

CHAPTER 21. OPERATING SERVICES

I. INTRODUCTION

A. SCOPE

This chapter establishes policy, defines responsibilities, and provides guidance on operating services. It is a complete revision and should be reviewed in its entirety.

B. POLICY

1. The operating services provided to residents of Navy family housing will be similar to those offered in the private community.
2. Community fire and police protection services will be used to the fullest extent.
3. Smoke detectors will be provided in every family housing unit.
4. Navy Family Housing appropriations will not be used to fund portable fire extinguishers in Family Housing units per NAVFAC Planning and Design Policy Statement 96-02 "Sprinkler and Smoke Detector Requirements for Housing and BQs".

C. REFERENCES

1. NAVFAC Planning and Design Policy Statement 96-02: "Sprinkler and Smoke Detector Requirements for Housing and BQs"
2. OPNAVINST 11320.23E: "Shore Activities Fire Protection Program"
3. OPNAVINSNT 11320.25B: "Fires and Related Emergencies at Naval Shore Activities and Marine Corps Facilities; Reporting of"
4. DOD 6055.7-M: "Fire Incident Reporting Manual"
5. NAVFAC P-1021: "Navy Shore Establishment Fire Protection/Prevention Program"
6. National Fire Protection Association Standards (NFPA 72, National Fire Alarm Code)
7. NAVCOMPT Manual, Volume 3, Chapter 7
8. OPNAVINST 6250.4: "Pest Control Management Program"

D. SUMMARY

This chapter provides specific guidance on:

1. Responsibilities. The responsibilities of the Commander, Naval Facilities Engineering Command (COMNAVFACENGCOM), the Engineering Field Divisions (EFDs) and Field Activities are defined in Section II.

2. Fire and Police Protection. Provision of essential fire and police protection is governed by the legislative jurisdiction of the Federal Government at field activities located in the continental United States (CONUS). In overseas areas, the Judge Advocate General (JAG) should be consulted to determine the jurisdiction of individual field activities. Methods used for providing fire and police protection and procedures for implementation are explained in Section III.

3. Other Operating Services. Section IV discusses other operating services and provides guidelines concerning scope of requirements, methods of accomplishment, and funding responsibilities. Other services include refuse collection, street cleaning, snow removal, janitorial service, pest control and transportation.

II. RESPONSIBILITIES

A. COMMANDER, NAVAL FACILITIES ENGINEERING COMMAND

COMNAVFACENGCOM is responsible for establishing policy and providing instructions, guidelines, and resources in support of Navy Family Housing operating services.

B. ENGINEERING FIELD DIVISIONS

The primary responsibility of EFDs is to amplify and interpret instructions, and provide detailed guidance and assistance to the field activities within their purview. EFDs are also specifically responsible for:

1. Reviewing, approving, and allocating resources for field activity operating services.
2. Conducting economic and environmental analyses in support of field activity operating services and providing other technical assistance to the field activity.
3. Performing contracting officer functions for municipal contracts.

C. FIELD ACTIVITIES

Field activities are responsible for implementing local operating services within established policy and maintaining the programs efficiently. Specifically, the Housing Authority will:

1. Plan, program, and budget for local operating services.
2. Establish and maintain an effective fire prevention program with emphasis on the elimination of fire hazards.

3. Ensure continued operation of an effective self-help program for smoke detector maintenance, including power supply battery replacement. A hard wired system with battery backup will be installed where practicable.
4. Advise residents of the availability of police protection and methods for obtaining assistance.
5. Structure operating services according to jurisdictions of local municipalities and maintain liaison with local government jurisdictions.
6. Encourage residents to supplement scheduled pest control with preventive measures to avoid pest infestation.
7. Make residents aware of public transportation services.
8. Provide refuse collection, street cleaning, snow removal, and janitorial services in common areas.
9. Ensure that resident handbooks define resident and government responsibilities for all operating services.

III. FIRE AND POLICE PROTECTION

Fire and police protection are essential to the operation of Navy family housing. Residents must be made fully aware of actions to be taken in event of an emergency. The resident handbook is the primary source of information on emergency protection and procedures. Phone numbers and other information should be in the resident handbook and publicized frequently in other media.

A. JURISDICTION

Fire and police protection services are established and governed by local laws, jurisdictions and agreements. Questions regarding fire and police services for a specific area should be directed to the local field activity or EFD legal counsel. Whether services are provided by station forces or local municipalities agreements on jurisdiction apply. Legislative jurisdiction, as used here, means authority to enact or exercise judicial powers within a defined geographic area. Real estate summary maps normally reflect legal jurisdictions of the local area. There may be several for each field activity.

1. CONUS. There are four types of State and Federal agreements that define fire and police protection at a given location. The four types of legal authority are: Exclusive Legislative Jurisdiction; Concurrent Legislative Jurisdiction; Partial Legislative Jurisdiction; and Proprietary Interest Only. It is recommended that you consult your legal counsel for determination on which authority would be applicable to your locale.

2. OCONUS. In overseas areas, the local JAG office should be consulted for determination of jurisdictional status.

B. FIRE PROTECTION

The most essential operating services are those that relate to resident safety. Fire protection is the first to be addressed because of fire's inherent destructive nature to both life and property. The EFD is the prime source of advice and assistance in establishing this program. Further guidance on the development of a fire protection program may be found in the following instructions: OPNAVINST 11320.23 series, OPNAVINST 11320.25 series; DOD 6055.7-M, and NAVFAC P-1021.

1. Fire Prevention. Fire prevention is an invaluable component in fire protection as it involves resident awareness and participation. The fire prevention program should include joint inspections, organization and distribution of fire prevention literature, training of employees, and regular reporting of progress in elimination of risks.

a. Inspection for Fire Hazards. Inspections by qualified fire protection personnel should be performed at least yearly and may coincide with the local fire prevention month. These inspections should be publicized and supported by all concerned. When fire protection is provided from other than Navy sources, the local custom should be followed as long as annual inspections are made.

b. Resident Participation. Voluntary support of the fire prevention program by all residents does more for fire safety than all other efforts combined. Educational materials need to be frequently issued to achieve the voluntary self-inspection and timely corrective action necessary to prevent fire hazards. The resident handbook must contain information and guidance on fire prevention, regulations, precautions, and reporting in the housing areas. Guidance on the preparation of resident handbooks is contained in Appendix E of this manual.

c. Smoke Detectors. Smoke detectors are warning devices that must be installed in ALL family housing facilities. Smoke detectors shall be installed outside each separate sleeping area in the immediate vicinity of the bedrooms and on each additional story of the family living unit, including basements and excluding crawl spaces and unfinished attics. In new construction a smoke detector also shall be installed in each sleeping room. Smoke detectors shall be powered by hard-wired AC unswitched circuits and will be in full compliance with NFPA 72. Battery backup smoke detectors are not recommended, except in areas subject to frequent power outages (such as overseas areas). All government-installed smoke detectors must be inspected, cleaned, and tested at least once every 12 months and at each change of occupancy to ensure proper operation.

d. Fire Protection Systems. New Navy family housing construction may require installation of fire sprinkler systems, depending on the style and construction materials of the units. Single-family detached and duplex-style units do not require automatic sprinkler systems. However, townhouse-style units and apartment-type units may require installation of fire sprinkler systems depending on the construction and types of construction materials used in the dwellings. It is recommended for these types of units the NAVFAC Policy and

Design Planning Statement 96-02 "Sprinkler and Smoke Detector Requirements for Housing and BQs" be reviewed.

2. Fire Reporting. The effectiveness of emergency communication systems depends on users knowing they exist, accessing the location and then being able to use it.

a. Telephone Reporting. The ideal method for reporting fires is by telephone. Residents should be frequently reminded of the emergency telephone numbers. Conspicuously placed tags, with emergency telephone numbers, is one method of ensuring the number will be available when needed. Should the possibility exist that residents may call the wrong fire department, arrangements should be made to have the receiving fire department pass the message to the correct fire station

b. Call Boxes. Call boxes should be strategically located, regularly tested and inspected. Call boxes should be a distinctive color and visible, and have unobstructed access and adequate night lighting. Maintenance is important to ensure the call box is not obstructed by vegetation or other materials. Coordination with other authorities may be required.

c. Publicity. The most important aspect of an effective fire reporting campaign is continually publicizing procedures for reporting fires. This should be a shared responsibility with the local fire department. Resident handbooks, phone directories, signs, posters, school campaigns, and other means should be used to remind residents of the correct procedures for reporting fires.

d. Fire Incident Report. A fire incident report will be completed in accordance with DOD 6055.7-M, "Fire Incident Reporting Manual," by the activity fire department for every fire that occurs in housing units under their cognizance. Where units are protected by the local municipal fire department, a copy of the fire report should be requested. Fire incident reports should be filed in the appropriate facility history jacket. The housing organization will obtain a damage estimate and ensure the report is filed with the EFD.

3. Fire Services. Community fire protection services will be used to the fullest extent. They are to be obtained and exercised in cooperation with jurisdictional authorities as outlined in Section III. A of this chapter. Regardless of the source of the service, residents must be advised on how to obtain assistance when needed.

a. Community Fire Departments. Where housing is located off station or adjoining a community having a fire department, the first place to seek fire protection is the community. The Navy is entitled to receive, as a matter of law, without payment, the same services provided from tax revenues provided to tax paying organizations in the community in which Navy housing is located. It is important to establish in writing the conditions under which the local fire department accepts responsibility. It is equally important to reaffirm such agreements regularly, since local legislation, administrative regulations, and budgets may change with out notice. The Navy is authorized to negotiate agreements for the exchange of available fire protection services, commonly known as mutual aid agreements. The Navy may thus obtain protection

from a local fire station in exchange for the services of the Navy's fire station. The agreement should consider the adequacy of the local department organization, equipment, distance, and communication system. Payment for services of local or nearby fire departments from Family Housing, Navy (FH,N) account funds is not allowed except in rare cases. Legal counsel should be consulted regarding payment for any community fire protection services.

b. Station Fire Departments. When housing units are serviced by the field activity Fire Department, the prorated cost for such services by government forces will be charged to FH,N, BP-10 Services Account, on a full absorption basis in accordance with NAVCOMPT Manual, Volume 3, Chapter 7.

C. POLICE PROTECTION

The Navy has the responsibility to provide adequate police protection for residents of family housing.

1. Obtaining Services. Community police protection services will be used to the fullest extent. They are to be obtained and exercised in cooperation with jurisdictional authorities as outlined in Section III. A of this chapter.

Counsel for the EFD furnishes a legal opinion of the jurisdictional status of each CONUS field activity based upon the criminal law applicable to each area, the official responsible for enforcing the law, and the officer to be contacted in areas of concurrent jurisdiction. In overseas areas, the local JAG office should be consulted for determination of jurisdictional status. Overseas police protection is usually provided by local Navy security forces for on-base housing areas, but status-of-forces agreements may have reserved either some or all police powers to the host government. Questions regarding police protection or law enforcement should be directed to the local JAG.

In those areas where sufficient local jurisdiction exists for the use of community police protection and law enforcement services, the Navy, as a matter of law, is entitled to receive without payment the same services that are provided from tax revenues to other tax paying organizations in the community. When housing units are serviced by the field activity police department, the prorated cost for police protection by government forces will be charged to FH,N, BP-10 Services Account, on a full absorption basis in accordance with NAVCOMPT Manual Volume 3, Chapter 7.

Navy Family Housing funds should not be used to hire security services. If security is required for resident(s), this is a station responsibility.

2. Enforcement. Security responsibilities and authorities for enforcing regulations in the family housing area should be coordinated with the field activity security personnel. Residents must be advised of the source of their police protection and how to obtain assistance when needed. Situations requiring the police are frequently urgent. Contingency and response plans should be developed to prevent incidents from escalating.

3. Community Involvement. Field activities should consider the following to enhance neighborhood safety, crime prevention, and good neighborhood relations:

- a. Neighborhood watch programs.
- b. Military housing liaison office.
- c. Increased involvement in community by senior military residents.
- d. If necessary, additional military security provided by commands of the housing residents.

IV. OTHER OPERATING SERVICES

Operating services are municipal-type services designed to enhance the environment and habitability of the family housing area, provide protection for life and property, and ensure equitable treatment of family housing residents. The development and implementation of the services, regardless of whether they are to be accomplished by local municipalities, contract, or station forces, is a joint responsibility of the housing organization and either the public works engineering forces or the contracting officer. This requires the responsible party to ensure satisfactory performance in accordance with the work authorization or specifications prior to certification for payment. Specific services and guidelines are described below:

A. REFUSE COLLECTION

Refuse collection plans must be based primarily on hygienic requirements and the need to maintain a neat appearance in the family housing areas. Plans must include refuse disposal requirements which comply with conservation and environmental pollution programs. Whether performed by contract or station forces, all operating costs for this service are properly funded from FH,N, BP-10 Service Account.

1. Collection Points. Refuse collection points will be at curbside for each individual unit. Where central collection points are unavoidable, they should be in locations convenient to the residents and have a minimal impact on the neighborhood aesthetics. Establishing central collection points requires the housing organization to provide additional services to ensure proper use and cleanliness. This may include the scheduling of cleaning after refuse collections and periodic fumigation and pest control.

2. Scheduling. Schedules should be based upon local climatic conditions, services offered in the community, health and safety, noise levels, population density, and traffic patterns. The frequency of pickups should not be more than twice weekly, nor less than once weekly. The field activity will provide all residents with the schedule for their respective housing areas and a time frame for making their containers available for pickup and removal thereafter.

3. Containers

a. Navy Responsibility. The Navy will provide residents with containers (e.g., trash cans, dumpsters) for refuse collection. Replacement containers damaged through no fault of the resident is the responsibility of the field activity. Replacement will be treated as an operating cost as will any necessary labeling or container identification.

b. Resident Responsibility. The resident should clean and protect assigned containers and provide trash can liners where required. Replacement of containers damaged by the resident is the responsibility of the resident.

B. STREET CLEANING

Street cleaning is designed to minimize conditions that contribute to safety hazards through elimination of snow, ice, dirt, wet leaves, broken glass, and oil slicks. Health hazards are eliminated by removal of garbage and trash spills. Collectively, these actions are designed to contribute to the cleanliness and neatness of the family housing area. Whether performed by contract or station forces, the operating costs for the performance of this service are properly funded from FH,N, BP-10 Service Account. This service may be provided as a part of the overall station contract.

1. Scheduling. Street cleaning operations are normally scheduled and accomplished to meet local conditions. Snow and ice removal is performed on a seasonal basis, and scheduled locally depending upon climatic conditions. Planning should consider such items as seasons of the year, equipment availability, local customs, and other related factors.

2. Resident Responsibility. Residents should be periodically reminded of their responsibility to maintain the cleanliness of sidewalks and driveways adjacent to their quarters. Resident cooperation is necessary for litter pickup in the immediate area of dwellings, walkways, driveways and parking areas. Regular housing publicity campaigns can remind residents of their role with "dumpster days," and other group-sponsored cleanup drives. These efforts will help contribute to neat, attractive neighborhoods.

C. JANITORIAL SERVICES

Professional janitorial services are performed only in common use areas, structures that are not assigned to individual occupants as a part of their living quarters, or areas that are inaccessible to or unsafe for residents to clean. Examples of unassigned common-use areas are common hallways, stairs, and utility areas of multi dwelling units, trash collection areas, or shop and housing office areas. Whether performed by contract or station forces, the operating costs of these services are charged to FH,N, BP-10 Services Account. Housing Office janitorial service is charged to BP-11. Sporadic requirements should be authorized by the housing manager on a specific work request. Janitorial services in resident-assigned areas are a resident responsibility detailed in chapter 10 of this manual.

D. PUBLIC TRANSPORTATION SERVICES

The field activity transportation division determines the requirement for transportation services for family housing residents based on their needs such as, getting to work, shopping, schools and social activities, particularly in off-base communities. Community and base transportation services should be the primary solutions as legislation does not permit the use of FH,N account funds in support of these services. The Housing office should remain alert to change in residents' needs and report them to the transportation division for resolution.

E. PEST CONTROL

Pest control is the prevention, destruction, repelling or mitigating of an unwanted organism. Such controls may employ legal orders (quarantine), or mechanical, biological, or chemical controls, inside or outside houses and in their immediate vicinity. Sanitation, a form of mechanical control, is the most effective means for controlling many household pests.

Measures relying on pesticides alone are the most expensive type of control and have the poorest chance of achieving success. Without good sanitation, all other pest control measures are less effective. Whether performed by contract or station forces, the operating costs of these services are charged to FH,N, BP-10 Services Account.

1. Responsibility. The responsibility for pest control in family housing rests with both the resident and the Navy.

a. Residents. It is the resident's responsibility to practice good sanitation and control light to moderate infestations of pests inside and outside the house. For example, ants, ticks, fleas, cockroaches, mice and other pests inside the house and pests in flower beds or gardens on the outside are resident responsibilities. Many off-the-shelf products are available to help the resident combat indoor pests and protect ornamental plants (trees, shrubs, and lawns). Residents are required to report pest problems beyond their control to the housing office.

b. Navy. Navy responsibility begins where resident efforts become ineffective. Pest infestations beyond the capability of the housing resident to control, that affect other tenants of a multi-family unit, that invade housing areas on a large scale, or that cause structural damage should be handled by the housing office immediately. The degree of infestation is determined by the housing office in conjunction with the local pest management specialist.

Table 21-1 provides guidance to determine if infestation should be handled by residents or the Navy.

2. Inspections. The Navy will perform routine pest inspections of family housing facilities. The inspections for pests will be conducted regularly by personnel knowledgeable in household pest identification (licensed commercial pest control inspectors, termite detection dogs, and preferably, a trained housing representative).

3. Pesticide applications. In accordance with OPNAVINST 6250.4, pesticide applications other than over the counter treatments, must be performed by a certified professional.

4. Preventive Treatments. Situations frequently exist where it is most economical to periodically treat for pests. In some areas, this has been found to significantly reduce trouble calls and result in the use of less pesticide. The cognizant EFD can provide information and guidance on the best preventive treatment policy to follow for the specific area. As with all control measures in multi-family dwelling units, all units in a building should be treated at the same time.

5. Change of Occupancy. A thorough survey for pests will be conducted at each change of occupancy. If the inspection discloses an active pest infestation, immediate control measures will be carried out before releasing the unit to the new residents. A follow-up treatment may be required 2 to 4 weeks after the initial treatment.

6. Report of Pesticides Used. For reasons of health and safety and to monitor the pesticides applied to the environment. Field activities are required to report each individual pesticide application conducted by public works and contractors.

7. Contracts. Housing residents may contract for commercial pest control services rather than perform their own. In no case will they be required to do so. Prior to contracting for pest control services, the resident must receive written authorization of the housing manager.

a. Reporting of Pesticides Used. All pesticides applied by commercial services in housing areas will be reported to the housing office. This information will be forwarded to the public works department after each treatment. Contractors providing pest control services will notify the housing office as they enter and leave Navy property and provide information (pesticide used, final concentration, formulation amount, and areas treated) on their operations. Additionally, pesticide applications by commercial concerns for outdoor plant protection or vegetation pests and wood-destroying organisms (primarily termites and carpenter ants) will be authorized by the housing office and be supervised by a certified pest control specialist.

b. Scheduling. Commercial pest control services will not be scheduled to conflict with other field activity operations. Such contracts will comply with OPNAVINST 6250.4 and receive technical review by a pest management professional prior to the start of the contract.

8. Control of Pests. The responsibility for control of pests commonly found in Navy housing areas is divided into three categories:

a. Resident responsibility - Normal pest problems for which commercial off-the-shelf products are available.

b. Dual responsibility - Residents must attempt pest control before Navy intervenes.

c. Navy responsibility - Major problems such as structural pests or those which require area wide control.

The information in Table 21-1 is provided to assist Navy housing managers, residents, public works personnel, and others who are responsible for correcting pest problems. The various types of pests that may be encountered in Navy housing areas are listed in the table under three different headings: Insects and Related Pests, Vertebrate Pests, and Vegetation Pests.

Use of the table presumes correct identification of the pest. Assistance in identification of pests is available from public works pest control personnel or from cognizant EFD.

**Table 21-1
Table of Pests Occurring in Housing Areas and Guidance
on Responsibility for Pest Control**

INSECTS AND RELATED PESTS		
Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
Ants, general	Indoor – Improve sanitation to remove attractant. Use commercial ant baits for chemical control.	Dual responsibility. Resident responsible for initial control efforts. If resident efforts fail, the Navy should provide control services to avoid potential damage to real property, the environment or to protect human health and welfare.
	Outdoor, spot treatment	Dual responsibility.
	Indoor, baiting	Dual responsibility.
Ants, carpenter	In wood structures	Navy responsibility. Control of structural pests requires knowledge of pest biology.
Ants, imported fire	Mound application of bait	Navy responsibility. Control difficult with some degree of injury.
Ants, pharaoh	Outdoor chemical control and area baiting	Navy responsibility.
Aphids “plant lice”	Residual – outdoor in flower beds and gardens	Resident responsibility.
	Residual on plantings	Navy responsibility.
Army worms	In garden or flower beds	Resident responsibility.
	In turf (area)	Navy responsibility.
Bagworms	Residual – outdoor in flower beds and gardens	Resident responsibility. Picking is method of choice. Residual pesticides last alternative.
	In outdoor plantings	Navy responsibility.
Bedbugs	Bedding, bedspreads, baseboards, wall crevices	Navy responsibility. Medical department should investigate source of bedding.
Bees, wasps, hornets, yellow jackets	Nests, indoor	Dual responsibility. Small nests or occasional flying insects are resident responsibility. Large nests, which may be hazardous to control without protection are Navy responsibility.
Beetles: carpet, black, common, furniture, and varied.	Indoor – residual	Dual responsibility.
	Indoor - fumigation	Dual responsibility.
Beetles, Japanese	Outdoor – garden planting	Resident responsibility. Nontoxic methods include picking.
	Outdoor – turf or other plantings	Navy responsibility. For area control, consider biological controls.

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Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
Beetles: woodboring, powderpost (true & false), flat headed, old house	Indoor – residual	Navy responsibility.
	Fumigation of furniture	Resident responsibility.
	Fumigation of structure	Navy responsibility.
Biting midges, punkies, gnats	Outdoor – residual or space spraying	Navy responsibility. Only area control recommended.
	Indoor – residual on screens or space spray	Resident responsibility.
	Outdoor	Navy responsibility. Potential for environmental damage.
Booklice	Indoor – residual	Dual responsibility.
Boxelder bugs	Outdoor – residual	Navy responsibility.
	Indoor – residual or space spray	Resident responsibility. Ensure that doors and windows fit well.
Centipedes	Indoor – residual	Dual responsibility.
	Outdoor – residual in garden	Resident responsibility.
Chinch bugs	Outdoor – turf	Navy responsibility.
Clothes moths (all species), plaster, bagworms	Indoor – infesting fibrous products in garments	Resident responsibility. Dry clean.
Carpet beetles infesting	Residual in garments	Dual responsibility.
	Residual in non-fabric areas	Dual responsibility.
	Fumigation of premises	Navy responsibility unless directly attributable to resident, then dual responsibility.
Cockroaches, brown-banded German, American* and other	Indoor – single family dwelling units	Dual responsibility.
	Indoor – two or more family dwelling units	Dual responsibility. Coordination with other families required. Easily develops into multi-unit problems beyond capabilities of residents.

* Infestation likely through utility lines - Navy responsibility.

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INSECTS AND RELATED PESTS		
Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
Crickets: house and field	Indoor – residual	Dual responsibility.
	Indoor – crawl space residual	Navy responsibility.
	Outdoor – turf	Navy responsibility.
	Outdoor – in gardens	Resident responsibility.
Crickets: mole	Outdoor – residual in turf	Navy responsibility.
Cutworms	Outdoor – area residual	Navy responsibility.
	Outdoor – in gardens	Resident responsibility.
Earwigs	Outdoor – turf	Navy responsibility.
	Indoor – residual	Dual responsibility.
Eye gnats	Outdoor – space spray	Navy responsibility. Area treatment required for any effective control.
Fall webworms	See tent caterpillar	
Firebrat	See silverfish	
Fleas: cat, dog	Indoor – residual	Dual responsibility.
	Outdoor – residual	Dual responsibility.
	On animal	Resident responsibility. Recommend veterinary services.
Fleas: oriental rat	All areas and treatments	Navy responsibility. (Human plague potential, immediate and thorough control necessary.)
Flies: black	Outdoor – space treatment	Navy responsibility.
Flies: house and filth	Outdoor – residual	Navy responsibility.
	Indoor – try fly swatter or fly paper before pesticide sprays	Resident responsibility.
Fly: stable	Outdoor – residual	Navy responsibility. Source reduction necessary.
Louse: body, head and pubic	Personal application only	Resident responsibility. Obtain Medical assistance.
Millipedes	Outdoor – residual, around structures	Dual responsibility.
	Indoor – residual	Resident responsibility.

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INSECTS AND RELATED PESTS		
Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
Mite: clover	Outdoor – residual on lawns and walls of structures	Navy responsibility.
Mite: chigger or “red bug”	Outdoor – residual	Navy responsibility.
	Indoor – residual	Resident responsibility.
Mite: spiders	Outdoor – residual on plantings, turf or exterior of buildings	Navy responsibility. Area-wide infestation.
	Outdoor – dormant spray	Navy responsibility.
Mite: scabies	Personal application	Resident responsibility. Consult medical department.
Mite: bird, mouse, tropical rat	Indoor – residual, on walls, roost areas and outdoor walls and roost areas	Navy responsibility. Minor health hazard.
	Indoors, space spray	Navy responsibility.
Mosquitoes (adult)	Outdoor – residual and space treatment	Navy responsibility. On advice from medical department surveys.
	Indoor – space treatment and residual	Resident responsibility.
Pillbug	Outdoor – residual	Dual responsibility.
Scale insects	Outdoor – residual plantings	Navy responsibility. Area control may be required.
Scorpions	Outdoor – residual	Navy responsibility.
	Indoor – residual	Dual responsibility.
Silverfish (Firebrat)	Indoor – residual	Dual responsibility.
Snails and slugs	Outdoor – residual in lawns	Dual responsibility.
	Outdoor – residual in gardens	Resident responsibility.
Sod webworms	Outdoor residual in lawns and turf	Navy responsibility.
Sowbugs “pillbugs”	Indoor – residual	Resident responsibility.
	Outdoor – residual	Dual responsibility.
Spiders	Indoor – residual	Resident responsibility.

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INSECTS AND RELATED PESTS		
Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
Stored product pests (insects)	Indoor a. Discard infested foods. b. Thoroughly clean shelves and cabinets. c. Store infestibles in tight-fitting containers or in refrigerator. d. Residual treatment. Indoor fumigation.	Resident responsibility. Dog food often a source of infestation. Navy responsibility. Contractual services may be required.
Tent caterpillars and fall webworms	All sites outdoor biological controls or residual	Navy responsibility.
Termite: all species	Indoor – for swarming adults – space spray on or in structures	Navy responsibility. Notify housing office.
Thrips	Outdoor – residual on ornamental plantings	Dual responsibility.
Ticks: general	Outdoor – area control Personal protection Indoor – residual	Navy responsibility. Resident responsibility. Repellents Dual responsibility. Residents responsible for obtaining veterinary treatments of pets and sanitation of pet bedding.
White flies	Outdoor – residual on ornamental plantings Outdoor – on garden plantings	Navy responsibility. Resident responsibility.
White grubs	Outdoor area-wide control using biological or residual pesticides	Navy responsibility.

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VERTEBRATE PESTS		
Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
Gopher: plains, pocket, mountain	Outdoor – trapping, baiting, or burrow fumigation	Navy responsibility.
Ground squirrel	Outdoor – all operations	Navy responsibility.
Mice: all species	Indoor – all operations	Dual responsibility.
Mole	Outdoor – all operations	Navy responsibility.
Rat: Norway and roof	All sites and all operations	Navy responsibility. Requires immediate notification of infestation to housing office.
Skunks	All sites and all operations	Navy responsibility.
Squirrels: gray or fox	All sites	Navy responsibility.
Woodchucks	All sites	Navy responsibility.
Bats	Indoor – roosting	Navy responsibility.
Birds: blackbirds (all species), cowbirds, crows, gulls, pigeons, sparrows, and starlings	Outdoor – all operations	Navy responsibility. NOTE: State and Federal regulations frequently apply and a license or permit to control may be required.

VEGETATION PESTS		
Pest/Stage	Location/Type of Control	Responsibility for Control/Remarks
All	Lawn and Turf	Dual responsibility.
	In gardens or flower beds	Resident responsibility.
	Around ornamental plantings	Dual responsibility. Residents are responsible for non-chemical control methods. Only Navy may apply herbicides to these sites.

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