interior Wood Trim: Wipe down and remove grease and debris.
6. Sinks: Remove Food particles, grease, soap residue and any removable stains.
7. Lavatories, Commodes, Showers, Bathtubs, Glass Enclosures and Medicine Cabinets: Use non-abrasive cleaner to remove soap residue and mildew. Clean removable stains from walls. Wet mop the floors.
8. Walls, Ceilings, Woodwork and Doors: Clean only those walls that are accessible. Spot clean to remove food, pencil and crayon marks, cobwebs, removable stains, grime and excessive dirt. Carefully remove nails and hangars placed by resident.
9. Light Fixtures, Venetian Blinds/Shades: Clean and dust.
10. Ventilation, Air Vents/Grills: Wipe down or vacuum to remove dust.
11. Floors and Installed Carpeting: Sweep, damp mop and/or vacuum.
12. Carport, Garages, Porches, Storage Rooms, Patios and Walls: Remove dirt, cobwebs, etc. from exterior doors, walls and ceilings. Remove excessive oil and grease from concrete paved areas.
13. Grounds: Mow, edge, and trim fenced in yards. Any areas damaged by pets, garden plots, storage sheds, etc. must be restored.
14. Garbage Containers: Trash receptacles must be cleaned.
15. Windows: Residents are not required to clean windows.

Any work not completed by the Resident will have to be completed by the maintenance staff or a contractor and will be charged back to the Resident. Damage and cleaning

charges are outlined in Section 12 of the Resident Guidelines and is also available at the neighborhood management office.

4.5 Normal Wear and Tear

Repairs to the home, or repair and/or replacement of equipment provided by BOLLING FAMILY HOUSING, due to normal wear and tear will be at BOLLING FAMILY HOUSING's expense. The cost of repairs and/or replacements, resulting from damages caused by Resident in excess of normal wear and tear, will be the responsibility of the Resident. A damage cost sheet is located in Section 12 of these Resident Guidelines and can also be obtained at the neighborhood management office.

4.6 Pre Move-out Inspection

When management receives a Notice-To-Vacate, a pre move-out inspection will be scheduled within 14 days of move out date. The purpose of this inspection is to make the Resident aware of any items that will not meet the cleaning standards required for move-out. The Move-in Inspection Form that was completed at move-in will be used to compare to the condition of the Home when performing the pre move-out inspection. During the pre-move-out inspection, the management representative will inspect the home to point out any possible Resident damages beyond normal wear and tear and estimated charges based on its current condition. The management representative will offer suggestions to minimize Resident charges. Resident or Resident's designated representative, are encouraged to accompany the management representative during the pre move-out inspection.

4.7 Move-Out Inspection

The move-out inspection will take place on or before the scheduled move out date. The move-out inspection will only be completed once all items are removed from the home. If damages are not corrected by the date that Resident vacates the home, payment will be due prior to termination of the Lease. Resident or Resident's designated representative, are encouraged to accompany the management representative during the move-out inspection. If you are unavailable to be present during the Move-Out Inspection, any damages will be photographed and charges will be applied to your final account. Further information on move-out requirements are detailed in the Lease.

5. CARE OF HOMES

5.1 Alterations to Landscaping

To maintain landscaping standardization, Resident must obtain written permission from BOLLING FAMILY HOUSING prior to starting any alteration or modification to the grounds around their home. This includes, but is not limited to modifications to the landscaping, patios and walkways, fencing, or installing shrubbery, flowers or vegetable gardens. All non-standard garden areas installed by Resident must be returned to their original condition prior to termination of occupancy. This includes the installation of sod in all areas that have been altered. Any new sod must be of the same variety and species as the surrounding area.

5.2 Appliances

Appliances may not be removed or replaced with privately owned appliances without prior written permission from BOLLING FAMILY HOUSING. The care and cleaning of the appliances and fixtures are strictly the Resident's responsibility. Oven cleaner may NOT be used on continuous clean ovens.

5.3 Basements (where applicable)

Basements should be kept free of dust, dirt and clutter, particularly around the water heater and furnace. Items must not be stored within 36 inches around the water heater and furnace. Basements are not intended as living areas or sleeping space. Water seepage may occur; therefore, it is recommended that all items be stored off the floor. Pets shall not be kennel in the basement.

5.4 Exterior Condition/Appearance

While BOLLING FAMILY HOUSING will be responsible for all exterior repairs and maintenance, Residents are responsible for maintaining the overall appearance of the areas around their homes, including:

- Driveways and sidewalks will be free of oil stain marks and writing.
- Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from BOLLING FAMILY HOUSING prior to installation. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by the use of said equipment.
- No new clothes lines are allowed, but pre-existing ones may remain and be used.
- Trees and utility poles will not be used to install dog runs, signs, basketball goals and similar items.
- Bikes, toys and lawn equipment, when not in use, should be moved to the back yard or garage. These items may not be stored in the driveway or carport. Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or a nuisance.
- Patio furniture, used daily, properly maintained and in good taste (as determined by BOLLING FAMILY HOUSING) may remain on the backyard patio.
- Couches, chairs or other furniture not built or intended for outdoor use is prohibited.
- The playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, is prohibited.
- No holes will be made on the exterior surface of the home, including brick/stucco walls, siding or over-hang. Nothing will be fastened to the exterior of the home, including signs, bicycle racks or hooks, plant holders or hooks, hose racks, antennas, satellite dish antenna, basketball goals, dog runs, and similar items.

- Trash or debris will not be allowed to accumulate or be stored in a visible location of the homes. Construction materials for self-help projects should be neatly stored in an unobtrusive location. No self-help projects are permitted that physically alters the exterior or interior structure of a home.
- The use of any extension cords must meet current installation fire safety codes and UL listings.
- Exterior painting of the home is not authorized.
- Dog houses must be within an area enclosed by a fence approved by BOLLING FAMILY HOUSING and must not be visible from the front of the home. Dog Kennels and Dog Runs are not permitted.
- Skateboard and bicycle ramps are prohibited.

5.5 Fences

Residents desiring to install a fence, at their own expense, must obtain written approval from BOLLING FAMILY HOUSING, in advance, and all fences must be of the type approved by BOLLING FAMILY HOUSING, installed in a location approved by BOLLING FAMILY HOUSING, and must follow any applicable fence standards. If approved, Resident is responsible for constructing the fence, maintaining the fence, and taking the fence down upon vacating. Detailed instructions, to include fence standards, can be obtained at the neighborhood management office.

Residents are not allowed to paint, attach, or alter fencing in anyway, without written authorization by BOLLING FAMILY HOUSING. Residents are required to properly maintain backyard fencing, including mowing at least one mower strip on the outside perimeter of the fence, trimming along both sides of the fence, and removal of weeds, grass and debris.

5.6 Flags

Residents are permitted to fly a United States flag. If a Resident does fly a flag, it must be displayed in accordance with Title 36, U.S.C., Section 17a.

5.7 Interior Maintenance

Broken or unserviceable housing components, structural damage, water leaks, cracked walls, and other maintenance work should be immediately reported as directed by Section 5.8 of the Resident Guidelines.

Written permission must be received from BOLLING FAMILY HOUSING prior to starting any alteration or modification to the home, including but not limited to modifications to electrical, plumbing, lighting, telephone and cable systems. If BOLLING FAMILY HOUSING approves painting, wallpapering, stenciling or other changes to wall surfaces, the wall must be returned to the original condition prior to move-out.

Nail hangers or screws may be used to mount pictures and curtain rods. DO NOT use the adhesive hangers, since they may damage the sheetrock or plaster on the walls. Awnings, signs, or screen doors are prohibited.

5.8 Maintenance and Repair

Resident shall promptly request any repairs to be made to the dwelling or its fixtures, security devices or other equipment that belong to BOLLING FAMILY HOUSING and are necessary to maintain such in proper condition.

BOLLING FAMILY HOUSING agrees to keep common areas clean; lawns mowed, trimmed and edged during the growing season (fenced back yards excluded); provide pest control services as needed; maintain fixtures furnaces, water heaters, and appliances in good and safe working condition; and to make all reasonable repairs (subject to Resident's obligation to pay for damages for which Resident is liable under the terms of the Lease). Although BOLLING FAMILY HOUSING agrees to comply with the above requirements, failure to do so will not be grounds for Resident's termination of the Lease, unless otherwise provided by law. Resident may not terminate the Lease if Resident, a member of Resident's family or some other persons on the Premises with Resident's consent intentionally or negligently causes the defective condition. BOLLING FAMILY HOUSING may make repairs and Resident will be held responsible for the cost.

5.9 Pest Control

Resident acknowledges that good housekeeping prevents pest infestation and agrees to keep the Home in a clean and sanitary condition at all times. Resident will maintain the home in a manner to deny access, harborage, and sustenance to household pests.

Requests for treatment may be made by contacting BOLLING FAMILY HOUSING. Depending on the type and severity of pest problem, the Resident may be charged for the service if Resident was at fault for causing the problem. If a Resident is allergic to common pesticides or has any reaction at all, notify BOLLING FAMILY HOUSING immediately. Pesticides may be hazardous to infants under 3 weeks old, the elderly, pregnant, those with heart, liver or respiratory problems, people with allergies, and pets. Residents should inform the pest controller of any such situations, and he will advise of any special safety precautions required.

Resident shall immediately notify BOLLING FAMILY HOUSING of the presence of pests around the outside of homes, including those in trees and shrubs.

Problems involving cockroaches, flies, wasps, bees, termites, ants, ticks, fleas, spiders, snakes, mice, rats and other crawling and flying pests should be reported to BOLLING FAMILY HOUSING.

5.10 Plumbing

The equipment in the bathrooms and kitchens shall not be used for any purposes other than those for which they were constructed. No sweepings, rubbish, rags, disposable diapers, sanitary napkins, tampons, ashes or other obstructive substances shall be disposed of in toilets.

Do not place metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, potato peels, corncobs, paper, wire, bones or non-food substances in the garbage disposal. Resident shall be held responsible for any repairs or damage resulting from

the misuse of such equipment and shall reimburse BOLLING FAMILY HOUSING for any necessary expenses incurred in the repair of such equipment. Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Portable washers or dryers are prohibited, unless approved in advance, in writing, by BOLLING FAMILY HOUSING.

5.11 Preventive Maintenance

BOLLING FAMILY HOUSING will conduct a preventive maintenance program to maintain and assess Heating, Ventilation and Air Conditioning (HVAC) systems, appliances, range hood suppression system (if installed), smoke detectors, and carbon monoxide detectors.

Residents will be notified of date and time maintenance personnel will be scheduled to be at the Resident's home to perform periodic inspections or preventive maintenance. If Resident has a "Permission to Enter" form on file, it will not be necessary for anyone to be home to have the inspection or work performed. If Resident does not have this authorization on file, the maintenance technician will leave a door hanger note indicating their attempt to perform the inspection or work and asking that the Resident call to reschedule.

5.12 Self-Help Supplies

BOLLING FAMILY HOUSING stocks complimentary self-help items for Resident's use in maintaining their home, such as smoke/carbon monoxide detector batteries, HVAC filters, landscaping supplies and spring seed. Please contact the neighborhood management office for further details.

5.13 Smoke/Carbon Monoxide Detectors and Door Locks

Resident, occupants and visitors present with Resident's consent, shall not disable, disconnect or remove batteries from smoke detectors. Resident shall replace smoke detector batteries and immediately report any malfunctions to their neighborhood management office. Replacement batteries can be obtained at the Self-Help Store. Resident will be responsible for any loss or damage from fire, smoke, or water if that condition arises from the Resident disconnecting, damaging, failing to replace a battery or failing to report malfunctions to their neighborhood management office.

BOLLING FAMILY HOUSING has provided locks, carbon monoxide detectors (when natural gas is provided to the home) and smoke detectors. The Resident agrees that they are safe and acceptable, subject to BOLLING FAMILY HOUSING's duty to make needed repairs upon written request of Resident. It is the Resident's responsibility to make sure the smoke detector is in working order. Any additional locks or smoke detectors desired by Resident may be installed at Resident's expense only after prior written approval from BOLLING FAMILY HOUSING. When installed, any such additional items shall become the property of BOLLING FAMILY HOUSING.

In units that have over-the-range fire suppression systems installed, the Resident agrees to immediately report any malfunctions or discharges to their neighborhood management office. All such fire suppression systems are provided as a convenience

and are in no way intended to provide any level of safety to person or property. Residents should never leave any items on the stove or in the oven unattended. As homes containing these fire suppression systems are renovated, these fire suppression systems may be removed. They will not be installed in the new homes.

5.14 Window Coverings

All window blinds that have been provided must remain in place and should always be maintained in good condition. No aluminum foil, sheets, blankets, window tint or any other type of unsightly coverings shall be used over the windows to darken rooms.

6. SAFETY GUIDELINES

6.1 Barbeque Grills

The use of gas-fired and charcoal barbecue grills inside garages, on decks, balconies, covered parking areas or patios and under any building overhang is strictly prohibited. All grills must be used a minimum of 25 feet from any building structure or combustible source. Fuel bottles (propane) from the gas-fired grills (attached or unattached) may be stored inside the garage. Do not store these bottles inside the structure. All grills may be stored in garages, on porches, decks, balconies and patios, provided the charcoal is completely extinguished or the gas fire is out and the propane is turned off.

6.2 Care of Children

Regardless of the age of the child/youth, parents must be responsible for their children/youth and teens at all times. Residents are required to comply with the Installation-specific youth supervision guidelines for the care of children and any applicable state, local or federal requirements.

6.3 Fire Prevention

All fires must be immediately reported to the Fire and Emergency Services by calling (202) 433.3333, regardless of the size or nature of the fire, including those extinguished without Fire and Emergency Services assistance. Additionally, BOLLING FAMILY HOUSING must be notified by telephone 202-562-2631 as soon as possible.

All flammable materials stored on the exterior of homes pose a fire hazard. All flammable liquids such as gasoline, oil and charcoal lighter fluid should be stored in an approved container in a secure location outside of the living space of the home (i.e. the garage or shed) or disposed of promptly and properly.

Open fires such as bonfires or the burning of rubbish are prohibited.

6.4 Fireworks

The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices are expressly prohibited at the Home or in the community.

6.5 Fire pits and Chimneas

Fire pits and chimneas of any kind are prohibited.

6.6 Heaters

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited either inside or outside the Home.

6.7 Ingress and Egress

Entrances, hallways, walks and lawns and other common areas shall not be obstructed or used for any purpose other than ingress and egress. If it is necessary to temporarily block any ingress or egress areas, Residents must obtain written permission from BOLLING FAMILY HOUSING a minimum of 48 hours in advance.

6.8 Security Devices

No additional security devices shall be installed, except with prior written consent of BOLLING FAMILY HOUSING. If Resident receives approval to install additional security devices, BOLLING FAMILY HOUSING shall be given keys, codes and other applicable information regarding the operation of the device immediately upon installation. Any and all security devices installed by Resident must comply with all applicable federal, state, municipal or other governmental agency, law, code, regulation, ordinance or statute. Resident agrees to hold BOLLING FAMILY HOUSING harmless from any actions arising from the use or malfunction of any security device installed by Resident. Resident is responsible to remove the security devices upon termination of the Lease or charges will be applied.

6.9 Window Safety

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards: (i) beds, tables, chairs and other furniture should not be placed in close proximity to windows, (ii) windows should be locked when not in use, and (iii) do not leave young children unsupervised in rooms with open windows.

Please be advised, ALL windows can be potentially dangerous to residents. In an effort to protect our children, windows should be opened from the top, when possible. This is extremely important when the window is on the second floor.

The screens provided on the windows are to keep pests out and not to contain children or pets. Screens are designed in such a fashion that direct pressure could force the screen completely away from the window. The mesh material could also become detached from the frame if children or pets push against them.

Loose or damaged screens should be reported to BOLLING FAMILY HOUSING.

6.10 Compact Florescent Lights (CFL)

For the safety of our residents, we ask that any broken CFL be reported to the maintenance department for appropriate clean up and removal.

7. UTILITIES

7.1 Utilities Provided

BOLLING FAMILY HOUSING will pay for only those utilities listed in the Lease. IN NO EVENT WILL THESE UTILITIES INCLUDE TELEPHONE, CABLE TELEVISION OR INTERNET SERVICE.

7.2 Utility Malfunctions

Residents will be provided reasonable advance notice, whenever possible, if the utilities provided by BOLLING FAMILY HOUSING are scheduled to be temporarily interrupted, for any reason. Any inconvenience or damage caused by unexpected utility interruptions is the responsibility of the utility provider.

7.3 Telephone and Cable Television and Internet Service

Telephone, cable television and internet service are provided by one or more independent contractors. Residents are advised to contact the BOLLING FAMILY HOUSING Management Office for information on service providers, connection requirements and fees. If BOLLING FAMILY HOUSING enters into an exclusive agreement for telephone, cable television or internet service, newly arriving Residents will be required to use the exclusive provider within the terms of the exclusive contract.

8. PROPERTY POLICIES

8.1 Access to Homes

When practical, BOLLING FAMILY HOUSING agrees to enter the unit only during reasonable hours, to provide reasonable advance notice of intent to enter the unit and to enter the unit only after receiving the Resident's consent, except in the case of an emergency that threatens life or property, or when the situation makes such notices impossible. When submitting a maintenance request, the Resident is providing permission to enter unless specifically requested to be present during maintenance request.

8.2 Automobile/Motorcycles/Other Motor Vehicles

Inoperable or unsightly cars, motorcycles and other motor vehicles (such as cars with flat tires, broken windows, etc.) will not be permitted in or around the premises. Any vehicles that are improperly parked, inoperable, have expired license plates, expired inspection stickers or are unlicensed may be towed away at the vehicle owner's expense. Security Forces will be notified of any vehicles in violation of installation policy and will authorize the towing of the vehicle at the owner's expense. For homes falling outside of the Federal Jurisdiction, vehicles will be automatically towed at the owner's expense. Resident agrees to abide by parking regulations, and to require guests to abide by all parking regulations.

Repairs of any nature to vehicles are prohibited in the community, except for emergency repairs such as fixing a flat tire. Do not empty vehicle trash, including ashtrays, onto the ground or in parking lots.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the community, except twenty-four (24) hours before or after use for the purpose of loading, unloading or cleaning.

8.3 Basketball Backboards/Soccer and Hockey Goals

Only portable basketball backboards, hockey and soccer goals and other recreation equipment are authorized in the family housing areas.

Basketball backboards will not be attached to any housing structures such as homes, garages, utility poles, fences or trees; nor will backboards be affixed to permanent or semi-permanent freestanding poles. Portable units must be used in approved areas, areas that are safe, that do not threaten to damage houses, ancillary structures or grounds, and that do not create a nuisance or affect the quiet enjoyment of neighbors.

All recreation equipment, including basketball, hockey and soccer goals and related equipment, must be returned to a proper storage area after use. No court markings are to be painted on to the ground or playing surface. The portable basketball goal and all associated equipment must be maintained in good condition at all times.

Residents are encouraged to use the basketball courts and playing fields that are provided throughout the housing areas and in the community recreation centers.

8.4 Changes in Resident Status

The Resident is required to provide notice to BOLLING FAMILY HOUSING of any changes in status, in accordance with the Lease. Further information may be found in the Lease.

8.5 Dispute Resolution

In the event of a dispute between Resident and Landlord under the terms of the Lease, Resident agrees to make a reasonable attempt to follow the process outlined below.

1. Resident should bring requests (complaint, dispute) regarding their housing to the neighborhood management office.
2. If Resident feels that the request has not been adequately resolved by the neighborhood management office, the request will be immediately elevated to Landlord's Community Director.
3. If Resident feels that the request has not been adequately resolved by the Community Director, Resident may submit a complaint to the Installation Housing Management Office (HMO). Resident may request a meeting with the Community Director and HMO in order to personally present their request or concern.
4. If Resident feels that the request has not been adequately resolved by the Community Director and HMO, HMO will elevate the request to the Installation Commander. HMO, Installation Commander (IC) and Landlord's Director of

Operations will evaluate and attempt to seek resolution of Resident's complaint within 30 days after receipt of the complaint. HMO and IC are only facilitating on behalf of Resident and do not represent a decision making body.

5. After HMO and IC review Resident complaint with Landlord, the Landlord will notify Resident, in writing, of its final decision.
6. If Resident feels the final decision has not adequately resolved Resident's request, Resident may seek independent legal guidance.

8.6 Deliveries

Commercial deliveries may be accepted for Residents by BOLLING FAMILY HOUSING representatives at the neighborhood management office, space permitting. If accepted, each delivery will be recorded. Persons picking up the package from BOLLING FAMILY HOUSING must sign for each package. Packages are only available for pick up during office hours. Unfortunately, the Resident or Resident's representative will need to pick up the package. For security purposes, the management team is unable to deliver packages. Packages retrieved by persons other than the addressee, require written permission from the addressee. **BOLLING FAMILY HOUSING is not responsible for packages that are delivered to the neighborhood management office.**

8.7 Eviction/Termination of Agreement

If the Resident materially fails to comply with any of the terms of the Lease and/or the Resident Guidelines, it may result in termination of the Lease and eviction. Further information on termination and eviction may be found in the Lease.

8.8 Extended Absence

Upon extended absences (7 days or more), it is encouraged that the Residents notify the appropriate neighborhood management office. This practice is requested so if any unusual activity is present during your absence, management can respond on your behalf or can notify you. The Resident also understands that management is not liable for the premises while the Resident is away. If Resident is absent from the Home for more than thirty (30) days without notification to BOLLING FAMILY HOUSING, the Home may be deemed abandoned in accordance with the terms of the Lease.

8.9 Emergency Access

In the event of an emergency, death or illness involving a Resident, BOLLING FAMILY HOUSING will not give the Resident's key, allow access to persons not listed as additional residents on the Lease or release the Resident's possessions, unless BOLLING FAMILY HOUSING receives written authorization from the Resident or from a duly authorized, legally designated representative (i.e. valid Power of Attorney), unless directed otherwise by a court of competent jurisdiction.

8.10 Energy Conservation

Energy conservation is practiced to include turning off all exterior lights during daylight hours and closing storm windows completely during the heating and air conditioning season. Additionally, turning off lights in rooms that are not in use is encouraged.

8.11 Failure to Repair

In the event of a dispute over the failure to repair an item reported to BOLLING FAMILY HOUSING, Resident and BOLLING FAMILY HOUSING agree to resolve the dispute in accordance with Section 8.5.

8.12 Family Child Care in the Home

In agreement with the Air Force, housing can be used as an authorized Family Child Care (FCC) home. Residents must contact Bolling AFB Child & Youth Services Office in order to apply for FCC certification and approval. Only those Residents who have successfully completed the Installation FCC requirements are eligible to function as a Family Child Care Home in BOLLING FAMILY HOUSING communities. To become licensed, representatives from the following agencies may inspect your home for licensing and proper insurance: Security Forces, Mental Health, OSI, Base Housing, Medical Clinic, Family Advocacy, Substance Abuse, Public Health, and any others as required by Installation policy. If you are interested in becoming a licensed provider, contact the Installation's Family Child Care office.

Residents providing FCC in their homes agree to hold harmless BOLLING FAMILY HOUSING against actions arising from the use of their home as an FCC facility. The cost of adding any equipment or service required to use the home as an FCC facility is the responsibility of the Resident. Any equipment added to the facility must be removed prior to termination of the Lease and the area where equipment was placed restored back to its original condition.

The child care provider must be approved per JBAB requirements and meet all applicable state and local license requirements. The child care provider must abide by the United States Air Force requirements as outlined in AFI 34-276, *Family Child Care Programs*.

8.13 Holiday Decorations/Outside Lighting

Outside lighting must be Underwriters Laboratories (UL) approved and factory listed for outside use. Running electric cords through windows and doors, or across heating ducts or vent systems is prohibited, as this causes a fire safety hazard. All exterior lighting must be "GFI" protected. Residents are reminded that homes have limited amp circuits and care must be taken to prevent overloading.

Holiday decorations and outside lighting are prohibited from being placed higher than the edge of the roof gutter. The use of staples, nails, screws, or other mechanical fasteners to attach decorations or lighting to the homes and associated structures is prohibited. Plastic clip-on hooks may be commercially obtained and used to attach decorative lighting, garlands etc. Attachment of anything to vinyl siding is prohibited.

Additionally, electrical decorations must be unplugged when Residents are away from the home.

Christmas lighting may not be erected before Thanksgiving and must be removed no later than January 10th. Outside decorative lights are to be turned off no later than midnight, except on Christmas Eve and New Year's Eve, when they are allowed to remain on overnight. Outside lights are not authorized during daylight hours.

Decorative lighting for other occasions such as Halloween is authorized but cannot be put up earlier than one month prior to the occasion and must be removed no later than one week after the occasion. All decorative lighting must be UL or FM approved for either indoor or outdoor use.

All live Christmas trees must be kept watered to reduce the fire hazard. If the pine needles begin to fall off or if branches break when bent, the tree must be removed from the residence. Use extreme care while decorating live trees and use UL approved lights that are not frayed nor have missing lights that may cause a fire. There will be a designated time for tree removal that will be communicated yearly in our newsletter and website.

8.14 Home Business

Private residential businesses may not be operated from the home without BOLLING FAMILY HOUSING written approval. All local, state and federal laws, regulations and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be approved. Businesses will not duplicate the sale of merchandise and service readily available through the Installation's officially sanctioned commerce. Resident is expected to pay for excessive utility consumption used in operation of the business. Utility payment requirements will be determined during the approval process. Any resident determined to be operating a business in their home without BOLLING FAMILY HOUSING approval will be deemed to be in default of the Lease. Further requirements regarding a residential business may be found in the Lease.

8.15 Hot Tubs/Spas and Water Features/Ponds

No hot tub, spa or whirlpool of any kind is authorized inside or outside of homes. Additionally, any item that holds water, such as coy pond, bird baths, water gardens or decorative water features are not permitted due to safety.

8.16 Locks & Keys

No locks shall be changed or added in any way, to any door except with the prior written consent of BOLLING FAMILY HOUSING. Any replacement lock must be of the same manufacturer as the existing lock and Resident must provide a copy of the new key to BOLLING FAMILY HOUSING within twenty-four (24) hours of changing the lock.

Should keys become lost, immediately notify the neighborhood management office. Only a Resident or occupant listed on the Lease who provides valid identification will be issued keys to the Home. Resident will be charged, in accordance with the Lease, for

replacing lost keys or failing to return any key(s) upon termination or expiration of this Lease.

8.17 Lockout Services

In the event a Resident locks themselves out of their home during office hours, the Property Director will provide the Resident access to their home provided proper identification can be produced. A Resident, for purposes of this section, is defined as the "Resident" or an authorized "Occupant" as listed on the Lease, except for any minor dependents (under the age of 12), visitors, etc. It is the Resident's responsibility to ensure that the authorized Occupant list for their home is up to date. When a Resident is locked out of their home outside of office hours, the maintenance or management staff will provide the Resident access to their home provided the Resident can produce proper identification. The Resident will be charged \$25.00 each time they lock themselves out of their home after hours.

8.18 Noise/Quiet Hours

Quiet hours will be observed between the hours of 2200 and 0800 Sunday through Thursday and between 0001 and 0800 on Friday and Saturday. Outside of established quiet hours, Residents are required to control the volume of stereos, TV's and musical devices within their home so that they do not disturb the residents of other homes. Residents should be considerate of their neighbors since other Residents may have non-standard working hours or situations that can be adversely affected by noise emanating from outside their home. Noisy or disorderly conduct will NOT be tolerated at any time.

8.19 Parking

Parking is permitted only on paved surfaces in designated parking areas. Parking on non-paved areas must be approved, in writing, by BOLLING FAMILY HOUSING. Parking on lawns, planted areas, sidewalks, and patios is strictly prohibited.

Parking of any vehicle is not allowed in front of fire hydrants or 15 feet to either side of a fire hydrant.

Travel trailers, motor coaches, cargo trailers, camper bodies, camper trailers, commercial vehicles, tractor trailers, boats, Personal Watercraft (PWC), boat/PWC trailers, and horse/livestock trailers may not be permanently parked, or stored on the street, driveways, yards or parking lots in any housing area. Recreational vehicles may only be parked in the housing area for the purpose of loading and unloading. In no event shall recreational vehicles be parked in housing areas for more than 24 hours without BOLLING FAMILY HOUSING approval.

8.20 Pet Policy

Pets are privately owned, domesticated animals living in a home. The Resident is required to meet the requirements listed in the Pet Policy Addendum and Pet Record, both attached and incorporated as part of the Lease, and any base specific requirements.

8.21 Pools

Personally owned pools are limited to small wading pools, not to exceed 18 inches in depth and 8 feet in diameter. Residents will ensure that an adult closely supervises children utilizing the pools and pools are emptied when not in use. For health and safety reasons, it is recommended that chlorine tablets be added to the water in pools. Any damage to grass areas will be repaired at Resident's expense. For safety, pools must be emptied and properly stored immediately after use and may not remain filled overnight.

8.22 Prohibited Conduct

All Residents, occupants and guests are required by the Lease to refrain from illegal or other prohibited activities. Prohibited conduct within BOLLING FAMILY HOUSING communities include possessing a weapon prohibited by law, discharging a firearm within the community or displaying a firearm in the common areas in a way that may alarm others. In addition, possession or sale of illegal drugs, or disposing of hazardous chemicals in a manner contrary to local ordinance, harassing or discriminatory acts and disturbing the rights or comfort of others are considered breach of the Lease and may result in eviction.

8.23 Reimbursement for Damages

Resident shall promptly reimburse BOLLING FAMILY HOUSING for any loss, property damage, or costs of repairs or service to the home caused by the negligence or by improper use by Resident, Occupants or Guests, or Resident's pets, unless Resident has properly made repairs pursuant to requirements or permissions set forth in the Lease. Such reimbursement is due at the time BOLLING FAMILY HOUSING makes demand. BOLLING FAMILY HOUSING's failure or delay in demanding any sums due by Resident shall not be deemed a waiver. BOLLING FAMILY HOUSING may require advance payment of repairs for which Resident is liable. All payments are to be made by money order or cashier's check and delivered to the management office.

8.24 Resident Services and Facilities

BOLLING FAMILY HOUSING may provide various services, equipment and facilities for Resident's use, which may include, but are not limited to pools, fitness center facilities, business centers, playground equipment, and jogging/bike paths. Use of any service or facility is subject to the restrictions described in the rules, regulations or instructions provided at the facility. Resident agrees to use the equipment or facility in a prudent manner that is not offensive or dangerous, and in a manner that is in compliance with policies established by BOLLING FAMILY HOUSING or its representatives. BOLLING FAMILY HOUSING retains the right to deny use or access to any Resident, occupant or guest who, in BOLLING FAMILY HOUSING's opinion, fails to read and follow instructions or fails to comply with the rules or with any of the requirements. Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Resident, occupants or guests. Resident shall notify BOLLING FAMILY HOUSING of any malfunctioning equipment or facilities. Information on resident activities, events or programs, to include the deployed spouse program, will be

communicated in the community newsletter and made available on BOLLING FAMILY HOUSING's website.

8.25 Satellite Dishes

If allowed by applicable telephone, cable television and internet service contracts, the installation of satellite dish systems must be approved, in writing, by BOLLING FAMILY HOUSING prior to installation. The satellite dish should be located behind or to the side of the housing unit on a freestanding pole. Satellite dishes will not be attached to any housing structures such as homes, garages, utility poles, fences or trees. No satellite dishes will be installed in the front yard. BOLLING FAMILY HOUSING reserves the right to use landscaping or other screening materials in the event that satellite equipment is visible from the street. The maximum permissible size of a satellite dish is 26 inches. Any lines/cables from the satellite dish to the house must be underground. A digging permit from Bolling AFB will be required before any holes or trenches are dug. Any fees associated with receiving a digging permit will be at the sole expense of the Resident. The satellite dish must be removed at Lease termination or a \$75 fee will be charged.

8.26 Snow Removal

Snow removal and ice control procedures will be implemented at such time as current weather conditions present the potential for hazardous snow or ice accumulations. Snow plowing will commence when snow accumulations on traffic surfaces reaches three inches. BOLLING FAMILY HOUSING will first clear all residential roadways, followed by sidewalks, handicapped ramps, and steps of community buildings. Residents are responsible for clearing their respective driveways and walkways from the driveway to the Home.

Residents are required to remove their vehicles from the streets and into their respective driveways to facilitate snow removal. It is imperative that all vehicles be removed from the roadways to allow for efficient snow management efforts. Any vehicle parked in the roadways during a snow event is subject to towing at vehicle owner's expense.

8.27 Social Visitors and Immediate Relatives

The Resident is allowed to have Immediate Relatives and Social Visitors reside in the home or visit, for the amount of time specified in the Lease. For purposes of the Lease, "Immediate Relatives" is defined as Resident's spouse and Resident's or spouse's:

- Parents (including stepparents).
- Children (including illegitimate children and stepchildren).
- Brothers and sisters.
- Sole surviving blood relative.

8.28 Soliciting

Soliciting is prohibited without written approval from BOLLING FAMILY HOUSING. This includes fund raising, scout activities, school sales, etc. Residents are asked to request

that unauthorized solicitors leave residential community grounds immediately, and then notify the neighborhood management office.

8.29 Speed Limit

Residents, Occupants, and their guests are required to abide by all traffic regulations set forth on the Installation and within the residential community. Speed limits within the community are limited to 15 miles per hour, unless otherwise posted and will be STRICTLY ENFORCED.

8.30 Storage Sheds

Only sheds approved by BOLLING FAMILY HOUSING are allowed and all sheds must be purchased by the Resident. Sheds may only be placed in an approved location and must not be visible from the front of the home. Residents shall not store food of any type, including pet food, bird seed etc., or any other material that may attract animals, rodents or pests in the storage sheds. Storage sheds must be removed from the premises and the area must be reseeded upon termination of Lease.

8.31 Tents

Assembling of tents is authorized only for the temporary use of children and for family camping in backyards. Running electric extension cords from the home to the tent for the purpose of providing electrical power is strictly prohibited.

8.32 Trampolines

Personally owned trampolines are limited to 16 feet in width and must have side-netting. Side-netting must be used at all times and maintained to manufacturer standards (free of rips and holes). A written request to erect a trampoline must be submitted to BOLLING FAMILY HOUSING and approval must be granted prior to installation. Trampolines should be compatible in size to the homes rear yard, only on a flat surface and cannot be located where there will be an adverse visual impact from the street or from neighbor's homes. Residents will be responsible for all lawn care (mowing, edging) under and around the trampoline. Resident will be required to restore landscaping under and around the trampoline to its original condition upon move-out. Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage.

8.33 Trash, Bulk Trash and Recycling

Trash and recycling containers will be provided to each residence. Trash and recycling containers must be covered and stored in the designated location, or an area outside of public view. Containers may be put out for pick-up no earlier than 1800 on the evening prior to the scheduled pick-up day and must be removed from the curb and returned to the storage area after pick-up, no later than 1800 the next day. The pickup schedule for trash and recycling will be published on BOLLING FAMILY HOUSING's website, in the community newsletter or can be obtained from the neighborhood management office. A

list of acceptable recycling items can also be obtained from the neighborhood management office.

The bulk trash pickup schedule will be made available on BOLLING FAMILY HOUSING's website and through the community newsletter. Bulk trash collection will include appliances, furniture, large items such as tires, and miscellaneous debris. The Resident will not be allowed to store bulk items outside of the home. The following items will not be picked up as part of bulk trash: batteries, paint, oils, household cleaners, chemicals or similar items that fall under the Environmental Protection Agency regulations. It is the Resident's responsibility to dispose of these items properly.

8.34 Waterbeds

Waterbeds are not authorized in BOLLING FAMILY HOUSING homes except for medical reasons. All exceptions must be approved in writing by BOLLING FAMILY HOUSING. If approved, the waterbed location is limited to the first floor of the home only and may require additional renter's insurance.

8.35 Weapons (on Installation)

The use of firearms is prohibited. All personally owned firearms and weapons must be registered with the Security Forces and stored in accordance with all applicable regulations. This includes BB guns, pistols, rifles, bows or any other weapon or firearm. If Bolling AFB regulations allow, weapons and firearms may be stored in the home as long as they are locked, to include trigger locks, and stored out of the reach of children. Ammunition must be stored in a separate location from the firearm. No loaded firearms are allowed at Bolling AFB unless the owner is an active, full-time member of a local, state, or federal law enforcement agency or a military Service Member and is authorized to carry the weapon during the normal course of their duties.

8.36 Yard Sales

Individual yard sales will not be allowed. Residents may be permitted to hold neighborhood yard sales with the approval of the neighborhood management office. Community-wide yard sales are sponsored, coordinated marketed and organized by BOLLING FAMILY HOUSING. Notification of Yard Sale dates will be communicated via news bulletin and website.

9. LEASE / RESIDENT GUIDELINES CHANGES

9.1 Changes in the Agreement

From time to time, it may be necessary to change existing rules and/or adopt new rules. If rule changes or additions are required; 30-day written notice of such changes and/or adoptions will be delivered to Residents. Resident agrees that, by remaining in their home, they agree to adhere to such changes and/or adoptions.

9.2 No Oral Agreements

No oral agreements may be entered into and the Lease and Resident Guidelines shall not be modified unless by written amendment or addendum signed by Resident and BOLLING FAMILY HOUSING. The Lease and Resident Guidelines represent the entire Agreement between the Resident and BOLLING FAMILY HOUSING. The Lease and Resident Guidelines are intended to comply with and shall be construed in accordance with all applicable state, federal and local laws. If there are any conflicts between the Lease and the Resident Guidelines, the Lease (and Lease Addenda) will prevail and take precedence.

10. SPECIFIC INSTALLATION ITEMS ADDED HERE

11. IMPORTANT CONTACT INFORMATION AND NUMBERS

BOLLING FAMILY HOUSING

8660 Angell Street, SW
Washington, DC 20032
202-562-2631

Frequently Called Numbers Area Code (202)

Fire, Police or Medical Emergency

Fire and Emergency Services

EMERGENCY 202.433.3333

Non-emergency 202.767.5000

Military Police

EMERGENCY 202.433.3333

Non-emergency 202.767.5000

Community Recreation Center 202.767.9136

Child Development Center 202.767.2890

Commissary 202.767.4695

Installation Health Clinic 1.888.999.1212

Family Support/Advocacy 202.767.0450

Base Exchange 202.562.3000

Red Cross 202.767.0450

Installation Chaplain 202.767.5900

Transportation 202.767.8888

Youth Services 202.767.4003

Operator Assistance 703.545.6700

School Liason 202.433.2566

12. DAMAGE AND CLEANING CHARGES AT MOVE-OUT

DAMAGE CHARGES / REPLACEMENT

Any and all damages and replacement will be charged to the resident at the actual replacement costs. Labor costs can be charged at a rate of \$30/hour. Replacement of all flooring is charged at a seven (7) year prorated amount.

A. EXTERIOR – LAWN, GARAGE, PATIO, OUTSIDE STORAGE ROOM, TRASH REMOVAL

Trash Removal	up to \$20.00 per bag
Mow Yard	up to \$100
Turf Restoration	up to invoice cost
Garage Door Panel	up to invoice cost
Furniture Removal	up to \$100/piece

B. KEYS & LOCKS

Garage Door Opener	\$75 per opener
Garage T-lock Handle	replacement cost
Door Key	\$25 per key
Mailbox Key	\$25 per key
Lock Change/Replacement	up to \$250 per lock
After-hour Lock Change/Replacement	additional \$100 per lock

C. CLEANING SERVICES

Whole Unit Cleaning	actual invoice cost*
Extra Cleaning	actual invoice cost*
Oven	\$25.00
Range top	\$25.00
Vent hood	\$10.00
Refrigerator	\$25.00
Freezer	\$10.00
Vinyl Floors	\$50.00 ea. room
Counters	\$10.00 ea.
Kitchen Cabinets	\$5.00 ea.
Light Fixtures	\$2.00 ea.
Dishwasher	\$10.00
Patio/Balcony	\$30.00
Bathtub and Tile	\$30.00 ea.
Bathroom Sink	\$5.00 ea.
Toilet	\$15.00 ea.
Bath Cabinet	\$5.00 ea.
Mirrors	\$5.00 ea.
Carpet Stains beyond Normal Wear and Tear, Carpet Dye	actual invoice costs*
Trash	up to \$20.00 per bag
Pet Waste removal	billed at \$30/hour rate*
Whole Unit Paint	actual invoice cost*
Extra Painting per Room	actual invoice cost*
Smoke Damage & Odor Elimination	actual invoice cost*
Pet Treatment	actual invoice cost*

**If management team provides the repair/replacement, the cost is billed at \$30/hour rate.*

REPLACEMENT CHARGES

All replacement costs will be charged based on the cost of actual replacement. Carpet is pro-rated based on seven (7) years and vinyl is pro-rated based on twelve (12) years. Additional paint charges, carpet stains, resurface of tubs or countertops will be charged based on actual cost. Damages to garages will vary and be based on actual replacement/repair costs. Hourly rates listed do not include any additional cost for materials.

Any replacement/repair not on this list will be priced at the time of service. Prices are subject to change in accordance with the change procedure given in the section on Community Policies Enforcement. Excessive damage may alter above prices.

NOTHING HEREIN WILL BE CONSTRUED AS A LIMITATION ON MANAGEMENT'S RIGHT TO PURSUE RESIDENT FOR DAMAGES NOT SPECIFICALLY LISTED HEREIN.



Trash Pickup Days: **Thursday**

Recycle Days: **Thursday**

Bulk-Trash Days: **1st & 3rd Thursday of the month**

*** Trash bins can be set at the curb Wednesday Evening after 5:00PM and need to be removed from the front of the house no later than Thursday evening. All totes must be stowed inside the garage/carport or within your fenced area when not in use. Reminder: violations will be given if you are not in compliance***

Important Numbers:

Bolling Family Housing (7:30am to 5:30pm):	(202) 562-2631
24-Hour Maintenance:	(202) 562-2631
School Liaison:	(202)-433-2566
Great American Insurance	(866) 516-1968
MINOL	(888) 636 0493
Non-Emergency Security Forces	(202) 767-5000
Emergency Security Forces	(202) 433-3333
TMO:	(202) 767-8888
Base Operator:	(703) 545-6700
Andrews AFB Veterinary	(240) 857-2651

Please visit our web site: www.bollingfamilyhousing.com and follow us on Facebook at www.facebook.com/bollingfamilyhousing

8660 Angell Street SW Washington DC, 20032 **Office:** 202-562-2631 **Fax:** 202-562-2721

Bolling Family Housing Fact Sheet

Your Management Team

Community Director

Tamara Patrick

tamara.patrick@huntcompanies.com

Community Managers

Stephanie Harris

stephanie.harris@huntcompanies.com

Ashley Meadows

ashley.meadows@huntcompanies.com

Maintenance Director

Jeff Boone

jeffrey.boone@huntcompanies.com

Maintenance Manager

Prince Robinson

prince.robinson@huntcompanies.com

www.bollingfamilyhousing.com



Work Order Calls

If you have a work order call (202) 562-2631, 24 hours a day or enter a work order online at www.bollingfamilyhousing.com After business hours, a call center will take the call and notify the on call maintenance technician.

You can also place a work order in person at our housing office or contact your Resident Service Specialist (RSS) for your neighborhood.

Each work order is assigned a work order number.

Completed Work Order

The Maintenance Team Member who completed the work should leave a note at completion letting you know the work is done.

After completion a work order survey is automatically generated. Watch your non us.af.mil email address to give your feedback.

The sender is cdr@yardi.com and the email message is Work Order Survey

Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: roof leak, overflowing drains, broken water pipes, sewage back ups, electrical outages, fire, gas leak, or loss of heat or air conditioning.

Target Response Time: 1 hour

Target Completion Time: 24 hours

Completed Surveys

Your RSS will call each completed work order to ensure you are satisfied

The completed survey is compiled into a report and is reviewed monthly by Management. The Community Manager for your section will reach out as will the RSS for feedback should the survey warrant one and expedite an issue if needed.

Urgent

Classified when the problem does not present an immediate danger to residents or threaten to damage property. Examples include: Failure of appliances, water heaters, defective electrical outlet, exhaust fan's, lights out, low pressure, slow leaks, sink stoppage etc.

Target Response Time: 4 hours

Target Completion Time: 24 hours

What happens after hours

An on call technician receives the call from the call center if it is classified as emergency or urgent. A routine work order will be addressed the next business day.

On call tech makes contact with the resident and gives a time frame for arrival.

There is one on call tech and one back up tech on call daily. There could be delays.

Routine

Classified when the work order does not qualify as an emergency or urgent call such as broken floor tiles, loose baseboards, dripping faucets and screens. These are handled on a first come first serve basis.

Target Response Time: 24 hours

Target Completion time: 72 business hours

What happens after hours

An email is generated from the call center after they enter the work orders.

The next business day the Maintenance Manager reviews and properly dispatches work orders if they are routine.

Some after hour calls will result in follow up work the next day.

My work order is not complete what do I do?

If a part needs to be ordered or a vendor needs to be called out this will change the category of your work order and times may change for completion. You will be notified of this change. If the work order is not responded to within the time frame you call (202) 562-2631 for an update.

You can contact your RSS to escalate an issue. If you do not know who your RSS is call (202) 562-2631.

Mobile Yardi

Our technicians use cutting edge technology for work orders. Their phones are equipped with the ability to open work orders, close work orders and gives them the ability to review and update work orders.

Calls are sent to their phones by the Maintenance Manager while they are out in the community.

Bolling Family Housing Fact Sheet

Your Resident Service Team

Resident Service Specialist

Hooe Terrace

Stacy Staples
stacy.staples@huntcompanies.com

Resident Service Specialist

Doolittle Park & Hickam

Kaymi Kurfis
kaymi.kurfis@huntcompanies.com

Resident Service Specialist

Rickenbacker & Westover/Duncan

Drionna Brown
drionna.brown@huntcompanies.com

Your Leasing Specialist Team

Leasing Specialists

Shelbi Getz
shelbi.getz@huntcompanies.com

Jennifer Narvaes
Jennifer.Narvaes@huntcompanies.com

www.bollingfamilyhousing.com



Allotments

Your move in date determines when your allotment begins. If you will owe at move in your Leasing Specialist will ensure that you are aware.

Monitor your LES for BAH inconsistencies. If you notice any, reach out to us at (202) 562-2631.

If your allotment does not start you will need to come into the office to remit payment in full.

Completed Surveys

Our team is here to assist you should you have any issues we kindly ask you to reach out to us for issues you may have.

We monitor our Facebook page, but not hourly, so the quickest way to reach us is via (202) 562-2631 or email. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

Surveys

We value your feedback and consistently reach out to our residents with surveys. These include a move in survey, move out survey, work order survey, Satisfaction survey and an annual CEL Survey.

All surveys are sent via email so please make sure you update us if your contact information changes. Personal emails are preferred as the government email servers typically bounce back emails or limit content.

Appropriate Contact Methods

Your first point of contact should be our offices for your housing needs. That is why we have a dedicated Resident Service Specialist for each neighborhood.

If you are unsure of who your RSS is please contact our team as we are happy to introduce you.

Self Help

We have Self Help items for your convenience. They are located at the Housing Office.

Items available include: specialty light bulbs, grass seed, plungers, HVAC filters, rakes, batteries and much much more.

If an item is not listed that you would like to consider adding please contact your RSS.

Concern Resolution

Should you have an issue that you feel is unresolved you can escalate your concern.

All disputes should be brought to the attention of your RSS.

Should you feel the response is inadequate your issue should be escalated to your Community Manager and then the Community Director as needed. We are here to serve you.

Landscaping

Landscaping is completed weekly from April to October.

If you choose to fence in your backyard you will be responsible for the lawn maintenance.

You are also responsible for the maintenance of your flower beds.

The landscape schedule is located in General Documents on the Bolling Family Housing website with updates posted to Facebook

Dispute Resolution

If you still feel your issue is not resolved we will work in conjunction with the HMO Office on the dispute resolution. The HMO will facilitate a discussion with Bolling Family Housing and you so we can conjointly determine a way forward.

Communication

We love our residents and provide several free monthly events and information to you.

Monitor us as follows:

Facebook page at www.facebook.com/bollingfamilyhousing

Website: www.Bollingfamilyhousing.com

Other avenues include: emails, text messages, phone calls and flyers.

BFH and Leadership

BFH and your Navy Leadership work hand in hand to serve our residents.

Our goal is to handle your concerns at the lowest level in order to provide the quickest resolution possible. To include dispute resolution per your lease agreement. We believe this provides the best service possible to you.



As a benefit to all residents, Hunt provides renters insurance at no additional cost. This insurance provides a limited amount of coverage for personal property and may be extended to cover the personal property owned by family members and guests while it is on the premises.

The renter's insurance program also provides personal liability insurance. This coverage does not extend to any liability arising from the use of motor vehicles nor does this coverage extend to any liability arising from assault and batteries, and/or the operation of a home business including day care services.

Each resident is encouraged to supplement this basic renter's insurance based upon their own assessment of the amount of property and liability coverage needed to protect their own interests. A resident's estimated value of their property (ie. household furniture jewelry, clothing and other personal property) may exceed the coverage limits of the Renter's Policy.



Contact your local
Community Office
for full details.



Renter's Insurance Summary



Answers to common renter's insurance questions

Coverage Limits Excluding Policy Sub Limits:

Personal Property:	\$20,000 per unit, per occurrence
Personal Liability:	\$100,000 per tenant household, per occurrence
Medical Payments/ per accident	\$1,000 per person/\$1,000
Medical Payments: <small>(do not apply to tenants or resident employees)</small>	
Fire Legal Liability:	\$100,000 per tenant, per occurrence

Significant Property Sub Limits:

Watercraft	\$1,500
Money, Coins, Smart Cards	\$200
Firearms	\$1,000 loss by Theft
Jewelry, Watches, Furs	\$1,000 loss by Theft
Sewer Backup	\$5,000

Significant Property Exclusions:

Wear and tear of the unit	Spoilage/Power Failure
Mold	Flood
Cars	Pollution
War/Terrorism	Loss of Use
Intentional Loss	Mysterious Disappearance

Property Not Covered:

Business Data	Animals, Birds or Fish
Credit Cards	ATVs
Motor Vehicles	

Significant Liability Exclusions:

Home Business Activities including Day Care Services
Assault and Battery
Motor Vehicle Liability
Lead Exposure/Asbestos
Watercraft Liability

Note: This is a brief explanation of the coverage only

Q: What should I do if I have a claim to report?

A: Please report claims to Hunt Claims Department
Phone: 1-800-969-4868 ext. 228
Fax: 915-533-1172
Email: claims@huntcompanies.com

When reporting a claim you should advise the property manager that a claim has been filed.

In the event of a loss, the following duties apply:

1. Give Hunt Claims Department prompt notice of the loss or damage.
2. Notify the police in case of loss by theft.
3. Protect the property from further damage. If repairs to the property are required, the resident must:
 - a. Make reasonable and necessary repairs to protect the property; and
 - b. Keep an accurate record of repair expenses
4. Cooperate with the Hunt Companies Claims Department
5. Prepare an inventory of damaged personal property showing quantity, description, actual cash value and amount of loss. Attach all bills, receipts and related documents that justify inventory figures.
6. As often as reasonably required,
 - a. Show the damaged property;
 - b. Provide the insurer with records and documents they request and allow them to make copies;
 - c. Submit to an examination under oath.

7. Within 60 days of loss, request and send a signed, sworn proof of loss to the Hunt Claims Department setting forth:
 - a. The time and cause of loss;
 - b. The interest of the tenant and all others in the property involved;
 - c. Other insurance which may cover the loss;
 - d. Changes in title or occupancy of the property during the term of the policy;
 - e. The inventory of damaged personal property.

Q. Does the policy provide coverage for water damage?

A. Flood damage is excluded. The policy does provide full limits coverage regarding interior water issues which could include overflow of a bathtub, water heater failure, dishwasher malfunction, or plumbing leakage. Sewer backup is covered with a \$5,000 sublimit.

Q. Who pays the premium?

A. This coverage is provided as a benefit to all residents in Hunt privatized housing.

Q. How much is the deductible and who is responsible for paying it?

A. The tenant is responsible for the deductible of \$250 per occurrence.



Have a Work Order?

Bolling Family Housing is pleased to offer 24/7 maintenance assistance for its residents.

The most effective way to submit a non-emergency work order is through our website www.bollingfamilyhousing.com. Click on "Submit a Service Request" under Helpful Tools and place the request. Always call in emergency and urgent work orders.

You may also call the housing office at **(202) 562-2631** during business hours to schedule an appointment. After hours please call the maintenance line at **(202) 562-2631** for emergency items.

Self Help Items

Hardware/Paint: Tub & tile caulk, spackling, door stops, foam weather strip tape, touch up paint.

Electrical: 9V batteries, appliance bulbs, flame tip/chandelier, 65w floor and vanity bulbs

*must bring old bulbs

Plumbing: corky flapper, fluid master, toilet caps, tank lever, toilet seat, sink stopper, kitchen sink strainer, tub stopper, garbage disposal stopper, Zip-it to unclog drains.

Appliance Parts: Range hood filter

Yard: Grass seed

* All items are available for pick-up at the Community Center from 8:30AM-5:30PM.

Staff Members

Community Director: Tamara Patrick

Community Manager: Stephanie Harris

Community Manager: Ashley Meadows

Maintenance Director: Jeff Boone

Maintenance Manager: Prince Robinson

Resident Services Specialist: Stacy Staples

Resident Services Specialist: Kaymi Kurfis

Resident Services Specialist: Drionna Brown

Leasing Specialist: Shelbi Getz

Leasing Specialist: Jennifer Narvaes

Joint Base Anacostia Bolling

8660 Angell Street SW, Washington DC, 20032

202.562.2631

www.bollingfamilyhousing.com

[Facebook.com/bollingfamilyhousing](https://www.facebook.com/bollingfamilyhousing)

**FIRE/EMS/POLICE
(202)-433-3333**

Work Order Examples

Here are examples of common work orders and the categories they would fall under:

EMERGENCY

- ◇ Kitchen Range-All Burners Inoperable
- ◇ Refrigerator- will not hold cold temperature
- ◇ No Power
- ◇ No Water
- ◇ Smoke Detectors
- ◇ Lock Out
- ◇ Leak (Large)
- ◇ Sanitary Leak
- ◇ HVAC
- ◇ Hot Water Heaters
- ◇ Kitchen Sink Stoppage
- ◇ Plumbing Leaks
- ◇ Standing Water
- ◇ Security Issues



URGENT

- ◇ Broken Glass Window- Cracked Only
- ◇ Garage Door Jammed or Inoperable
- ◇ Tub Stoppage, Sink or Exterior Faucet Drips
- ◇ All Lights, Fixtures/Receptacle not Working
- ◇ Dishwasher
- ◇ Inoperative Inside Door

Routine

All other work orders that are not considered Emergency or Urgent are considered Routine work orders!

Pest Control

Bolling Family Housing has a contract with Alexandria Pest Control. Pest control will service the base on Tuesdays. If the technician is full for the day the ticket will be pushed to the following scheduled treatment day.

Per Alexandria Pest Control's guidelines, residents and their pets are required to vacate the home 2 hours after spraying the interior of the home.

The most effective way to submit a request for pest control is through our website at www.bollingfamilyhousing.com. Click on "Submit a Service Request" under Helpful Tools and place the request for your home to be serviced. You may also call the maintenance office at **202-562-2631** during business hours to schedule an appointment.



Trash/Recycle



The pickup day for both **TRASH** and **RECYCLING** is **THURSDAY!**

Bulk trash pick-up is every **1st** and **3rd** **THURSDAY** of the month.

The 64-gallon blue tote is used for household refuse only. The 64-gallon green tote is used for recycling only. Bulk trash pick-up is every 1st and 3rd Thursday of the month. Place any bulk items at the curb with your trash and recycle totes. Bulk items may also be taken to the dumpsters behind the maintenance shop off Chappie James Blvd and McGuire road during business hours Monday through Friday from 0730-1630.

Totes may not be placed at the curb prior to 5pm on Wednesday, and must be removed no later than Thursday evening. All totes must be stowed inside the garage/carport or within your fenced area when not in use.

As a friendly reminder, please be sure containers are emptied and washed thoroughly

**The trash pickup day will be altered should the following holidays fall on a Thursday: Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, and New Years.*

Rules of Recycling

RECYCLING YES:

- Food & Beverage "small necked" glass and plastic bottles
- Food & Beverage tin & aluminum cans
- Mixed paper: Junk mail, newspapers, magazines, cereal boxes, cardboard (flattened, less than 3ftX3ft)
- Remove caps and lids and rinse out residue and place in container



RECYCLING NO:

- Glass that is not acceptable: Windows, drinking glasses, cups, plates, cookware, mirrors, light bulbs, and broken glass
- Metal that is not acceptable: Pots, pans, foil, pie tins, scrap metal
- Plastic that is not acceptable: "wide neck" tubes, yogurt, dairy containers, Styrofoam containers
- Pizza boxes, or any other recyclable that is contaminated with food is NOT acceptable
- Plastic grocery bags and dry cleaning bags are NOT recyclable.

List of Recyclable Materials

Please use this list to determine which items you can and cannot recycle in the Bates Trash Removal recycle program.

YES!

Recycle all of these items in your new Single-Stream Recycling cart. There's no need to sort.

- Paper
- Magazines/ Catalogs
- Newspapers
- Shredded paper (bagged)
- Hard back books
- Soda Cans
- Plastic bottles & jugs
- Plastic lawn chairs
- Cardboard/Paper
- Cereal boxes
- Clean, balled aluminum foil
- Pie pans
- Envelopes
- Paper milk/juice cartons
- Mail & Junk Mail
- Greeting cards
- Plastic buckets
- Empty aerosol cans

NO!

Do not include these items in your recycle cart; they may be placed in your trash cart.

- Light bulbs
- Styrofoam
- Mirrors
- Ceramics
- Pyrex
- Wax paper
- Batteries
- Paper Towels
- Painted/Treated wood
- Padded/Plastic Envelopes
- Pizza Boxes
- Take-out Styrofoam boxes

Waste/Recycling Day: Every Thursday **Bulk Trash Pick Up:** 1st & 3rd of every month



Mowing Schedule

Neighborhood	Day of the Week
Hooe Terrace	Monday
Westover and Hickam	Tuesday
Doolittle and Rickenbacker	Wednesday
Billy Mitchell	Thursday
*Schedule may vary due to rain, heat or drought	

Friday is set aside for a make-up day when weather generates delays during the week. It will also be used to focus on special projects and detail work. The mowing schedule is tentative and may be subject to change as the season progresses. We will ensure that we contact impacted families with schedule changes as soon as possible.

It is our goal is to provide routine service as outlined on this schedule, so that you know when to have your yards ready for mowing and your pets secured; the weather or other events can prevent that from happening. Depending on the number of days it rains during a given week and/or the amount of rain that falls during one or more days of rain, weather can significantly impact the ability to deliver planned service within that week. It is not uncommon to miss a cut in one or more neighborhoods early in the cutting season due to reasons beyond our control.

If you have any questions or concerns, please don't hesitate to let us know.

Helpful Food Disposal Tips:

Using your food waste disposal

- Clear disposal of all non-food items
- Run cold water
- Turn on the disposal
- Add food waste in small amounts while water is running

Run the disposal with small amounts of ice cubes and/or lemon juice will sharpen the blades and remove bad odors

If your disposal does not work, look for a reset button on the bottom of the unit and press it. If you cannot locate the reset button or you have pressed it and the disposal still does not work, please call your maintenance line.



Please **DO NOT** attempt to fix the disposal yourself.

Please do not put grease or any of these items into the disposal:



Coffee
Grounds



Fruit Peels
& Skins



Cornhusks
& Silks



Potato
Peels



Stringy
Vegetables



Rice &
Pasta



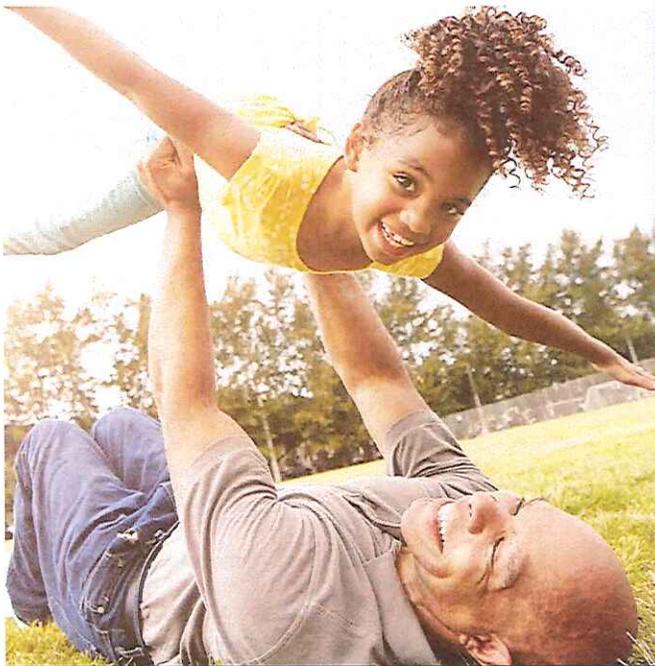
Bottle caps
& Coins



Aquarium
Sand/Gravel



Paper or
Cardboard



IS MOLD GOING TO AFFECT MY FAMILY OR MY HEALTH?

Not necessarily. Just because mold or mildew is present doesn't mean it will make you sick. According to the CDC, less than 500 of the 100,000 mold species have been described as human pathogens. Individual factors such as general health, age and preexisting conditions contribute to how susceptible a person is to mold as an allergen. Only your medical provider can determine if an allergy to a specific mold exists the same way they would determine if you are allergic to dogs, oak pollen or grass. If you feel you may have an allergy, visit your medical provider.

Additionally, there are many environmental causes other than mold that can act as respiratory irritants, including:

- Pet dander
- Household dust
- Scented candles
- Tobacco smoke
- Local pollen
- Household cleaning products
- Air fresheners

Information from Centers for Disease Control:
<http://www.cdc.gov/mold/>
EPA <https://www.epa.gov/mold>

WHAT TO DO IF YOU SUSPECT MOLD?



RESOURCES

More information about mold is readily available at these reputable sites,

- Centers for Disease Control, Environmental Health:
<http://www.cdc.gov/mold/>
- Environmental Protection Agency:
<http://www.epa.gov/mold/>

WHAT TO DO IF YOU SUSPECT MOLD?

Complying with this information will help prevent mold and mildew growth in your home. Immediately notify the Maintenance Department at 000-000-0000 if you discover a leak, suspect water intrusion of any kind or discover mold in your home. Remember, your community can only address problems in your home that we are aware of. If you have questions regarding this information, please contact a Community Representative at 000.000.0000. If you fail to comply with this information, you can be held responsible for property damage to the home.



HuntMilitaryCommunities.com

Call today 202.562.2631
for more information.



WHAT IS MOLD?

Molds are naturally occurring microscopic organisms that break down organic matter in the environment. Mold is capable of sustaining itself anywhere there is moisture and a food source such as wood, wallpaper, upholstery, dust, etc. Mold spores (like plant pollen) are spread through the air and are commonly transported by shoes, clothing and pets.

Mold is found virtually everywhere in our environment; both indoors and outdoors and in both new and old structures. There are over 100,000 species of mold with less than 500 of those species classified by the Centers for Disease Control and Prevention as human pathogens.

Information from Centers for Disease Control:

<http://www.cdc.gov/mold/>

EPA <https://www.epa.gov/mold>

EXCESS MOISTURE

Since mold thrives in moist environments, it is important to prevent excessive moisture buildup in your home. Failure to promptly report leaks or remove moisture buildup on home surfaces can encourage mold growth. Common sources of excess moisture include:

- Air conditioning set too low, creating condensation on windows
- Leaving windows open with the air conditioning on
- Rainwater leaking from roofs, windows, doors, outside walls or the foundation
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers or refrigerators
- Leaks from plumbing lines, fixtures or dryer discharge vents
- Not properly ventilating bathrooms, kitchens and laundry rooms
- Steam-cleaning carpets and not extracting most of the water
- Spills on soft surfaces that aren't cleaned immediately to include plant watering overflows, pet urine, cooking spills and beverage spills
- Wet towels or laundry left on floors or carpets
- Overflowing air conditioning drip pans or condensation lines

Immediately notify your maintenance team, if you discover a leak or suspect water intrusion of any kind in your home.

PREVENTING MOLD BEGINS WITH YOU



MINIMIZE THE POTENTIAL FOR MOLD GROWTH IN YOUR HOME BY:

CLEANING YOUR HOME REGULARLY

- Regular vacuuming, mopping and cleaning is important to remove the household dirt and debris that creates an environment supportive of mold growth. Use household cleaners on hard surfaces and flooring when possible.
- Immediately dispose of moldy food.
- When you see mold/mildew accumulating on household surfaces, immediately remove it using a mixture of soap and water. The EPA also recommends cleaning products such as Lysol Disinfectant, Clorox Cleanup or Tilex Mildew Remover as options.

REMOVING VISIBLE MOISTURE ACCUMULATION

- Remove moisture on windows, walls, ceilings, floors, registers and other indoor surfaces as soon as reasonably possible. Pay particular attention to bathrooms, the kitchen and the laundry room where moisture commonly accumulates.

INSPECTING YOUR HOME

- Check your home for damage to the roof and siding, as well as clogged gutters or standing water against the home after heavy rain or strong winds for sources of water intrusion.
- Inspect washing machine hoses and discharge lines for signs of leaks or moisture accumulation.
- Inspect your utility closet regularly and ensure it is free of dust and debris.



REPORTING FLOODING

- If you experience an appliance or plumbing overflow (shower, bathtub, toilet, lavatory, sink, washing machine, dehumidifier, dishwasher, hot water heater, air conditioner, refrigerator, etc.) take steps to stop the flooding and immediately notify the Maintenance Department. Even if you consider the overflow minor, notify the maintenance team so they can inspect the area to ensure moisture is not trapped in the flooring or walls.
- Completely dry out or dispose of any materials affected by the flooding to include rugs, furniture, toys, etc.

REPORTING SIGNS OF WATER DAMAGE OR LEAKS IMMEDIATELY

- If you notice signs of water leaking from roofs, windows, doors, outside walls, plumbing lines, fixtures, dryer vents or the foundation of your home, immediately notify the Maintenance Department.
- Report overflowing air conditioning drip pans or condensation lines.
- Report signs of water leaking into walls from bad grouting or caulking around showers, tubs or sinks.

MAINTAINING YOUR AIR CONDITIONING & HEATING SYSTEM

- Change the air filters in your home on a regular basis. The Maintenance Department provides air filter replacements free of charge. Contact 000-000-0000 for information on where to get filters for your home.
- Promptly notify the Maintenance Department about any air conditioning or heating problems you encounter.
- Heating and cooling temperature settings are dependent on your region and vary greatly. Therefore, to understand your temperature range, please contact your maintenance department.
- Leave ceiling fans on low to keep air circulating throughout the home. This will control the amount of humidity inside the home and can prevent water intrusion in the form of burst pipes.

FOLLOWING THESE ADDITIONAL TIPS

- Always turn on exhaust fans in the bathroom and kitchen before you start showering or cooking and keep the fan running for several minutes after you finish.
- Regularly run the ceiling fans in your home to keep air circulating.
- When showering, keep the shower curtain inside the tub or fully close the shower door.
- After showering, wipe moisture off of shower walls, shower doors, bathtubs and bathroom floors. Leave the bathroom door open until all moisture on the mirrors and bathroom walls has dissipated. Hang towels and bath mats so they will completely dry.
- When using a sprinkler to water your lawn, ensure the stream is not hitting your home.

What to do if you **SMELL** Natural Gas

RECOGNIZE!

Natural gas smells like rotten eggs. Everyone in your family should learn to recognize this smell. If you smell natural gas in your home, here's what you should do:

REACT!

If you smell a faint natural gas odor:

- 🔥 Get everyone outside of the home as soon as possible. Stay outside until a Fire Department or Gas Company Technician tells you it's safe to re-enter your home.
- 🔥 Call your property's maintenance number, or your local emergency number.
- 🔥 Make sure all gas appliances and burners on your stove are turned completely off.
- 🔥 Open windows and wait a few minutes to let gas escape.

If you smell a strong gas odor:

Leave immediately and then call your gas utility or local emergency number. Never try to locate a gas leak yourself.

- 🔥 Get everyone outside of the home as soon as possible. Stay outside until a Fire Department or Gas Company Technician tells you it's safe to re-enter your home.

- ⚡ Do not use any devices that might create a spark, such as light switches, phones, flashlights, or even computers. The spark could ignite the gas.
- ⚡ Do not open or close any windows or attempt to turn off the gas.
- ⚡ Quickly extinguish all embers and flames including cigarettes, candles, and fires.

RESPOND!

When notified of a natural gas leak, the Fire Department and your local gas provider dispatches trained technicians 24 hours a day, 7 days a week. If a leak poses an immediate threat, the fire department/company takes quick action to make the area safe. If a natural gas leak does not pose an immediate threat, corrective action may be scheduled for a later date. This prioritization process helps the company ensure the safety of all of its customers, while also allocating resources more efficiently, coordinating necessary work with customers' schedules and minimizing traffic disruptions.



GENERAL HOME TIPS



COOLING

- In summer, keep the sun out by closing draperies, blinds or shades. This helps reduce the energy required to cool your home.
- In summer, a thermostat set at 78 degrees is recommended if the home is occupied. Your kilowatt-hour usage for cooling increases approximately 3% for each degree of temperature setting below 78 degrees. During unoccupied hours, turn off the air conditioner.
- Keep your filter clean. If you use a room air conditioner, check the filter at least once at the beginning of the cooling season. If it is clogged, your unit will operate inefficiently and run longer than necessary. Clean or replace your filters at least twice per season, and continue to monitor at least once a month during the cooling season. Please be aware that a dirty filter may also cause the coil to freeze over due to a lack of air flow and cause the air conditioning to stop working completely.
- When the temperature outside is comfortable, use a window or ceiling fan instead of the air conditioner. A fan only requires a tenth of the energy needed to run an air conditioner. Even if you use an air conditioner, a fan can help circulate the cool air for much more efficient cooling.

HEATING

- In winter, a thermostat set at 68 degrees or lower during the day when the home is occupied is recommended. Your kilowatt-hour usage for heating increases approximately 3% for each degree of temperature setting above 68 degrees. Lower thermostat setting to 55 degrees during sleeping hours.
- Be careful not to block heating registers. Move furniture away from registers to allow heat to flow freely.
- If you have rooms that are not being used, consider closing the heating registers and doors. However, be sure not to close more than one-third of the total heating registers in your home, as it may cause the furnace to cycle more frequently, and may restrict proper air movement in your home.
- Check your seals on doors and windows. If your main door opens to either an unheated hallway or directly to the outdoors, make your door airtight. The loss of warm air is frequently greatest under the bottom edge of your door. A low-cost alternative to a door sweep is a draft guard. This is a closed tube of cloth filled with sand that is laid against the bottom of your door.
- If you have a fireplace without glass doors, consider plugging it when it is not in use. Even a closed damper leaks a large amount of heated air to the outdoors.

APPLIANCES

- Turn off non-essential lights and appliances.
- Avoid running large appliances such as washers, dryers, and electric ovens during peak energy demand hours from 5:00 a.m. to 9:00 a.m. and 4:00 p.m. to 7:00 p.m.
- Operate the dishwasher only when fully loaded, avoid rinse and hold cycles. For additional savings, don't use the drying cycle.
- When using the electric range, plan ahead and cook a number of dishes or meals for later use. Open oven doors only when necessary.

MISCELLANEOUS

- Close shades and blinds at night to reduce the amount of heat lost through windows. This also applies during the day for warm climates.
- Avoid unnecessary opening of doors and windows and be sure they are not left open.
- Weatherproof your windows to decrease heat loss in the winter and heat gain in the summer. Check the caulking around the window, and call maintenance if there are leaks. For savings, you may want to invest in a moveable insulation such as insulated curtains.

IN THE LAUNDRY ROOM

CLOTHES WASHER

- Use the correct amount of detergent. Too many bubbles make your machine work harder and use more energy.
- Presoak or use the soak cycle when washing heavily soiled garments like your child's soccer uniform. You'll avoid two washings and save energy.
- Up to 90 percent of the cost of washing clothes comes from heating the water, so use hot water only for very dirty clothes, and always use cold water in the rinse cycle.

CLOTHES DRYER

- Fill your dryer, but do not pack it like luggage bound for Europe.
- A dirty lint screen can cause your dryer to use up to 30 percent more energy-and it can be a fire hazard.
- Clean the lint screen after each load. Lowly lint has little use, and maybe you'll find that missing sock!
- Keep your dryer's outside exhaust clean. A clogged exhaust lengthens drying time and increases energy use.
- If your dryer has an automatic dry cycle, use it rather than a timed cycle.
- Since lightweight items take less drying time, separate loads into heavy and light items. Underwear and rugs do better if kept apart!
- Install a solar clothes dryer (a clothesline)! It will give your clothes a "fresh outdoors" smell.

IN THE KITCHEN

DISHWASHER TIPS

- According to researchers, a load of dishes cleaned in a dishwasher requires 37 percent less water than washing dishes by hand. However, if you fill the wash and rinse basins instead of letting the water run, you'll use half as much water as a dishwasher would.
- 80 percent of the energy your dishwasher uses is for heating water. Remember-by saving water, you're also helping your city's wastewater facility save on the energy used to pump it, treat it, and clean it. Up to 50 percent of a typical city's energy bill goes to supplying water and cleaning it after use!
- Avoid using the "rinse hold" setting on your dishwasher. This feature uses 3 to 7 more gallons of hot water for each use. Never use "rinse hold" for just a few dirty dishes. Instead consider the old-fashioned hand wash/rinse basin option.
- Use short wash cycles for everything but the dirtiest dishes. They use less energy and work just as well.
- If your dishwasher has an air-dry setting, choose it instead of heat-drying. You'll cut your dishwasher's energy use 15 to 50 percent. If there's no air-dry setting, turn the dishwasher off after its final rinse and open the door. The dishes will dry slowly, but without using any extra electricity!
- Many newer dishwashers do not require you to rinse dishes off before loading. If you prefer to pre-rinse use cold water on your dishes before loading them-but don't waste water by letting it run continuously.
- If you have a choice, install your dishwasher away from your refrigerator. The dishwasher's heat and moisture increase your refrigerator's energy consumption. If you have to put them next to each other, place a sheet of foam insulation between them.

COOKING TIPS

- Microwave ovens use around 50 percent less energy than conventional ovens; they're most efficient for small portions or defrosting. For large meals, stovetop cooking is usually more efficient.
- Use your microwave as often as possible in the summer. You'll be more comfortable and save on air conditioning costs.
- Use toaster ovens or microwave ovens to cook small- to medium-sized meals.
- With conventional ovens, minimize the preheating time. Unless you're baking breads or pastries, you may not even need to preheat.
- Don't open the oven door too often when checking your food, especially if it's your prize recipe for a baking contest. Each time you open the door the oven temperature drops by 25°. Watch the clock or use a timer instead.
- Turn off electric burners several minutes before the allotted cooking time. The heating element will stay hot long enough to finish cooking those eggs or favorite side dish without using more electricity. The same principle works with your oven cooking.
- Cook with the oven door closed. A partially open door wastes energy, costs you money, and warms you instead of the food.
- Stagger pans and baking sheets on upper and lower racks to improve airflow, and don't cover racks with foil. Food cooks more quickly and efficiently when heat circulates freely.
- Use glass or ceramic pans in ovens. You can turn down the temperature about 25° and foods will cook just as quickly.
- Match the size of the pan to the heating element; more heat will get to the pan and less will be lost to the surrounding air or found by the pan handle! A 6-inch pan on an 8-inch burner will waste over 40 percent of the energy.
- On electric stovetops, use flat-bottomed pans that make full contact with the element. A warped or rounded pan may be a conversation piece, but will waste most of the heat.

REFRIGERATORS AND FREEZERS

- Leave enough space between your refrigerator and the walls or cabinets so air can circulate around the condenser coils. Trapped heat increases energy consumption.
- For food safety keep your refrigerator between 36° and 40° F and your freezer between 0° and 5° F. A refrigerator that is colder than safety dictates uses up to 25 percent more energy, and will freeze your milk and lettuce.
- As your food budget permits, keep your freezer and refrigerator full-but not so full that air can't circulate. The mass of cold items inside will help your refrigerator recover each time the door is opened. Here's a hint: If your refrigerator is nearly empty, store water-filled containers inside.
- Check door seals regularly to make sure they're airtight. To test them, close the door on a dollar bill and try to pull it out. (Larger bills are harder to come by, but work just as well!) If the dollar slides out easily, you're wasting energy and money.
- Unless it has untold sentimental value, get rid of that older, energy-hogging second refrigerator in your garage! It's costing you about \$120 a year to operate. One large refrigerator is cheaper to run than two smaller ones. (Warning: If you get rid of an older refrigerator or freezer, please dispose of it properly, and make sure the door is removed so children cannot be trapped inside.)
- Side-by-side refrigerators use approximately 7 percent to 13 percent more energy than similar-sized models with the freezer on top.
- Chest freezers are typically more efficient than upright freezers, because they're better insulated and cold air doesn't spill out when the door is opened.
- Brush or vacuum dirty refrigerator or freezer coils. You'll improve your appliance's efficiency by as much as 30 percent

CONSERVING GAS

- When cooking on a gas burner, use moderate flame settings to conserve natural gas.
 - Remember that a blue flame means your gas stove is operating efficiently. A yellowish flame is sick and needs an adjustment.
- Set back your thermostat by 5 or 10 degrees when sleeping or when your house is empty four hours or longer.
 - Set the thermostat control setting for your furnace no higher than 68 degrees Fahrenheit during the heating season.
- Set your water heater temperature to 120 degrees Fahrenheit or to the “warm” setting.
- Set your water heater temperature control to the pilot position when your home is vacant for two days or longer.



Firearms Registration

The Firearms Control Regulations Act of 1975 (or “the Act”) requires that firearms be registered with the Metropolitan Police Department. Legislation enacted in 2008 and 2009 amends the Act, changing the laws and procedures governing firearms registration. To better understand this legislation, the process for registering a firearm, and your duties and responsibilities as a firearms owner in the District of Columbia please contact the Firearms Registration Section.

How to Register a Firearm:

To register a firearm, residents must report to the Firearms Registration Section of the Metropolitan Police Department. The application process may take up to 14 days. The cost for registering each firearm is \$13, plus \$35 to process fingerprints and \$12 for test-firing the weapon.

Applicants must:

- Be 21 years old
- Complete a firearms application
- Bring proof of residency (i.e. driver’s license)
- Bring 2 passport sized front-facing photos
- Be fingerprinted

- Pass a 20-question multiple choice test
- Complete a notarized firearms eligibility statement

Important Things to Remember:

- When transporting your firearm, it must be ***unloaded***, wrapped securely or placed in gun case on the back seat of your car.
- If you are stopped by the police, you must immediately tell the officer you are en route to register your firearm.
- The gun dealer will not give you the firearm until you return with the “Firearm Application” stamped “Approved” by the Firearms Registration Section
- The following items ***may not*** be registered: sawed-off shotguns, short-barreled rifles and machine guns.

METROPOLITAN POLICE DEPT.

FIREARMS REGISTRATION SECTION

HOURS: Monday-Friday, 0900-1700

Address: 300 Indiana Avenue, NW, Room 2169

Telephone: (202) 727-4275

Website: www.mpc.dc.gov/gunregistration

FIREARMS 24-HOUR REGISTRATION HOTLINE:

(202) 727-9490

**Firearms Storage and the Law—
What You Should Know**

The District of Columbia's Firearms Control Amendment Act of 2008 (FCAA) Section 702 requires that registered firearms owners storing their weapon in their homes "keep the firearms in a securely locked box, container, or in a location which a reasonable person would believe to be secure" if he/she "knows or reasonably should know that a minor is likely to gain access to the firearm without the permission of the parent or guardian of the minor."

The FCAA additionally provides that if you do not do this, you "can be found guilty of criminally negligent storage of a firearm" and is punishable with high fines, imprisonment or both.

Please be mindful of this. Most importantly, your family's safety is paramount and comes first!



***Safely Storing
Your Firearm
in Your Home***

Safely storing your weapon in your home is extremely important. If not stored properly, it can be a big risk to your family and guests. Each year thousands of children die due to injuries involving a firearm to include accidental discharges, homicide and suicide.

Through Project ChildSafe, registered firearms owners in DC can receive free gun locks from the Metropolitan Police Department's Firearms Registration Section upon registration or if they have a previously registered firearm, they can bring in proof of registration to receive one.

For more information : www.projectchildsafe.org

Important Numbers & Information

JBAB

- **ON BASE** Police/Fire/EMS.....202-433-3333
- Law Enforcement Desk.....202-767-5000
- Crime Prevention Section.....202-767-8944
- Fire Department202-767-5407
- JBAB Police Department
421 Brookley Ave, SW
Washington, DC 20032
- JBAB Fire Department
5 Castle Ave, SW
Washington, DC 20032



MPD

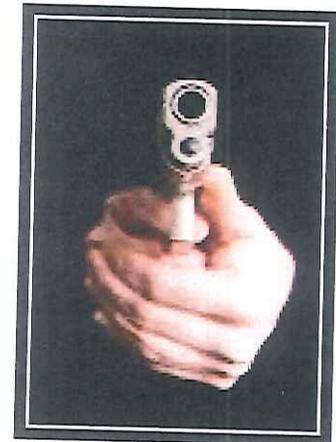
- Firearms Registration Hotline.....202-727-9490
- Firearms Registration Main Line.....202-727-4275
- Firearms Registration Section Hours of Operation:
Mon-Fri, 9:00a.m.-5:00p.m.
- Gun Recovery Unit Task Force.....202-698-5662
- 24-Hour Crime Tip Line.....(888) 919-CRIME
- 24-Hour Text Message Tip Line.....50411
- Washington, DC City Services.....311



***Joint Base
Anacostia-Bolling
Security Services***



***& Privately Owned
Weapons
Information***



Police Department: 202-767-5000

From the JBAB: SECURITY FORCES OPERATING INSTRUCTION 31-201

5.31. Privately Owned Weapons (POW) in Base Housing.

5.31.1. Overview.

Personnel residing on Bolling AFB in Military Family Housing (MFH) are authorized to keep legal firearms and ammunition at their residence. Personnel with firearms stored in on-base quarters must obtain an AF IMT 1314, Firearms Registration and register their legal firearms and ammunition with the JBAB Police Armory; as well as provide a copy of the AF IMT 1314 to their unit for filing.

5.31.1.1. Handguns must be registered in DC prior to storage on base.

5.31.1.2. Individuals must show the appropriate US Armed Forces Identification card and DC registration to the on-duty armorer prior to on-base registration.

5.31.1.3. Individuals must contact the NDW Fire Department to receive a briefing on requirements for ammunition stored in base housing.

5.31.1.4. Refer to SFOI 31-207, *Armory* and AFI31-101_11WGSUP_I for further information.

5.31.2. Procedures.

The On-duty armorer will provide a copy of the AF IMT 1314 for weapons stored in MFH for filing at the SFCC in the POW box. The POW box/AF IMT 1314 can be checked to see if there are weapons in a particular base house, when responding to a domestic disturbance, barricaded suspect or other incident occurring in base housing.

How Do I Register a Firearm in the District of Columbia?

➤ Complete MPD's Application for Firearms Registration Certificate

You can pick up a copy at the Firearms Registration Section office at MPD Headquarters 300 Indiana Avenue NW, 2nd Floor or contact them to request that a form be mailed to you.

➤ Bring the completed PD-219 to the FRS, along with the firearm, if appropriate.

If you already own the firearm, bring the UNLOADED gun with you. If you are purchasing a firearm, the dealer cannot release the firearm to you until you have completed this process and return with a valid registration certificate. Also bring:

- Proof of residency in the District of Columbia
 - Proof of identity
 - ✓ ONE (1) primary source document
 - OR-
 - ✓ TWO (2) secondary source documents
- **See website for further information on these.*
- Proof that you have met the minimum training requirement of classroom and range instruction.

➤ Certify, in writing, that you are not legally blind.

➤ Take and pass a brief multiple-choice test.

This is based on information on DC's firearms laws and regulations provided in this guide.

➤ Pay the appropriate fees.

Application Fee for each firearm \$13

Fingerprinting / FBI Background Check \$35

➤ Be fingerprinted for your background check.

➤ Once the application is approved (generally within five days), the FRS will notify you.

Fees must be paid at the time of application, and can be paid only by cash or money order. Money orders should be made payable to "DC Treasurer."

<http://mpdc.dc.gov/service/firearm-registration-district-columbia>

Important to Remember

- ❖ When transporting your firearm, it must be unloaded, wrapped securely or placed in a gun case on the back seat of your vehicle.
- ❖ If you are stopped by the Police, you must IMMEDIATELY tell the Officer that you are en route to the Firearms Registration Section (FRS) to register the firearm.
- ❖ The gun dealer will not give you the firearm until you return with the firearms application that has been stamped "APPROVED" by MPD FRS. If you possess a firearm, you must IMMEDIATELY bring it to the FRS located in MPD Headquarters.
- ❖ Rifles, shotguns and handguns, to include revolvers and semi-automatic handguns with a maximum capacity of 10 rounds, may be registered in the District of Columbia.
- ❖ The following firearms may NOT be registered: sawed-off shotguns, short-barreled rifles and machine guns.



Always be safe!



SATELLITE DISH INSTALLATION AGREEMENT

Under a Federal Communications Commission (FCC) order, you as our resident have a right to install a satellite dish or receiving antenna on the leased premises. We as a rental housing owner are allowed to impose reasonable restrictions relating to such installation. We require you to comply with these restrictions and sign this agreement explaining the conditions of installing such equipment.

1. **Number and size.** You may be allowed to install one (1) satellite dish or antenna per dwelling. A satellite dish may not exceed one meter (3.3 feet) in diameter. Antennas that only transmit signals or that are not covered by CFR § 1.4000 are prohibited.
2. **Location.** Your satellite dish or antenna must be located in an area outside of the dwelling such as a patio or yard. Dish must be placed within the fenced area of the backyard. Installation is not permitted on any parking area, exterior wall, window, window sill, fence, balcony or common area, or in an area that other residents are allowed to use. **NO SATELLITE DISHES WILL BE INSTALLED IN THE FRONT YARD.**
3. **Installation.** Your installation: (1) must comply with all applicable ordinances, laws, and base regulations and all reasonable safety standards; (2) may not interfere with our cable, telephone or electrical systems or those of neighboring properties; and (3) may not be connected to our telecommunication systems. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of these methods: (1) Attached to a freestanding pole. ***Concrete CANNOT be used to secure the pole in the ground***. The Pole may not be attached to any housing structures such as homes, garages, utility poles, fences, or trees. Poles must not present a safety or tripping hazard and may not be placed in common areas or neighboring yards, or (2) any other method approved by us in writing. No other methods are allowed. We may require reasonable screening of the satellite dish or antenna by resident installed landscaping or planting, etc., so long as it does not impair reception. ***Installation of Satellite dishes on Westover and Duncan MUST be in compliance with HPO (Historic Preservation Office) regulations***
4. **Wiring.** You may not damage or alter the leased premises. Prior approval must be attained by Hunt to run cables through windows sills. Cable may not be run through doorway thresholds, architectural vents or openings. Under no circumstance will penetrations be allowed through bricks. Transmission methods may include: (1) running a cable through a pre-existing hole in the exterior wall (that must be sealed to prevent moisture and pest intrusion); (2) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (3) any other method approved by us in writing. *** Wires should not be visible on the interior or exterior of the home. Any lines/cables from the satellite dish to the house must be underground. Exterior wires must be covered by Panduit (plastic enclosure for wires) that must match the existing color of the housing unit. *NO DRILLING OF NEW HOLES IS PERMITTED***
5. **Safety in Installation.** In order to assure safety, the strength and type of materials, and installation techniques used for installation must be approved by us. Installer must follow all



NOTIFICATION OF ABSENCE FROM HOME

Bolling Family Housing requires that residents provide advance notification when their home will be unoccupied for more than **7 days**. Please complete the following:

- DO NOT TURN OFF THERMOSTAT
- Depending on the season, set the heat to a minimum of 55 degrees or the air conditioner to a maximum of 80 degrees. If your absence extends across seasons, you are required to ensure your designee enables the heating or cooling system, as appropriate, when needed, based seasonal conditions in order to avoid damage to your home or personal belongings
- Turn off water at shut-off valve. Please call maintenance at (202) 562-2631 if you're unsure how to do this
- Disconnect hoses and quick connect devices from spigots
- Close and lock windows, doors and garage

Resident Name _____

Address _____

Period of Absence: From _____ To _____

Contact Information where you can be reached during your absence:

Address or email address _____

Alternate phone number or mobile number _____

The following person(s) is/are designated to watch over your home:

Name _____

Phone _____ Email _____

Will this person have a key to enter your home? Yes No Authorized to access mailbox? Yes No

PETS

Pet(s) will not remain in the home. _____ My pet(s) will be in the home with the following person providing care:

Name: _____ Phone: _____ Email: _____

Service Member's Unit Information

Unit _____ Unit POC or supervisor _____

(If Applicable) Resident Responsibilities During Absence

I understand that in my absence, it remains my responsibility to maintain accessibility to the residence to facilitate emergency services. I am responsible for snow and ice removal and/or maintaining my yard.

Distribution: Copy to resident

Original to binder

Upload to Yardi. Add Memo under "Notice of Absence"

Initiate work order; Category: Preventive Maintenance; Subcategory: Absence from Home



codes and regulations including proper grounding and securing of all conductors. Installation must be done by a qualified person or company approved by us. An installer provided by the seller of the satellite dish or antenna is presumed to be qualified.

6. **Maintenance.** The resident will have the sole responsibility for maintaining their satellite dish, antenna, wiring, and all related equipment. Hunt will not be responsible for any alterations or damages to satellite dish or antenna equipment by landscaping crews, maintenance technicians, or utility service companies. This shall include items such as cut wiring, bumping into or altering the alignment of satellite dish or antenna, and removing or disconnection of equipment for maintenance related issues.
7. **Damages.** The resident has agreed to pay for any damages and for the cost of repairs or repainting caused by satellite dish installation or removal, negligence, carelessness, accident or abuse which may be reasonably necessary to restore the leased premises to its condition prior to the installation of your satellite dish, antenna, or related equipment. **RESIDENT IS RESPONSIBLE FOR THE REMOVAL OF SATELLITE DISH UPON MOVE OUT.**
8. **Indemnity.** The resident has taken full responsible for the satellite dish, antenna, and all related equipment. The resident agrees to hold us harmless and indemnify us against any claims by others for personal injury and property damage related to installation and use of the satellite dish, antenna, and all related equipment.
9. **When you may begin installation.** You may start installation of the satellite dish, antenna, or related equipment only after you have: (1) signed this agreement; (2) provided a copy of this agreement to the person or company that will do the installation; and (3) provided us with the name of the person or company that will do the installation.

Resident (Printed Name)	Address
Signature	Date

Installing Satellite: Yes No

Community Director	Signature	Date
--------------------	-----------	------

Satellite Dish Installation Approved Disapproved

Person or Company installing equipment:

 Reason for Disapproval:



DISPUTE RESOLUTION POLICY

1. Resident should bring requests or concerns regarding their housing or the housing assignment process to the attention of the local management office.
2. If the resident feels that the issue has not been adequately resolved, the issue will be immediately elevated to the Community Director.
3. If the resident feels that the issue has not been adequately resolved by the Community Director, the Community Director will immediately contact the Military Housing Office. Residents may request a meeting with the Community Director and the Housing Manager, Military Housing Office in order to personally present their request or concern.
4. If the resident feels that the issue has not been adequately resolved by the Community Director and the Housing Manager, Military Housing Office, the issue will be elevated to the JBAB Dispute Resolution Committee* for final resolution.
5. The JBAB Dispute Resolution Committee will meet within one week of official notification of the elevation of a dispute to the Dispute Resolution Committee level.
6. The resident will be notified of the decision of the Dispute Resolution Committee by close of business on the next business day.

NOTE: Dispute Resolution Committee Members: Housing Manager, Military Housing Office; Hunt Development Executive; Assistant Director of Operations and Command Representative.



Qualifications

Any resident with a spouse who is deployed, or will be deploying or will be leaving for an extended period of time qualifies to be in the **SOS Program**.



Enrollment

Residents who want to be considered for the **SOS Program** should contact the leasing office for enrollment.

Below is a magnet with our 24-Hour SOS phone number. Place it on your refrigerator. It will remind you that the **SOS – Spousal Outreach Support** team is here to assist you and your family.



www.huntcompanies.com



Spousal Outreach Support



Proud Partner of Blue Star Families





Life as a military spouse has its own challenges but deployment brings on additional challenges for the spouse who cares for the home. Today's military families may be faced with multiple deployments or may have to leave home for extended periods of training and the spouse who stays home shoulders the responsibility of maintaining the home life, caring for children, the pets, often while supporting a career. Spouses of deployed service members are faced with fulfilling the roles of both parents while bearing the emotional load of concern about the safety of the deployed spouse and the risks they face abroad.



Hunt recognizes these challenges and cares about our service members and their families. This is why we have established the **Spousal Outreach Support (SOS)** program for our resident families during a time when the spouse is deployed or away from home.



The **Spousal Outreach Support (SOS)** program is backed by a team of caring individuals whose goal is to make life a little bit easier and bring smiles to the faces of family members while the service member is not there.



The **SOS Program** serves as an added bonus to living at a Hunt military community by providing deployed or absent service members peace of mind knowing that their loved ones will always have someone to contact for assistance while they are away.

Spousal Outreach Support (SOS) Benefits

- Maintenance Plus
- SOS Days
- SOS Resources

SOS Maintenance Plus

Maintenance Plus is designed to assist families with tasks that are traditionally done by the absent family member. Services provided are in addition to the 24 Hour Emergency and routine maintenance service that already provided.

Services may include but are not limited to:

- Hanging pictures
- Assembling bikes and toys
- Changing light bulbs or moving furniture
- Mowing lawns
- Putting up or taking down Christmas decorations



SOS Days

SOS Days are special events and days of family oriented activities dedicated to families of absent or deployed spouses.

Events include but are not limited to:

- Monthly correspondence including special treats
- Birthday greetings for the entire family
- Other special events

SOS Resources

SOS Resources are provided to assist our families in preparing and planning for deployment.

There are many decisions that have to be made prior to deployment and preparing for deployment is paramount to family well-being.

Resources include but are not limited to:

- SOS Deployment Guide

* where available



Rebate Accrual Service Form Instructions

Minol Military Housing provides Rebate Accrual Service. By Opting into this service, a service member can choose to have Minol accrue any earned monthly rebates or credits on their account. The accrued credit is then applied to any future amounts due for energy consumption.

How does a resident Opt In for this service?

The Minol [Rebate Accrual Service Form](#) is an online electronic form that is completed by the resident after they activate their online access. The form has to be completed and signed electronically by the resident.

Residents receive an email notification that Minol has received and activated their Opt In election. This is also noted in the residents Minol file for customer service agents.

How does a resident turn off the service?

The resident should submit the same form, however they should check the "Opt Out" option.

Is it necessary to Opt Out to receive a check?

No, the Minol system automatically defaults to send out applicable monthly rebate checks. The resident will only need to change to Opt Out if they previously opted in.

How often can a resident Opt In and Opt Out?

They can Opt In twice per calendar year and Opt Out once per calendar year.

Is there a fee to the resident for this service?

No. There is no charge to the resident for this service.

For tips on how you can conserve and to access your account online, please visit www.minolusa.com.

Resident Customer Care Center
1.888.636.0493
Monday-Friday, 7AM-7PM CST
Email: militaryhousing@minolusa.com

RESIDENT SIGN ON INSTRUCTIONS

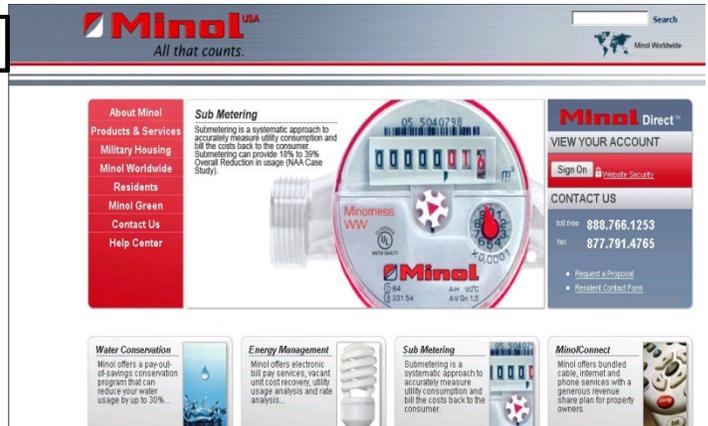
1

www.minolusa.com



Open Internet Explorer and type www.minolusa.com in the address bar. Click on Sign On

Tip: Add to your favorites by clicking on Favorites\Add to Favorites



2

Enter the Information below



Click, on **Sign On**



3

Minol Resident Account Summary

All that counts.

Update Personal Info | Change Password | **Pay Now** | FAQ | Contact Us | Log Off

5/20/2008 2:52:17 PM

“Update” allows you to change your statement mailing address.

- Change Password to reflect your personal preference
- “Pay Now” for resident online payment
- Click on “FAQ” for Minol Resident Service Toll Free phone number and answers to common questions.
- “Contact Us” creates an email to Minol



**VIEW and PRINT
YOUR
UTILITY BILL(S)**

- Trans.Type Icon links to image of mailed statement

If Minol collect resident payment you will see

- Trans Type PA for Payment
- Trans. Date is date the transaction occurred.
- Payment Due Date
- Begin & End Cycle Dates of usage
- Description of Utility
- Amount Due

Click on the printer icon shortcut to print the Account Summary



Resident Details - Microsoft Internet Explorer

Minol Resident Account Summary
All that counts.

Update Personal Info | Change Password | Pay Now | FAQ | Contact Us | Log Off 10/3/2008 6:09:57 PM

Account #: 0000000000000000

Name: SGT..JOHN DOE Project Name: Bldg: 0000 Unit: 008308

Billing Address: 8308 MILWAUKEE ST Service Address: 8308 MILWAUKEE ST
CITY, STATE ZIP CITY, STATE ZIP

Account Start Date: 10/30/07 Account End Date: Current Balance: \$ 14.94

Record (1..15) of 28 sorted by docdate desc Page 1 Of 2

Tran. Type	Tran. Date	Due Date	Beg. Cycle	End. Cycle	Description	Original Amount	Tran. Balance	Reference Num.
	09/09/08	09/24/08	07/15/08	08/14/08	GAS	(\$ 1.37)	(\$ 1.37)	0025047243
	09/09/08	09/24/08	07/15/08	08/14/08	ELECTRICITY	\$ 4.81	\$ 4.81	0025046772
	08/10/08	08/25/08	06/13/08	07/15/08	GAS	(\$ 0.87)	(\$ 0.87)	0024638914
	08/10/08	08/25/08	06/13/08	07/15/08	ELECTRICITY	\$ 10.31	\$ 10.31	0024638446
	07/24/08	08/08/08	05/14/08	06/13/08	GAS	(\$ 6.94)	(\$ 6.94)	0024501986
	07/24/08	08/08/08	05/14/08	06/13/08	ELECTRICITY	\$ 9.00	\$ 9.00	0024501542
PA	07/22/08					(\$ 18.71)	(\$ 18.71)	0024428387
	07/08/08	07/23/08	04/14/08	05/14/08	GAS	(\$ 12.51)	(\$ 12.51)	0024175354
	07/08/08	07/23/08	04/14/08	05/14/08	ELECTRICITY	\$ 21.22	\$ 21.22	0024174928

Minol Utility Form

Resident Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Home Phone: () _____ Number of Occupants: _____

Minol Account #: _____

Minol User ID: _____

Minol Account Password: _____

WINDOW SAFETY AWARENESS

Every day you whisper a promise to your child, "I'll always love you and keep you safe." But keeping your home and children safe takes more than promises. It can only be done with safety awareness, planning and preventive action. Fires and falls of all kinds are among the leading causes of injury and death in young children. While some falls occur from windows, it's important to realize that in a fire, a window can save a child's life. That is why windows play a critical role in home safety.



Fire is frightening. All too often, the bodies of young children are found after a fire in places where they tried to hide. Teach your children that they can't hide from fire: They must escape it. Decide on at least two emergency escape routes from your home. Windows provide one of the fastest, easiest alternative ways out of a burning home. Teach children how to safely escape through windows and take time to practice with them.

Every family member should know how to operate the windows used for fire emergencies. Delays in escaping from a fire cost lives and increase injuries. Often paint, dirt or weathering can seal a window shut. Make sure yours open easily from the inside and are not blocked by furniture or other objects.

Remember that security bars, grilles and grates not only keep intruders out, they can also lock you in. The same holds true for window guards. Everyone should always be able to get out through a window without using tools, keys, special knowledge or effort. Preventing falls out of windows is as important as learning how to use one in an emergency. Unattended children run the greatest risk of falls and injuries, so the best first step is to watch your children as they play. Nothing can substitute for careful supervision. When youngsters are around, close and lock your windows. If you need ventilation, open only windows they cannot reach. Be sure to keep furniture – or anything children can climb – away from windows. And teach your children not to play near windows. Never depend on insect screens to prevent falls.

Insect screens are designed to provide ventilation. They will not hold a child's weight against them. In the very near future Hunt will be placing window safety stickers on to your second floor windows as a means of reminding everyone on a daily basis that window safety is critical.

Only solid information and proper preparations can help you keep the promise of safety you give to your loved ones. For more ways to protect your home and family please contact:

<p>National Fire Protection Association Department of Public Education One Batterymarch Park Quincy, MA 02269-9101 www.nfpa.org</p>	<p>National Safety Council 1121 Spring Lake Drive Itasca, IL 60143-3201 www.nsc.org</p>	<p><i>This safety message brought to you by the National Safety Council and the membership of the American Architectural Manufacturers Association, the National Wood Window and Door Association, and the Screen Manufacturers Association.</i></p>
<p>U.S. Consumer Product Safety Commission 4330 East West Highway Bethesda, MD 20814 www.cpsc.gov</p>	<p>Home Safety Council 1250 Eye Street, NW Suite 1000 Washington, DC 20005 www.homesafetycouncil.org</p>	<p><i>We at Hunt Military Communities appreciate your attention to this very important safety awareness message.</i></p> 

Bolling Family Housing Fire Prevention Guide

This Guide is to familiarize you and your family with the fire prevention practices while occupying military family housing at Joint Base Anacostia-Bolling.

Be sure all family members **READ AND UNDERSTAND** the following:

EMERGENCY REPORTING: Base fire regulation requires that your telephone be labeled with the ...following emergency telephone numbers:

FIRE
SECURITY POLICE (202) 433-3333
AMBULANCE

All fires, no matter what size, must be reported. Careless or willful acts resulting in fire damage may result in pecuniary liability being assessed.

PRE-FIRE ESCAPE PLANS: Setting a pre-fire escape plan can be fun. These plans should include having two ways out of each room. Feel every door before you open it. If it is hot, use alternate exit. Sleep with bedroom door closed. Sleeping is prohibited in unfinished attics and basements. The sound of the smoke detector means to get out now. Never waste time getting dressed or gathering valuables. If there is smoke, crawl along the floor. Do not stand up. If your clothes catch fire, "STOP, DROP, and ROLL." Have a central meeting place outside and never return to a burning building.

SMOKE DETECTORS: Occupant should check their smoke detectors at least monthly. Smoke detectors can be checked by pressing a test button; flipping a switch on the side of the detector; or turn the knob. Never check your smoke detector with an open flame device (candles, matches, lighters, etc.) MFH quarters are equipped with hard wire smoke detectors that ring in the quarters only. Additional battery operated smoke detectors can be obtained from housing maintenance. Battery should be changed yearly. If smoke detector does not operate please call your Welcome Center.

COOKING: The number one cause of fires is unattended cooking. In case of grease fire:

- a. Smother the flames with a lid large enough to cover the pan. Use baking soda or a dry chemical fire extinguisher to extinguish the fire. Turn off the heat. Do not remove the pan from the burner on the stove
- b. **DO NOT USE WATER** on a grease fire.
- c. In case of an oven fire, close the oven door and turn the oven off.

FIRE EXTINGUISHER: Each resident should equip the home with one dry chemical fire extinguisher. It is the occupant's responsibility to make sure the fire extinguisher is serviceable by checking the gage on the front of the extinguisher to ensure that it is charged. Operating instructions for the fire extinguisher are located on the label.

OUTDOOR COOKING: Is permitted fifteen feet away from buildings, porches, and/or carports. Hot ashes or charcoal are not to be disposed of in trash containers. Use approved charcoal lighter fluid; do not use gasoline or extremely flammable liquids to light charcoal.

OUTSIDE FIRE PITS: Must be approved for use from the Base Fire Department. Letter of approval may be requested from the Welcome Center.

SMOKING: Never smoke in bed! Keep matches and lighters out of children's reach. Make sure your children understand the danger of playing with matches and lighters.

CANDLES: Candles will not be used in bathrooms, storage areas, or closets. When candles are used in other areas of the home they will be secured on a noncombustible, non-tip base. Recommended types are the "Storm Candle" holders. Remember never leave burning candles unattended and extinguish them before you retire or leave home.

STORAGE: Storage is prohibited within 36 inches of furnaces, heating units, and electrical panels.

FLAMMABLE LIQUIDS: Do not use or store flammable liquids in your home. Never use gasoline/lighter fluid as a cleaning solvent. Flammable liquid storage is limited to three gallons per resident unit.

GUN POWDER: Storage is authorized if kept in a locked, fire resistant container with no more than three pounds stored (approval in writing by the Group commander is required for more than three pounds). Firing caps must be kept in separate locked, fire resistant containers.

PORTABLE HEATERS: Electric heaters that are UL approved and have a tip-over switch to cut them off are authorized and should be kept 3 feet away from all combustible materials. Open-flame kerosene or propane heaters are prohibited in military family housing.

EXTENSION CORDS: Electrical extension cords will be heavy-duty type. No splices or taped sections allowed. Cords will not run under rugs or carpets, or through doorways and holes in walls and floors or attached to each other with multi plugs. Only UL approved cords/appliances are acceptable.

FIREPLACES: Before each burning season, inspect your chimney and fireplace for cracks, loose mortar, etc. Use only dry seasoned wood, and never light the fire with an accelerant use paper wood chips are stored bought fire place starters. Don't leave the fire unattended and use the fireplace screen. Don't discard aerosol cans in the fireplace. Remove excess ash debris, insure they are cold safe first before you dispose of them.

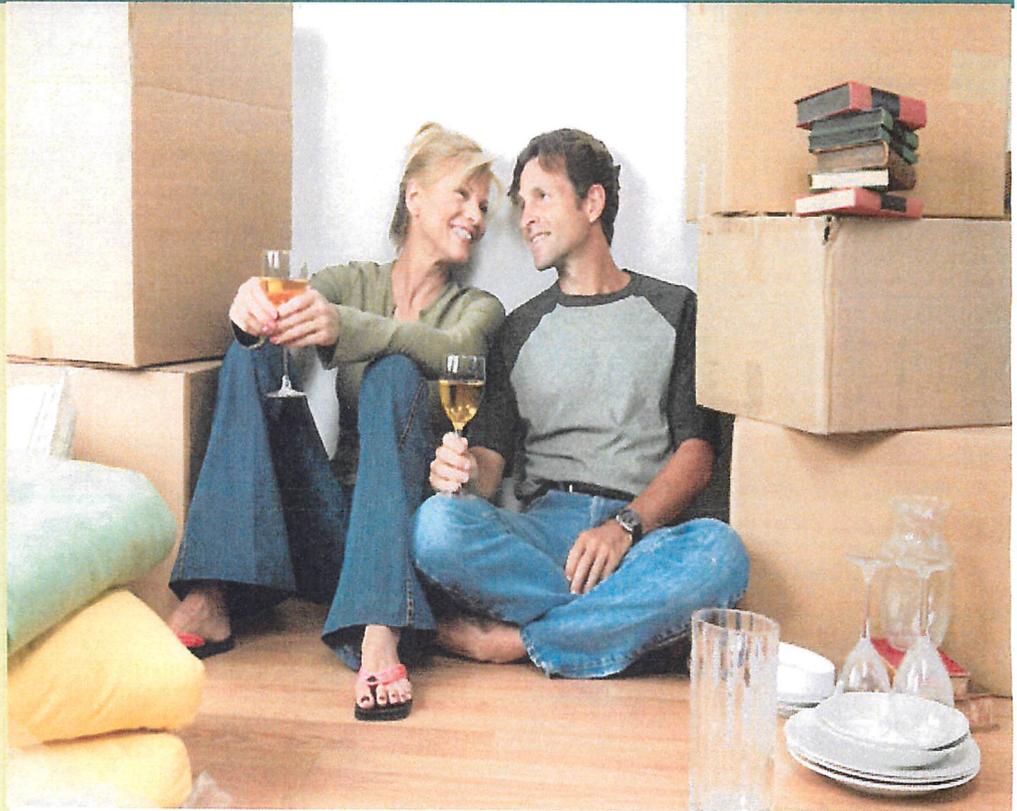


GREAT NEWS!

...there is another incentive to living on base that you may not have been aware of

As an on-post resident you are entitled to Non-Temporary Storage (NTS).

*This means you have the option of storing your excess household items at government expense.**



Here's how :

1. You must submit a list of all items you would like stored to the HSC within 30 days of your move-in date or if applicable receipt of your household goods.
2. A funding document will be produced by the HSC. (Please allow up to 7 business days for processing.)
3. Go to move.mil to schedule pick-up using your funding document.

For more information
please contact:

Mrs. Love

Housing Service Center (HSC)

21 MacDill Blvd

Joint Base Anacostia-Bolling, DC

Phone: 202.404.1840

Fax: 202.767.4666

Janelle.love@navy.mil

jbabhousing@navy.mil



**Some restrictions apply, contact the Housing Service Center for more details.*



JOINT BASE ANACOSTIA-BOLLING

2016
BASE GUIDE

MedStar Health is creating the most accessible healthcare system in the region



MedStar Southern Maryland Hospital Center is a full-service community hospital serving Prince George's, Charles and Calvert Counties and is part of MedStar Health's distributed care delivery network.

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Hospital Center**

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Focused on You



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Joint Base Anacostia-Bolling



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2016 Base Guide

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MWR: STAY CONNECTED



ABSolute App: A free smartphone app with JBAB MWR event information, facility lists, programs, MWR restaurant menus, 411 Magazine and more.

Download for free from Google Play or Apple iOS app stores.

Website: www.MyWFR.com

Social Media:



Facebook.com/MyWFR



Instagram: @MyWFR



Twitter: @MyWFR



Accessing JBAB

Anyone with a valid DoD ID may enter the base. For those without DoD ID, the JBAB Joint Visitor's Center (JVC) is located in Building 256 at the South Gate.

Ph: 1 (202) 767-5505

Hours: Monday-Friday, 6 a.m.-4 p.m.

Closed: Weekends and Holidays

After Hours: Visitors driving on JBAB without DoD identification after normal JVC business hours are required to provide a current driver's license, valid vehicle registration and proof of insurance. Sponsors must meet visitors at the South Gate with required documentation for access.

Helpful Numbers

Emergencies (Police, Fire, EMS): 1 (202) 433-3333

Base Operator: 1 (703) 545-6700

Lodging: 1 (877) NAVY-BED (1-877-628-9233)

Visitor's Center: 1 (202) 767-5505

ID Cards (Navy PSD): 1 (202) 433-4012

Sexual Assault Response Coordinator: 1 (202) 404-5738

Chapel: 1 (202) 767-5900

Military OneSource 24/7: 1 (800) 342-9647

Veteran's Crisis Line: 1 (800) 273-8255, press 1

SoberRide: 1 (800) 200-TAXI (www.soberride.com)

ABOUT JBAB

Welcome to the Nation's Capital and Joint Base Anacostia-Bolling!

Joint Base Anacostia-Bolling (JBAB) is comprised of the former Naval Support Facility Anacostia, the former Bolling Air Force Base and the Bellevue Housing Area. The properties merged in October 2010 as a result of the Base Realignment and Closure (BRAC), 2005.

The 1,018-acre military base is located in Southeast D.C. The installation is situated between the Potomac and Anacostia rivers, off of Interstate 295 in the Anacostia and Congress Heights areas.

JBAB's primary mission is to support 17,000 military and civilian personnel at the nearly 50 military and federal agencies operating daily on the installation.

Use this guide to quickly find information for getting around the base and locating experts who can answer your questions on topics ranging from unaccompanied housing to education options for military children.

Be sure to follow us on social media for command information and the latest updates on events around the base.

JBAB Online

Stay informed about Joint Base Anacostia-Bolling through the Commander, Naval Installations Command website or by following us on social media.

CNIC Website:

www.cnic.navy.mil/jbab



On Facebook:

www.facebook.com/JBABdc



On Twitter:

www.twitter.com/JBABdc and @JBABdc



On Instagram:

@jbabdc

WELCOME FROM JBAB CO

Welcome to Joint Base Anacostia-Bolling (JBAB). We're happy you're joining the community here at one of the busiest military bases in the National Capital Region.

As the home to nearly 50 commands and mission partners - hosting more than 17,000 personnel - our job is to provide you with the things you need to make life here as smooth as possible.

Inside this guide, you'll find information on housing, child care, schools, everyday shopping needs, recreational opportunities, health services, and emergency services.

My staff takes pride in providing a safe and friendly community, and we are continuously working to improve our processes.

As you familiarize yourself with JBAB, I hope you'll take time to note just how much we have to offer.

See you around!

CAPT Frank Mays, USN
Commanding Officer,
Joint Base Anacostia-Bolling





NEWCOMER'S GUIDE

Welcome to Joint Base Anacostia-Bolling. This guide provides answers to some of the most common questions by providing a quick resource guide to the base.

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Daddy & Daughter Dance



Cardboard Regatta



Burst of Color Run



U.S. Navy Ceremonial Guard



Halloween at the Library



U.S. Air Force Band rehearsal



Fall Festival



Navy-Air Force Half Marathon



NEWCOMER'S GUIDE

PCS GUIDE

JBAB Relocation Assistance Program

Ph: 1 (202) 767-0450, DSN: 312-297-0450

Email: margarita.mason@navy.mil

Hours: (M-F) 0730-1600 ET

LODGING

GATEWAY INNS & SUITES

3621 Luke Ave.
Washington, DC 20032
Open: 24 Hours
Ph: 1-877-NAVY-BED (1-877-628-9233)
Website: www.DoDlodging.net

Choose from standard guest rooms, optional suites, equipped with full kitchen, dining area and one or two bedrooms and ADA accessible rooms. Limited pet-friendly rooms are available on a first come, first served basis. Amenities include free on-site laundry and a business center.
Meet your mission and save travel dollars.

JOINT BASE ANACOSTIA-BOLLING NAVY LODGE

12 Bowline Green S.W. Bldg. 4412
Washington, DC 20032
Ph: 1 (202) 563-6950, 1-800-628-9466
Website: www.navy-lodge.com
Facebook: www.facebook.com/NavyLodgeD

Guest comfort amenities include full size kitchenettes, pet-friendly rooms, breakfast to-go, wireless internet access. Family oriented temporary housing experience and multilingual staff.



NAVY LODGE

JBAB/PENTAGON BASE ACCESS

VEHICLE REGISTRATION

JBAB Visitor Center (M-Th: 0600-1600, F: 0600-1500)
Ph: 1 (202) 767-5505

Pentagon
Ph: 1 (703) 697-8111

HOUSEHOLD GOODS

JOINT PERSONAL PROPERTY SHIPPING OFFICE

Bldg. 1466
9325 Gunston Rd.
Fort Belvoir, VA 22060
Ph: 1 (703) 806-4900
Website: www.belvoir.army.mil/jppsoma/index.html

Check the status of your household goods shipment by contacting the Joint Personal Property Shipping Office at Fort Belvoir. The JPPSO needs to know your plans as soon as possible to better serve you and your family. Arrange delivery as early as possible to cut down on costly in-transient storage, potential damage due to extra handling and delivery delays. Normally, a notice of 3-5 days is required for delivery; however, it may take up to 10 days or more during peak moving periods, especially May through September. Personnel who do not have a place to move immediately upon arrival are authorized temporary storage at government expense for up to 90 days. An additional 90 days may be requested through the JPPSO.

JBAB PERSONAL PROPERTY (TMO)

Bldg. 520 Brookley Ave.
Washington, D.C. 20032
Ph: 1 (202) 767-8888

For do-it-yourself moves (DITY), paperwork can be hand-carried to Joint Base Anacostia-Bollings Traffic Management Office for certification. Pentagon TMO can also certify your DITY move if you are assigned to the Pentagon. For more information concerning household goods and storage, visit TMO JBAB.

MILITARY AND FAMILY SUPPORT CENTER

Bldg. 13 Brookley Ave.
Washington, DC 20032
Ph: 1 (202) 767-0450

Loan Locker: The Loan Locker has a variety of items and information that may help while you await your household goods. The locker has everything you may need to borrow: kitchen dish packs, irons, ironing boards, futon mattresses, card tables and chairs, toasters, and coffee pots.

Relocation Assistance Program: Assists arriving and departing members of the community.



NEWCOMER'S GUIDE

HOUSING AND BARRACKS

HOUSING SERVICE CENTER (HSC)

21 MacDill Blvd.
 Washington, DC 20032
 Open: M-F (0700-1600)
 Ph: 1(202) 404-1840
 Email: JBABHousing@navy.mil
 Website: www.MyWFR.com

As soon as you receive your orders, contact the HSC to receive the latest information about housing on the installation and within the National Capital Region (NCR), including updates on the base specific policies regarding residing in privatized housing and counseling before entering into any written lease or rental contract. The Housing Service Center (HSC) mission is to assist military service members, both accompanied and unaccompanied, retirees and DoD civilians in transitioning to a new home and community within the NCR.

Services offered by HSC include privatized housing information, rental partnership program, volunteer realtors, private rentals via the Automated Housing Referral Network (AHRN), short term lodging information, mediation/dispute resolution, housing inspections (on base, off base, prior to arrival, during move-in and move-out), and a variety of housing-related seminars.

The Housing Service Center will process privatized housing applications for JBAB's two Private Partner Venture (PPV) companies and refer customers to the private property management company responsible for privatized units and handling all resident matters, including maintenance. Privatized housing is available through two PPV companies:

Bolling Family Housing

8660 Angell St.
 Washington, DC 20032
 Hours: M-F (0730-1730)
 Ph: 1 (202) 562-2631
 Website: www.bollingfamilyhousing.com

Bolling Family Housing is offered to both officer and enlisted service members stationed in the National Capital Region. Bolling Family Housing has a variety of home styles, all with three or more bedrooms. Bolling Family Housing is managed by Hunt Military Community.

Bellevue Family Housing

1 Cargo Ct.
 Washington, DC 20032
 Hours: M-F (0730-1630)
 Ph: 1 (202) 629-2647
 Website: www.lincolnmilitary.com

Bellevue Family Housing is offered to enlisted members and is located on the South End of JBAB. Units are comprised of two and three bedroom townhouses, with the exception of six ADA compliant ranch-style homes. Bellevue Family Housing is managed by Lincoln Family Housing.



UNACCOMPANIED HOUSING

Unaccompanied Housing operates four buildings that house a variety of service members. Advantages of living on base for single service members: safe, secure, centrally located, off street parking, utility bills included, free laundry facilities, vending/recreational area and close to work, Navy Exchange (NEX), Army and Air Force Exchange Service (AAFES), Commissary, dining, fitness centers and pool.

Air Force Honor Guard

47 Brookley Ave.
 Washington, DC 20032
 Office Hours: Mon.-Tues. (0730-1600)
 Building Manager: 1 (202) 767-4418

Blanchard Barracks

1302 Chappie James Blvd.
 Washington, DC 20032
 Office Hours: M-F (0800-1600)
 Building Manager: 1 (202) 767-8636

Blanchard Barracks is a 376-room facility that houses members from every branch of the U.S. military. This is a Navy "I+I" facility with shared baths and full kitchens.

Enterprise Hall

2770 Enterprise Way
 Washington, DC 20373
 Office Hours: M-F (0800-1600)
 Building Manager: 1 (202) 433-0960

Enterprise Hall houses the Liberty Center for EI-E6 unaccompanied service members as well as two lounges with cable TV and a full kitchen that all residents share on the second deck.

Furnari Hall

417 Defense Blvd.
 Washington, DC 20032
 Front Desk Open: 24 Hours
 Front Desk: 1 (202) 433-2667
 Building Manager: 1 (202) 685-6539

Furnari Hall is a 250-room, 125-suite facility, designed to house the Navy's Ceremonial Guard. The front desk operates 24 hours a day and is the central check-in for all permanent party residents.

NEWCOMER'S GUIDE

SCHOOLS

DAYCARE AND SCHOOL AGE CHILDREN

Child Development Center

- CDC I I (202) 767-2890
- CDC II I (202) 404-8071
- CDC III I (202) 433-0771
- CDH I (202) 404-1454

Website: www.MyWFR.com

Child & Youth Programs (CYP) operates three Child Development Centers (CDC) located on Joint Base Anacostia-Bolling which provides full-time care for children ages 6 weeks to 5 years. In addition, Child Development Homes (CDH) offer quality care in a home environment. CDH offers flexible hours, 24/7 care, low child-to-adult ratios and convenient locations. All child care programs are open to active duty service members, DoD civilians and contractors. Fees are based on total family income and vary for full time care.

CHILD PLACEMENT OFFICE

Ph: I (202) 404-2237
Hours: M-F (0700-1600)

Parents should contact the Child Placement office to enroll their children and be placed on the waiting list for the Child Development Centers.

SCHOOL LIAISON OFFICER

2691 Mitscher Rd.
Washington, DC 20032
Ph: I (202) 433-2566
Open: M-F (0900-1800)
Appointments are recommended.

The School Liaison Officer (SLO) is the primary link between parents, educators and command, working to ensure smooth transitions between schools and positive educational experiences. We can provide numerous resources to assist families, educators and commands in their efforts to create positive and supportive educational environments for military children.

The SLO provides the following services: school transition services, deployment support, liaison communications, special education navigation support, partnerships in education, home school link support and post-secondary preparation.





NEWCOMER'S GUIDE

SCHOOLS

DISTRICT OF COLUMBIA PUBLIC SCHOOLS (DCPS)

The District of Columbia Public Schools designated the following schools for the housing areas on base. These are referred to as the “Zoned Schools” for JBAB residents. Enrollment into these schools does not require parents to participate in the DC Common Lottery for attendance but is provided by right since JBAB housing falls within the neighborhood boundaries for the school(s):

Leckie Elementary School (Preschool-6th Grade)
4201 Martin Luther King Jr. Ave., SW, Washington, DC 20032
Ph: 1 (202) 645-3330
Note: JBAB does not provide bus transportation for preschool.
Website: leckielionsdc.org

Hart Middle School (6th-8th Grade)
601 Mississippi Av. SE, Washington, DC 20032
Ph: 1 (202) 671-6426
Website: charleshartmiddle.org

Ballou Senior High School (9th-12th Grade)
3401 4th Street SE, Washington, DC 20032
Ph: 1 (202) 645-3400
Website: balloudc.org

Preschool (3- and 4-year-olds): Preschool in DC is funded but not mandatory. Seats in local public or charter schools may fill quickly during the open enrollment period between mid-December and May, but families are encouraged to seek enrollment outside of this period as seats do become available at schools across DC. Families should consider schools close to the base or at the base CDCs (Child Development Centers), as preschool students are too young to ride the base school bus.

School options beyond zoned schools/DC Common Lottery: Parents interested in public school or charter school enrollment outside of zoned enrollment should participate in the DC Common Lottery, an annual event held each year from mid-December through May. This lottery is conducted in two rounds. Questions may be answered via the hotline at 1 (202) 888-6336.

To apply online, visit the My Schools DC portal: myschooldc.org/org

Applications generated by this portal are used for participation in the DC Common Lottery and may also be used for application into selective citywide high schools (see below for more info). Lottery results are sent directly to applicants at the close of each lottery round. Military families who are currently residing outside of the area may participate in the lottery before becoming residents. If this applies to you please contact the SLO for information and guidance on applying.

Families with middle and high school students should speak with the SLO concerning school choice. This also applies to parents whose students have IEP's, are classified as gifted or who have particular programmatic requests. The SLO is equipped to assist these families in understanding their options while attending DCPS schools.

SELECTIVE CITYWIDE HIGH SCHOOLS

Selective citywide high schools are public schools with specialized programs that require advance application, transcripts, and coordination with the school admission office. Students with a GPA 3.0 or better are good candidates. Learn more by reviewing the school profiles and admission requirements unique to each school.

Application dates for selective schools are listed on the DCPS website and the school's website. If an application deadline has passed, the military family should contact the school and discuss transfer and application with an admissions representative at the school.

Benjamin Banneker High School
Ph: 1 (202) 673-7322
Website: benjaminbanneker.org/

Columbia Heights Education Campus
Ph: 1 (202) 939-7700
Website: checdc.org

Duke Ellington High School of Performing Arts
Ph: 1 (202) 282-0123
Website: ellingtonschool.org

McKinley High School of Science and Technology
Ph: 1 (202) 281-3950
Website: mckinleytech.org

Phelps High School of Architecture, Construction and Engineering
Ph: 1 (202) 729-4360
Website: phelpshsdc.org

School Without Walls High School
Ph: 1 (202) 698-3793
Website: swwhs.org

SCHOOL BUS PROGRAM OFFICE
Ph: 1 (202) 767-8138

DCPS normally uses MetroBus and MetroRail systems to get children to school when transportation is required; however, JBAB has a school bus program available for children in grades K-12 residing at JBAB. Parents planning to live on base are highly encouraged to request that their sponsors provide this information in their welcome package. Requests for packages also may be made by calling the school bus program office at JBAB Youth Center.

HOME SCHOOL OPTIONS

School Liaison Officer
Ph: 1 (202) 433-2566

JBAB hosts a homeschool program, operated by the Bolling Area Homeschool Educators (BAHE). For more information about the JBAB Home Educator Program, contact the School Liaison Officer.

NEWCOMER'S GUIDE

SHOPPING

The Base Exchange has 51,000 square feet of shopping space with one-stop shopping for the family, including outdoor needs. Exchange Mall concessions include a Barbershop, GNC, and Laundry/Dry Cleaners.

The Army and Air Force Exchange Service's Military Clothing Sales Store (MCSS) operates inside the Exchange with a co-located Alterations Shop.

A 24-hour Laundromat is located in Bldg. 523.

Express shoppette, across from the Exchange, also houses a gas station, a Class Six Store, and Firestone Car Care Center.

Exchange operated food services include Burger King, Starbucks and a food court offering Subway, Charley's Steakery, Anthony's Pizza and California Tortilla.

Enterprise Hall (Bldg. 72) features a small Navy Exchange (NEX) and offers, among other things, basic Navy uniform items.

Phone numbers:

- Burger King: | (202) 561-4447
- Class Six | (202) 563-6388
- Exchange | (202) 562-3000
- Express (Gas Station): | (202) 563-6388
- Military Clothing (Army & Air Force): | (202) 563-5931
- Starbucks: | (202) 562-6270

COMMISSARY

Joint Base Anacostia-Bolling boasts one of the Defense Commissary Agency's most modern facilities, offering a complete selection of meat, produce, dairy products, frozen foods, organic and gluten free products, fresh seafood, sushi, deli, hot foods and fresh bakery items. For hours of operation and more information, visit:

www.commissaries.com.

Phone numbers:

- Commissary Officer | 202-767-4695
- Main Number | 202-767-4042
- Dept. Extensions:
- Bakery | Ex. 3230
- Deli | Ex. 3241
- Grocery Dept. | Ex. 3227
- Meat Dept. | Ex. 3233
- Produce Manager | Ex. 3235
- Seafood Dept. | Ex. 3234
- Warehouse | Ex. 3232





MISSION AND TENANT UNITS

■ 11TH OPERATIONS GROUP

The 11th Operations Group represents the United States Air Force by providing premier ceremonial, musical and funeral support to the American public, international community, and Airmen and their families.

The 11th Operations Group is a tenant unit on Joint Base Anacostia-Bolling and is part of the historic 11th Wing at Joint Base Andrews. The 11th Operations Group oversees the operations and scheduling of The United States Air Force Band, Honor Guard and Chaplains at Arlington National Cemetery.

■ THE UNITED STATES AIR FORCE BAND

Website: www.usafband.af.mil

The United States Air Force Band is the Air Force's premier musical organization. Its mission is to honor those who have served, inspire American citizens to heightened patriotism and service, and positively impact the global community on behalf of the United States Air Force and the United States of America.

The organization is comprised of six performing ensembles: Air Force Strings, Airmen of Note, Ceremonial Brass, Concert Band, Max Impact and Singing Sergeants. They present more than 1,600 performances annually, as well as reaching millions via radio and television broadcasts and the Internet.

■ THE UNITED STATES AIR FORCE CHAPLAINCY AT ARLINGTON NATIONAL CEMETERY

The United States Air Force chaplains and chaplain assistants provide comprehensive funeral ministry, spiritual care and comfort to all active duty, retirees and dependents of the Air Force in Arlington National Cemetery. The Chaplains conduct more than 1,100 chapel and committal services annually, and partner with The United States Air Force Band and Honor Guard in paying final tributes and offering military honors to our nation's heroes, their spouses and children.

■ THE UNITED STATES AIR FORCE HONOR GUARD

The United States Air Force Honor Guard is home to more than 200 men and women directly responsible for providing final military funeral honors at Arlington National Cemetery. Members of the USAF Honor Guard also train other Air Force base honor guards and support State Funeral plans. Members represent the Air Force in a variety of military and civilian ceremonies conducted throughout Washington, D.C., including events at the White House, Pentagon, Arlington National Cemetery and the Tomb of the Unknowns. The Honor Guard also operates the Air Force's only precision drill team, which is dedicated to inspiring Air Force awareness among military and civilian audiences. Through complex drill routines, the drill team personifies the integrity, discipline, teamwork, and professionalism of every military mission.



579TH MEDICAL GROUP

■ 579TH MEDICAL GROUP

The 579th Medical Group provides health care services to a variety of units and personnel including JBAB, Headquarters Air Force, Defense Intelligence Agency, and Headquarters Air Force District of Washington.

The group delivers medical and dental care to 20,000 tri-service beneficiaries assigned to the National Capital Region, including SECDEF, SECAF and CSAF. The group also directs an Advanced Education General Dentistry Residency Program, and plans, trains and deploys to support worldwide contingencies.

■ 579TH DENTAL SQUADRON

The 579th Dental Squadron provides comprehensive dental care for active duty personnel assigned to Joint Base Anacostia-Bolling and the Washington metropolitan area, including restorative and preventive dentistry, endodontics (root canal therapy), periodontics, (tooth replacement), orthodontics, pediatric dentistry and oral surgery. The dental squadron is one of 13 in the Air Force that has an Advanced Education in General Dentistry residency program, and is one of the largest Air Force implant centers on the East Coast.

■ 579TH MEDICAL OPERATIONS SQUADRON

The 579th Medical Operations Squadron supports the health and readiness of Airmen, Sailors and their families on Joint Base Anacostia-Bolling and across the National Capital Region. Operating out of a number of locations across JBAB and at the Pentagon, the squadron offers a broad range of clinical and health promotion services, including: health, pediatrics, flight medicine, mental health, family advocacy, substance abuse, drug testing, optometry, public health, force health, bioenvironmental engineering, health & wellness, and immunizations.

Committed to the highest quality standards, MDOS serves as a proud member of the Air Force District of Washington, 79th Medical Wing and Joint Base Anacostia-Bolling communities.



MISSION AND TENANT UNITS

■ 579TH MEDICAL SUPPORT SQUADRON

The 579th Medical Support Squadron supports Joint Base Anacostia-Bolling along with the eligible beneficiary population, Air Force District of Washington, the Department of Defense, and our nation's security by providing health support for the full range of military deployments and sustaining the health of members of the armed forces, their families, and others to advance our national security interests. The 579th Medical Support Squadron provides the highest standard of direct medical care and medical administrative services to JBAB. These areas of expertise include pharmacy services, diagnostic imaging and clinical laboratory support. Superior logistical and administrative support is also provided through information system management, facility management, medical equipment and supply processing, orderly room, resource management, patient administration, TRICARE services, medical readiness and referral management.

■ 744TH COMMUNICATIONS SQUADRON

The 744th Communications Squadron provides network operations for Joint Base Andrews-NAF Washington and Joint Base Anacostia-Bolling, to include a help desk, network management, small computer and information protection. The squadron also provides administrative communications and customer training, technical and systems support for communications and computer systems including ground radio (land mobile radio, cellular phones and frequency management), telephone and client computer systems.

■ CIVIL AIR PATROL (CAP)

200 McChord St, Suite 111
Washington, DC 20032
Ph: 1 (202) 767-4405

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 60,000 members nationwide. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and was credited by the AFRCC with saving on average, 95 lives annually.

Joint Base Anacostia-Bolling is home to Civil Air Patrol's National Capital Wing headquarters and Tuskegee Cadet Squadron. National Capital Wing encompasses the greater Washington, D.C., metro area and has approximately 260 volunteer officers, senior members and 160 cadets.

The National Capital Wing is the primary point of contact for all CAP activities and Air Force support missions in the Washington, D.C. metro area and National Capital Region (NCR). The wing has six squadrons, including the Tuskegee Cadet Squadron, which meets on Joint Base Anacostia-Bolling.

Volunteers perform homeland security, disaster relief and counterdrug missions at the request of federal, state and local agencies. Members play a leading role in aerospace education and serve as mentors to more than 23,000 young people currently participating in CAP cadet programs.

■ U.S. AIR FORCE DEPARTMENTAL PUBLISHING OFFICE

Located in Bldg. 94, AFDPO is the publishing manager for the Air Force secretariat and Air Force staff. AFDPO provides publishing products and services for administrative publications and forms to customers worldwide. AFDPO also manages the distribution of Air Force departmental physical products which are warehoused in the Army Media Distribution Division located in St. Louis, Missouri. It manages the centralized electronic repository for storage and dissemination of digitized publications and forms from departmental down to base level. And, it manages the central tagging operation that prepares all publications from headquarters to wing level for digital dissemination. AFDPO is responsible for providing and maintaining the official software used for designing and filling out "standard" Air Force forms and assisting functional communities in developing interactive applications with more intelligent forms.

■ DEFENSE INTELLIGENCE AGENCY

The Defense Intelligence Agency is a Department of Defense combat support agency and an important member of the United States Intelligence Community. DIA provides intelligence to America's military. The agency has more than 16,500 military and civilian employees working worldwide.

■ U.S. AIR FORCE HISTORICAL STUDIES OFFICE

Website: www.ahso.af.mil

The Air Force Historical Studies Office, located in Bldg. 94, directly supports the Director, Air Force History and Museums and conducts research and analysis of the service's major operational activities. It publishes books, monographs, studies, and reports designed to preserve the history and heritage of the United States Air Force. The office routinely provides information, analysis and perspective to senior Air Force leaders and their staffs in support of planning, policy development, and decision-making. It also responds to requests for information about the Air Force's history from government agencies, researchers, and private organizations.

■ U.S. AIR FORCE RESERVE

■ INDIVIDUAL RESERVIST READINESS AND INTEGRATION ORGANIZATION, DET 7

Detachment 7 (RIO DET 7) is charged with the mobilization, training and overall readiness preparedness of nearly 2,000 personnel assigned or attached to a wide spectrum of defense organizations headquartered in the National Capital Region.

These organizations include: Headquarters United States Air Force Air Staff and Secretariat, Office of the Joint Chief of Staff, Office of the Secretary of Defense of Air Force District Washington, Air Force Office of Special Investigations, the Selective Service System, and multiple Air Force and Defense Agencies.

The core mission of RIO DET 7 is to ensure the combat readiness and, when activated, the seamless integration of Individual Reserve Airmen to meet Air and Combatant Commander wartime requirements for the execution of the National Military Strategy of the United States.



MISSION AND TENANT UNITS

■ FORCE STRATEGY AND INTEGRATION DIVISION (REPX)

The REPX Directorate reports directly to and supports the Chief of the Air Force Reserve from a Personnel and Policy perspective by providing unique perspectives and proactive information to ensure integrated strategy and project execution across the Human Capital Management (HCM) domain.

■ U.S. COAST GUARD

Coast Guard Station Washington is an operational unit responsible for ensuring the maritime safety and security of the National Capital Region.



U.S. COAST GUARD

■ U.S. MARINE CORPS RESERVE TRAINING CENTER

The Inspector-Instructor's mission is to supervise and to assist the units at the Marine Reserve Training Center to attain excellence in operational standards as prescribed by current Marine Corps orders and regulations. Inspector-Instructor maintains a constant state of readiness for mobilization. Upon mobilization, the Inspector-Instructor accompanies the units of the Marine Reserve Training Center to the initial assignment in accordance with the current mobilization plan, including inspecting and providing technical advice to the units.

Site Commander
202-433-2930

Administrative Office
202-433-6205



U.S. NAVY CEREMONIAL GUARD

■ U.S. NAVY CEREMONIAL GUARD

Established in 1931, The Navy Ceremonial Guard Is the official honor guard of the United States Navy, with the primary mission of representing the Navy in Presidential, Joint Armed Services, Navy and public ceremonies in the nation's capital and around the world.

The Guard is comprised of 200 junior Navy enlisted men and women. Members are hand selected at the Navy's Great Lakes Recruiting Command based upon stringent physical and ethical standards. Upon reporting to the command, recruits endure an intensive 10-week training program, designed to test their resolve, commitment, and endurance.

Each member is trained to maintain stoic, motionless, military tightness for extended periods of time so that they will be prepared to hold their bearing through the entirety of the longest of military ceremonies. They are trained in the areas of rifle drill manual and marching as well as the daily labor of maintaining the rigorous physical and uniform standards demanded of Ceremonial Guardsmen. Each graduate joins a specialized platoon, including the Ceremonial Drill Team, Color Guard, Firing Party, or Casket Bearer platoons.

Guardsmen perform in a myriad of high visibility Navy and Joint Service Ceremonies. They participate in presidential inauguration parades, state funeral processions, and a variety of annual celebrations. Additionally, the Guard delivers funeral honors at every Navy funeral service conducted in Arlington National Cemetery. This honor is performed by casket bearers, firing party and marching elements on a daily basis and more than twenty times every week.

FACILITIES AND SERVICES

The JBAB mission includes providing quality support to service members, civilian employees, family members and military retirees.

DINING OPTIONS

Morale, Welfare and Recreation (MWR) offers a variety of on-base dining options, depending on tastes and the time of day. Bolling Club, Potomac Lanes Bowling Center, Furnari Restaurant and Slip Inn offer a variety of menu choices and styles.

Full menus online at: www.MyWFR.com

BOLLING CLUB

50 Thiesen St.
Washington, DC 20032
Ph: 1 (202) 767-6794

Bolling Club offers lavish buffets for lunch, dinner and holidays featuring an abundant selection of food. Club Members receive price discounts and specials every month.

Hours:
Tuesday-Friday (0900-1700)

Meals
All-You-Can-Eat-Buffer:
Tuesday-Friday: (1100-1330)

Seafood Buffet:
First Wednesday (1700-2030)

Champagne Sunday Brunch:
Every Sunday: (1030-1400)

2-for-1 Steak Night:
Every Thursday: (1700-2030)



BOLLING CLUB

FURNARI RESTAURANT

418 Defense Blvd.
Washington, DC 20032
Ph: 1 (202) 433-2574

Furnari Restaurant offers breakfast, lunch and dinner options seven days a week. Meals include a salad bar and dessert station. They also offer made to order sandwiches.

Monday - Friday
- Breakfast: 0600-0900
- Lunch: 1030-1300
- Dinner: 1600-1800

Saturday - Sunday
- Brunch: 1000-1400
- Dinner: 1600-1800

Federal Holidays:
- 1100-1700

SLIP INN

2482 Arnold Avenue
Washington, DC 20032
Ph: 1 (202) 767-5840

For hours, visit:
www.MyWFR.com

Slip Inn is a favorite on base, offering fried chicken for lunch and dinner.



SLIP INN

SPINZ AT POTOMAC LANES

1310 McChord St.
Washington, DC 20032
Ph: 1 (202) 563-1701/1702

M-F (1030-2130)
Saturday (1200-2330)
Sunday (1200-1700)

Potomac Lanes is an ideal place to bring the entire family for a fun dining experience. Spinz offers wings, pizza, burgers, sandwiches and more.



POTOMAC LANES BOWLING CENTER



FACILITIES AND SERVICES

CHILD DEVELOPMENT CENTERS

Website: www.MyWFR.com

Child & Youth Programs (CYP) operates three Child Development Centers (CDC) located on Joint Base Anacostia-Bolling. The CDCs provide full-time care for children ages 6 weeks to 5 years. In addition, Child Development Homes (CDH) offer quality care in a loving, learning home environment. CDH offers flexible hours, low child-to-adult ratios and convenient locations. All child care programs are open to active duty service members, DoD civilians and contractors. Fees are based on total family income and vary for full time care.

Child Development Homes: 202-404-1454

CDC I

4456 Tinker St.
Washington, DC 20032
Ph: 1 (202) 767-2890

CDC Hours:
M-F (0600-1800)

CDC II

4455 Tinker St.
Washington, DC 20032
Ph: 1 (202) 404-8070

CDC III

413 Robbins Rd.
Washington, DC 20032
Ph: 1 (202) 433-0771

CHAPELS

The chapel center is the hub of base-level chaplain service activities, including: pastoral counseling, unit visitation, worship, Airman/Sailor ministries, religious education, and specialized ministries.

Chapel Center is a modern brick building located at Chappie James and Angell Street. Historic Chapel is a traditional clapboard building located at Duncan and McChord, near Fitness Center I and Bolling Club. All chapel operations offices are located at Chapel Center. Please call the chapel office for an up-to-date schedule of services and events.

JBAB Chapel office: 1 (202) 767-5900

JBAB Duty Chaplain: 1 (202) 439-4243



CHAPEL CENTER



HISTORIC CHAPEL



MILITARY AND FAMILY SUPPORT CENTER

MILITARY AND FAMILY SUPPORT CENTER (MFSC)

Bldg. 13, Brookley Ave.
Washington, DC 20032
Ph: 1 (202) 767-0450

The Military and Family Support Center supports individual and family readiness through a full array of programs and resources which help military families to be resilient, well-informed and adaptable to the Navy-Air Force environment.

MFSC promotes self-reliance and resiliency to strengthen the military and its family members, supports mission readiness, assists commanders in planning for and responding to family readiness needs, and facilitates building a strong community network of services through community outreach and partnerships.

The MFSC provides a broad spectrum of services designed both to assist newcomers as well as support families throughout their tour of duty in the National Capital Region. Relocation assistance, family employment, volunteer opportunities and information and referral services are especially helpful to new arrivals.

Other programs include: deployment readiness, ombudsman/key spouse, personal financial management, transition assistance, Exceptional Family Member Program (EFMP), Family Advocacy Program (FAP), New Parent Support Program (NPSP), life skills, family emergency response and the Sexual Assault Prevention and Response Program. In addition, MFSC has licensed clinicians who provide free, confidential, short-term counseling for individuals, couples, families and groups to address relationships, crisis intervention, stress management, depression/grief after loss, occupational and family issues and financial difficulties.



FACILITIES AND SERVICES

COMMISSARY

Joint Base Anacostia-Bolling boasts one of the Defense Commissary Agency's most modern facilities, offering a complete selection of meat, produce, dairy products, frozen foods, organic and gluten free products, fresh seafood, sushi, deli, hot foods and fresh bakery items. For hours of operation and more information, visit

www.commissaries.com

Phone numbers:

Commissary Officer	202-767-4695
Main Number	202-767-4042
Dept. Extensions:	
Bakery	Ex. 3230
Deli	Ex. 3241
Grocery Dept.	Ex. 3227
Meat Dept.	Ex. 3233
Produce Manager	Ex. 3235
Seafood Dept.	Ex. 3234
Warehouse	Ex. 3232

AFOSC THRIFT SHOP

Bldg. 13, Brookley Ave.

Ph: 1 (202) 563-6666

E-mail: afowcthriftshop@verizon.net

Hours:

Tues., Wed., Thurs.
(1000-1400)

The shop sells clothing, household goods, baby items, military gear and a variety of other items. All proceeds go to charity through grants made by the Air Force Officers Spouses Club.



AFOSC THRIFT SHOP

NMCRS THRIFT SHOP

Enterprise Hall (Bldg. 72)

2770 Enterprise Way

Washington, DC 20373

Ph: 1 (202) 433-3364

Hours:

Tuesday & Wednesdays (1600-1830)

First and third Saturdays of each month (1000-1400)

The Navy Marine Corps Relief Society-sponsored (NMCRS) Thrift Shop is run by volunteers and has a wide variety of clothing, uniform items, books, toys, sporting goods and household items available for sale. The shop accepts donations during regular business hours only.



RECYCLING AT JBAB

Environmental Office

Ph: 1 (202) 767-1162

Joint Base Anacostia-Bolling leaders are committed to the protection and enhancement of our environment. Minimizing solid waste, and recycling every day recyclable materials are the responsibilities of every individual working or living on JBAB. As good stewards of the environment all employees and family members are strongly encouraged to fully participate in the base recycling program. For more information on establishing or refining your recycling efforts, contact the base environmental office.

LIBERTY PROGRAM

Enterprise Hall, Bldg. 72

2770 Enterprise Way

Washington, DC 20373

Ph: 1 (202) 685-1802

Hours:

Monday – Friday (1500-2200)

Saturday – Sunday (1200-2200)

Federal Holidays (1300-2000)

MWR Liberty Program sponsors free and reduced-priced recreational programs for military E1-E6 single or unaccompanied. The purpose of the Liberty Program is to provide military members with improved quality of life by offering a variety of recreational activities, both on and off base. The Liberty Center also offers computers with free WiFi and daily movies.

Programs and activities are ongoing and planned based on the trending interests of the patrons that pass through the doors.

Offerings include but are not limited to the following: seasonal sports such as snowboarding, skiing, snow tubing, boating and kayaking, white water rafting, amusement and water parks, new movie release trips, indoor rock climbing, go-karting, paintball, laser tag, bowling, and scavenger hunts, shopping trips, sport games, local and national events, holiday and seasonal special events, museums, film festivals, summer BBQs, tailgate parties, outdoor movies and pool parties.



FACILITIES AND SERVICES



EDUCATION AND TRAINING

Testing services are available on a regular basis. Available tests include Defense Activity for Nontraditional Education Services (DANTES), certification exams, PME end-of-course exams, and college distance learning exam proctoring. Learning Labs are available to help members sharpen knowledge and build their skills to prepare for college courses and DANTES exams.

Air Force military personnel may access their own personal education record through the AFVEC to review goals, degree status and to apply for tuition assistance using their personal AFVEC account. Tuition assistance is provided for more than 350 institutions worldwide. Information on Veterans Administration education benefits and federal grants or loans is available through AFVEC or may be reviewed with a counselor in one of the education centers.

Webster University, University of Maryland University College and Central Texas College administrative offices are co-located in JBAB's Education Center. These colleges and universities offer classes at on base Monday through Saturday, as well as a full schedule of DL courses/programs. Representatives of Old Dominion University, Stratford University, and Strayer University hold monthly office hours. Commanders are encouraged to use these resources to bring all educational services into their organizations.

AIR FORCE EDUCATION OFFICE

Education and Training Office
Bldg. 11, Brookley Ave.
Washington, DC 20032
Open: Tuesdays
Ph: 1 (202) 767-5348

Pentagon Air Force Education Office:
Mon.-Thurs. (0800-1530)
Friday (0830-1530)
Ph: 1 (703) 697-7074

National Testing Center:
Email: ntc@umuc.edu

The Education Services Center is located in Bldg. 11. The center provides base personnel and their families opportunities to achieve individual educational goals. Both service centers provide educational and vocational counseling and other support services which may also be accessed from the Air Force Virtual Education Center Bolling (AFVEC) and through outreach education programs. Counselors and specialists are available to assist with commissioning programs and degree planning.

Education Centers are the contact point for distance learning for Air Force Institute of Technology courses and professional military education courses such as Squadron Officer School, Air Command & Staff College, Air War College and Senior Non-Commissioned Officer Academy. Distance learning (DL) versions include correspondence, internet, CDs, videos and seminars.

NAVY COLLEGE OFFICE BETHESDA

Building 17B, Suite 2D
8901 Wisconsin Ave.
Bethesda, MD 20879
Ph: 1 (301) 295-2014

Hours: Monday-Friday (0730-1600)

TUITION ASSISTANCE

Take up to 16 credit hours per fiscal year and the Navy will fund 100 percent of the tuition, up to \$250 per semester hour. Tuition Assistance may be used for both undergraduate and graduate level classes.

SMART TRANSCRIPT

Sailors/Marines American Council on Education Registry Transcript (SMART) is an electronic transcript that validates military occupational experience and training, as well as college level exams complete and other learning experiences. Courses are approved by the American Council on Education (ACE). SMART transcripts are accepted by many colleges and universities. SMART transcripts can be obtained at the Navy College office or through the Navy College Program website: <https://www.navycollege.navy.mil>

NAVY COLLEGE ACADEMIC SKILLS LEARNING PROGRAM

Commands may request free, instructor taught, academic skills classes in English, math and reading. By upgrading academic skills, Sailors can improve their opportunities for promotion, cross-rating and achieving a college degree.



LOCAL SCHOOLS AND SCHOOL LIAISON

■ SCHOOL LIAISON OFFICER

2691 Mitscher Rd., Washington, DC 20032
Ph: 1 (202) 433-2566
Open: M-F (0900-1800)
Appointments are recommended.

The School Liaison Officer (SLO) is the primary link between parents, educators and command, working to ensure smooth transitions between schools and positive educational experiences. We can provide numerous resources to assist families, educators and commands in their efforts to create positive and supportive educational environments for military children.

The SLO provides the following services: school transition services, deployment support, liaison communications, special education navigation support, partnerships in education, home school link support and post-secondary preparation.

■ DISTRICT OF COLUMBIA PUBLIC SCHOOLS (DCPS)

The District of Columbia Public Schools designated the following schools for the housing areas on base. These are referred to as the “Zoned Schools” for JBAB residents. Enrollment into these schools does not require parents to participate in the DC Common Lottery for attendance but is provided by right since JBAB housing falls within the neighborhood boundaries for the school(s):

Leckie Elementary School

(Preschool-6th Grade)
4201 Martin Luther King Jr. Ave.
SW, Washington, DC 20032
Ph: 1 (202) 645-3330
Note: JBAB does not provide bus transportation for preschool.
Website: leckielionsdc.org

Hart Middle School

(6th-8th Grade)
601 Mississippi Av. SE
Washington, DC 20032
Ph: 1 (202) 671-6426
Website: charleshartmiddle.org

Ballou Senior High School

(9th-12th Grade)
3401 4th Street SE
Washington, DC 20032
Ph: 1 (202) 645-3400
Website: balloudc.org

Preschool (3- and 4-year-olds): Preschool in DC is funded but not mandatory. Seats in local public or charter schools may fill quickly during the open enrollment period between mid-December and May, but families are encouraged to seek enrollment outside of this period as seats do become available at schools across DC. Families should consider schools close to the base or at the base CDCs (Child Development Centers), as preschool students are too young to ride the base school bus.

School options beyond zoned schools/DC Common Lottery: Parents interested in public school or charter school enrollment outside of zoned enrollment should participate in the DC Common Lottery, an annual event held each year from mid-December through May. This lottery is conducted in two rounds. Questions may be answered via the hotline at 1 (202) 888-6336.

To apply online, visit the My Schools DC portal: myschooldc.org

Applications generated by this portal are used for participation in the DC Common Lottery and may also be used for application into selective citywide high schools (see below for more info). Lottery results are sent directly to applicants at the close of each lottery round. Military families who are currently residing outside of the area may participate in the lottery before becoming residents. If this applies to you please contact the SLO for information and guidance on applying.

Families with middle and high school students should speak with the SLO concerning school choice. This also applies to parents whose students have IEP's, are classified as gifted or who have particular programmatic requests. The SLO is equipped to assist these families in understanding their options while attending DCPS schools.

■ SELECTIVE CITYWIDE HIGH SCHOOLS

Selective citywide high schools are public schools with specialized programs that require advance application, transcripts, and coordination with the school admission office. Students with a GPA 3.0 or better are good candidates. Learn more by reviewing the school profiles and admission requirements unique to each school.

Application dates for selective schools are

listed on the DCPS website and the school's website. If an application deadline has passed, the military family should contact the school and discuss transfer and application with an admissions representative at the school.

Benjamin Banneker High School

Ph: 1 (202) 673-7322
Website: benjaminbanneker.org/

Columbia Heights Education Campus

Ph: 1 (202) 939-7700
Website: checdc.org

Duke Ellington High School of Performing Arts

Ph: 1 (202) 282-0123
Website: ellingtonschool.org

McKinley High School of Science and Technology

Ph: 1 (202) 281-3950
Website: mckinleytech.org

Phelps High School of Architecture, Construction and Engineering

Ph: 1 (202) 729-4360
Website: phelpshsdc.org

School Without Walls High School

Ph: 1 (202) 698-3793
Website: swwhs.org

■ SCHOOL BUS PROGRAM OFFICE

Ph: 1 (202) 767-8138

DCPS normally uses MetroBus and MetroRail systems to get children to school when transportation is required; however, JBAB has a school bus program available for children in grades K-12 residing at JBAB. Parents planning to live on base are highly encouraged to request that their sponsors provide this information in their welcome package. Requests for packages also may be made by calling the school bus program office at JBAB Youth Center.

■ HOME SCHOOL OPTIONS

School Liaison Officer
Ph: 1 (202) 433-2566

JBAB hosts a homeschool program, operated by the Bolling Area Homeschool Educators (BAHE). For more information about the JBAB Home Educator Program, contact the School Liaison Officer.

WARFIGHTER & FAMILY READINESS/MWR

Morale, Welfare and Recreation, a component of Warfighter & Family Readiness (WFR), is a comprehensive network of quality support and leisure services that enhances the lives of service members at their families at Joint Base Anacostia-Bolling.

MWR's mission is to strive to meet the needs, wants and expectations of installation programming service members, family members, retirees and DoD civilians. Among other services, MWR offers assistance with camping, family fun, and developing new hobbies.

STAY CONNECTED
Website: www.MyWFR.com

 ABSalute App: A free smartphone app with JBAB MWR event information, facility lists, programs, MWR restaurant menus, 41 I Magazine and more.

Download for free from Google Play or Apple iOS app stores.

Social Media:

 Facebook.com/MyWFR

 Instagram: @MyWFR

 Twitter: @MyWFR

ARTS & CRAFTS CENTER
4472 Arnold Ave.
Washington, DC 20032

The Arts & Crafts Center offers full service custom framing and engraving, in addition to the woodworking club.



ARTS & CRAFT CENTER

WOODWORKING & ENGRAVING

Woodworking: The wood shop is open to all DoD ID card holders.

Woodworking Hours (\$5/hr):
Tuesdays, Thursdays (1400-2000)
Saturdays (0900-1700)
Ph: 1 (202) 767-8559

Engraving: Find a wide selection of unique gift ideas that can be engraved or personalized with a special message for any gift-giving occasion. From acrylics to wooden plaques to tankards and travel mugs, Arts & Crafts has the perfect personalized gift for you.

Engraving Hours:
Monday – Friday (0900-1700)
Ph: 1 (202) 404-6997

FRAMING

Ph: 1 (202) 767-8560

Hours:
Tuesday-Friday (1000-1700)
Saturdays [2nd, 4th and 5th of each month] (1000-1600)
Classes: Saturdays [1st and 3rd of each month] (0900-1600)
Hours can be extended upon special requests.

Magdalene's Custom Framing transforms life's simple pleasures into treasured memories. Choose from a variety of mouldings, mats and glass to frame your memories perfectly.

BOLLING CLUB & COMMUNITY CENTER

50 Theisen St.
Washington, DC 20032
Office Hours: M-F (0900-1700)
Ph: 1 (202) 767-6794

Bolling Club houses a lavish dining room, a ballroom, party and meeting rooms, and two lounges. Hot lunch buffets are served Tuesday through Friday, as well as a variety of dining and lounge specials. The Bolling Club & Community Center also offer a prime location and catering services for weddings, retirements, conferences and private parties.



BOLLING CLUB



WARFIGHTER & FAMILY READINESS/MWR

AUTO SKILLS CENTER

8 Brookley Ave.
Washington, DC 20032
Ph: 1 (202) 767-4571
Monday: Appointments only
Tuesday-Friday: 1100-1900
Saturday: 0900-1700

Auto Skills Center is the perfect place for quality vehicle maintenance and repairs while saving on high maintenance costs. Services include bay use, oil changes, tune-ups, wheel alignments, coolant flush, a/c and heating, brakes, rotors, engine diagnostic, battery charge and disposal, welding torch, transmission flush, tires (rotate, mount, balance, plug and disposal).

The shop also offers disposal of used oil and antifreeze along with a self-serve, coin operated car wash and vacuum.

For Do-It-Yourself projects, the center offers a full line of professional grade tools at no additional cost, as well as a resale store for incidental items. Patrons can rent frame lifts, drive on lube racks, 2 post lifts, motorcycle lifts and project vehicle parking.

FITNESS & SPORTS

The goal of the Fitness and Sports Program is to motivate the entire Navy-Air Force population, including active-duty service members, family members, retirees and DoD civilians, to adopt a personal plan to get fit, stay fit and set an example of physical readiness others want to follow. Individual and group instruction is available from certified fitness professionals in cardiovascular conditioning, strength training, flexibility and nutrition. Intramural sports programs, such as flag football, softball, basketball, volleyball and soccer provide another outlet to promote fitness and establish esprit de corps.

BASE POOL

51 Theisen St.
Washington, DC 20032
Ph: 1 (202) 404-1143
Open: Memorial Day – Labor Day

FITNESS CENTER I

15 Brookley Ave.
Washington, DC 20032
Phone: 1 (202) 767-5895

Hours:
M-F (0500-2000)
Sat.-Sun. (0730-1500)
Federal Holidays (1000-1600)

FITNESS CENTER II

419 Defense Blvd.
Washington, DC 20032
Ph: 1 (202) 433-2962
Hours: M-F (0500-2000)
Weekends (1000-1400)

MWR operates two fitness centers, an aerobics center and the base pool. The fitness centers offer equipment instruction, monthly fitness challenges and fitness programs/classes. The Fitness Centers feature racquetball courts/wallyball courts, male and female locker rooms, weight room, cardiovascular room, full-sized full-size basketball court and cardiovascular equipment including bikes, ellipticals, steppers and treadmills. Patrons can work out anytime at the 24-Hour Fitness Center located at Fitness Center I. (Registration is required.)

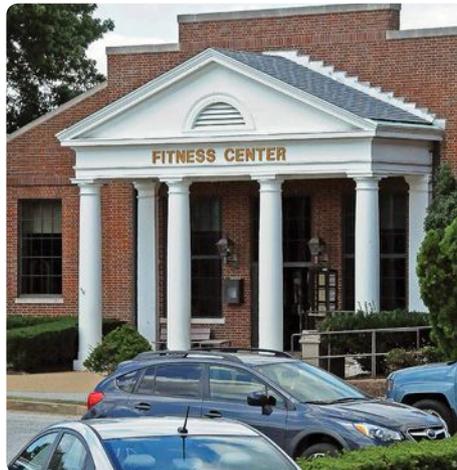
AEROBIC CENTER

38 Brookley Ave.
Washington, DC 20032
Ph: 1 (202) 767-8821
Open: M-F (0500-2000)

The Aerobic Center offers a variety of exercise classes that help strengthen the heart and lungs while burning calories at a high rate. Classes are free for active and reserve military. Passes for all other DoD ID card holders are available for purchase at Fitness Center I & II. The Aerobic Center is also equipped with cardio equipment to include bikes, treadmills, ellipticals and steppers. View the aerobics scheduled online at www.MyWFR.com.



AUTO SKILLS CENTER



FITNESS CENTER I



AEROBIC CENTER

WARFIGHTER & FAMILY READINESS/MWR



LIBRARY

LIBRARY

410 Tinker St. (Bldg. 4439)
Washington, DC 20032
Ph: 1 (202) 767-5578

Hours:
Mon., Thurs. (1000-1800)
Tues., Weds. (1000-1600)
Friday (1100-1900)
Saturday (1300-1700)

The MWR library at JBAB has more than 27,000 books, books-on-tape, videos, DVDs, magazines and periodicals. Library computers provide access to numerous periodicals, newspapers, business and social-issue databases, electronic books and practice college tests. This facility is equipped with free wireless Internet as well as photocopiers and faxing services. The library staff offers library orientations, children’s programs, test-proctor service and reference assistance. Anyone with a valid government ID card may register for a library card.

YOUTH CENTER

150 Arnold Ave. (Bldg. 4485)
Washington, DC 20032
Ph: 1 (202) 767-4003

Hours:
Monday (0600-1800)
Tues.-Thurs. (0600-1930)
Friday (0600-2230)
Saturday (1400-2230)
Closed Sundays and holidays.

Children can take advantage of the many programs at Joint Base Anacostia-Bolling’s Youth Center. The center offers a summer day camp program, table games, instructional classes (ballet, tae kwon do, gymnastics), and before and after school daycare.

The center has a pool table, ping pong table, video game systems, color TV, VCR and a state-of-the-art stereo system. Sports programs include youth baseball, basketball, soccer, flag football, and cheerleading.

Parents can also sign their children up for regular activities including roller and ice-skating, outdoor adventure trips, movie nights and the Keystone and Torch clubs.

INFORMATION, TICKETS & TRAVEL (ITT)

4570 Chappie James Blvd.
Washington, DC 20032
(Located inside the commissary.)
Ph: 1 (202) 404-6576
Hours: M-F (0900-1800)

ITT provides discounted tickets to many popular local events, venues and attractions, as well as theme parks both locally and nationally. ITT also assists with leisure travel needs (nationally or internationally).



ITT



WARFIGHTER & FAMILY READINESS/MWR

■ CAPITAL COVE MARINA

90 Giovannoli Way,
Washington, DC 20032
Ph: 1 (202) 767-5424

Website: www.MyWFR.com

Closed holidays

Summer: April – October
Daily (0900-1800)

Winter: November – March
Thurs.-Mon. (0900-1700)

Capital Cove Marina, located on the Potomac River, features docks, open slips with electricity, dry-lot storage, a maintenance area, transient berthing, launching ramp, marina ramp pass, emergency pumping service, charter sailboats and best of all, affordable rates.

The marina has several styles of boats available for rent. Take these three easy steps to rent a boat.

1. Boating Safety Course: Take the free safety course online at www.boatus.org and receive a safety certificate.
2. Boat Orientation: Must be 18 years or older and present your certificate. Take the orientation class Thursday or Saturday at 1100. Course fee applies.
3. Reserve Boat: Call or visit the Marina to choose your vessel.

■ COMMUNITY RECREATION CENTER

928 Giovannoli Way,
Washington, DC 20032
Phone: 1 (202) 767-9136

Website: www.MyWFR.com

Closed holidays

Summer: April – October
Daily (0900-1800)

Winter: November – March
Thurs.-Mon. (0900-1700)

Make Community Recreation your sole source for party and equipment rentals! Items for rent include camping equipment

such as tents, lanterns, sleeping bags and backpacks, and sports gear such as skis, snowboards, bikes, along with softball and baseball gear. Ski equipment repair shop is also available.

■ RESALE LOT

If you are selling a car, truck, motorcycle, trailer, RV or boat, stop by Community Recreation to register your vehicle. The resale lot is located on Duncan Avenue. Fees for the resale lot are \$12 for the first month, \$22 for the second, and \$32 for the third, for a maximum of 90 days.

■ PAVILIONS

Community Recreation also handles all base pavilion rentals at Giesboro and Bolling Green Park. Pavilions are available from 7 a.m.-10 p.m., 7 days a week by reservation.

■ POTOMAC LANES BOWLING CENTER

115 McChord St. (Bldg. 1310)
Washington, DC 20032
Ph: 1 (202) 563-1701

The Bowling Center has 30 lanes with a modern electronic scoring system. Potomac Lanes provides a variety of bowling events and specials along with leagues in the fall and summer. Spinz snack bar features a variety of meal options for patrons and families who want to enjoy a meal and bowling together in one spot.

■ BOWLING LANES

M-F (1000-2200)
Saturday (1200-Midnight)
Sunday (1200-1700)

Cosmic Bowling: Saturdays (2000-Midnight)

■ SPINZ

M-F (1030-2130)
Saturday (1200-2330)
Sunday (1200-1700)

Menu available at www.MyWFR.com



CAPITAL COVE MARINA



COMMUNITY RECREATION CENTER



POTOMAC LANES



LOCAL ATTRACTIONS

There are numerous destinations and attractions within a comfortable driving distance of Joint Base Anacostia-Bolling

■ MARYLAND

1 (800) 543-1036

www.maryland.gov

Capt. John Smith first explored Maryland in 1608. Since that time the state has furnished the nation with some of its most brilliant diplomats and patriots. Famous Marylanders include Benjamin Banneker, Francis Scott Key, Edgar Allen Poe, Upton Sinclair and Babe Ruth. The bravery of Maryland troops in the Revolution won the state its nickname, "The Old Line State." Named after Queen Henrietta Maria, wife of Charles I of England, Maryland is the eighth smallest state in the union with a total area of 10,460 square miles. Two hundred Europeans settled Maryland in 1634 and the state has flourished ever since. Maryland was the seventh of the original 13 states to ratify the Constitution on April 28, 1788. In the War of 1812, a British fleet attempted to seize Fort McHenry in Baltimore. During a 25-hour bombardment from Sept. 13 to 14, 1814, American troops successfully defended the fort, inspiring Marylander Frances Scott Key to write the Star Spangled Banner, which later became our national anthem. The historic sights of Maryland are a great attraction for tourists and residents alike.

■ ANTIETAM NATIONAL BATTLEFIELD

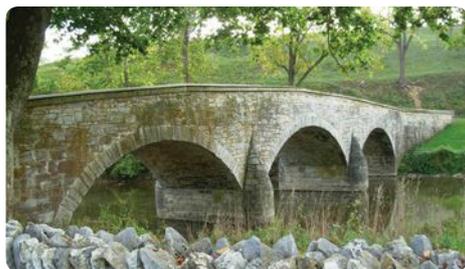
5831 Dunker Church Road
Sharpsburg, MD 21782

(One mile north of Sharpsburg, MD, on Route 65.)

1 (301) 432-5124

www.nps.gov/anti

General Robert E. Lee's first invasion of the North culminated with the Battle of Antietam, (or Sharpsburg, as the South called it), in Maryland. The battle took place Sept. 17, 1862, just 18 days after the Confederate victory at Second Manassas, 40 miles to the southeast in Virginia. Annual



ANTIETAM

events include a Memorial Day Commemoration, held the Saturday before Memorial Day; Anniversary of the Battle of Antietam (Sharpsburg), September 17; Independence Day Commemoration, held the Saturday closest to July 4; and the Memorial Illumination on the first Saturday in December. The Visitor Center houses a museum, observation room, 134-seat theater, book store and research library and is open daily from 8 a.m. to 7 p.m. (Memorial Day to Labor Day) and 8:30 a.m. to 5 p.m. (Labor Day to Memorial Day). Closed Thanksgiving, Dec. 25 and Jan. 1. Admission charged. Children 16 and under are free.

■ FEDEX FIELD

(Home of the Washington Redskins)
1600 FedEx Way, Landover, MD 20785

1 (301) 276-6050

www.redskins.com

FedEx Field (originally called Jack Kent Cooke Stadium in honor of a former Redskins owner) is a football stadium located near the Capital Beltway (I-495) in Prince George's County, Maryland. FedEx Field is the home of the Washington Redskins football team. With seating for 91,704, FedEx Field is the largest NFL stadium. It is accessible via Metrorail's Blue Line (subway).

■ FORT MEADE MUSEUM

4674 Griffin Avenue, Fort Meade, MD 20755

1 (301) 677-6966/7054

www.ftmeade.army.mil/museum

Museum hours: Wednesday to Saturday, 11 a.m. to 4 p.m.; Sunday, 1 to 4 p.m.

Office hours: Sunday to Saturday, 8 a.m. to 4 p.m. The Fort Meade Museum was established in 1963 as the First U.S. Army Museum. Its purpose was to honor the service and sacrifices of the American Soldier. In 1973, the museum became permanently established as the Fort George G. Meade Museum. Its purpose now is to collect, preserve, study and exhibit military artifacts – particularly those items related to Fort Meade – along with early American armor. The museum also provides educational services such as the identification of military artifacts, lectures about military history and the history of Fort Meade, and battle staff rides to local battlefields. The Fort Meade Museum is free and open to the general public.

■ LAUREL PARK & PIMLICO

Route 198 and Racetrack Road
Laurel, MD 20725

1 (301) 725-0400, 1 (410) 792-7775

www.laurelpark.com

www.pimlico.com

www.preakness.com

Laurel Park is located midway between

Baltimore and Washington, D.C. and only seven miles from Fort Meade. Pimlico, under the same management, is located in Baltimore, and has been home to the renowned Preakness Stakes, since 1873. This second leg in Thoroughbred racing's Triple Crown is run annually on the third Saturday in May.

■ MERRIWEATHER POST PAVILION

10475 Little Patuxent Parkway
Columbia, MD 21044

1 (410) 715-5550

www.merriweathermusic.com

Recently named one of the top three amphitheaters in the nation by Billboard Magazine, Merriweather Post Pavilion is nestled in a 40-acre forest known as Symphony Woods off U.S. Route 29 in Columbia, Md. For more than 40 years, Merriweather has hosted a diverse range of artists and events, offering contemporary entertainment that has included everything from hard rock to classical and most things in between.

■ NATIONAL CRYPTOLOGIC MUSEUM

Md. Rte 32 and Md. Rte 295

1 (301) 688-5848/5849

museum@nsa.gov

The exhibits at the National Cryptologic Museum pertain to the history and impact of cryptology (the science of making and breaking codes and ciphers) on world events. Exhibits range from 500-year-old books to the modern super computer. Topic examples at the museum include the Enigma Cipher Machine, the American Civil War, Vietnam, World Wars I and II, aerial reconnaissance, the Korean War and information assurance. The museum is owned and operated by National Security Agency and is open to the public. Admittance is free. Both guided and self-guided tours are available.

■ ANNAPOLIS

1 (410) 263-1183

www.annapolis.gov

Founded in the mid 17th century, Annapolis has been the capital of Maryland since 1695. It was the first peacetime capital of the United States. Since 1845, it has been the home of the U.S. Naval Academy. Tours are available at the State House, where in 1794 Congress ratified the Treaty of Paris, officially ending the American Revolution. The State House, built in 1772, is located in the center of Annapolis and was the first capitol of the United States. Today, it is the oldest state house still in legislative use in America.



LOCAL ATTRACTIONS



UNITED STATES NAVAL ACADEMY, ANNAPOLIS

■ UNITED STATES NAVAL ACADEMY

121 Blake Road, Annapolis, MD 21402
I (410) 293-1000/I (410) 293-8687
www.nadn.navy.mil

Visit the U.S. Naval Academy and walk the grounds of the world-famous higher institution for U.S. Naval officers and home for approximately 4,500 midshipmen and women. Established in 1845, the academy displays parades, concerts and other various events every year during "Commissioning Week," finishing off with midshipmen graduation in late May. The Naval Academy Museum features 300 years of American Naval history. There are four exhibition galleries totaling 12,000 square feet. In addition to the galleries, museum objects are also exhibited in the Chapel crypt, Memorial Hall, the Yard, and most of the academic buildings. Open Monday to Saturday, 9 a.m. to 5 p.m. and Sunday, 11 a.m. to 5 p.m. Closed Thanksgiving, Dec. 25 and Jan. 1. Free. Access to the Academy grounds is limited. All visitors over the age of 16 must have a valid picture ID. The center is open daily. Guided walking tours of the grounds are offered through the visitor center.

■ BALTIMORE

I (410) 659-7300

www.baltimore.org

The original town of Baltimore was founded in 1729, but it wasn't incorporated until 1796. Baltimore was named to honor the title of Maryland's founding family, the six Lords Baltimore. It was a tiny village of 200 homes in 1768 when it became the Baltimore County seat. The city grew and became an important ship building center where merchants prospered and the city's port flourished. The city was separated from Baltimore County and given status equal to that of the counties in 1851. Baltimore was the third largest city in the nation by 1860 and today is the 18th largest. With a world port, government offices, significant medical and educational institutions, and major tourist attractions, Baltimore is one of the most important cities on the East Coast. Neighborhoods in Baltimore include Federal Hill, Fells Point, Little Italy and Mount Vernon

Place. The popular neighborhood of Federal Hill was named for a huge celebration the residents held in honor of the ratification of the federal Constitution. The cannon on the hill overlooking the Inner Harbor is a reminder of the Civil War, when federal troops seized the railroads and occupied Baltimore and Annapolis to keep Maryland in the Union and to prevent Washington, D.C., from being surrounded by Confederate states. Among Baltimore's literary landmarks is a house lived in by Edgar Allan Poe, who died in Baltimore in 1849. He is buried in Westminster Cemetery, where Baltimore teachers and schoolchildren erected a monument to him with money collected in 1875.

■ FORT MCHENRY

2400 East Fort Avenue
 Baltimore, MD 21230-5393
I (410) 962-4290

www.nps.gov/fomc

This historic site, located in south Baltimore, features a replica flagpole on the 1814 site that inspired Francis Scott Key to write the words that later became our national anthem. The fort, named after James McHenry, Secretary of War from 1796 to 1800, also features guard rooms, officers' quarters, barracks, and cannons from the War of 1812 and Civil War periods. Come witness the flag change held daily (weather permitting) at 9:30 a.m. and 4:20 p.m. (7:20 p.m. during the summer months), interpretive programs and seasonal living history lessons. The star fort and grounds are self-guided tours. The grounds are open daily from 8 a.m. to 5 p.m.; the Visitor Center is open daily from 8 a.m. to 4:45 p.m. Closed Thanksgiving, Dec. 25 and Jan. 1. Admission charged. Under age 15 admitted free.



FORT MCHENRY

■ HARBORPLACE & THE GALLERY

200 East Pratt Street
 Baltimore, MD 21202-6103
I (410) 332-4191

www.harborplace.com

Spend the day in Baltimore's Inner Harbor and witness first-hand what makes Baltimore one of

the greatest cities on the East Coast. The area offers everything from exquisite dining and endless shopping to adventurous nightlife.

■ M&T BANK STADIUM

(Home of the Baltimore Ravens)
 1101 Russell St, Baltimore, MD 21230-2602
I (410) 244-8154

www.baltimoreravens.com

M&T Bank Stadium is a multi-purpose football stadium located in Baltimore, Maryland. It is the home of the Baltimore Ravens of the National Football League. The stadium is immediately adjacent to Oriole Park at Camden Yards, the home of the Baltimore Orioles. Served by the Hamburg Street station of the Baltimore Light Rail, the stadium originally featured a natural grass surface. However, an artificial surface was installed for the 2003 season. The stadium is used for college football, lacrosse and other events throughout the year.

■ MARYLAND SCIENCE CENTER

Davis Planetarium & IMAX Theater
 601 Light Street, Baltimore, MD 21230
I (410) 685-5225/2370

www.mdsci.org

Located in the Inner Harbor, the Maryland Science Center makes science fun for children and adults alike. The center features exhibits about the Chesapeake Bay, hands on scientific experiments and more. The IMAX Theater features a five-story high screen and 38 surround sound speakers. Admission charged.

■ MARYLAND ZOO IN BALTIMORE

Druid Hill Park, Baltimore, MD 21217
I (410) 366-LION

www.marylandzoo.org

The Maryland Zoo in Baltimore is the third oldest zoo in the country, and began in 1862 when the first of many citizens donated animals (the first being four swans) to Druid Hill Park for public display. Currently the zoo's animal collection encompasses more than 1,500 birds, mammals, amphibians and reptiles, representing nearly 200 species. Animals are displayed in natural settings replicating their native habitats. The zoo features a three-acre African elephant park and a hippo and African flamingo exhibit. Take a safari through Africa. Discover hands-on adventures in the Children's Zoo, and explore the winding path through the Lyn P. Meyerhoff Maryland Wilderness. Open daily, 10 a.m. to 4 p.m. Closed Thanksgiving, Dec. 25, and the months of January and February. Admission charged.



LOCAL ATTRACTIONS



NATIONAL AQUARIUM, BALTIMORE

NATIONAL AQUARIUM IN BALTIMORE

501 East Pratt Street, Pier 3, Baltimore, MD 21202 I (410) 576-3800 www.aqua.org

The National Aquarium in Baltimore is a world-class aquatic institution dedicated to environmental education and stewardship. Its living collection includes more than 11,000 animals from more than 600 species of fish, birds, amphibians, reptiles and marine mammals that live in award-winning, recreated habitats.

ORIOLE PARK AT CAMDEN YARDS

(Home of the Baltimore Orioles) 333 West Camden Street Baltimore, MD 21230 I (410) 685-9800 www.theorioles.com

Oriole Park at Camden Yards, the beautiful baseball-only facility in downtown Baltimore, became the official home of the Orioles April 6, 1992. Oriole Park is state-of-the-art, yet unique, traditional and intimate in design.



CAMDEN YARDS

PORT DISCOVERY

35 Market Place, Baltimore, MD 21202 I (410) 727-8120 www.portdiscovery.org

Ranked by Child magazine as among the top five children's museums in the country, Port Discovery offers ever-changing interactive fun for the whole family.

VIRGINIA

I (804) 786-4718 www.virginia.org

Permanent European settlement in the United States began with the establishment of Jamestown in 1607, by English colonists. As tobacco emerged as a profitable export, Virginia imported more African slave laborers to cultivate it.

- Mount Vernon Estate & Gardens (home of George and Martha Washington), Mount Vernon, Va.
Stabler-Leadbeater Apothecary Museum, Arlington, Va.
Arlington National Cemetery
Women in Military Service For America Memorial, Arlington, Va.
Steven F. Udvar-Hazy Center at Dulles International Airport (the Smithsonian's Air & Space Museum's expansion, built to house dozens of famous flight vehicles too large to fit in its Washington, D.C. location).
National Museum of the Marine Corps in Triangle, Va.
Claude Moore Colonial Farm in McLean, Va.
The Soldier's Museum (Civil War life), Spotsylvania, Va.



JIFFY LUBE LIVE, VIRGINIA

JIFFY LUBE LIVE

7800 Cellar Door Drive, Bristow, VA 20136 I (703) 754-6400

Since 1995, Jiffy Lube Live (formerly Nissan Pavilion) has hosted the hottest musical acts each and every summer.

MANASSAS NATIONAL BATTLEFIELD PARK

12521 Lee Highway, Manassas, Virginia 20109 I (703) 361-1339 www.nps.gov/mana

In the summer of 1861, enthusiastic volunteers in colorful uniforms gathered to fight the first major land battle of the war. Confident that their foes would turn and run, neither side anticipated the smoke, din and death of battle.

WASHINGTON, D.C.

I (202) 789-7000 www.dchomepage.net

The District of Columbia, named for George Washington and Christopher Columbus in 1791, is the seat of the federal government and the nation's capital. This 63-square-mile city boasts a population of more than a half million residents with hundreds of sights and points of interest that attract visitors from around the world.



LOCAL ATTRACTIONS

city around numerous circles and squares connected by straight boulevards. The layout has often been described as reminiscent of a series of wagon wheels. This design, often described as brilliant, allowed for growth; however L'Enfant could not have foreseen the advent of automobiles in a nation of more than 230 million people. Four sections make up Washington: northeast, southeast, northwest and southwest. Any address is always followed by an abbreviation of the appropriate section of town: NE, SE, NW and SW. Washington has one of the most comprehensive and attractive public transportation systems on the East Coast, with Metro at the top of it all. The Metro not only connects the numerous sights in the city with each other, but the subway also branches out to parts of Virginia and Maryland.

■ FRANKLIN DELANO ROOSEVELT (FDR) MEMORIAL

900 Ohio Drive SW, Washington, DC 20024

1 (202) 426-6841

www.nps.gov/frde

Located adjacent to the Jefferson Memorial and near the Lincoln Memorial, the FDR Memorial pays tribute to the 32nd U.S. president and his leadership during a time of worldwide economic crisis and war. The only American president elected to more than two terms (he was elected to four), Roosevelt forged a durable coalition that realigned American politics for decades. FDR's combination of optimism and activism contributed to reviving the national spirit.

■ JEFFERSON MEMORIAL

900 Ohio Drive, S.W.
Washington, D.C. 20024

1 (202) 426-6821 or 1 (202) 619-7222

www.nps.gov/thje

A monument to our third president, this 19-foot bronze statue stands beneath a rotunda inscribed with passages from the Declaration of Independence and Jefferson's other famous writings. Open 24 hours a day; Rangers are on hand from 9:30 a.m. to 11:30 p.m. Free.

■ JOHN F. KENNEDY CENTER FOR THE PERFORMING ARTS

2700 F Street N.W., Washington, D.C. 20566

1 (800) 444-1324 or 1 (202) 467-4600

1 (202) 416-8341 (group tours)

www.kennedy-center.org

Overlooking the Potomac River in Washington, D.C., the nation's busiest arts facility presents more than 3,300 performances each year for more than 2 million spectators. The Kennedy



JOHN F. KENNEDY CENTER FOR THE PERFORMING ARTS, WASHINGTON

Center continues to fulfill the JFK's vision by producing and presenting an unmatched variety of theater and musicals, dance and ballet, orchestral, chamber, jazz, popular and folk music, and multi-media performances for all ages. The Kennedy Center contains the Opera House, Concert Hall, Eisenhower Theater, the Terrace Theater, Hall of Nations and the American Film Institute Theater. A shuttle is available from Foggy Bottom-GWU Metro.

■ LINCOLN MEMORIAL

900 Ohio Drive, S.W.
Washington, D.C. 20024

1 (202) 426-6841

www.nps.gov/linc/

The classic Greek temple memorial is located at West Potomac Park on the National Mall. This grand memorial overlooks the Reflecting Pool. Inside, the 19-foot marble statue of the 16th president is flanked by inscriptions of his Gettysburg Address and his second inaugural address. Open 24 hours a day; Rangers are on hand from 9:30 a.m. to 11:30 p.m. Free. The nearest metro is Foggy Bottom-GWU.

■ NATIONAL AIR & SPACE MUSEUM

Independence Ave. at 6th Street, S.W.
Washington, D.C. 20560

www.nasm.si.edu

The National Air and Space Museum has hundreds of original, historic artifacts on display, including the Wright 1903 Flyer; the Spirit of St. Louis; the Apollo 11 command module Columbia and a Lunar Rock sample that visitors can touch. The museum offers 22 exhibition galleries, the Lockheed Martin IMAX® Theater, flight simulators, a three-level museum shop, and a food-court-style restaurant. Guided tours, daily free educational programs, and school group tours and activities are also available. The Udvar-Hazy Center near Dulles International Airport displays hundreds of additional artifacts and offers events,

educational programs, IMAX films and more. Closest Metro is Smithsonian. The National Air and Space Museum is open daily, except Dec. 25, from 10 a.m. to 5:30 p.m. General admission is free.

■ NATIONAL MUSEUM OF THE AMERICAN INDIAN

4th St. and Independence Ave., S.W.
Washington, D.C. 20024

Set against the dramatic backdrop of the U.S. Capitol building on the National Mall, the museum's location symbolizes a deeper understanding and reconciliation between America's first citizens and those who have come to make these shores their home. The National Museum of the American Indian, Washington, D.C., is located on the National Mall between the Smithsonian's National Air & Space Museum and the U.S. Capitol Building.



AIR & SPACE MUSEUM, WASHINGTON

■ NATIONAL ZOOLOGICAL PARK

3001 Connecticut Avenue N.W.
Washington, D.C. 20008

1 (202) 673-4717

www.nationalzoo.si.edu

The Smithsonian's National Zoo was established on March 2, 1889, by an Act of Congress for "the advancement of science and the instruction and recreation of the people." Today, the National Zoo exhibits living animal and plant collections and conducts research in conservation biology and reproductive science. Its mission is to provide leadership in animal care, science, education, and sustainability. There are more than 2,000 animals representing nearly 400 species on display. The Fujifilm Giant Panda Habitat and Asia Trail opened in late 2006 as the first major step in a ten-year initiative to renovate and modernize the National



LOCAL ATTRACTIONS

Zoo. Other highlights include the Great Cats, Kids' Farm, and Amazonia. Open daily, except Christmas. From April 1 to Oct. 31, animal buildings are open 10 a.m. to 6 p.m. and the grounds are open 6 a.m. to 8 p.m. From Nov. 1 to March 31, animal buildings are open 10 a.m. to 4:30 p.m. and grounds open 6 a.m. to 6 p.m. Free. Closest Metro is Cleveland Park or Woodley Park-National Zoo.

NATIONALS PARK
(Home of the Washington Nationals)
1500 South Capitol St., SE
Washington, DC 20003
I (202) 675-6287
www.nationals.com

Nationals Park, home to the Washington Nationals, is located in Southeast Washington adjacent to the Washington Navy Yard and Anacostia River. The 41,546 seat venue opened in spring 2008 and features an innovative design of steel, glass and pre-cast concrete that uniquely reflects the architecture of Washington, DC. More than half the crowd can walk straight off of the street into their seats, without ever climbing elevators, escalators, ramps or stairs because the field is 24 feet below street level and the main concourse is at the same height as the sidewalk. Use the Metrorail Green Line for direct access.



NATIONALS PARK

NEWSEUM
555 Pennsylvania Ave., N.W.
Washington, D.C. 20001
I (888) 639-7386
www.newseum.org

The Newseum — a 250,000-square-foot museum of news — offers visitors an experience that blends five centuries of news history with up-to-the-second technology and hands-on exhibits. Located on Pennsylvania Avenue, America's Main Street between the White House and the U.S. Capitol and adjacent to the Smithsonian museums, the exterior's unique architectural features

include a 74-foot-high marble engraving of the First Amendment. The Newseum features seven levels of galleries, theaters, retail spaces and visitor services. It offers a unique environment that takes museum goers behind the scenes to experience how and why news is made.

RFK STADIUM
(Home of the DC United)
2400 East Capitol Street, S.E.
Washington, DC 20003
I (202) 547-9077
www.dcunited.com

Robert F. Kennedy Memorial Stadium, better known as RFK Stadium, is a multi-purpose stadium, in Washington, D.C., and the current home of Major League Soccer's D.C. United. RFK was the first major stadium designed specifically as a multisport facility for both football and baseball and was home to the first and second Washington Senators, Washington Nationals and Washington Redskins. Seating capacity is approximately 56,000. It is accessible via Metrorail's Orange and Blue Lines.

UNITED STATES HOLOCAUST MEMORIAL MUSEUM
100 Raoul Wallenberg Place, SW
Washington, D.C. 20024-2126
I (202) 488-0400
www.ushmm.org

A living memorial to the Holocaust, the United States Holocaust Memorial Museum inspires citizens and leaders worldwide to confront hatred, promote human dignity, and prevent genocide. Located among our national monuments to freedom on the National Mall, the Museum provides a powerful lesson in the fragility of freedom, the myth of progress, the need for vigilance in preserving democratic values. With unique power and authenticity, the Museum teaches millions of people each year about the dangers of unchecked hatred and threat of genocide. A public-private partnership, federal support guarantees the Museum's permanence.

WASHINGTON NAVY MUSEUM
805 Kidder Breeze, SE
Washington, DC 20003
I (202) 433-4882
www.history.navy.mil/branches/org8-1.htm

Not far from the Nationals Park baseball stadium and contained within a formidable red brick wall is the centuries-old Washington Navy Yard, home to, among other things, one of the nation's most renowned U.S. Navy museums. Established in

1961, Washington Navy Museum is housed in an historic building containing a number of significant exhibits, among them the USS Constitution's fighting top and the Trieste, the world's deepest-diving submersible, made famous by a manned dive to the Marianas Trench in the Pacific Ocean near Guam. Admission to the Museum and its programs is free to the public; however museum officials request that visitors who do not have military or Department of Defense ID call in advance for an appointment.

THE WHITE HOUSE
1600 Pennsylvania Avenue N.W.
Washington, D.C. 20500
I (202) 456-2121
www.whitehouse.gov

Construction on this hallowed residence began in 1792 and ended amongst much patriotic fanfare in 1800. Though never inhabited by George Washington himself, the White House was nevertheless conceived by the Father of Our Nation as a Holy Fortress from which to guard against the tyranny of "big government" and "social programs." Public tours of the White House are only available for groups of 10 or more people. Requests must be submitted through one's member of Congress and are accepted up to six months in advance. These self-guided tours are available from 7:30 a.m. to 12:30 p.m. Tuesday through Saturday (excluding federal holidays), and are scheduled on a first come, first served basis approximately one month in advance of the requested date. All White House tours are free of charge. For the most current tour information, please call the 24-hour line at 202-456-7041. The White House Visitor Center — featuring many aspects of the White House, including its architecture, furnishings, first families, social events — is located at the southeast corner of 15th and E Streets and is open daily from 7:30 a.m. until 4 p.m. Nearest Metros are Farragut West, McPherson Square or Metro Center.



THE WHITE HOUSE



BASE TELEPHONE DIRECTORY

DOD OPERATOR 703-545-6700	
EMERGENCY NUMBERS	
Police, Fire, EMS	202-433-3333
Chaplain	202-767-5900
SARC	202-404-5738
DSN PREFIXES	
For 433 numbers	Dial 288
For 404 numbers	Dial 754
For 767 numbers	Dial 297
For 69X numbers	Dial 22X
A	
Aerobic Center	202-767-8821
American Red Cross	877-272-7337
Anthony's Pizza	202-562-4419
Appointment Line, Clinic	888-999-1212
Auto Skills Center	202-767-4571
B	
Barber Shop (AAFES)	202-373-1997
Base Exchange (AAFES)	202-562-3000
Beauty Shop	202-563-7342
Blanchard Barracks	202-767-8636
Bolling Club	202-767-6794
Bolling Family Housing	202-562-2631
Bowling Potomac Lanes	202-563-1701
Burger King	202-561-4447
Bus, METRO Information	202-637-7000
Bus, Pentagon/JBAB	202-433-4116
C	
Chapel Services	202-767-5900
Chaplain, (After Hours)	202-439-4343
Charlie's Steakery	202-562-4419
CDC I	202-767-2890
CDC II	202-404-8070
CDC III	202-433-0771
Clinic Appointments	888-999-1212
Class Six	202-563-6388
Coast Guard Station, DC	202-767-1194
Concert Line, USAF Band	202-767-5658
Commissary (DeCA)	202-767-4695
Community Recreation	202-767-9136
Pentagon Federal Credit Union	202-562-5300

D	
Dental Clinic	202-404-5519
E	
Education Office (USAF)	202-767-5348
Engraving Shop	202-404-6997
Enterprise Hall	202-433-0960
Equipment Rental (Community Rec)	202-767-9136
Express (Gas/Shoppette)	202-563-6388
F	
Finance Office	202-767-0139
Firestone Car Care	202-561-4149
Fire Station (Non-emergency)	202-767-5407
Fitness Center	202-767-5895
Food Court	202-562-4419
Frame Shop	202-767-8560
Furnari Hall (24 Hours)	202-433-2667
Furnari Hall (Manager)	202-685-6539
Furnari Restaurant	202-433-2574
H	
HAZMAT Pharmacy	202-767-8297
Honor Guard Barracks	202-767-4418
Housing, General Officers	202-404-6828
Housing, Maintenance: - Bellevue & Lincoln - Bolling Family (Hunt)	888-578-4141 202-506-1543
Housing Services Center	202-404-1840
I	
ID Cards (Navy PSD)	202-433-4012
Information, Tickets & Travel	202-404-6576
L	
Legal Assistance	202-767-5297
Liberty Program	202-685-1802
Library	202-767-5578
Lodging (JBAB)	877-628-9233
M	
Marina, Capital Cove	202-767-5424
Military Clothing & Sales	202-563-5931
Military & Family Support Center	202-767-0450
MPF Customer Service	202-404-3280
N	
Navy Lodge (Front Desk)	202-563-6950

Navy Marine Corps Relief Society (NDW)	202-433-3364
NEX Mini (Bldg. 72)	202-889-1346
P	
Park & Picnic Reservations	202-767-9136
Pay Line (AFDW)	877-729-2339
Personal Property (TMO)	202-767-8888
PSD Admin Office	202-433-5165
Pharmacy 24-Hour Refill	240-857-7978
Poison Center	202-625-3333
Police (Security Desk)	202-767-5000
Post Office	202-767-4419
Protocol, AFDW	202-404-6264
Protocol, JBAB	202-404-8863
Public Affairs Office	202-767-4781
R	
Recycling Program	202-767-1162
Retiree Activities Office	202-767-5244
S	
Safety Specialist	202-404-6611
Security Desk (Police)	202-767-5000
Shuttle, Pentagon/JBAB	202-433-4116
Slip Inn Restaurant	202-767-5840
Stewart Technology Center	202-404-6701
Straight Talk Line	202-404-3422
Swimming Pool	202-404-1143
T	
Thrift Shop (AFOSC)	202-563-6666
Thrift Shop (NMCRS)	202-433-3364
U	
Unaccompanied Housing	202-433-2667
V	
Vehicle Dispatch Office	202-433-4116
Vehicle Registration	202-767-5505
Veterinarian, Andrews	240-857-2651
Visitors Center	202-767-5505
W	
Wood Shop	202-767-2559
Y	
Youth Center	202-767-4003

DO NOT DISCUSS CLASSIFIED INFORMATION ON UNSECURE TELEPHONES. OFFICIAL DoD TELEPHONES ARE SUBJECT TO MONITORING FOR COMMUNICATIONS SECURITY PURPOSES AT ALL TIMES.

DoD telephones are provided for the transmission of official government information only and are subject to communications security monitoring at all times. Use of official DoD telephones constitutes consent to communications security telephone monitoring in accordance with DoD Directive 4640.6.



BASE TELEPHONE DIRECTORY

SPECIAL STAFF AGENCIES JBAB	
Commander's Office	
Front Office	202-404-1109
Chaplain, Joint Base Anacostia-Bolling	
Base Chaplain	202-767-5900
Duty Chaplain	202-439-4243
Judge Advocate	
Staff Judge Advocate	202-767-1767
Legal Assistance	202-767-5297
Fax, JBAB Legal Assistance	202-404-6763
Equal Opportunity EO Manager	
	301-858-6368
Fax	301-858-1315
Protocol Officer	
	202-404-8863
Public Affairs Office	
	202-767-4781
Military Personnel Flight, JBAB (J1)	
Commander	202-767-1419
Superintendent	202-404-2825
Customer Service	202-404-3281
Chief, Force Management	202-404-3298
Chief, Career Development	202-404-3291
Personnel Systems Management	202-404-3252
Chief, Customer Support	202-404-3204
Promotions	202-767-1342
Reenlistments	202-767-4440
Personnel Readiness	202-767-1336
Survivor Benefits - JBAB	202-767-5651
Survivor Benefits - Pentagon	703-697-1080
Military Personnel Fax	202-404-3550
Security Services (J3)	
Director of Operations	202-767-8918
Operations Officer	202-404-1749
Chief of Police	202-767-8960
Deputy Police Chief	202-767-5813
Physical Security (ATO)	202-767-8953
Safety Officer	202-404-6611
Emergency Management	202-767-1463
Administrative Assistant	202-404-8880
Reports and Analysis	202-767-5717
Investigations	202-767-1145
Police Services (Desk)	202-767-5000
Crime Prevention	202-404-6759
Joint Visitor's Center	202-767-5505

Budget and Resources	202-404-8880
Air Operations	202-404-6631
JBAB Information Protection	
Civilian Passes and CAC – Pentagon	703-695-5923
Parking Passes - Pentagon	703-697-9327
Information Security – JBAB	703-697-6251
Personnel Security - JBAB	202-404-3240
11th Wing Information Security	202-404-7010
Air Force Element Financial Services	
Financial Services Officer	202-767-0139
Special Actions Team Lead	202-767-4179
Military Pay Team Lead	202-767-4534
Travel Pay Team Lead	202-767-8658
Fax	202-404-4110
Facilities & Environmental (J4)	
Commander	202-767-5565
Deputy Commander	202-767-5566
Administrative Assistant	202-767-8624
Chief of Production	202-767-5567
Logistics/Mtrl Acquisitions	202-404-7845
Facilities Maintenance and Service	202-767-1008
Grounds Foreman	202-404-8854
Locksmith	202-767-8632
Entomology Element 38	202-404-1679
HVAC Shop	202-404-6444
Training Room	202-767-2863
Central Heating Plant	202-767-5546
Utilities Shop	202-767-8617
Vehicle Management	202-685-1739
Facilities Management Division Chief	202-767-4407
--Real Property	202-767-0504
--Community Planner	202-767-8616
Customer Service Desk	202-767-4443
Requirements Branch Manager	202-767-4358
Environmental Division Chief	202-404-8204
Waste and Materials/Spills	202-767-1210
Storm Water and NEPA	202-767-1254
Storage Tanks	202-767-8602
Drinking Water, Wastewater and EMS	202-404-1273
Air	202-767-4497
Installation Restoration	202-767-8613
Natural Resources	202-767-1254



BASE TELEPHONE DIRECTORY

Warfighter and Family Readiness (J9)

WFR Director	202-767-7705
WFR Deputy Director	202-767-7706
MWR Program Director	202-767-6793
Administrative Assistant	202-767-7707
Fax	202-404-8826
Human Resources Office	202-685-1190
Child & Youth Program Director	202-767-4709

11th OPERATIONS GROUP

Commander	202-404-8926
Deputy Commander	202-404-8930
Chief Enlisted Manager	202-767-7395
Executive Officer	202-767-7445
Secretary	202-404-8925
Commander's Staff	202-404-6391
Resource Advisor	202-767-7495
USAF Band Scheduler	202-767-9253
USAF Honor Guard Scheduler	202-767-9254
Tours and Outreach	202-404-2239
Fax	202-767-2801

U.S. Air Force Band

Commander	202-767-5255
Director of Operations	202-767-6333
Commander Support Staff	
--- Unit Program Coordinator	202-404-5851
--- General Information	202-767-4226
Band Manager	202-767-7909
Squadron Superintendent	202-767-7910
First Sergeant	202-767-7911
Operations Phone	202-767-4582
Operations Fax	202-767-8769
Supply Superintendent	202-767-7921
Marketing & Outreach Phone	202-767-4310
Marketing & Outreach Fax	202-767-6474
Concert Hotline	202-767-5658

U.S. Air Force Honor Guard

Commander	202-404-2303
Director of Operations	202-404-2963
Chief Enlisted Manager	202-767-4794
First Sergeant	202-404-6252
Secretary	202-404-6253
Resources/Supply	202-404-7542

Technical Training	202-404-3196
Operations Scheduling	202-404-2962
Operations Desk	202-404-2428
Fax	202-404-8745

579TH MEDICAL GROUP

Commander	202-404-3493
Deputy Commander	202-404-6160
Chief, Medical Staff	202-404-6155
Dental Front Desk	202-767-5519
Superintendent	202-404-3623
First Sergeant	202-404-3618
Chief, Nursing Service	202-404-1484
Command Support Staff	202-767-5518 202-404-3616
Patient Advocate	202-641-0137
Med Group Administrator	202-404-3613
Logistics Customer Service	202-404-3614
Facility Management	202-404-3625
Resource Management	202-767-1340
Information Systems	202-404-3624
Medical Readiness	202-404-5873
TRICARE Operations & Patient Admin.	202-404-3611

579TH Dental Squadron

Dental Commander	202-404-3577
Dental Lab	202-404-5299
Chief, Dental Lab	202-404-6483
Superintendent	202-404-3576
Appointments	1-888-999-1212
Front Desk	202-404-5512
Fax	202-767-4091

579TH Medical Operations Squadron

Commander	202-404-6160
Superintendent	202-404-6161
Force Health Mgt.	202-404-1496
Public Health	202-404-3604
Flight Medicine	202-404-6491
Family Practice	202-404-5512
Optometry Clinic	202-404-6425
Allergy and Immunization	202-404-6724
Health and Wellness Center	202-404-1025
Life Skills Support	202-767-0611
Family Advocacy	202-404-3622



BASE TELEPHONE DIRECTORY

Special Needs	202-404-6693
Substance Abuse	202-767-0611
Outpatient Records	202-767-1841
Appointments	1-888-999-1212
Laboratory	202-767-5513
Pharmacy	202-404-7742
Radiology	202-404-2532
Education and Training	202-767-8993
Pentagon Tri-Service Dental	703-692-8700
Pentagon Air Force Dental	703-695-4928
Dilorenzo Tri-Service Health	703-692-8810

744TH COMMUNICATIONS SQUADRON OL-B

AFNCR Help Desk	202-767-8000
Commander	301-981-6881
Director of Operations	301-981-2700
Director of Ops, Superintendent	301-981-8945
Deputy Director	301-981-0778
First Sergeant	240-857-2465

SCP - Special Programs Flight

Flight Commander	301-981-0778
Info Assurance	703-697-2308
Records Mgt	301-981-8991
Publications	301-981-8991
Freedom of Info Act	301-981-8991
COMSEC	202-767-4940

AIR FORCE DIRECTORATE OF DEPARTMENTAL PUBLISHING

Director	202-404-2380
Dep. Director	202-404-2404
Printing Procurement and Distro.	202-404-2446
Product Development	202-404-2445
Plans & Programs Div.	202-404-2368
Customer Service Desk	202-404-2438
Fax	202-404-2387

CIVIL AIR PATROL, NATIONAL CAPITAL WING

Administrator (WA)	202-767-4405
HQ Fax	202-767-5695
Commander (CC)	202-767-7776
Public Affairs (PA), (cell)	301-751-2011

DEFENSE COMMISSARY AGENCY (DECA)

Commissary Officer	202-767-4695
Main Number	202-767-4042
Dept. Extensions:	

-- Bakery	Ex. 3230
-- Deli	Ex. 3241
-- Grocery Dept.	Ex. 3227
-- Meat Dept.	Ex. 3233
-- Produce Manager	Ex. 3235
-- Seafood Dept.	Ex. 3234
-- Warehouse	Ex. 3232

DEFENSE INTELLIGENCE AGENCY

Public Affairs	202-231-0813
General Counsel	202-231-7631
Equal Opportunity	202-231-8178
Congressional Affairs	202-231-0813
FOIA Office	301-394-5587
DIA Police	202-231-2725

JOINT AIR DEFENSE OPERATIONS CENTER (JADOC)

Entry Control Point (ECP)	202-404-7446
Security Desk	202-767-8881

Task Force

Commander	202-767-4916
Deputy Commander	202-767-5026
Command Sergeant Major	202-767-1157
J1	202-767-5175 202-767-5142

Eastern Air Defense Sector - Detachment I

Commander	202-767-1072
Director of Operations	202-767-1793
First Sergeant	202-767-1080
Operations Superintendent	202-767-1080
Maintenance Superintendent	202-767-4994
Commander Support Staff	202-767-2864 202-767-1764

Battalion

Commander	202-404-8169
Executive Officer	202-767-1737
Command Sergeant Major	202-767-1085
S1	202-767-1068

STRATEGIC DETERRENCE AND NUCLEAR INTEGRATION (AF/A10)

Building Manager	202-767-4855
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KINETIC INTEL LEARNING RESOURCE & OPS YARDS

Wash.Area (Ext. 1)	703-996-2200
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RECREATION

Arts & Crafts Center ENGRAVING SHOP 202.404.6997 Weekdays 9am-5pm Weekends & Federal Holidays Closed	BLDG 4472
MAGDALENE'S CUSTOM FRAMING 202.767.8560 Tuesday-Friday 10am-5pm Saturday 10am-4pm Sunday, Monday & Federal Holidays Closed <i>Extended hours available upon request only</i>	
WOOD SHOP 202.404.6997 Tuesday & Thursday 2-8pm Saturday 9am-5pm	
Auto Hobby Shop 202.767.4571 Wednesday-Friday 11am-7pm Saturday & Sunday 9am-5pm Mondays, Tuesdays, & Federal Holidays Closed <i>Clean-up starts 45 minutes before closing</i>	BLDG P8
Capital Cove Marina 202.767.5424 Sunday-Saturday 9am-6pm Federal Holidays Closed	BLDG 90
Community Recreation Center 202.767.9136 Sunday-Saturday 9am-6pm Federal Holidays Closed	BLDG 928
Liberty Center 202.685.1802 Daily (including Federal Holidays) 12-10pm	BLDG 72
Library 202.767.5578 Monday-Thursday 9am-6pm Friday 10am-7pm Saturday 12-5pm Sunday & Federal Holidays Closed	BLDG 4439
Potomac Lanes Bowling Center 202.563.1701 202.563.1702 NON-LEAGUE/OPEN BOWL HOURS Monday-Friday 10am-10pm Saturday 12pm-12am Sunday 4-5pm	BLDG 1310
Tickets & Travel (COMMISSARY BUILDING) 202.404.6576 Weekdays 9am-6pm Weekends & Federal Holidays Closed	BLDG 4570

DINING

Bolling Club 202.767.6794 202.767.6792 LUNCH BUFFET Tuesday-Friday 11am-1:30pm Saturday-Monday & Federal Holidays Closed SUNDAY BRUNCH Sundays 10:30am-2pm WINGS BAR & GRILL Wednesday-Friday 4:30-8:30pm CASHIER'S CAGE Tuesday-Friday 10am-4:30pm Saturday-Monday Closed OFFICE HOURS Weekdays 9am-5pm Weekends & Federal Holidays Closed	BLDG 50
Catering Office Weekdays 9am-5pm Weekends & Federal Holidays Closed <i>All Offices are closed on Federal Holidays</i>	
Furnari Restaurant 202.433.2574 202.433.2391 WEEKDAYS Breakfast 6-9am Lunch 10:30am-1pm Dinner 4-7pm WEEKENDS Brunch 10am-2pm Dinner 4-6pm FEDERAL HOLIDAYS 11am-5pm	BLDG 418
Spinz Snack Bar (INSIDE POTOMAC LANES) 202.563.1701 202.563.1702 Weekdays 10:30am-9:30pm Saturday 12-11:30pm Sunday 12-5pm	BLDG 1310
Slip Inn 202.767.5840 Closed Until March 2017; To Book a Private Event, Please Call 202.767.7709.	BLDG 2482

CHILD & YOUTH PROGRAMS

Childcare Placement Office VISIT MILITARYCHILDRE.COM FOR REGISTRATION INFORMATION	
Child Development Center I 202.767.2890 Weekdays 6am-6pm Weekends & Federal Holidays Closed	BLDG 4456
Child Development Center II 202.404.8071 Weekdays 6am-6pm Weekends & Federal Holidays Closed	BLDG 4455
Child Development Center III 202.433.0771 202.433.0797 Weekdays 6am-6pm Weekends & Federal Holidays Closed	BLDG 413
Child Development Homes 202.404.1454 Weekdays 7:30am-4:30pm Weekends & Federal Holidays Closed	BLDG 4472
School Bus Program 202.767.8138 Weekdays 8am-5pm Weekends & Federal Holidays Closed	BLDG P12
School Liaison Office 202.404.1014 Weekdays 7am-4pm Weekends & Federal Holidays Closed	BLDG P12
Youth Center 202.767.4003 OPEN REC HOURS Sunday & Monday Closed Tuesday-Thursday 4:30-7:30pm Friday 4:30-10:30pm Saturday 2-10:30pm	BLDG 4485
SCHOOL AGE CARE HOURS Monday-Friday 6am-6pm Weekends & Federal Holidays Closed	

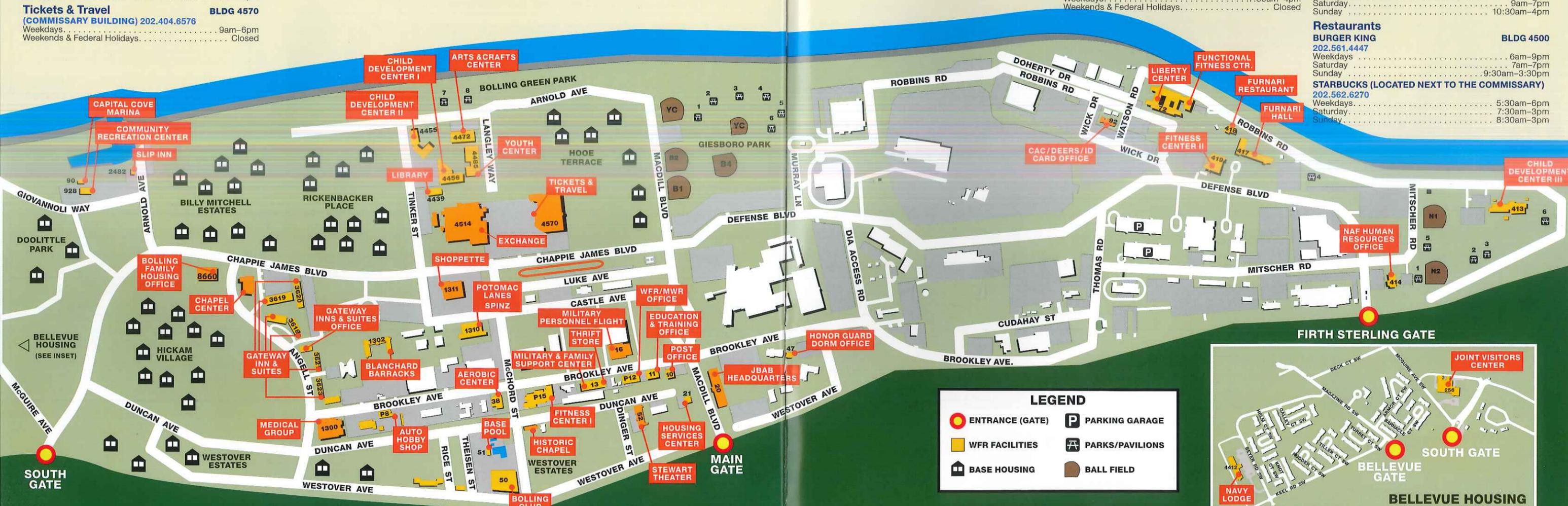
HOUSING & LODGING

Housing Office 202.404.1840 Weekdays 7am-4pm Weekends Closed	BLDG 21
VOLUNTEER REALTOR PROGRAM Tuesday-Friday 10am-2pm	
Bolling Family Housing OPERATED BY HUNT 202.562.2631 Weekdays 7:30am-5:30pm Saturday-Sunday Closed	BLDG 8660
Bellevue Family Housing OPERATED BY LINCOLN MILITARY HOUSING 202.629.2647 Weekdays 7:30am-5:30pm Saturday 9am-1pm Sunday Closed	BLDG 1
Unaccompanied Housing BLANCHARD BARRACKS OFFICE 202.767.5676 Weekdays 8am-4pm Weekends Closed	BLDG 1302
ENTERPRISE HALL 202.433.0960 Weekdays 8am-4pm Weekends Closed	BLDG 72
FURNARI HALL 202.685.6539 202.433.2387 Daily .24hrs	BLDG 417
AIR FORCE HONOR GUARD DORM OFFICE 202.767.4418 Weekdays 7:30am-4pm Weekends Closed	BLDG 47
Gateway Inns & Suites 1.877.NAVY.BED 202.664.8587 Daily .24hrs	BLDG 3621
Navy Lodge 202.563.6950 Monday-Sunday .24hrs	BLDG 4412

FITNESS & SPORTS

Aerobic Center 202.767.8821 Weekdays 5am-8pm Weekends & Federal Holidays Closed	BLDG 38
Fitness Center I 202.767.5895 Weekdays 5am-8pm Weekends 7:30am-3pm Federal Holidays Closed <i>*24-Hour Fitness Available on Federal Holidays. Call 202.767.5895 for more information.</i>	BLDG P15
Fitness Center II 202.433.2962 Weekdays 5am-8pm Weekends 10am-2pm Federal Holidays Closed	BLDG 419
WFR ADMIN. OFFICES	
Administrative Office 202.767.7707 Weekdays 8am-4:30pm Weekends & Federal Holidays Closed	BLDG 12
Human Resources Office 202.685.1190 202.433.0209 202.685.1613 202.685.1957 Monday, Thursday, & Friday 7:30am-4pm Tuesday & Wednesday 9am-3pm Weekends & Federal Holidays Closed	BLDG 414
Marketing Department 202.767.8148 Weekdays 7:30am-4:30pm Weekends & Federal Holidays Closed	BLDG 12
MILITARY & FAMILY SERVICES	
Military & Family Support Center 202.767.0450 Weekdays 7:30am-4pm Weekends & Federal Holidays Closed	BLDG 13

Commissary 202.767.4695 Monday-Wednesday 9:30am-7pm Thursday 9:30am-8pm Friday 9:30am-7pm Saturday 8am-6pm Sunday 8am-5pm	BLDG 4570
EARLY BIRD Weekdays* 7:30-9:30am <i>*20 items or less</i>	
Main Exchange MAIN EXCHANGE 202.562.3000 Monday-Saturday 9am-7pm Sunday 11am-5pm	BLDG 4514
MILITARY CLOTHING 202.563.5931 Monday-Saturday 9am-7pm Sunday 11am-5pm	
BARBER SHOP 202.373.1997 Monday-Saturday 9am-6pm Sunday 11am-4:30pm	
SHOPPETTE / EXPRESS 202.563.6388 Weekdays 6am-11pm Saturday 9am-11pm Sunday 9am-7pm	BLDG 1311
FIRESTONE (INSIDE THE SHOPPETTE) 202.561.4049 Weekdays 7am-7pm Saturday 9am-6pm Sunday Closed	BLDG 1311
Exchange Restaurants & Concessions	BLDG 4514
ANTHONY'S PIZZA / CHARLEY'S GRILLED SUBS 202.562.4419 Monday-Saturday 10:30am-7pm Sunday 10:30am-4pm	
SUBWAY 202.563.2611 Weekdays 7am-7pm Saturday 9am-7pm Sunday 10:30am-4pm	
Restaurants	
BURGER KING 202.561.4447 Weekdays 6am-9pm Saturday 7am-7pm Sunday 9:30am-3:30pm	BLDG 4500
STARBUCKS (LOCATED NEXT TO THE COMMISSARY) 202.562.6270 Weekdays 5:30am-6pm Saturday 7:30am-3pm Sunday 8:30am-3pm	



M System Map

wmata.com
 Customer Information Service: 202 637-7000
 TTY Phone: 202 638-3780
 Metro Transit Police: 202 962-2121

Legend

- RD** Red Line • Glenmont / Shady Grove
- OR** Orange Line • New Carrollton / Vienna
- BL** Blue Line • Franconia-Springfield / Largo Town Center
- GR** Green Line • Branch Ave / Greenbelt
- YL** Yellow Line • Huntington / Fort Totten
- SV** Silver Line • Wiehle-Reston East / Largo Town Center

Station Features

- Bus to Airport
- Parking
- Hospital
- Airport

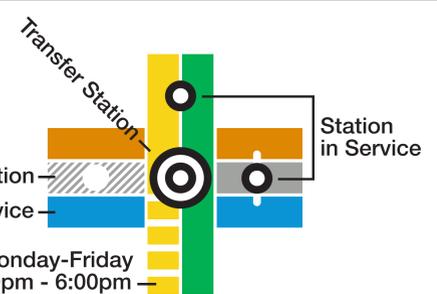
Connecting Rail Systems



Under Construction

Full-Time Service

Rush-Only Service: Monday-Friday
 6:30am - 9:00am 3:30pm - 6:00pm



Metro
 Operating Times

Mon-Thu	5am-midnight
Fri	5am-3am
Sat	7am-3am
Sun	7am-midnight

Times are approximate

Metro is accessible.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY © 2013



Map is not to scale



No Smoking



No Eating or Drinking



No Animals (except service animals)



No Audio (without earphones)



No Littering or Spitting

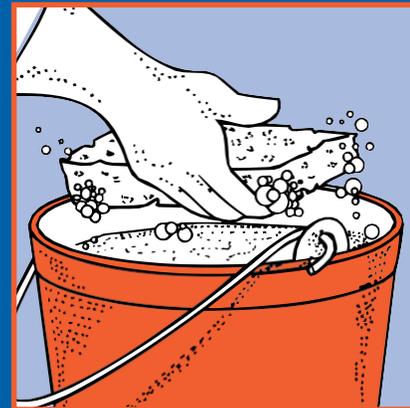
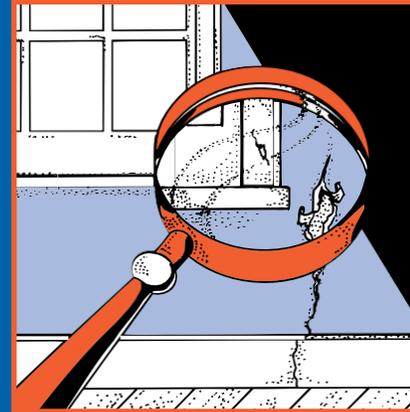


No Dangerous or Flammable Items

Simple Steps To Protect Your Family From Lead Hazards

If you think your home has high levels of lead:

- ◆ Get your young children tested for lead, even if they seem healthy.
- ◆ Wash children's hands, bottles, pacifiers, and toys often.
- ◆ Make sure children eat healthy, low-fat foods.
- ◆ Get your home checked for lead hazards.
- ◆ Regularly clean floors, window sills, and other surfaces.
- ◆ Wipe soil off shoes before entering house.
- ◆ Talk to your landlord about fixing surfaces with peeling or chipping paint.
- ◆ Take precautions to avoid exposure to lead dust when remodeling or renovating (call 1-800-424-LEAD for guidelines).
- ◆ Don't use a belt-sander, propane torch, high temperature heat gun, scraper, or sandpaper on painted surfaces that may contain lead.
- ◆ Don't try to remove lead-based paint yourself.



Protect Your Family From Lead In Your Home



United States
Environmental
Protection Agency



United States
Consumer Product
Safety Commission



United States
Department of Housing
and Urban Development



Recycled/Recyclable

Printed with vegetable oil based inks on recycled paper
(minimum 50% postconsumer) process chlorine free.

Are You Planning To Buy, Rent, or Renovate a Home Built Before 1978?

Many houses and apartments built before 1978 have paint that contains high levels of lead (called lead-based paint). Lead from paint, chips, and dust can pose serious health hazards if not taken care of properly.



OWNERS, BUYERS, and RENTERS are encouraged to check for lead (see page 6) before renting, buying or renovating pre-1978 housing.

Federal law requires that individuals receive certain information before renting, buying, or renovating pre-1978 housing:



LANDLORDS have to disclose known information on lead-based paint and lead-based paint hazards before leases take effect. Leases must include a disclosure about lead-based paint.



SELLERS have to disclose known information on lead-based paint and lead-based paint hazards before selling a house. Sales contracts must include a disclosure about lead-based paint. Buyers have up to 10 days to check for lead.



RENOVATORS disturbing more than 2 square feet of painted surfaces have to give you this pamphlet before starting work.

CPSC Regional Offices

Your Regional CPSC Office can provide further information regarding regulations and consumer product safety.

Eastern Regional Center

Consumer Product Safety Commission
201 Varick Street, Room 903
New York, NY 10014
(212) 620-4120

Western Regional Center

Consumer Product Safety Commission
1301 Clay Street, Suite 610-N
Oakland, CA 94612
(510) 637-4050

Central Regional Center

Consumer Product Safety Commission
230 South Dearborn Street, Room 2944
Chicago, IL 60604
(312) 353-8260

HUD Lead Office

Please contact HUD's Office of Healthy Homes and Lead Hazard Control for information on lead regulations, outreach efforts, and lead hazard control and research grant programs.

U.S. Department of Housing and Urban Development

Office of Healthy Homes and Lead Hazard Control
451 Seventh Street, SW, P-3206
Washington, DC 20410
(202) 755-1785

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U.S. EPA Washington DC 20460
U.S. CPSC Washington DC 20207
U.S. HUD Washington DC 20410

EPA747-K-99-001
June 2003

EPA Regional Offices

Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

EPA Regional Offices

Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact
U.S. EPA Region 1
Suite 1100 (CPT)
One Congress Street
Boston, MA 02114-2023
1 (888) 372-7341

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 209, Mail Stop 225
Edison, NJ 08837-3679
(732) 321-6671

Region 3 (Delaware, Maryland, Pennsylvania, Virginia, Washington DC, West Virginia)

Regional Lead Contact
U.S. EPA Region 3 (3WC33)
1650 Arch Street
Philadelphia, PA 19103
(215) 814-5000

Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact
U.S. EPA Region 4
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8998

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact
U.S. EPA Region 5 (DT-8J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 886-6003

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)

Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue, 12th Floor
Dallas, TX 75202-2733
(214) 665-7577

Region 7 (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact
U.S. EPA Region 7
(ARTD-RALI)
901 N. 5th Street
Kansas City, KS 66101
(913) 551-7020

Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact
U.S. EPA Region 8
999 18th Street, Suite 500
Denver, CO 80202-2466
(303) 312-6021

Region 9 (Arizona, California, Hawaii, Nevada)

Regional Lead Contact
U.S. Region 9
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-4164

Region 10 (Alaska, Idaho, Oregon, Washington)

Regional Lead Contact
U.S. EPA Region 10
Toxics Section WCM-128
1200 Sixth Avenue
Seattle, WA 98101-1128
(206) 553-1985

IMPORTANT!

Lead From Paint, Dust, and Soil Can Be Dangerous If Not Managed Properly

FACT: Lead exposure can harm young children and babies even before they are born.

FACT: Even children who seem healthy can have high levels of lead in their bodies.

FACT: People can get lead in their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.

FACT: People have many options for reducing lead hazards. In most cases, lead-based paint that is in good condition is not a hazard.

FACT: Removing lead-based paint improperly can increase the danger to your family.

If you think your home might have lead hazards, read this pamphlet to learn some simple steps to protect your family.

Lead Gets in the Body in Many Ways

Childhood lead poisoning remains a major environmental health problem in the U.S.

Even children who appear healthy can have dangerous levels of lead in their bodies.

People can get lead in their body if they:

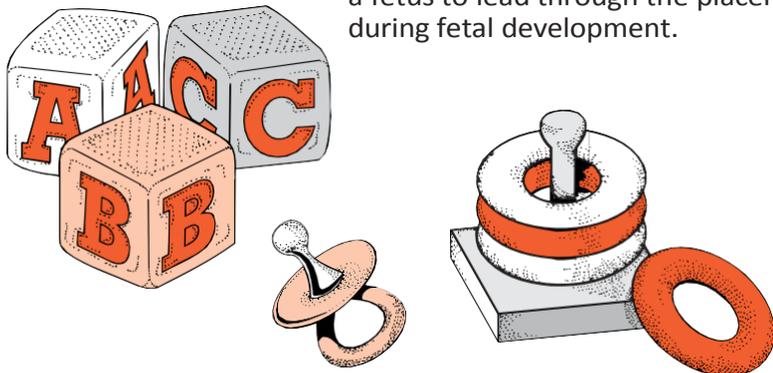
- ◆ Breathe in lead dust (especially during renovations that disturb painted surfaces).
- ◆ Put their hands or other objects covered with lead dust in their mouths.
- ◆ Eat paint chips or soil that contains lead.

Lead is even more dangerous to children under the age of 6:

- ◆ At this age children's brains and nervous systems are more sensitive to the damaging effects of lead.
- ◆ Children's growing bodies absorb more lead.
- ◆ Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.

Lead is also dangerous to women of childbearing age:

- ◆ Women with a high lead level in their system prior to pregnancy would expose a fetus to lead through the placenta during fetal development.



For More Information

The National Lead Information Center

Call **1-800-424-LEAD (424-5323)** to learn how to protect children from lead poisoning and for other information on lead hazards. To access lead information via the web, visit **www.epa.gov/lead** and **www.hud.gov/offices/lead/**.



EPA's Safe Drinking Water Hotline

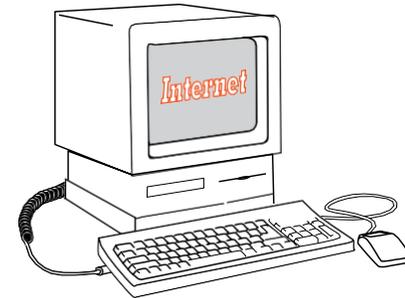
Call **1-800-426-4791** for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline

To request information on lead in consumer products, or to report an unsafe consumer product or a product-related injury call **1-800-638-2772**, or visit CPSC's Web site at: **www.cpsc.gov**.

Health and Environmental Agencies

Some cities, states, and tribes have their own rules for lead-based paint activities. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your local contacts on the Internet at **www.epa.gov/lead** or contact the National Lead Information Center at **1-800-424-LEAD**.



For the hearing impaired, call the Federal Information Relay Service at **1-800-877-8339** to access any of the phone numbers in this brochure.

Other Sources of Lead



While paint, dust, and soil are the most common sources of lead, other lead sources also exist.



- ◆ **Drinking water.** Your home might have plumbing with lead or lead solder. Call your local health department or water supplier to find out about testing your water. You cannot see, smell, or taste lead, and boiling your water will not get rid of lead. If you think your plumbing might have lead in it:
 - Use only cold water for drinking and cooking.
 - Run water for 15 to 30 seconds before drinking it, especially if you have not used your water for a few hours.
- ◆ **The job.** If you work with lead, you could bring it home on your hands or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- ◆ Old painted **toys** and **furniture**.
- ◆ Food and liquids stored in **lead crystal** or **lead-glazed pottery or porcelain**.
- ◆ **Lead smelters** or other industries that release lead into the air.
- ◆ **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture.
- ◆ **Folk remedies** that contain lead, such as "greta" and "azarcon" used to treat an upset stomach.

Lead's Effects

It is important to know that even exposure to low levels of lead can severely harm children.

In children, lead can cause:

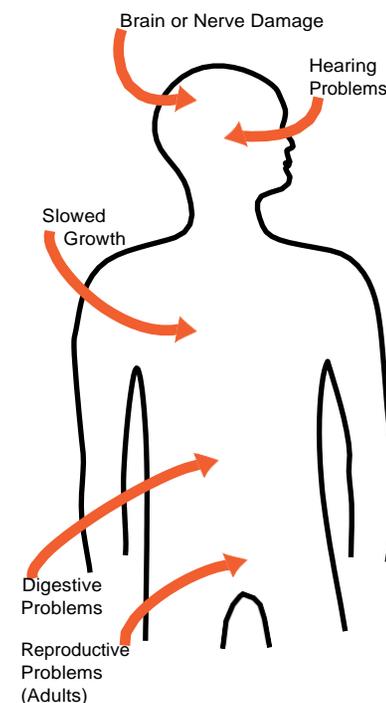
- ◆ Nervous system and kidney damage.
- ◆ Learning disabilities, attention deficit disorder, and decreased intelligence.
- ◆ Speech, language, and behavior problems.
- ◆ Poor muscle coordination.
- ◆ Decreased muscle and bone growth.
- ◆ Hearing damage.

While low-lead exposure is most common, exposure to high levels of lead can have devastating effects on children, including seizures, unconsciousness, and, in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults too.

In adults, lead can cause:

- ◆ Increased chance of illness during pregnancy.
- ◆ Harm to a fetus, including brain damage or death.
- ◆ Fertility problems (in men and women).
- ◆ High blood pressure.
- ◆ Digestive problems.
- ◆ Nerve disorders.
- ◆ Memory and concentration problems.
- ◆ Muscle and joint pain.



Lead affects the body in many ways.

Where Lead-Based Paint Is Found

In general, the older your home, the more likely it has lead-based paint.

Many homes built before 1978 have lead-based paint. The federal government banned lead-based paint from housing in 1978. Some states stopped its use even earlier. Lead can be found:

- ◆ In homes in the city, country, or suburbs.
- ◆ In apartments, single-family homes, and both private and public housing.
- ◆ Inside and outside of the house.
- ◆ In soil around a home. (Soil can pick up lead from exterior paint or other sources such as past use of leaded gas in cars.)

Checking Your Family for Lead

Get your children and home tested if you think your home has high levels of lead.

To reduce your child's exposure to lead, get your child checked, have your home tested (especially if your home has paint in poor condition and was built before 1978), and fix any hazards you may have. Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect high levels of lead. Blood tests are usually recommended for:

- ◆ Children at ages 1 and 2.
- ◆ Children or other family members who have been exposed to high levels of lead.
- ◆ Children who should be tested under your state or local health screening plan.

Your doctor can explain what the test results mean and if more testing will be needed.

Remodeling or Renovating a Home With Lead-Based Paint

Take precautions before your contractor or you begin remodeling or renovating anything that disturbs painted surfaces (such as scraping off paint or tearing out walls):

- ◆ **Have the area tested for lead-based paint.**
- ◆ **Do not use a belt-sander, propane torch, high temperature heat gun, dry scraper, or dry sandpaper** to remove lead-based paint. These actions create large amounts of lead dust and fumes. Lead dust can remain in your home long after the work is done.
- ◆ **Temporarily move your family** (especially children and pregnant women) out of the apartment or house until the work is done and the area is properly cleaned. If you can't move your family, at least completely seal off the work area.
- ◆ **Follow other safety measures to reduce lead hazards.** You can find out about other safety measures by calling 1-800-424-LEAD. Ask for the brochure "Reducing Lead Hazards When Remodeling Your Home." This brochure explains what to do before, during, and after renovations.

If you have already completed renovations or remodeling that could have released lead-based paint or dust, get your young children tested and follow the steps outlined on page 7 of this brochure.



If not conducted properly, certain types of renovations can release lead from paint and dust into the air.



Reducing Lead Hazards In The Home

Removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

Always use a professional who is trained to remove lead hazards safely.



In addition to day-to-day cleaning and good nutrition:

- ◆ You can **temporarily** reduce lead hazards by taking actions such as repairing damaged painted surfaces and planting grass to cover soil with high lead levels. These actions (called “interim controls”) are not permanent solutions and will need ongoing attention.
- ◆ To **permanently** remove lead hazards, you should hire a certified lead “abatement” contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent removal.

Always hire a person with special training for correcting lead problems—someone who knows how to do this work safely and has the proper equipment to clean up thoroughly. Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Once the work is completed, dust cleanup activities must be repeated until testing indicates that lead dust levels are below the following:

- ◆ 40 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) for floors, including carpeted floors;
- ◆ 250 $\mu\text{g}/\text{ft}^2$ for interior window sills; and
- ◆ 400 $\mu\text{g}/\text{ft}^2$ for window troughs.

Call your state or local agency (see bottom of page 11) for help in locating certified professionals in your area and to see if financial assistance is available.

Identifying Lead Hazards

Lead-based paint is usually not a hazard if it is in good condition, and it is not on an impact or friction surface, like a window. It is defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter, or more than 0.5% by weight.

Deteriorating lead-based paint (peeling, chipping, chalking, cracking or damaged) is a hazard and needs immediate attention. It may also be a hazard when found on surfaces that children can chew or that get a lot of wear-and-tear, such as:

- ◆ Windows and window sills.
- ◆ Doors and door frames.
- ◆ Stairs, railings, banisters, and porches.

Lead dust can form when lead-based paint is scraped, sanded, or heated. Dust also forms when painted surfaces bump or rub together. Lead chips and dust can get on surfaces and objects that people touch. Settled lead dust can re-enter the air when people vacuum, sweep, or walk through it. The following two federal standards have been set for lead hazards in dust:

- ◆ 40 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) and higher for floors, including carpeted floors.
- ◆ 250 $\mu\text{g}/\text{ft}^2$ and higher for interior window sills.

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. The following two federal standards have been set for lead hazards in residential soil:

- ◆ 400 parts per million (ppm) and higher in play areas of bare soil.
- ◆ 1,200 ppm (average) and higher in bare soil in the remainder of the yard.

The only way to find out if paint, dust and soil lead hazards exist is to test for them. The next page describes the most common methods used.

Lead from paint chips, which you can see, and lead dust, which you can't always see, can both be serious hazards.

Checking Your Home for Lead

Just knowing that a home has lead-based paint may not tell you if there is a hazard.

You can get your home tested for lead in several different ways:

- ◆ A paint **inspection** tells you whether your home has lead-based paint and where it is located. It won't tell you whether or not your home currently has lead hazards.
- ◆ A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards.
- ◆ A combination risk assessment and inspection tells you if your home has any lead hazards and if your home has any lead-based paint, and where the lead-based paint is located.

Hire a trained and certified testing professional who will use a range of reliable methods when testing your home.

- ◆ Visual inspection of paint condition and location.
- ◆ A portable x-ray fluorescence (XRF) machine.
- ◆ Lab tests of paint, dust, and soil samples.

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency (see bottom of page 11) for more information, or call **1-800-424-LEAD (5323)** for a list of contacts in your area.

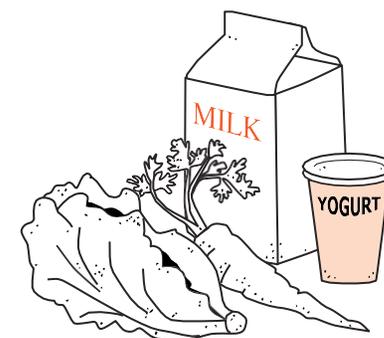
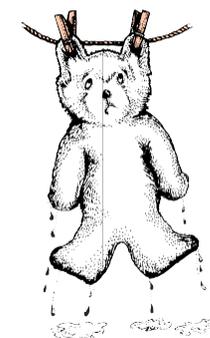
Home test kits for lead are available, but may not always be accurate. Consumers should not rely on these kits before doing renovations or to assure safety.



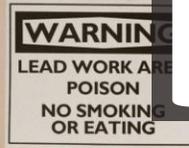
What You Can Do Now To Protect Your Family

If you suspect that your house has lead hazards, you can take some immediate steps to reduce your family's risk:

- ◆ **If you rent, notify your landlord of peeling or chipping paint.**
- ◆ **Clean up paint chips immediately.**
- ◆ **Clean floors, window frames, window sills, and other surfaces weekly.** Use a mop or sponge with warm water and a general all-purpose cleaner or a cleaner made specifically for lead. **REMEMBER: NEVER MIX AMMONIA AND BLEACH PRODUCTS TOGETHER SINCE THEY CAN FORM A DANGEROUS GAS.**
- ◆ **Thoroughly rinse sponges and mop heads after cleaning dirty or dusty areas.**
- ◆ **Wash children's hands often, especially before they eat and before nap time and bedtime.**
- ◆ **Keep play areas clean.** Wash bottles, pacifiers, toys, and stuffed animals regularly.
- ◆ **Keep children from chewing window sills or other painted surfaces.**
- ◆ **Clean or remove shoes before entering your home to avoid tracking in lead from soil.**
- ◆ **Make sure children eat nutritious, low-fat meals high in iron and calcium, such as spinach and dairy products.** Children with good diets absorb less lead.



THE LEAD-SAFE CERTIFIED GUIDE TO RENOVATE RIGHT



CAUTION CAUTION CAUTION CAUTION CAUTION CAUTION



1-800-424-LEAD (5323)

epa.gov/getleadsafe

EPA-740-K-10-001

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This document may be purchased through the U.S. Government Printing Office online at bookstore.gpo.gov or by phone (toll-free): 1-866-512-1800.



Important lead hazard information for families, child care providers and schools.



IT'S THE LAW!

Federal law requires contractors that disturb painted surfaces in homes, child care facilities and schools built before 1978 to be certified and follow specific work practices to prevent lead contamination. Always ask to see your contractor's certification.

Federal law requires that individuals receive certain information before renovating more than six square feet of painted surfaces in a room for interior projects or more than twenty square feet of painted surfaces for exterior projects or window replacement or demolition in housing, child care facilities and schools built before 1978.

- Homeowners and tenants: renovators must give you this pamphlet before starting work.
- Child care facilities, including preschools and kindergarten classrooms, and the families of children under six years of age that attend those facilities: renovators must provide a copy of this pamphlet to child care facilities and general renovation information to families whose children attend those facilities.

WHO SHOULD READ THIS PAMPHLET?

This pamphlet is for you if you:

- Reside in a home built before 1978.
- Own or operate a child care facility, including preschools and kindergarten classrooms, built before 1978, or
- Have a child under six years of age who attends a child care facility built before 1978.

You will learn:

- Basic facts about lead and your health.
- How to choose a contractor, if you are a property owner.
- What tenants, and parents/guardians of a child in a child care facility or school should consider.
- How to prepare for the renovation or repair job.
- What to look for during the job and after the job is done.
- Where to get more information about lead.

This pamphlet is not for:

- **Abatement projects.** Abatement is a set of activities aimed specifically at eliminating lead or lead hazards. EPA has regulations for certification and training of abatement professionals. If your goal is to eliminate lead or lead hazards, contact the National Lead Information Center at **1-800-424-LEAD (5323)** for more information.
- **“Do-it-yourself”** projects. If you plan to do renovation work yourself, this document is a good start, but you will need more information to complete the work safely. Call the National Lead Information Center at **1-800-424-LEAD (5323)** and ask for more information on how to work safely in a home with lead-based paint.
- **Contractor education.** Contractors who want information about working safely with lead should contact the National Lead Information Center at **1-800-424-LEAD (5323)** for information about courses and resources on lead-safe work practices.



RENOVATING, REPAIRING, OR PAINTING?



- Is your home, your building, or the child care facility or school your children attend being renovated, repaired, or painted?
- Was your home, your building, or the child care facility or school where your children under six years of age attend built before 1978?

If the answer to these questions is YES, there are a few important things you need to know about lead-based paint.

This pamphlet provides basic facts about lead and information about lead safety when work is being done in your home, your building or the child care facility or school your children attend.

The Facts About Lead

- Lead can affect children's brains and developing nervous systems, causing reduced IQ, learning disabilities, and behavioral problems. Lead is also harmful to adults.
 - Lead in dust is the most common way people are exposed to lead. People can also get lead in their bodies from lead in soil or paint chips. Lead dust is often invisible.
 - Lead-based paint was used in more than 38 million homes until it was banned for residential use in 1978.
 - Projects that disturb painted surfaces can create dust and endanger you and your family. Don't let this happen to you. Follow the practices described in this pamphlet to protect you and your family.
-

LEAD AND YOUR HEALTH

Lead is especially dangerous to children under six years of age.

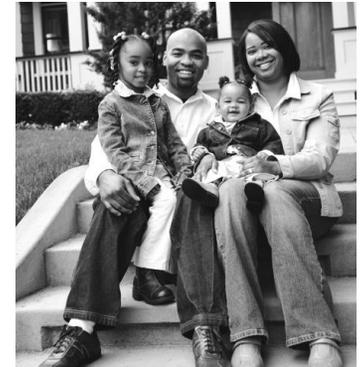
Lead can affect children's brains and developing nervous systems, causing:

- Reduced IQ and learning disabilities.
- Behavior problems.

Even children who appear healthy can have dangerous levels of lead in their bodies.

Lead is also harmful to adults. In adults, low levels of lead can pose many dangers, including:

- High blood pressure and hypertension.
- Pregnant women exposed to lead can transfer lead to their fetuses. Lead gets into the body when it is swallowed or inhaled.
- People, especially children, can swallow lead dust as they eat, play, and do other normal hand-to-mouth activities.
- People may also breathe in lead dust or fumes if they disturb lead-based paint. People who sand, scrape, burn, brush, blast or otherwise disturb lead-based paint risk unsafe exposure to lead.



What should I do if I am concerned about my family's exposure to lead?

- A blood test is the only way to find out if you or a family member already has lead poisoning. Call your doctor or local health department to arrange for a blood test.
- Call your local health department for advice on reducing and eliminating exposures to lead inside and outside your home, child care facility or school.
- Always use lead-safe work practices when renovation or repair will disturb painted surfaces.

For more information about the health effects of exposure to lead, visit the EPA lead website at epa.gov/lead/pubs/leadinfo or call **1-800-424-LEAD (5323)**.

There are other things you can do to protect your family every day.

- Regularly clean floors, window sills, and other surfaces.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat a healthy, nutritious diet consistent with the USDA's dietary guidelines, that helps protect children from the effects of lead.
- Wipe off shoes before entering the house.

WHERE DOES THE LEAD COME FROM?

Dust is the main problem.

The most common way to get lead in the body is from dust. Lead dust comes from deteriorating lead-based paint and lead-contaminated soil that gets tracked into your home. This dust may accumulate to unsafe levels. Then, normal hand-to-mouth activities, like playing and eating (especially in young children), move that dust from surfaces like floors and window sills into the body.

Home renovation creates dust.

Common renovation activities like sanding, cutting, and demolition can create hazardous lead dust and chips.

Proper work practices protect you from the dust.

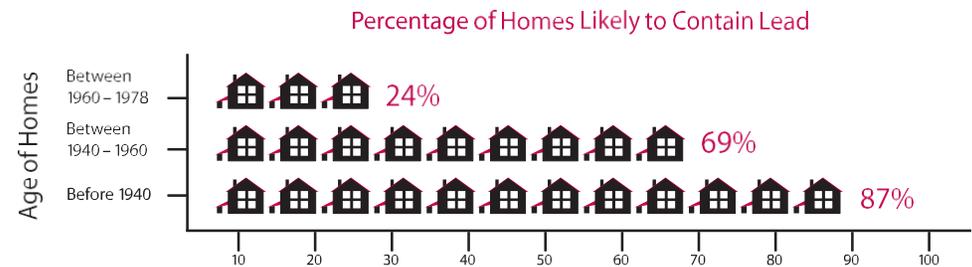
The key to protecting yourself and your family during a renovation, repair or painting job is to use lead-safe work practices such as containing dust inside the work area, using dust-minimizing work methods, and conducting a careful cleanup, as described in this pamphlet.

Other sources of lead.

Remember, lead can also come from outside soil, your water, or household items (such as lead-glazed pottery and lead crystal). Contact the National Lead Information Center at **1-800-424-LEAD (5323)** for more information on these sources.



CHECKING YOUR HOME FOR LEAD-BASED PAINT



Older homes, child care facilities, and schools are more likely to contain lead-based paint.

Homes may be single-family homes or apartments. They may be private, government-assisted, or public housing. Schools are preschools and kindergarten classrooms. They may be urban, suburban, or rural.

You have the following options:

You may decide to assume your home, child care facility, or school contains lead.

Especially in older homes and buildings, you may simply want to assume lead-based paint is present and follow the lead-safe work practices described in this brochure during the renovation, repair, or painting job.

You can hire a certified professional to check for lead-based paint.

These professionals are certified risk assessors or inspectors, and can determine if your home has lead or lead hazards.

- A certified inspector or risk assessor can conduct an inspection telling you whether your home, or a portion of your home, has lead-based paint and where it is located. This will tell you the areas in your home where lead-safe work practices are needed.
- A certified risk assessor can conduct a risk assessment telling you if your home currently has any lead hazards from lead in paint, dust, or soil. The risk assessor can also tell you what actions to take to address any hazards.
- For help finding a certified risk assessor or inspector, call the National Lead Information Center at **1-800-424-LEAD (5323)**.

You may also have a certified renovator test the surfaces or components being disturbed for lead by using a lead test kit or by taking paint chip samples and sending them to an EPA-recognized testing laboratory. Test kits must be EPA-recognized and are available at hardware stores. They include detailed instructions for their use.

FOR PROPERTY OWNERS

You have the ultimate responsibility for the safety of your family, tenants, or children in your care.

This means properly preparing for the renovation and keeping persons out of the work area (see p. 8). It also means ensuring the contractor uses lead-safe work practices.

Federal law requires that contractors performing renovation, repair and painting projects that disturb painted surfaces in homes, child care facilities, and schools built before 1978 be certified and follow specific work practices to prevent lead contamination.

Make sure your contractor is certified, and can explain clearly the details of the job and how the contractor will minimize lead hazards during the work.

- You can verify that a contractor is certified by checking EPA's website at epa.gov/getleadsafe or by calling the National Lead Information Center at **1-800-424-LEAD (5323)**. You can also ask to see a copy of the contractor's firm certification.
- Ask if the contractor is trained to perform lead-safe work practices and to see a copy of their training certificate.
- Ask them what lead-safe methods they will use to set up and perform the job in your home, child care facility or school.
- Ask for references from at least three recent jobs involving homes built before 1978, and speak to each personally.

Always make sure the contract is clear about how the work will be set up, performed, and cleaned.

- Share the results of any previous lead tests with the contractor.
- You should specify in the contract that they follow the work practices described on pages 9 and 10 of this brochure.
- The contract should specify which parts of your home are part of the work area and specify which lead-safe work practices will be used in those areas. Remember, your contractor should confine dust and debris to the work area and should minimize spreading that dust to other areas of the home.
- The contract should also specify that the contractor will clean the work area, verify that it was cleaned adequately, and re-clean it if necessary.

If you think a worker is not doing what he is supposed to do or is doing something that is unsafe, you should:

- Direct the contractor to comply with regulatory and contract requirements.
- Call your local health or building department, or
- Call EPA's hotline **1-800-424-LEAD (5323)**.

If your property receives housing assistance from HUD (or a state or local agency that uses HUD funds), you must follow the requirements of HUD's Lead-Safe Housing Rule and the ones described in this pamphlet.

FOR TENANTS AND FAMILIES OF CHILDREN UNDER SIX YEARS OF AGE IN CHILD CARE FACILITIES AND SCHOOLS

You play an important role ensuring the ultimate safety of your family.

This means properly preparing for the renovation and staying out of the work area (see p. 8).

Federal law requires that contractors performing renovation, repair and painting projects that disturb painted surfaces in homes built before 1978 and in child care facilities and schools built before 1978, that a child under six years of age visits regularly, to be certified and follow specific work practices to prevent lead contamination.

The law requires anyone hired to renovate, repair, or do painting preparation work on a property built before 1978 to follow the steps described on pages 9 and 10 unless the area where the work will be done contains no lead-based paint.

If you think a worker is not doing what he is supposed to do or is doing something that is unsafe, you should:

- Contact your landlord.
- Call your local health or building department, or
- Call EPA's hotline **1-800-424-LEAD (5323)**.

If you are concerned about lead hazards left behind after the job is over, you can check the work yourself (see page 10).



PREPARING FOR A RENOVATION

The work areas should not be accessible to occupants while the work occurs.

The rooms or areas where work is being done may need to be blocked off or sealed with plastic sheeting to contain any dust that is generated. Therefore, the contained area may not be available to you until the work in that room or area is complete, cleaned thoroughly, and the containment has been removed. Because you may not have access to some areas during the renovation, you should plan accordingly.

You may need:

- Alternative bedroom, bathroom, and kitchen arrangements if work is occurring in those areas of your home.
- A safe place for pets because they too can be poisoned by lead and can track lead dust into other areas of the home.
- A separate pathway for the contractor from the work area to the outside in order to bring materials in and out of the home. Ideally, it should not be through the same entrance that your family uses.
- A place to store your furniture. All furniture and belongings may have to be moved from the work area while the work is being done. Items that can't be moved, such as cabinets, should be wrapped in plastic.
- To turn off forced-air heating and air conditioning systems while the work is being done. This prevents dust from spreading through vents from the work area to the rest of your home. Consider how this may affect your living arrangements.

You may even want to move out of your home temporarily while all or part of the work is being done.

Child care facilities and schools may want to consider alternative accommodations for children and access to necessary facilities.



DURING THE WORK

Federal law requires contractors that are hired to perform renovation, repair and painting projects in homes, child care facilities, and schools built before 1978 that disturb painted surfaces to be certified and follow specific work practices to prevent lead contamination.

The work practices the contractor must follow include these three simple procedures, described below:

1. Contain the work area. The area must be contained so that dust and debris do not escape from that area. Warning signs must be put up and plastic or other impermeable material and tape must be used as appropriate to:

- Cover the floors and any furniture that cannot be moved.
- Seal off doors and heating and cooling system vents.
- For exterior renovations, cover the ground and, in some instances, erect vertical containment or equivalent extra precautions in containing the work area.

These work practices will help prevent dust or debris from getting outside the work area.

2. Avoid renovation methods that generate large amounts of lead-contaminated dust.

Some methods generate so much lead-contaminated dust that their use is prohibited.

They are:

- Open flame burning or torching.
- Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment.
- Using a heat gun at temperatures greater than 1100°F.



There is no way to eliminate dust, but some renovation methods make less dust than others. Contractors may choose to use various methods to minimize dust generation, including using water to mist areas before sanding or scraping; scoring paint before separating components; and prying and pulling apart components instead of breaking them.

3. Clean up thoroughly. The work area should be cleaned up daily to keep it as clean as possible. When all the work is done, the area must be cleaned up using special cleaning methods before taking down any plastic that isolates the work area from the rest of the home. The special cleaning methods should include:

- Using a HEPA vacuum to clean up dust and debris on all surfaces, followed by
- Wet wiping and wet mopping with plenty of rinse water.

When the final cleaning is done, look around. There should be no dust, paint chips, or debris in the work area. If you see any dust, paint chips, or debris, the area must be re-cleaned.

FOR PROPERTY OWNERS: AFTER THE WORK IS DONE

When all the work is finished, you will want to know if your home, child care facility, or school where children under six attend has been cleaned up properly.

EPA Requires Cleaning Verification.

In addition to using allowable work practices and working in a lead-safe manner, EPA's RRP rule requires contractors to follow a specific cleaning protocol. The protocol requires the contractor to use disposable cleaning cloths to wipe the floor and other surfaces of the work area and compare these cloths to an EPA-provided cleaning verification card to determine if the work area was adequately cleaned. EPA research has shown that following the use of lead-safe work practices with the cleaning verification protocol will effectively reduce lead-dust hazards.

Lead-Dust Testing.

EPA believes that if you use a certified and trained renovation contractor who follows the LRRP rule by using lead-safe work practices and the cleaning protocol after the job is finished, lead-dust hazards will be effectively reduced. If, however, you are interested in having lead-dust testing done at the completion of your job, outlined below is some helpful information.

What is a lead-dust test?

- Lead-dust tests are wipe samples sent to a laboratory for analysis. You will get a report specifying the levels of lead found after your specific job.

How and when should I ask my contractor about lead-dust testing?

- Contractors are not required by EPA to conduct lead-dust testing. However, if you want testing, EPA recommends testing be conducted by a lead professional. To locate a lead professional who will perform an evaluation near you, visit EPA's website at epa.gov/lead/pubs/locate or contact the National Lead Information Center at **1-800-424-LEAD (5323)**.
- If you decide that you want lead-dust testing, it is a good idea to specify in your contract, before the start of the job, that a lead-dust test is to be done for your job and who will do the testing, as well as whether re-cleaning will be required based on the results of the test.
- You may do the testing yourself. If you choose to do the testing, some EPA-recognized lead laboratories will send you a kit that allows you to collect samples and send them back to the laboratory for analysis. Contact the National Lead Information Center for lists of EPA-recognized testing laboratories.



FOR ADDITIONAL INFORMATION

You may need additional information on how to protect yourself and your children while a job is going on in your home, your building, or child care facility.

The National Lead Information Center at **1-800-424-LEAD (5323)** or epa.gov/lead/nlic can tell you how to contact your state, local, and/or tribal programs or get general information about lead poisoning prevention.

- State and tribal lead poisoning prevention or environmental protection programs can provide information about lead regulations and potential sources of financial aid for reducing lead hazards. If your state or local government has requirements more stringent than those described in this pamphlet, you must follow those requirements.
- Local building code officials can tell you the regulations that apply to the renovation work that you are planning.
- State, county, and local health departments can provide information about local programs, including assistance for lead-poisoned children and advice on ways to get your home checked for lead.

The National Lead Information Center can also provide a variety of resource materials, including the following guides to lead-safe work practices. Many of these materials are also available at epa.gov/lead/pubs/brochure

- Steps to Lead Safe Renovation, Repair and Painting.
- Protect Your Family from Lead in Your Home
- Lead in Your Home: A Parent's Reference Guide



For the hearing impaired, call the Federal Information Relay Service at 1-800-877-8339 to access any of the phone numbers in this brochure.

EPA CONTACTS

EPA Regional Offices

EPA addresses residential lead hazards through several different regulations. EPA requires training and certification for conducting abatement and renovations, education about hazards associated with renovations, disclosure about known lead paint and lead hazards in housing, and sets lead-paint hazard standards.

Your Regional EPA Office can provide further information regarding lead safety and lead protection programs at epa.gov/lead.

Region 1

(Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)
Regional Lead Contact
U.S. EPA Region 1
Suite 1100
One Congress Street
Boston, MA 02114-2023
(888) 372-7341

Region 2

(New Jersey, New York, Puerto Rico, Virgin Islands)
Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 321-6671

Region 3

(Delaware, Maryland, Pennsylvania, Virginia, Washington, DC, West Virginia)
Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA 19103-2029
(215) 814-5000

Region 4

(Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)
Regional Lead Contact
U.S. EPA Region 4
61 Forsyth Street, SW
Atlanta, GA 30303-8960
(404) 562-9900

Region 5

(Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)
Regional Lead Contact
U.S. EPA Region 5
77 West Jackson Boulevard
Chicago, IL 60604-3507
(312) 886-6003

Region 6

(Arkansas, Louisiana, New Mexico, Oklahoma, Texas)
Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue,
12th Floor
Dallas, TX 75202-2733
(214) 665-7577

Region 7

(Iowa, Kansas, Missouri, Nebraska)
Regional Lead Contact
U.S. EPA Region 7
901 N. 5th Street
Kansas City, KS 66101
(913) 551-7003

Region 8

(Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)
Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop Street
Denver, CO 80202
(303) 312-6312

Region 9

(Arizona, California, Hawaii, Nevada)
Regional Lead Contact
U.S. Region 9
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-8021

Region 10

(Alaska, Idaho, Oregon, Washington)
Regional Lead Contact
U.S. EPA Region 10
1200 Sixth Avenue
Seattle, WA 98101-1128
(206) 553-1200

OTHER FEDERAL AGENCIES

CPSC

The Consumer Product Safety Commission (CPSC) protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. CPSC warns the public and private sectors to reduce exposure to lead and increase consumer awareness. Contact CPSC for further information regarding regulations and consumer product safety.

CPSC

4330 East West Highway
Bethesda, MD 20814
Hotline 1-(800) 638-2772
cpsc.gov

CDC Childhood Lead Poisoning Prevention Branch

The Centers for Disease Control and Prevention (CDC) assists state and local childhood lead poisoning prevention programs to provide a scientific basis for policy decisions, and to ensure that health issues are addressed in decisions about housing and the environment. Contact CDC Childhood Lead Poisoning Prevention Program for additional materials and links on the topic of lead.

CDC Childhood Lead Poisoning Prevention Branch

4770 Buford Highway, MS F-40
Atlanta, GA 30341
(770) 488-3300
cdc.gov/nceh/lead

HUD Office of Healthy Homes and Lead Hazard Control

The Department of Housing and Urban Development (HUD) provides funds to state and local governments to develop cost-effective ways to reduce lead-based paint hazards in America's privately-owned low-income housing. In addition, the office enforces the rule on disclosure of known lead paint and lead hazards in housing, and HUD's lead safety regulations in HUD-assisted housing, provides public outreach and technical assistance, and conducts technical studies to help protect children and their families from health and safety hazards in the home. Contact the HUD Office of Healthy Homes and Lead Hazard Control for information on lead regulations, outreach efforts, and lead hazard control research and outreach grant programs.

U.S. Department of Housing and Urban Development

Office of Healthy Homes and Lead Hazard Control
451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
HUD's Lead Regulations Hotline
(202) 402-7698
hud.gov/offices/lead/



SAMPLE PRE-RENOVATION FORM

This sample form may be used by renovation firms to document compliance with the Federal pre-renovation education and renovation, repair, and painting regulations.

Occupant Confirmation

Pamphlet Receipt

I have received a copy of the lead hazard information pamphlet informing me of the potential risk of the lead hazard exposure from renovation activity to be performed in my dwelling unit. I received this pamphlet before the work began.

Printed Name of Owner-occupant

Signature of Owner-occupant

Signature Date

Renovator's Self Certification Option (for tenant-occupied dwellings only)

Instructions to Renovator: If the lead hazard information pamphlet was delivered but a tenant signature was not obtainable, you may check the appropriate box below.

- Declined** – I certify that I have made a good faith effort to deliver the lead hazard information pamphlet to the rental dwelling unit listed below at the date and time indicated and that the occupant declined to sign the confirmation of receipt. I further certify that I have left a copy of the pamphlet at the unit with the occupant.
- Unavailable for signature** – I certify that I have made a good faith effort to deliver the lead hazard information pamphlet to the rental dwelling unit listed below and that the occupant was unavailable to sign the confirmation of receipt. I further certify that I have left a copy of the pamphlet at the unit by sliding it under the door or by (fill in how pamphlet was left).

Printed Name of Person Certifying Delivery

Attempted Delivery Date

Signature of Person Certifying Lead Pamphlet Delivery

Unit Address

Note Regarding Mailing Option — As an alternative to delivery in person, you may mail the lead hazard information pamphlet to the owner and/or tenant. Pamphlet must be mailed at least seven days before renovation. Mailing must be documented by a certificate of mailing from the post office.



A Citizen's Guide To Radon

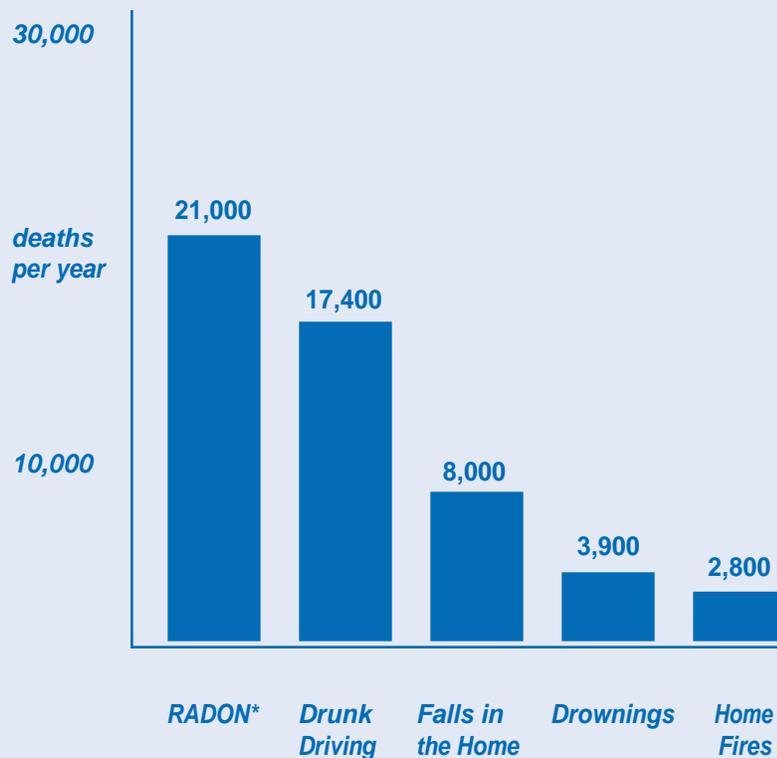
The Guide To Protecting
Yourself And Your Family From
Radon



EPA Recommends:

- ▼ **Test your home for radon—it's easy and inexpensive.**
- ▼ **Fix your home if your radon level is 4 picocuries per liter (pCi/L) or higher.**
- ▼ **Radon levels less than 4 pCi/L still pose a risk, and in many cases may be reduced.**

Radon is estimated to cause thousands of lung cancer deaths in the U.S. each year.



*Radon is estimated to cause about 21,000 lung cancer deaths per year, according to EPA's 2003 Assessment of Risks from Radon in Homes (EPA 402-R-03-003). The numbers of deaths from other causes are taken from the Centers for Disease Control and Prevention's 1999-2001 National Center for Injury Prevention and Control Report and 2002 National Safety Council Reports.

OVERVIEW

Radon is a cancer-causing, radioactive gas.

You can't see radon. And you can't smell it or taste it. But it may be a problem in your home.

Radon is estimated to cause many thousands of deaths each year. That's because when you breathe air containing radon, you can get lung cancer. In fact, the Surgeon General has warned that radon is the second leading cause of lung cancer in the United States today. Only smoking causes more lung cancer deaths. **If you smoke and your home has high radon levels, your risk of lung cancer is especially high.**

Radon can be found all over the U.S.

Radon comes from the natural (radioactive) breakdown of uranium in soil, rock and water and gets into the air you breathe. Radon can be found all over the U.S. It can get into any type of building—homes, offices, and schools—and result in a high indoor radon level. But you and your family are most likely to get your greatest exposure at home, where you spend most of your time.

You should test for radon.

Testing is the only way to know if you and your family are at risk from radon. EPA and the Surgeon General recommend testing all homes below the third floor for radon. EPA also recommends testing in schools.

Testing is inexpensive and easy—it should only take a few minutes of your time. Millions of Americans have already tested their homes for radon (see page 5).

You can fix a radon problem.

Radon reduction systems work and they are not too costly. Some radon reduction systems can reduce radon levels in your home by up to 99%. Even very high levels can be reduced to acceptable levels.

New homes can be built with radon-resistant features.

Radon-resistant construction techniques can be effective in preventing radon entry. When installed properly and completely, these simple and inexpensive techniques can help reduce indoor radon levels in homes. In addition, installing them at the time of construction makes it easier and less expensive to reduce radon levels further if these passive techniques don't reduce radon levels to below 4 pCi/L.

Every new home should be tested after occupancy, even if it was built radon-resistant. If radon levels are still in excess of 4 pCi/L, the passive system should be activated by having a qualified mitigator install a vent fan. For more explanation of radon resistant construction techniques, refer to EPA publication, *Building Radon Out: A Step-by-Step Guide on How to Build Radon-Resistant Homes* (see page 15).

HOW DOES RADON GET INTO YOUR HOME?

Any home may have a radon problem.

Radon is a radioactive gas. It comes from the natural decay of uranium that is found in nearly all soils. It typically moves up through the ground to the air above and into your home through cracks and other holes in the foundation. Your home traps radon inside, where it can build up. Any home may have a radon problem. This means new and old homes, well-sealed and drafty homes, and homes with or without basements.

Radon from soil gas is the main cause of radon problems. Sometimes radon enters the home through well water (see page 8). In a small number of homes, the building materials can give off radon, too. However, building

RADON GETS IN THROUGH:

- 1. Cracks in solid floors.**
- 2. Construction joints.**
- 3. Cracks in walls.**
- 4. Gaps in suspended floors.**
- 5. Gaps around service pipes.**
- 6. Cavities inside walls.**
- 7. The water supply.**



materials rarely cause radon problems by themselves.

Nearly 1 out of every 15 homes in the U.S. is estimated to have elevated radon levels. Elevated levels of radon gas have been found in homes in your state. Contact your state radon office (see back cover) for general information about radon in your area. While radon problems may be more common in some areas, any home may have a problem. The only way to know about your home is to test.

Radon can also be a problem in schools and workplaces. Ask your state radon office (see back cover) about radon problems in schools, daycare and childcare facilities, and workplaces in your area (also visit www.epa.gov/radon).

HOW TO TEST YOUR HOME

You can't see radon, but it's not hard to find out if you have a radon problem in your home. All you need to do is test for radon. Testing is easy and should only take a few minutes of your time.

The amount of radon in the air is measured in "picocuries per liter of air," or "pCi/L." There are many kinds of low-cost "do it yourself" radon test kits you can get through the mail and in some hardware stores and other retail outlets. If you prefer, or if you are buying or selling a home, you can hire a qualified tester to do the testing for you. You should first contact your state radon office about obtaining a list of qualified testers. You can also contact a private radon proficiency program for lists of privately certified radon professionals serving your area. For links and more information, visit www.epa.gov/radon/radontest.html.

There are Two General Ways to Test for Radon:

SHORT-TERM TESTING:

The quickest way to test is with short-term tests. Short-term tests remain in your home for two days to 90 days, depending on the device. "Charcoal canisters," "alpha track," "electret ion chamber," "continuous monitors," and "charcoal liquid scintillation" detectors are most commonly used for short-term testing. Because radon levels tend to vary from day to day and season to season, a short-term test is less likely than a long-term test to tell you your year-round average radon level. If you need results quickly, however, a short-term test followed by a second short-term test may be used to decide whether to fix your home (see also page 7 under Home Sales).

LONG-TERM TESTING:

Long-term tests remain in your home for more than 90 days. "Alpha track" and "electret" detectors are commonly used for this type of testing. A long-term test will give you a reading that is more likely to tell you your home's year-round average radon level than a short-term test.

How To Use a Test Kit:

Follow the instructions that come with your test kit. If you are doing a short-term test, close your windows and outside doors and keep them closed as much as possible during the test. Heating and air conditioning system fans that re-circulate air may be operated. Do not operate fans or other machines which bring in air from outside. Fans that are part of a radon-reduction system or small exhaust fans operating only for short periods of time may run during the test. If you are doing a short-term test lasting just 2 or 3 days, be sure to close your windows and outside doors at least 12 hours **before** beginning the test, too. You should not conduct

**Testing is easy
and should only
take a few
minutes of
your time.**

HOW TO TEST YOUR HOME *continued*

short-term tests lasting just 2 or 3 days during unusually severe storms or periods of unusually high winds. The test kit should be placed in the lowest lived-in level of the home (for example, the basement if it is frequently used, otherwise the first floor). It should be put in a room that is used regularly (like a living room, playroom, den, or bedroom) but **not** your kitchen or bathroom. Place the kit at least 20 inches above the floor in a location where it won't be disturbed—away from drafts, high heat, high humidity, and exterior walls. Leave the kit in place for as long as the package says. Once you've finished the test, reseal the package and send it to the lab specified on the package right away for analysis. You should receive your test results within a few weeks.

EPA Recommends the Following Testing Steps:

Step 1. *Take a short-term test. If your result is 4 pCi/L or higher, take a follow-up test (Step 2) to be sure.*

Step 2. *Follow up with either a long-term test or a second short-term test:*

- *For a better understanding of your year-round average radon level, take a long-term test.*
- *If you need results quickly, take a second short-term test.*

The higher your initial short-term test result, the more certain you can be that you should take a short-term rather than a long-term follow up test. If your first short-term test result is more than twice EPA's 4 pCi/L action level, you should take a second short-term test immediately.

Step 3. • *If you followed up with a long-term test: Fix your home if your long-term test result is 4 pCi/L or more.*

- *If you followed up with a second short-term test: The higher your short-term results, the more certain you can be that you should fix your home. Consider fixing your home if the average of your first and second test is 4 pCi/L or higher (see also page 7 under Home Sales).*



WHAT YOUR TEST RESULTS MEAN

The average indoor radon level is estimated to be about 1.3 pCi/L, and about 0.4 pCi/L of radon is normally found in the outside air. The U.S. Congress has set a long-term goal that indoor radon levels be no more than outdoor levels. While this goal is not yet technologically achievable in all cases, most homes today *can* be reduced to 2 pCi/L or below.

Sometimes short-term tests are less definitive about whether or not your home is above 4 pCi/L. This can happen when your results are close to 4 pCi/L. For example, if the average of your two short-term test results is 4.1 pCi/L, there is about a 50% chance that your year-round average is somewhat below 4 pCi/L. However, EPA believes that any radon exposure carries some risk—no level of radon is safe. Even radon levels below 4 pCi/L pose some risk, and you can reduce your risk of lung cancer by lowering your radon level.

If your living patterns change and you begin occupying a lower level of your home (such as a basement) you should retest your home on that level.

Even if your test result is below 4 pCi/L, you may want to test again sometime in the future.

Test your home now and save your results. If you find high radon levels, fix your home before you decide to sell it.

RADON AND HOME SALES

More and more, home buyers and renters are asking about radon levels before they buy or rent a home. Because real estate sales happen quickly, there is often little time to deal with radon and other issues. The best thing to do is to test for radon NOW and save the results in case the buyer is interested in them. Fix a problem if it exists so it won't complicate your home sale. If you are planning to move, call your state radon office (see back page) for EPA's pamphlet "Home Buyer's and Seller's Guide to Radon," which addresses some common questions (www.epa.gov/radon/pubs/realestate.html). You can also use the results of two short-term tests done side-by-side (four inches apart) to decide whether to fix your home.

During home sales:

- Buyers often ask if a home has been tested, and if elevated levels were reduced.
- Buyers frequently want tests made by someone who is not involved in the home sale. Your state radon office (see back cover) can assist you in identifying a qualified tester.
- Buyers might want to know the radon levels in areas of the home (like a basement they plan to finish) that the seller might not otherwise test.

Today many homes are built to help prevent radon from coming in. Building codes in your state or local area may require these radon-resistant construction features. If you are buying or renting a new home, ask the owner or builder if it has radon-resistant features. The EPA recommends building new homes with radon-resistant features in high radon potential (Zone 1) areas. Even if built radon-resistant, every new home should be tested for radon after occupancy. If you have a test result of 4 pCi/L or more, you can have a qualified mitigator easily add a vent fan to an existing passive system for about \$300 and further reduce the radon level in your home. For more information, refer to the EPA's Map of Radon Zones and other useful EPA documents on radon-resistant new construction (see publications on page 15), or visit www.epa.gov/radon.

RADON IN WATER

There are two main sources for the radon in your home's indoor air, the soil and the water supply. Compared to radon entering the home through water, radon entering your home through the soil is usually a much larger risk.

The radon in your water supply poses an inhalation risk and an ingestion risk. Research has shown that your risk of lung cancer from breathing radon in air is much larger than your risk of stomach cancer from swallowing water with radon in it. Most of your risk from radon in water comes from radon released into the air when water is used for showering and other household purposes.

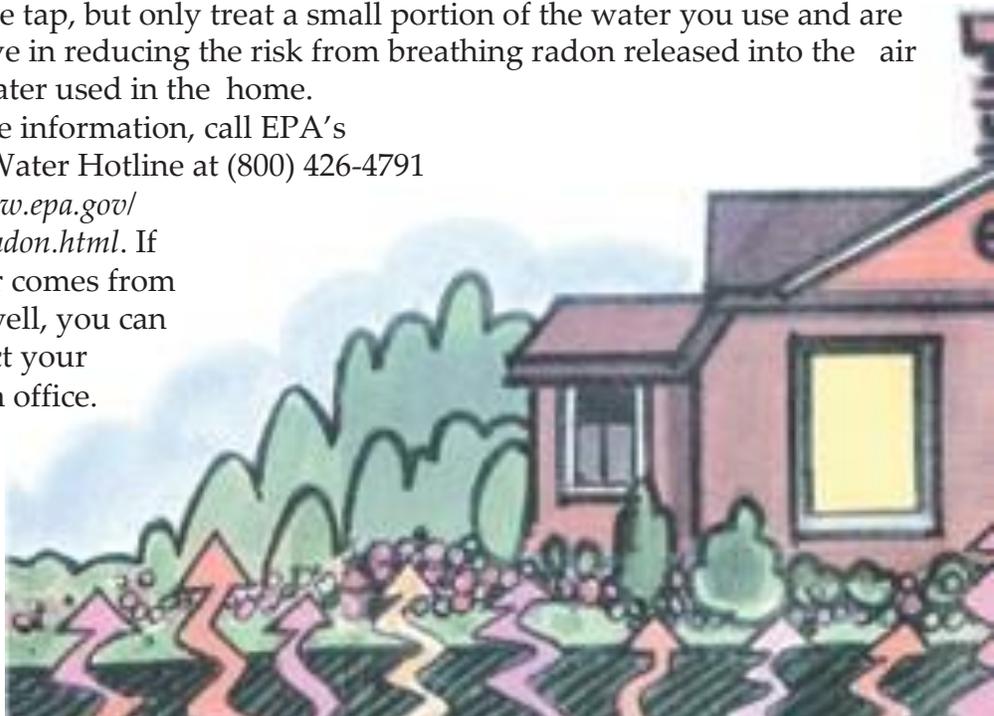
Radon in your home's water is not usually a problem when its source is surface water. A radon in water problem is more likely when its source is ground water, e.g., a private well or a public water supply system that uses ground water. If you are concerned that radon may be entering your home through the water and your water comes from a public water supply, contact your water supplier.

If you've tested your private well and have a radon in water problem, it can be fixed. Your home's water supply can be treated in two ways. Point-of-entry treatment can effectively remove radon from the water before it enters your home. Point-of-use treatment devices remove radon from your water at the tap, but only treat a small portion of the water you use and are not effective in reducing the risk from breathing radon released into the air from all water used in the home.

For more information, call EPA's Drinking Water Hotline at (800) 426-4791 or visit www.epa.gov/safewater/radon.html. If your water comes from a private well, you can also contact your state radon office.



If you've tested the air in your home and found a radon problem, and your water comes from a well, have your water tested.



HOW TO LOWER THE RADON LEVEL IN YOUR HOME

Since there is no known safe level of radon, there can always be some risk. But the risk can be reduced by lowering the radon level in your home.

There are several proven methods to reduce radon in your home, but the one primarily used is a vent pipe system and fan, which pulls radon from beneath the house and vents it to the outside. This system, known as a soil suction radon reduction system, does not require major changes to your home. Sealing foundation cracks and other openings makes this kind of system more effective and cost-efficient. Similar systems can also be installed in houses with crawl spaces. Radon contractors can use other methods that may also work in your home. The right system depends on the design of your home and other factors.

Ways to reduce radon in your home are discussed in EPA's *Consumer's Guide to Radon Reduction*. You can get a copy from your state radon office, or view it online at www.epa.gov/radon/pubs.

The cost of reducing radon in your home depends on how your home was built and the extent of the radon problem. Most homes can be fixed for about the same cost as other common home repairs. The cost to fix can vary widely; consult with your state radon office or get one or more estimates from qualified mitigators. The cost is much less if a passive system was installed during construction.

RADON AND HOME RENOVATIONS

If you are planning any major structural renovation, such as converting an unfinished basement area into living space, it is especially important to test the area for radon before you begin the renovation. If your test results indicate a radon problem, radon-resistant techniques can be inexpensively included as part of the renovation. Because major renovations can change the level of radon in any home, always test again after work is completed.



HOW TO LOWER THE RADON LEVEL IN YOUR HOME *continued*

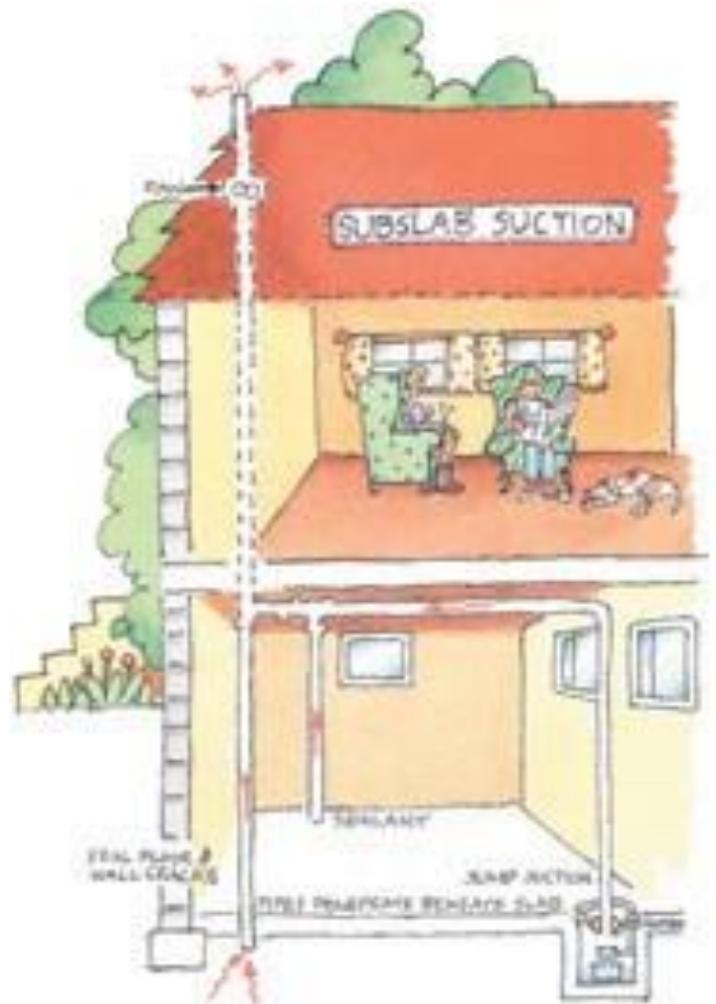
Most homes can be fixed for about the same cost as other common home repairs.

Lowering high radon levels requires technical knowledge and special skills. You should use a contractor who is trained to fix radon problems. A qualified contractor can study the radon problem in your home and help you pick the right treatment method.

Check with your state radon office for names of qualified or state certified radon contractors in your area. You can also contact private radon proficiency programs for lists of privately certified radon professionals in your area. For more information on private radon proficiency programs, visit www.epa.gov/radon/radontest.html. Picking someone to fix your radon problem is much like choosing a contractor for other home repairs—you may want to get references and more than one estimate.

If you are considering fixing your home's radon problem yourself, you should first contact your state radon office for guidance and assistance (www.epa.gov/iaq/wherelive.html).

You should also test your home again after it is fixed to be sure that radon levels have been reduced. Most soil suction radon reduction systems include a monitor that will indicate whether the system is operating properly. In addition, it's a good idea to retest your home every two years to be sure radon levels remain low.



Note: This diagram is a composite view of several mitigation options. The typical mitigation system usually has only one pipe penetration through the basement floor; the pipe may also be installed on the outside of the house.

THE RISK OF LIVING WITH RADON

Radon gas decays into radioactive particles that can get trapped in your lungs when you breathe. As they break down further, these particles release small bursts of energy. This can damage lung tissue and lead to lung cancer over the course of your lifetime. Not everyone exposed to elevated levels of radon will develop lung cancer. And the amount of time between exposure and the onset of the disease may be many years.

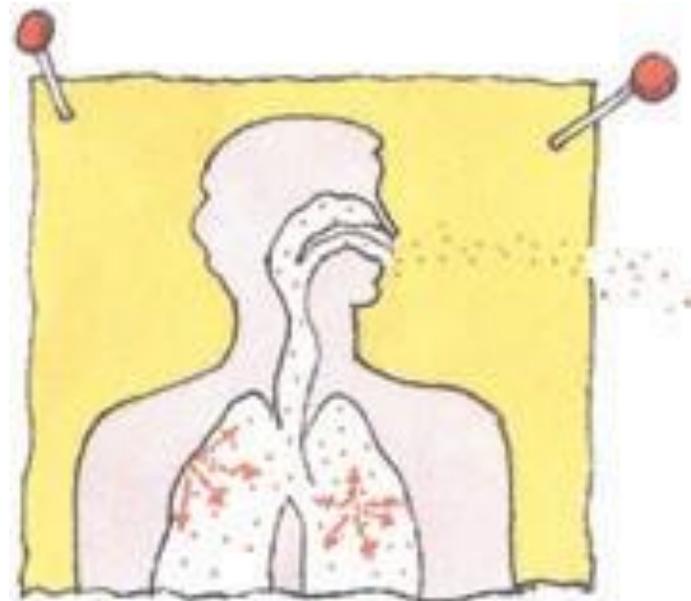
Like other environmental pollutants, there is some uncertainty about the magnitude of radon health risks. However, we know more about radon risks than risks from most other cancer-causing substances. This is because estimates of radon risks are based on studies of cancer in humans (underground miners).

Smoking combined with radon is an especially serious health risk. Stop smoking and lower your radon level to reduce your lung cancer risk.

Children have been reported to have greater risk than adults of certain types of cancer from radiation, but there are currently no conclusive data on whether children are at greater risk than adults from radon.

Your chances of getting lung cancer from radon depend mostly on:

- ***How much radon is in your home***
- ***The amount of time you spend in your home***
- ***Whether you are a smoker or have ever smoked***



Scientists are more certain about radon risks than risks from most other cancer-causing substances.

RADON RISK IF YOU SMOKE

Radon Level	If 1,000 people who smoked were exposed to this level over a lifetime* . . .	The risk of cancer from radon exposure compares to** . . .	WHAT TO DO: Stop Smoking and . . .
20 pCi/L	About 260 people could get lung cancer	↳ 250 times the risk of drowning	Fix your home
10 pCi/L	About 150 people could get lung cancer	↳ 200 times the risk of dying in a home fire	Fix your home
8 pCi/L	About 120 people could get lung cancer	↳ 30 times the risk of dying in a fall	Fix your home
4 pCi/L	About 62 people could get lung cancer	↳ 5 times the risk of dying in a car crash	Fix your home
2 pCi/L	About 32 people could get lung cancer	↳ 6 times the risk of dying from poison	Consider fixing between 2 and 4 pCi/L
1.3 pCi/L	About 20 people could get lung cancer	(Average indoor radon level)	(Reducing radon levels below 2 pCi/L is difficult)
0.4 pCi/L		(Average outdoor radon level)	

Note: If you are a former smoker, your risk may be lower.

It's never too late to reduce your risk of lung cancer. Don't wait to test and fix a radon problem. If you are a smoker, stop smoking.

RADON RISK IF YOU'VE NEVER SMOKED

Radon Level	If 1,000 people who never smoked were exposed to this level over a lifetime* . . .	The risk of cancer from radon exposure compares to** . . .	WHAT TO DO:
20 pCi/L	About 36 people could get lung cancer	↳ 35 times the risk of drowning	Fix your home
10 pCi/L	About 18 people could get lung cancer	↳ 20 times the risk of dying in a home fire	Fix your home
8 pCi/L	About 15 people could get lung cancer	↳ 4 times the risk of dying in a fall	Fix your home
4 pCi/L	About 7 people could get lung cancer	↳ The risk of dying in a car crash	Fix your home
2 pCi/L	About 4 people could get lung cancer	↳ The risk of dying from poison	Consider fixing between 2 and 4 pCi/L
1.3 pCi/L	About 2 people could get lung cancer	(Average indoor radon level)	(Reducing radon levels below 2 pCi/L is difficult)
0.4 pCi/L		(Average outdoor radon level)	

Note: If you are a former smoker, your risk may be higher.

*Lifetime risk of lung cancer deaths from EPA Assessment of Risks from Radon in Homes (EPA 402-R-03-003).

**Comparison data calculated using the Centers for Disease Control and Prevention's 1999-2001 National Center for Injury Prevention and Control Reports.

RADON MYTHS AND FACTS

MYTH: Scientists aren't sure radon really is a problem.

FACT: Although some scientists dispute the precise number of deaths due to radon, all major health organizations (like the Centers for Disease Control, the American Lung Association and the American Medical Association) agree with estimates that radon causes thousands of preventable lung cancer deaths every year. This is especially true among smokers, since the risk to smokers is much greater than to non-smokers.

MYTH: Radon testing is difficult, time consuming and expensive.

FACT: Radon testing is easy. You can test your home yourself or hire a qualified radon test company. Either approach takes only a small amount of time and effort.

MYTH: Radon test kits are not reliable and are difficult to find.

FACT: Reliable test kits are available from qualified radon testers and companies. Reliable testing devices are also available by phone or mail-order, and can be purchased in hardware stores and other retail outlets. Call your state radon office (see back cover or visit www.epa.gov/radon) for help in identifying radon testing companies.

MYTH: Homes with radon problems can't be fixed.

FACT: There are simple solutions to radon problems in homes. Hundreds of thousands of homeowners have already fixed radon problems in their homes. Most homes can be fixed for about the same cost as other common home repairs; check with one or more qualified mitigators. Call your state radon office (see back cover) for help in identifying qualified mitigation contractors.

MYTH: Radon only affects certain kinds of homes.

FACT: House construction can affect radon levels. However, radon can be a problem in homes of all types: old homes, new homes, drafty homes, insulated homes, homes with basements, homes without basements. Local geology, construction materials, and how the home was built are among the factors that can affect radon levels in homes.

RADON MYTHS AND FACTS *continued*

MYTH: Radon is only a problem in certain parts of the country.

FACT: High radon levels have been found in every state. Radon problems do vary from area to area, but the only way to know your radon level is to test.

MYTH: A neighbor's test result is a good indication of whether your home has a problem.

FACT: It's not. Radon levels can vary greatly from home to home. The only way to know if your home has a radon problem is to test it.

MYTH: Everyone should test their water for radon.

FACT: Although radon gets into some homes through water, it is important to first test the air in the home for radon. If your water comes from a public water system that uses ground water, call your water supplier. If high radon levels are found and the home has a private well, call the Safe Drinking Water Hotline at (800) 426-4791 for information on testing your water.

MYTH: It's difficult to sell homes where radon problems have been discovered.

FACT: Where radon problems have been fixed, home sales have not been blocked or frustrated. The added protection is sometimes a good selling point.

MYTH: I've lived in my home for so long, it doesn't make sense to take action now.

FACT: You will reduce your risk of lung cancer when you reduce radon levels, even if you've lived with a radon problem for a long time.

MYTH: Short-term tests can't be used for making a decision about whether to fix your home.

FACT: A short-term test followed by a second short-term test* can be used to decide whether to fix your home. However, the closer the average of your two short-term tests is to 4 pCi/L, the less certain you can be about whether your year-round average is above or below that level. Keep in mind that radon levels below 4 pCi/L still pose some risk. Radon levels can be reduced in most homes to 2 pCi/L or below.

*If the radon test is part of a real estate transaction, the result of two short-term tests can be used in deciding whether to mitigate. For more information, see EPA's "Home Buyer's and Seller's Guide to Radon."

FOR FURTHER INFORMATION

EPA Radon Web Site

www.epa.gov/radon

EPA's radon page includes links to publications, hotlines, private proficiency programs and more.

Frequent Questions:

<http://iaq.custhelp.com>

Radon Hotlines

1-800-SOS-RADON (767-7236)*

Purchase radon test kits by phone.

1-800-55RADON (557-2366)*

Get live help for your radon questions.

1-800-644-6999*

Radon Fix-It Hotline. For general information on fixing or reducing the radon level in your home.

1-866-528-3187*

Línea Directa de Información sobre Radón en Español. Hay operadores disponibles desde las 9:00 AM hasta las 5:00 PM para darle información sobre radón y como ordenar un kit para hacer la prueba de radón en su hogar.

1-800-426-4791

Safe Drinking Water Hotline. For general information on drinking water, radon in water, testing and treatment, and standards for radon in drinking water. Operated under a contract with EPA.

*Operated by the National Safety Council in partnership with EPA.

EPA Regional Offices

www.epa.gov/iaq/whereyoulive.html

Check the above Web site for a listing of your EPA regional office.

Ordering Radon Publications

Many EPA radon publications are available from www.epa.gov/radon/pubs

Radon publications may be ordered through the National Service Center for Environmental Publications (NSCEP) by calling 1-800-490-9198, by visiting the NSCEP website at www.epa.gov/ncepihom, or by e-mail at nscep@bps-lmit.com



U.S. EPA Assessment of Risks from Radon in Homes

In June 2003, the EPA revised its risk estimates for radon exposure in homes. EPA estimates that about 21,000 annual lung cancer deaths are radon related. EPA also concluded that the effects of radon and cigarette smoking are synergistic, so that smokers are at higher risk from radon. EPA's revised estimates are based on the National Academy of Sciences 1998 BEIR VI (Biological Effects of Ionizing Radiation) Report which concluded that radon is the second leading cause of lung cancer after smoking.

Surgeon General Health Advisory

"Indoor radon is the second-leading cause of lung cancer in the United States and breathing it over prolonged periods can present a significant health risk to families all over the country. It's important to know that this threat is completely preventable. Radon can be detected with a simple test and fixed through well-established venting techniques."

January 2005

State Radon Offices (www.epa.gov/iaq/wherelive.html)

Call your state radon office for additional help with any of your radon questions. Up-to-date information on how to contact your state radon office is also available on EPA's Web site at www.epa.gov/iaq/wherelive.html, or call EPA's toll free Indoor Air Quality Information Clearinghouse (IAQ INFO) at (800) 438-4318 to obtain the current listing.

	Local-Toll	Toll-Free		Local-Toll	Toll-Free
Alabama	334-206-5391	800-582-1866	Montana	406-841-5280	800-546-0483
Alaska	907-474-7201	800-478-8324	Nebraska	402-471-0594	800-334-9491
Arizona	602-255-4845		Nevada	775-687-7531	888-723-6610
Arkansas	501-661-2301	800-482-5400	New Hampshire	603-271-4674	800-852-3345 x4674
california	916-449-5674	800-745-7326	New Jersey	609-984-5425	800-648-0394
colorado	303-692-3420	800-846-3986	New Mexico	505-827-1093	
connecticut	860-509-7367		New York	518-402-7556	800-458-1158 x27556
Delaware	302-739-4731	800-464-4357	North carolina	919-571-4141	
District of columbia	202-535-2999		North Dakota	701-328-5188	800-252-6325
Florida	850-245-4288	800-543-8279	Ohio	614-644-2727	800-523-4439
Georgia	404-651-5120	800-745-0037	Oklahoma	405-702-5165	
Hawaii	808-586-4700		Oregon	503-731-4014 x664	
Idaho	208-332-7319	800-445-8647	Pennsylvania	717-783-3594	800-23RADON
Illinois	217-782-1325	800-325-1245	Puerto Rico	787-274-7815	
Indiana	317-233-7147	800-272-9723	Rhode Island	401-222-2438	
Iowa	515-281-4928	800-383-5992	South carolina	803-898-3893	800-768-0362
Kansas	785-296-1560	800-693-5343	South Dakota	605-773-3151	800-438-3367
Kentucky	502-564-4856		Tennessee	615-687-7000	800-232-1139
Louisiana	225-925-7042	800-256-2494	Texas	512-834-6688	800-572-5548
Maine	207-287-5676	800-232-0842	Utah	801-536-4250	800-458-0145
Maryland (EPA Region 3)	215-814-2086		Vermont	802-865-7730	800-439-8550
Massachusetts	413-586-7525	800-RADON95	Virginia	804-786-5932	800-468-0138
Michigan	517-335-8037	800-723-6642	Washington	360-236-3253	
Minnesota	651-215-0909	800-798-9050	West Virginia	304-558-6772	800-922-1255
Mississippi	601-987-6893	800-626-7739	Wisconsin	608-267-4795	888-569-7236
Missouri	573-751-6160	866-628-9891	Wyoming	307-777-6015	800-458-5847

Tribal Radon Program Offices

Hopi Tribe (Arizona)	928-734-3100
Inter-Tribal council of America	602-307-1509
Navajo Nation	928-871-7863



Indoor Environments Division (6609J)
EPA 402/K-09/001 | January 2009 | www.epa.gov/radon

ADDITIONAL CYP PROGRAMS

GIVE PARENTS A BREAK

- 16 hours a month of free respite care for those that qualify

KIDS NITE OUT

- Nighttime hourly care available one evening per month

HOURLY CARE PROGRAM

- Available in eligible programs

REQUESTING CARE IN CYP

- Improves and simplifies the child care search process and manages all requests for care for JBAB CYP programs. The MilitaryChildCare.com website is a comprehensive DoD program that makes it easier to find the child and youth care your family needs both locally and worldwide.

<https://militarychildcare.com>

CYP ONLINE SERVICES INFORMATION

- Online payments, hourly care reservations and so much more!

<https://myffr.navyaims.com/ndwcyms.html>

SCHOOL LIAISON OFFICER

Bldg. P12, Brookley Ave. | 202.404.1014

SCHOOL BUS TRANSPORTATION OFFICE

Bldg. P12, Brookley Ave. | 202.767.8138



Child and Youth Programs

**JOINT BASE ANACOSTIA-BOLLING
WASHINGTON, DC 20032**



Child and Youth Programs

**JOINT BASE
ANACOSTIA-BOLLING
CHILD & YOUTH
PROGRAMS**

Washington, DC 20032
Phone 202.767.4709





3 NAEYC NATIONALLY ACCREDITED CHILD DEVELOPMENT CENTERS

CHILD DEVELOPMENT CENTER 1

Bldg. 4456, Tinker St. | 202.767.2890

CHILD DEVELOPMENT CENTER 2

Bldg. 4455, Tinker St. | 202.404.8071

CHILD DEVELOPMENT CENTER 3

Bldg. 413, Robbins Rd. | 202.433.0771

Each Child Development Center (CDC) is open Monday-Friday and is designed to meet the individual developmental needs of eligible children by offering quality child care. They provide low adult-to-child ratios that support quality experiences for young children; on-site Training and Curriculum Specialists who mentor staff and foster professional development; supports parent involvement and work with a team of professionals to ensure the inclusion of all children.



CHILD DEVELOPMENT HOMES PROGRAM

The Child Development Homes (CDH) Program offers high-quality and developmentally appropriate care for eligible children ages 6 weeks to 12 years. CDH offers flexible hours, 24/7 care, low child-to-adult ratios, and convenient locations. CDH providers are trained and certified by the Navy CDH program. As independent business owners, CDH providers have more flexibility than centers in the type of care they provide. Smaller group sizes also support a more responsive experience for children and allow them to set their own hours and types of care they wish to provide, including infant only, extended 24/7 care, and care for children with special needs. CDH providers offer a diverse and rich experience for children in their care and are monitored by the CDH program staff to ensure providers are offering the highest quality of care to eligible children and families.

YOUTH PROGRAMS WITH COA ACCREDITATION

Boys & Girls Clubs of America & 4-H Chartered

YOUTH CENTER

Bldg. 4485, Langley Way | 202.767.4003

YOUTH & TEENS

SCHOOL AGE CARE

PART DAY ENRICHMENT



SCHOOL AGE CARE

The School Age Care (SAC) program offers Before and After School care as well Spring, Fall, and Summer camps to eligible children. All programs are designed to enrich your child's social, cognitive, emotional, physical, and intellectual growth and development. Our staff works in partnership with parents to meet each individual child's needs in a safe, healthy and nurturing environment.

PART DAY ENRICHMENT

The Part Day Enrichment (PDE) Program enhances the development of children 3-5 years old by offering individualized educational plans implemented by trained professionals to eligible children. This program helps and supports children while they develop cognitive, language, social, emotional, gross, and fine motor skills through developmentally appropriate activities.

SPORTS & FITNESS

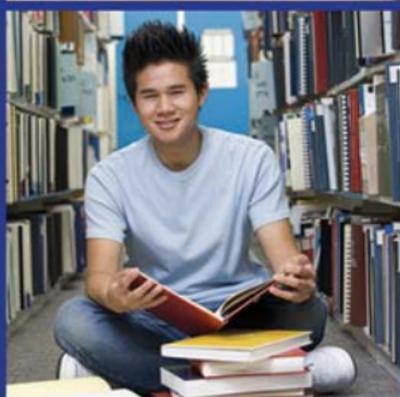
The Youth Sports & Fitness program helps eligible families balance the demands of family life and military readiness by providing opportunities for youth to engage in rewarding physical activity and by exposing youth to positive lifestyle behaviors. Seasonal sports and instructional opportunities are available throughout the year. Volunteer coach recruitment is ongoing year round!

School Liaison Officer



SCHOOL LIAISON SERVICES:

- Inbound/outbound school transitions
- Information on local schools
- Information on graduation requirements
- Home school linkage/support
- Post-secondary preparation (scholarships/financial aid)
- Referral to military & community agencies
- Deployment support



<https://qol.navyaims.net/CYPWeb>



Connecting Military Families and Schools

RESOURCES:

NAVY CHILD & YOUTH PROGRAMS & REQUEST
NAVY BEFORE AND AFTER SCHOOL CARE:
<https://qol.navyaims.net/CYPWeb/>

COLLEGE SCHOLARSHIP INFO:
<http://militaryscholar.org/>

FREE SAT/ACT POWER PREP:
www.eknowledge.com/military

TUTOR.COM: (FREE online tutor)
www.tutor.com/military

DoDEA K-12 PARTNERSHIP:
<http://www.militaryk12partners.dodea.edu/>

EXCEPTIONAL FAMILY MEMBER PROGRAM:
http://www.militaryonesource.mil/efmp?content_id=267469

MILITARY CHILD EDUCATION COALITION:
www.militarychild.org/

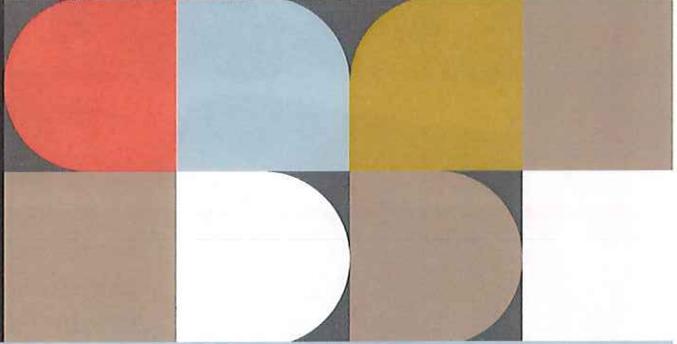
SCHOOL QUEST:
www.schoolquest.org

INTERSTATE COMPACT FOR THE
EDUCATION OF MILITARY CHILDREN:
www.mic3.net

MILITARY KIDS CONNECT:
www.militarykidsconnect.org

Mr. Horace Franklin
Joint Base Anacostia Bolling
Military and Family Support Center
12 Brookley Ave, Bldg 412, Washington, DC 20032
Phone: 202-404-1014
Email: horace.franklin@navy.mil





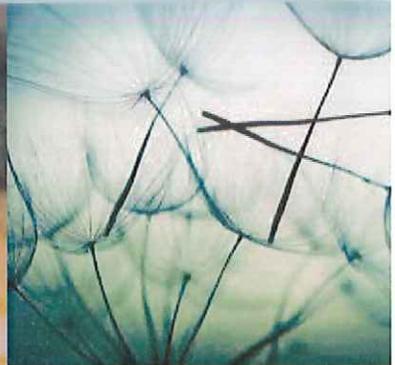
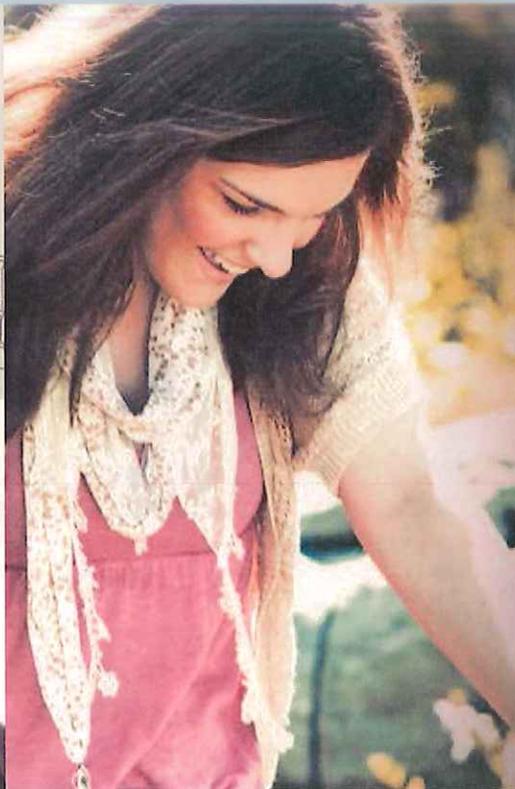
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INDIVIDUALIZED LEARNING

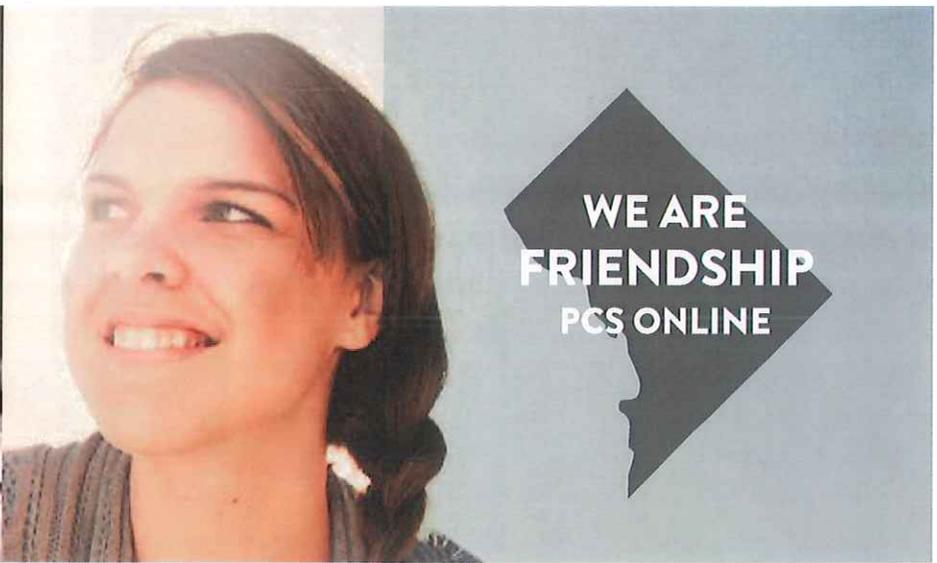
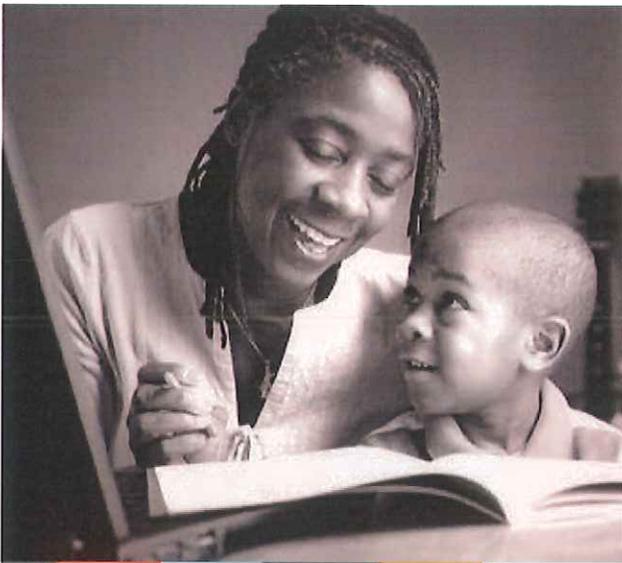


FULL-TIME
ONLINE PUBLIC SCHOOL

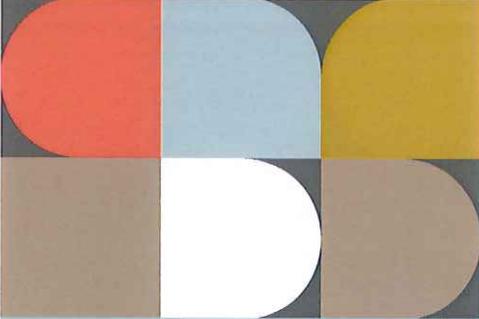
FRIENDSHIP PCS ONLINE

FRIENDSHIP PUBLIC CHARTER SCHOOL ONLINE





**WE ARE
FRIENDSHIP
PCS ONLINE**



As a full-time, tuition-free, online public charter school for grades K-8, Friendship Public Charter School Online (Friendship PCS Online) lets students learn in the ways that are right for them, using award-winning curriculum from K¹² and an individualized approach so kids can succeed and thrive.

We combine the research-based, award-winning curriculum from K¹²—America’s K-12 online education leader—with expert teachers, extensive support, and weekly synchronous (“real time”) instruction to provide an outstanding education that meets or exceeds state standards.

The key is our individualized approach, which makes the most of each child’s potential. In grades K-8, students can learn at their own pace. Plus, with instruction from state-certified teachers, support from dedicated parents, and student outings, field trips, and clubs, our online schooling program surrounds your child with the resources he or she needs for success.

Find out what can happen when children get the education that is right for them. I invite you to go online to start exploring Friendship PCS Online today.

Donald L. Hense
Chairman, Board of Trustees

**FRIENDSHIP
PUBLIC CHARTER
SCHOOL ONLINE**

WHY FRIENDSHIP PCS ONLINE?

- Tuition-free, online public charter school
- Authorized by the Public Charter School Board
- Individualized Learning Plans for each child
- Proven online and hands-on curriculum
- Compelling, high-interest courses that introduce a variety of possible careers
- Passionate, state-certified teachers
- Opportunities for advanced learners
- Plenty of support for families

“FRIENDSHIP PCS ONLINE IS A PROFOUNDLY GOOD CHOICE FOR FAMILIES WHO WANT TO BE ACTIVELY INVOLVED IN THEIR CHILDREN’S EDUCATION. HERE’S TO A REWARDING YEAR!”

— Donald L. Hense
Chairman, Board of Trustees

powered by



For information events and to learn more:

866.339.8742
FPCSO.K12.com



Student Enrollment Checklist

Welcome to School Year 2016-2017!

- These forms have been printed to include the information currently on file for your child. If the information has changed or is incorrect, please make changes directly on the form and review with your school's registrar.
- You can locate all documents online at www.dcps.dc.gov/enroll. (Translations are available in Amharic, Chinese, French, Korean, Spanish, and Vietnamese).
- For a listing of feeder school options to help you identify your child's new school, visit www.dcps.dc.gov/enroll.

If you have any questions about completing your enrollment packet, please do not hesitate to contact your child's school directly or the Enrollment Team within the Office of the Chief Operating Officer at 202-478-5738.

<p>Returning DCPS Students</p>	<ul style="list-style-type: none"> • Annual Student Enrollment Form • Home Language Survey • Consent Forms • Media Release (All Student, Required) • Military Recruitment Opt-Out (7th – 12th ONLY, Optional) • DC Universal Health Certificate Form • DC Oral Health Assessment Form
<p>NEW DCPS Students</p>	<p>All of the forms for returning DCPS students and one proof of age documentation:</p> <ul style="list-style-type: none"> • Birth Certificate • Hospital Records • Previous School Records • Passport • Baptismal Certificate
<p>Additional Information</p>	<ul style="list-style-type: none"> • DC Residency Verification • DC Universal Health Certificate Instructions • DCPS School Health and Immunization Requirements • FERPA Notification • Free and Reduced Price Meal (FARM) Application Notification • Information on School Meals, FARM, and Allergies and Dietary Accommodations

School List and Information Year 2016-2017

Schools serviced by the School Bus Transportation Program: The following schools will be serviced by the JBAB School Bus Transportation Program. If the school you desire is not on the list, you may submit a request to the School Liaison Officer for consideration. If there is enough interest in a new school being added, and, if funding is required and available, then the school will be included in the next option year.

SCHOOL	ADDRESS	PHONE / FAX	PRINCIPAL	WARD	GRADES
<u>Achievement Prep: Mississippi Ave. Campus Public Charter School</u>	1500 Mississippi Ave. SE Washington, DC 20032	(202) 727-7373 (202) 645-4811 fax	<u>Michael Rabin</u>	8	K-3rd
<u>Achievement Prep: Wahler Pl. Campus Public Charter School</u>	908 Wahler PL. SE Washington, DC 20032	(202) 562-1214 (202) 562-1219 fax	<u>Janice Lewis</u>	8	4th-8th
<u>Ballou High School</u>	3401 4th St. SE Washington, DC 20032	(202) 645-3400 (202) 645-3397 fax	<u>Yetunde Reeves</u>	8	9th-12th
<u>Basis Public Charter School</u>	412 8th St. NW Washington, DC 20004	(202) 393-5437 (202) 803-5764 fax	<u>Paul Morrissey</u>	2	5th-8th
<u>Bell High School: At Columbia Heights Education Campus</u>	3101 16th St. NW Washington, DC 20010	(202) 939-7700 (202) 576-9147 fax	<u>Maria Tukeva</u>	1	6th-12th
<u>Benjamin Banneker High School</u>	800 Euclid St. NW Washington, DC 20001	(202) 671-6320 (202) 673-2231 fax	<u>Anita Berger</u>	1	9th-12th
<u>Robert Brent Elementary School</u>	301 North Carolina Ave. SE Washington, DC 20003	(202) 698-3363 (202) 698-3369 fax	<u>Peter Young</u>	6	PK3-5th
<u>Cardozo Education Campus: 6th -12th</u>	1200 Clifton St. NW Washington, DC 20009	(202) 673-7385 (202) 673-2232 fax	<u>Tanya Roane</u>	1	6th-12th
<u>Center City: Congress Heights Campus Public Charter</u>	220 Highway Place, SE Washington, DC 20011	(202) 562-7070	<u>Niya White</u>	8	PK-8th
<u>Alice Deal Middle School</u>	3815 Fort Dr. NW Washington, DC 20016	(202) 939-2010 (202) 282-1116 fax	<u>James Albright</u>	3	6th-8th

<u>Duke Ellington School of the Arts</u>	3500 R St. NW Washington, DC 20007	(202) 282-0123 (202) 337-7847 fax	<u>Desepe Devargas</u>	2	9th-12th
<u>Eagle Academy: McGogney Campus</u> Public Charter School	3400 Wheeler Rd. NE Washington, DC 20032	(202) 544-2646 (202) 544-0187 fax	Cassandra S. Pinkney	8	PK3-3rd
<u>Eaton Elementary School</u>	3301 Lowell St. NW Washington, DC 20008	(202) 282-0103 (202) 282-0074 fax	<u>Dale Mann</u>	3	PK3-5th
<u>Peabody Elementary School</u>	425 C St NE Washington, DC 20002	(202) 698-3277	<u>Elena Bell</u>	6	PK3-K
<u>Excel Academy</u> Public Charter	2501 Martin Luther King Jr. Ave. SW Washington, DC 20020	(202) 544-2646 (202) 544-0187 fax	Royston Little	8	PK3-3rd
<u>Hardy Middle School</u>	1819 35th St. NW Washington, DC 20007	(202) 729-4350 (202) 576-9443 fax	<u>Patricia Pride</u>	2	6th-8th
<u>Hart Middle School</u>	601 Mississippi Ave. SE Washington, DC 20032	(202) 671-6426 (202) 645-3426 fax	<u>Charlette Butler</u>	8	6th-8th
<u>Hyde-Addison Elementary School</u>	3219 O St. NW Washington, DC 20007	(202) 282-0170 (202) 282-0087 fax	<u>Dana Nerenberg</u>	2	PK3-5th
<u>Key Elementary School</u>	5001 Dana Pl. NW Washington, DC 20016	(202) 729-3280 (202) 282-0188 fax	<u>David Landeyou</u>	3	PK4-5th
<u>Langley Elementary School</u>	101 T Street NE Washington DC 20002	(202) 724-4223 (202) 832-1377 fax	<u>Charlotte Spann</u>	5	Pk3-5th
<u>Leckie Elementary School</u>	4201 M.L. King Ave. SW Washington, DC 20032	(202) 645-3330 (202) 645-3331 fax	<u>Atasha James</u>	8	PK3-6th
<u>Lincoln Middle School: Columbia Heights Educational Campus</u> Public Charter	3101 16th St. NW Washington, DC 20010	(202) 939-6680 (202) 576-9147 fax	Maria Tukeva	1	6th-12th
<u>McKinley Technology High School</u>	151 t St. NE Washington, Dc 20002	(202) 281-3950 (202) 576-6279	<u>Louise Jones</u>	5	9th-12th
<u>School Without Walls High School</u>	2130 G St. NW Washington, DC 20037	(202) 645-9690 (202) 724-8536 fax	<u>Richard Trogisch</u>	2	9th-12th

<u>Schools Without Walls Middle School At Francis Stevens Campus</u>	2425 N St. NW Washington, DC 20037	(202) 724-4841 (202) 724-3957 fax	<u>Richard Trogisch</u>	2	PK3-8th
<u>Stoddert Elementary School</u>	4001 Calvert St. NW Washington, DC 20007	(202) 671-6030 (202) 282-0145 fax	<u>Donald Bryant</u>	3	PK3-5th
<u>Two Rivers School Public Charter</u>	1227 4th St. NE Washington, DC 20002	(202) 546-4477 (202) 546-0869 fax	Maggie Bello	6	PK3-8th
<u>Washington Mathematics Science and Technology Public Charter</u>	1017 New Jersey Ave. SE Washington, DC 20003	(202) 636-8011 (202) 544-0187 fax	<u>Dr. Diagne</u>	5	9th-12th
<u>Watkins Elementary School: A Capitol Hill Cluster School</u>	420 12th St SE Washington, DC 20003	(202) 698-3355 (202) 698-3340 fax	<u>Elena Bell</u>	6	1st-5th
<u>Wilson High School</u>	3950 Chesapeake St. NW Washington, DC 20008	(202) 282-0120 (202) 282-0077 fax	<u>Kim Martin</u>	3	9th-12th