



Fleet Activities Sasebo Housing Newsletter



Volume 2, Issue 3

Apr 01, 2014

QUARTERLY HOUSING DEPARTMENT PUBLICATION FOR ALL SASEBO RESIDENTS

CFAS Housing Information on the Internet

We want to inform all current and prospective Sasebo residents that official COMFLEACT Sasebo Housing Service Center (HSC) information can be accessed via the following websites or publications:

- Commander U.S. Fleet Activities Sasebo website at http://www.cnic.navy.mil/content/cnic/cnic_hq/regions/cnrj/installations/cfa_sasebo.html
- COMFLEACT Sasebo Official Facebook Page at <https://www.facebook.com/#!/CFASasebo>
- CFAS Housing Service Center's Quarterly Newsletters

While there are other Department of Defense and Department of the Navy websites that provide housing information for Sasebo, we do not control management/updates of those sites. It is possible that the information provided, although official, may not be 100% accurate.



Contact information:

- MAIN BASE (MB) HOUSING: 252-3402/3923 OR 0956-50-3402/3923
- HARIO VILLAGE (HV) OFFICE: 252-8896/8888 OR 0956-50-8896/8888
- UNACCOMPANIED HOUSING FRONT DESK: 252-3413
- UH BUILDING MANAGERS: 252-2155
- EMERGENCY: 911 (ON BASE) 0956-50-0911 (OFF BASE)
- POLICE (NON EMERGENCY) 252-3446 (MB) OR 252-8812 (HV)
- NAVFAC TROUBLE DESK; 252-3535(MB) 252-8080 (HV)



Easy Base Directory:

NFCU	252-3617
BANK	252-3963
EJKING	252-3072
DARBY	252-8800
ELEM S	252-3600
FFSC	252-3372
PSD	252-3475
PPSO	252-3418
CDC	252-2985
MAIL	252-3426



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THERE IS AN APP FOR THAT!
CHECK OUT THE NEW APP FOR CFAS, AVAILABLE FOR ANDROID AND APPLE. LOTS OF HELPFUL INFORMATION. JUST TYPE CFAS AND LOOK FOR THIS LOGO.



Intention to Vacate Military Family Housing (MFH)

All residents of Sasebo MFH are reminded to please visit the Housing Office as soon as possible if you are expected to transfer or PCS soon. Intent to Vacate or ITVs must be submitted at least 30-days prior to expected departure from MFH. CNIC Instruction 11103.5 list the various situations when MFH must be terminated. It includes PCS transfer to another duty station outside Sasebo, retirements, separation from service, transfer to Fleet Reserve, legal separation, terminal leave, divorce, Early Return of Dependents (ERD), or when separated from the family

member for more than 60 consecutive days for reasons other than temporary duty or deployments. Please stop by the Housing Office if you are in a qualifying situation that requires termination of your assigned MFH.



Housing Survey Category	CY 2013	CY 2012	Difference
Overall Level of Satisfaction	83.8	80.6	3.2
Property Satisfaction	81.3	79.4	1.9
Service Satisfaction	87.6	82.6	5.0
Readiness to Solve Problems	88.4	82.3	6.1
Responsiveness & Follow-Through	87.8	82.0	5.8
Property Appearance & Condition	80.3	78.5	1.8
Quality of Management Services	86.7	81.3	5.4
Quality of Leasing Services	82.5	80.5	2.0
Quality of Maintenance Services	88.7	85.3	3.4
Property Rating	82.5	80.6	1.9
Relationship Rating	86.3	80.9	5.4
Renewal Intention	80.0	76.1	3.9
Surveys Distributed	453	386	67
Surveys Returned	128	111	17

Scoring Legend:			
0 to 54	Crisis	70 to 74	Average
55 to 59	Very Poor	75 to 79	Good
60 to 64	Poor	80 to 84	Very Good
65 to 69	Below Average	85 to 100	Outstanding

2013 Family Housing Resident

Satisfaction Survey

We want to take this opportunity to pass on our thanks and appreciation to all of you that responded to the 2013 Family Housing Resident Satisfaction survey. The chart above is a comparison of our grades in 2012 & 2013. The "scoring legend" on the left helps in translating the numerical score. We take your comments and suggestions onboard, and we use your inputs to help us continuously improve our services and facilities. We arranged your Top-3 concerns below and is based on the frequency it was mentioned in your comments:

1. Lack of parking / visitor parking at our town home & garden apartment units.
2. Landscaping and poor maintenance of our lawns/grass, shrubbery and trees.
3. Cleanliness of the Community Center at Hario (interior hallway at Hario Home Store, Post Office).

CFAS Housing Office is integrating some of your suggestions in our short and long-term planning. Expansion project has been funded to add 146 additional parking space at various locations in Hario housing and is slated for completion this year. We instituted changes in monitoring our landscaping contract by adding additional Contracting Officer Representative (COR)/Subject Matter Experts (SME) to help us assess and stay on top of our grounds maintenance contractors. And lastly, we want to thank our Hario residents led by two young Lieutenants who volunteered to lead the work detail to clean the Hario Community Center!

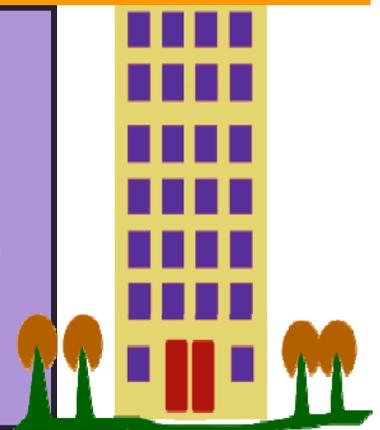
The Survey says...



©Tom Pax 1 | www.100.com/100/100

BARA TOWER RENOVATION

Bara Tower located at Hario Village will soon undergo a major renovation and upgrade. Starting on 01 May 2014, the building will be turned over to local contractor for repairs, replacement and revitalization of electrical, fire protection, HVAC, mechanical, plumbing, vertical lifts, flooring, kitchen counters and cabinets, and replacement of all installed appliances. It is anticipated that the work will take approximately twelve months. For everyone's safety, all residents and guests are reminded to stay away from housing construction areas. We apologize for the inconvenience as we strive to provide better facilities to our warfighters and their families.



HOUSING NOTES AND INFORMATION

For emergency police, fire or medical assistance from off-base or cell phone:
0956-50-0911



WELCOME ABOARD

We want to take this opportunity to welcome two of our newest Housing Department staff members: OS2 Laura Jobe and Mrs. Mandi Mayer. OS2 Jobe will be working as one of our UH Building Managers and she recently reported from USS BATAAN (LHD-5). Mrs. Mayer joined the Family Housing Team and will be working the front desk of Housing Service Center. MA1 & Mrs. Mayer recently arrived in Sasebo after tour at Tinker AFB in Oklahoma. Welcome to COMFLEACT Sasebo Housing Team!

Housing Construction and Renovation Updates

- Building 1603 Renovation (Unaccompanied Housing) - Construction start date delayed due to funding and modification of project scope. Estimated completion date will likely be delayed until October 2014.
- Bara Tower "Whole House" Renovation - Estimated start date is 01 May 2014 and completion in May 2015.
- Ume Tower A/C Chiller Replacement - Work start in February 2014 and completed by May 2014.
- Town Home Reroofing Project - Affecting multiple town home units in Hario. Estimated completion May 2014.
- Hario Dog Park - Estimated completion of new Dog Park is mid-April 2014.

Important note: Military Family Housing residents are reminded to ensure that our Housing Area Manager (Mr Mike Alfano) has a valid contact information for all MFH residents. He regularly sends preventive & corrective maintenance, power outage, and other work schedules to everyone affected or concerned. Contact him at 252-8896 if your phone/email has changed.

SUSTAINED SUPERIOR PERFORMANCE AWARDS

Congratulations to the following Housing Department Master Labor Contract (MLC) employees for your outstanding performance and recognition for your Sustained Superior Performance (SSP):

Mr. Yoshida Yusuke - Housing Inspector, Hario

Mr. Yoji Sugiyama - Warehouseman

Ms. Rika Iwato - Front Desk Clerk

Mr. Toshiaki Noguchi - Housing Counselor



Thank you
for all your
hard work
and
dedication!

STORING KEROSENE SPACE HEATERS

We are at the end of the heating season so those who are using kerosene heaters should now try to limit the amount of kerosene that you buy. This will eliminate the need to store kerosene during the warmer months. In order to store your kerosene heaters, there are a few things that you must do:

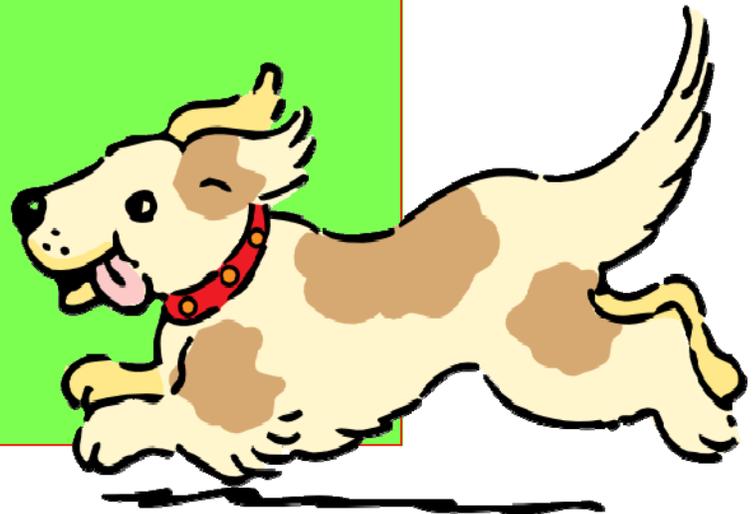
- ◆ Ensure that the heaters are unplugged before storage.
- ◆ Empty the kerosene from the heater's removable tank.
- ◆ Clean the air intake filter and wipe the unit clean.
- ◆ Store the heater in a dry, ventilated area.

The best thing is to try to use all the kerosene up prior to storing the heater. Any remaining kerosene should be stored in an approved kerosene container and stored in a cool, dry area.



Construction of new Dog Run Park in Hario is underway and should be open for use around mid-April. This new facility will allow families with dogs a safe and secure location where they can exercise and socialize with their pets or other dog owners. If you are a pet owner and wishes to utilize this facility, please stop by the Housing Office at Bldg 154 or the Hario Satellite Office. Please ensure that your pets are properly registered, vaccinated and you will be required to fill out and sign the Liability/Waiver Release Form and acknowledge the park rules & policy.

HARIO DOG RUN PARK



LOANER FURNITURE DELIVERIES

All personnel using loaner furniture are reminded that it is a requirement to be physically present during scheduled deliver or pick-up of loaner appliance. If you cannot be there during the delivery or pick-up, please contact the Housing Office at least 24-hours before your scheduled delivery to avoid penalties. Please call ASAP to reschedule deliveries if you cannot be there. Failure to do so will result in penalties

SUPPLEMENTAL LOANER APPLIANCE - COOKING STOVE

Effective 01 March 2014, Housing Service Center Sasebo will no longer issue cooking stoves as part of our whole-tour supplemental loaner appliance program. If you are authorized to live off-base and leasing from one of our pre-approved house/apartment from our "cho-board", cooking stoves should be pre-installed in your leased home. All single sailors and families currently living in off-base housing that has been issued loaner cooking stove may continue to use them until they terminate their quarters or PCS out.

SASEBO CITY GARBAGE BAGS

CFAS Housing Service Center recently received City of Sasebo discount coupons for use when purchasing trash bags. The coupons enable residents to get the bags from local supermarkets or stores at a reduced price. Off-Base residents are reminded that proper trash bags must be used when disposing burnable refuse picked up from collection areas around your "cho" neighborhood. Please stop by our office if you have questions or concerns on the various rules regarding segregation requirements, pick-up dates, etc. Due to limited supply, there are limitations on the number of discount coupons issued and depends on the household size.

HOUSING SELF HELP SHOP

Main Base:

LOCATED IN BLDG 586 ON FLORIDA DRIVE

1200-1300 AND 1630-1730

MONDAY - THURSDAY

FRIDAY 1200-1300

Hario:

0800-1630, MONDAY - FRIDAY.

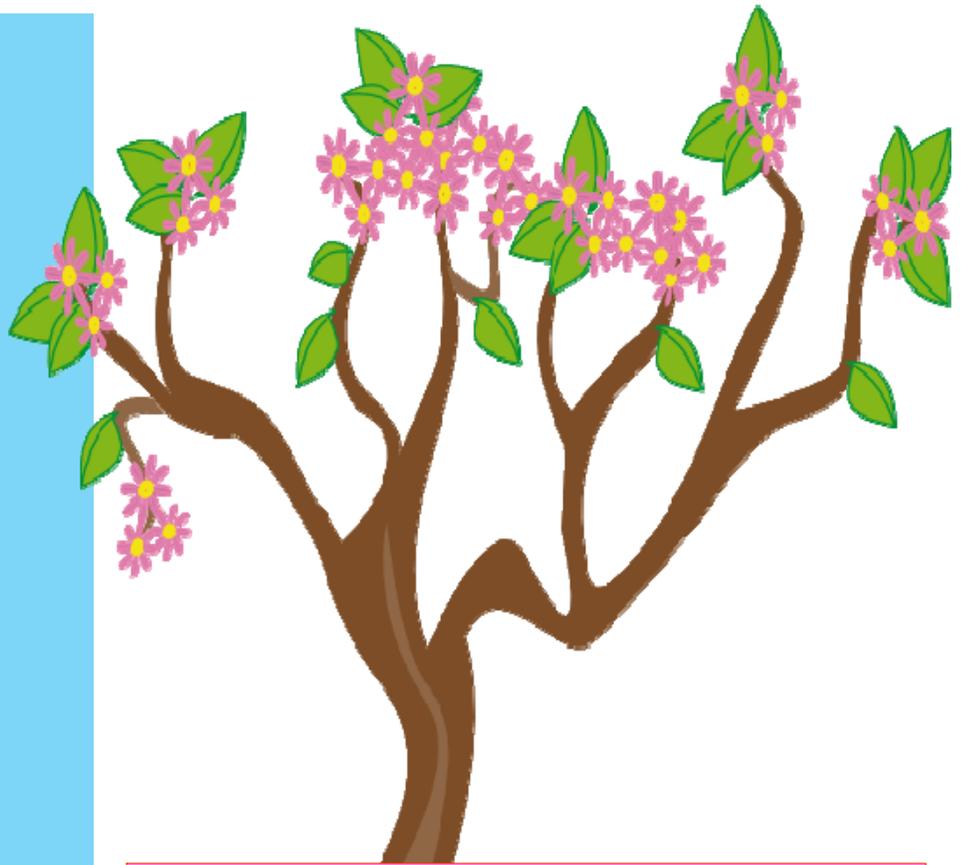
Please call ahead at 252-8888/8896 in order to arrange visit/service.

The Self Help Center is closed on Holidays, Saturdays and Sundays. All off-base residents should utilize MAIN BASE Self Help Center. Specialty equipment such as floor buffer, ladders and roto-tiller can be picked up from Hario Self-Help Center during self-help hours Monday through Friday. You must call and make an appointment to ensure items and personnel are available for issue.

HOW TO USE THE LAWN MOWERS & WEED EATERS

Examine the lawn for any objects that may be thrown into the air by the mower. Remove any items from the lawn such as rocks, toys, pebbles or pieces of wood. Children and pets should be away from the mower to avoid any risk of injury. The grass should be dry before mowing. If the grass is wet then the grass will stick to the mower creating difficulties while mowing and cause mechanical difficulties with the mower. While mowing, switch the mower off before moving across sidewalks, driveways and other paths that are not made of grass. Never refuel the lawnmower while the engine is hot. Remember to fuel up before cutting to ensure optimum results. Fueling while the mower is hot could create a backsplash of fuel and injure the mower operator. The lawn should be mowed at least once every two weeks.

The answer to perfect borders and edges around fences is in a weed eater. It is used by hand at points in the lawn where the mower would be dangerous or inefficient such as; at the edge of the driveway, around the garden, or around the edge of a deck. The weed eater should not be used on gravel or surfaces other than grass. The nylon string that the edger uses as a cutting agent may snap while coming in contact with a rock, house, garden hose or a deck. It is important to use the edger with care around these areas.



Change of Season Schedule

Military Family Housing residents are reminded of the upcoming maintenance and shift from heating to cooling season. NAVFAC PW personnel will conduct maintenance over several weeks during the transition.

24 Mar - Daytime heating off

07 Apr - Heating off all day

12 May - Cooling on for MFH

Keep in mind that the above dates are tentative and are based on maintenance requirements and historical temperature trends. Some variations to this schedule may occur.

