



Welcome to Aurora Military Housing (AMH)!

Throughout your residency and time in Alaska, our experienced team of real estate professionals will strive to ensure you experience the utmost comfort and enjoyment in your home. Aurora Military Housing has managed housing on Elmendorf since May 1, 2001 and Ft. Richardson since July 1, 2011.

While the home you are leasing is the property of Aurora Military Housing, it is located on government land and is subject to the jurisdiction, rules, and regulations set forth by Joint Base Elmendorf Richardson (JBER), the Military, and the Federal Government. You will find these rules outlined in the Privatized Family Housing Resident Guide.

We maintain an open door policy for all residents should you encounter any issues or have questions or concerns during your residency; both our JBER-E and JBER-R offices are open Monday – Friday, 9 AM to 5 PM. Additionally, our residents have established a Mayor's Program for each housing area to enable fluid communication between residents, our offices, and the Military. Any civilian resident may apply to be a mayor. For more information about mayors on JBER, please visit [AuroraMilitaryHousing.com/mayors-program/](http://AuroraMilitaryHousing.com/mayors-program/).

Communications of upcoming events, tips and tricks, news, and important announcements are posted on our Facebook page and our blog at [AuroraMilitaryHousing.com/blog](http://AuroraMilitaryHousing.com/blog).

Again, thank you for choosing JBER. Rest assured, our team is dedicated to providing quality housing for you and your family.

Kindest Regards,  
AMH Management

[AuroraMilitaryHousing.com](http://AuroraMilitaryHousing.com)

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# Self Help Center Items

Aurora maintains Self Help Centers for the purpose of improving and fixing minor issues in your home. We reserve the right to maintain seasonal handout schedules and limit quantities to address inventory needs.

## BATHROOM

- Toilet Seat Bolts/Caps
- Toilet Flapper
- Toilet Flush Handle
- Toilet Tissue Holder
- Shower Splash Guards
- Showerheads
- Towel Ring
- Towel Bars/ Bracket
- Sink Stoppers\*
- Dryer Vent Clamps
- Mop Sink Hair Snare

## KITCHEN

- Range Hood Light Cover
- Range Hood Filter\*
- Garbage Disposal Splash Guard
- Garbage Disposal Plug
- Garbage Disposal Wrench
- Sink Spray Head
- Basket Strainer
- Sink Aerator
- Cabinet Shelf Bracket

## LAUNDRY ROOM

- Dryer Vent Hose

## PAINT

- Primer (1 per resident)

## LIGHTING, ELECTRICAL, AND HVAC

- Bulbs\*
- Electrical Cover Plates\*
- Air Filters\*

## SAFETY

- Cabinet/Drawer Latch (12 per unit) ~
- Outlet Safety Caps (24 per unit) ~
- Swing Bar Lock (exterior doors only)
- Battery (Smoke Detector)\*
- Fire Extinguisher\*
- Blind String Holder
- Window Limiter

## PEST CONTROL

- Mouse Traps
- Steel Wool (*plugging holes*)

## MISCELLANEOUS

- Closet Rod Sockets
- Closet Floor Guides
- Coat Hooks (6 per unit)
- Wall Mount Door Stoppers/ Tips
- Zip-It Drain Cleaner
- Battery (Garage Remote)\*
- Storm Door Chains

## OUTDOORS

- Faucet Knob
- Gate Latch
- American Flag Kit (1/ Resident)
- Limestone (2/ Year)
- Fertilizer (1/ Year)
- Grass Seed (1/ Year)
- Ice Melt (Salt)
- Topsoil
- Arctic Grip (Traction)
- Hose bibb Y Connectors
- Hose bibb Cover

## EQUIPMENT FOR CHECK-OUT

- Carpet Shampooers
- Hand Spreaders
- Fan Brush
- Window Squeegee
- Garage Sale Sign (2/ Year)
- Loppers

- Ice Chippers
- Shovels and Rakes
- Edgers
- Grass Cleats
- Garden Hoe
- Hedge Clippers

### KEY

- \*: Denotes 1 for 1 exchange
- : Seasonal: Winter
- : Seasonal: Spring
- : Seasonal: Summer
- : Seasonal: Fall
- ~: Not for an in-home business
- : Limited stock

## ON-SITE EQUIPMENT

- Screen Repair Station



**AURORA**  
MILITARY HOUSING  
ANCHORAGE, ALASKA

# Highlight on Furnace Filters

Change your filter regularly and enjoy...

### Lower Utility Costs

The Furnace has to work harder to push air through a clogged filter.

### Reliable Heating

A heavily clogged filter can shut down a furnace.

### Higher Air Quality

A clogged filter isn't as effective in removing harmful particles from the air.

Exchange your old filter today for free at the Aurora Self Help Center!

Check Every 30 Days

Change (at Minimum)  
Every 90 Days



Furnace Filters are an integral part of your heating system. As air is pulled into the furnace, the filter removes particles and dust from the air. Not only does this keep the air in your house clean, it ensures furnace components are kept clean, enabling reliable operation.





# AURORA

MILITARY HOUSING

ANCHORAGE, ALASKA

Highlight on  
Energy

Conservation

Do your part.  
Reduce Consumption.

## Heating and Cooling

- Check furnace filters monthly and replace, at minimum every 90 days.
- Heat rises. Keep temperatures lower upstairs and higher downstairs.
- Heat rises. Open upstairs windows in the summer to allow heat to escape.
- Minimize use of fans and humidifiers.
- Thermostats should be set between 68-72° while at home. Turn them down to 65° when you leave.

## Electronics

- Use sleep and auto-off timers on electronic devices.
- Unplug devices not in use (to prevent phantom power drain).
- Utilize Eco or power saving modes.
- Keep lights off when not in use.

## Appliances

- Fridges: Keep the cooling settings on "recommended".
- Washer/Dryer: Do full loads with at least one "cooler" cycle.
- Dishwasher: Clear dishes before placing in, to prevent the need for re-dos.
- Range: Do not use the stove or oven to heat your home.

## Maintenance

- Report maintenance concerns immediately. Do not attempt to compensate for machine failure by DIY fixes or changing settings.



## How does it work?

Most homes on JBER have a utility allowance for gas and electricity. Residents who use less than the allowance are provided a credit, residents who exceed the allowance pay the difference.



## Highlight on Preventing Mold

### Eliminate Mold-Growth Conditions.

#### REPORT LEAKS ASAP

While a small leak may not seem that bad, there is always the potential for significant damage.

#### CHANGE FURNACE FILTERS

Check furnace filters every 30 days, and exchange at the Self Help Center at minimum every 90 days.

#### PROMOTE AIRFLOW

Open windows in the summer and use fans to maintain air circulation in the home.

#### MOLD-FREE SHOWERS

Run the bathroom exhaust fan during and after showers and open the door post-shower to remove excess moisture.

#### DON'T TINKER WITH EXHAUST FANS

Many homes have exhaust fans that run on a schedule to promote airflow within the home; tampering with these fans or switching them off the "auto" function can cause moisture buildup.

#### USE A DEHUMIDIFIER

Removing moisture from the air is one of the most effective ways to eliminate mold.



In the photo above, the resident went on leave and left a faucet running in a sink with a drain that was obstructed by dishes. Upon return to the home, flooding and resulting mold was discovered. This issue was promptly resolved through professional mold mitigation, but could have been prevented by turning off the faucet & having a neighbor check on their home during leave.

**What is mold?** Mold is a naturally occurring fungus that requires water, oxygen, food (organic and some synthetic materials), and moderate temperatures to grow. Mold spores are everywhere, so the primary means for prevention is eliminating the conditions that allow for mold to grow.

Questions? Concerns?

Contact our office at 907.753.1091 or reach out to us online at [AuroraMilitaryHousing.com/Contact](http://AuroraMilitaryHousing.com/Contact)



**AURORA**  
MILITARY HOUSING  
ANCHORAGE, ALASKA

# Highlight on WINDOW FALL PREVENTION

## Window falls can be prevented

### Secure Windows

Keep windows closed, and locked when children are present in the room.

### Screens keep out bugs, not kids

Fiberglass screens are not designed to be leaned on, and can not support the weight of a child.

### Keep furniture away

Furniture should not be placed alongside of windows, children can climb and gain access to windows, even those at high heights.

### Monitor children at all times

Kids are curious and constant supervision is required. Do not leave kids unattended, especially in rooms where windows are open.

The American Academy of Pediatrics reports that falls from windows account for about 12 deaths and 5,000 injuries among children ages 10 and under each year.

Children under 4 years of age are at the highest risk for death resulting from a fall.



Aurora Military Housing allows any resident to install fall prevention devices via a Self Help Request Form.

These devices can be effective, however they should not be relied on as the sole mechanism for preventing falls. Devices that do not account for quick emergency egress should also be avoided. For questions or assistance with fall prevention, please contact our team; we'd be happy to help.



## Snow Removal Guidelines

Ice melt (Salt) and Arctic Grip (Traction Control) are available at the Aurora Self Help Center during winter months to assist Aurora residents with the removal of ice from walkways. Ice Melt/Arctic Grip distribution begins the first business day of November or the first snow event, whichever comes sooner.

Period 1 (Nov to Dec): 1 Bag of Ice Melt, 2 Bags of Arctic Grip  
Period 2 (Jan to April): 1 Bag of Ice Melt, 2 Bags of Arctic Grip

Bag allowances will not roll over into the next period.

### SNOW/ICE REMOVAL TIPS:

- If used properly, a 25 lb bag of ice melt will cover 50 square yards. Please read the instructions and apply accordingly.
- Ice melt/ Arctic Grip are not effective 'snow removers' and cannot be used in lieu of shoveling.
- Ice melt is intended to help break up heavily packed snow or ice. Sprinkle some on packed snow or ice, let it sit, and then use ice chipper/shovel to remove.
- Arctic Grip is intended to create traction on slick areas and prevent re-buildup of ice after melting occurs.
- Arctic Grip is a safer option for those with pets; heavy exposure to ice melt, such as that from over application, can burn the paws of pets.
- You may opt to mix Arctic Grip and Ice Melt with a 2:1 Ratio (Melt: Grip) to provide superior traction.
- Misuse of ice melt can result in dead grass in areas near sidewalks and driveways, and can cause degradation of concrete walkways, driveways, and roads.
- Residents are responsible for driveways and sidewalks (both front and back yard areas). These areas must have the snow removed within 24 hours after snowfall has stopped. Please reference section 3.6.6 of the Aurora Tenant Handbook for more information.
- You are welcome to pick up a bag on behalf of another resident, however, you must be designated on a "Notice of Absence from Unit" form by the resident **or** that resident may call in to the Self Help Center to designate you to make a one time or reoccurring pickup.

Shovels and Ice chippers are available for 3 day use at the Aurora Self Help Center.

# Need a hand?

Deployment is tough, but we're here to help.

Our **Deployed Spouse Program** provides special assistance to civilian families of deployed Service Members who opt to remain on JBER during the deployment.

- Snow Removal
- Lawn Care
- Non-Traditional Work Orders

Visit [AuroraMilitaryHousing.com/DSP](https://AuroraMilitaryHousing.com/DSP) to apply today.

# Deployed Spouse Program



**AURORA**  
MILITARY HOUSING  
ANCHORAGE, ALASKA

JL Properties Inc | 6350 Arctic Warrior Drive | 907.753.1023



## Maintenance Requests

We classify work orders into two types: emergency and routine. Emergency work orders must be called into our 24/7 emergency line, as they require immediate attention from our staff of emergency technicians. Routine work orders are scheduled, and may be called in during business orders or submitted online.

### EMERGENCY WORK ORDERS

Call our 24/7 emergency line at (907) 753-1091 as soon as the emergency is detected. Do not submit emergency requests via website submissions.

- Locked out
- Unable to secure exterior door
- No power to housing unit
- Smoke detector beeping (and batteries have been changed out)
- Garage door inoperative with car inside garage
- Window broken
- Inoperative toilet- no other toilets in unit
- Sink drains or pipes leaking, causing damage
- Leaking appliances (that leak while turned off; water extraction is the emergency)
- Sprinkler (fire) system leaking
- All sinks clogged
- Floor drain clogged and backing up
- No/low water pressure
- No hot water
- Gas or burning smell
- Electrical sparking
- Inoperative Refrigerator or freezer
- Inoperative oven and stove (both)
- No heat, insufficient heat, or too much heat (heating won't shut off)
- Water leaks

### ROUTINE WORK ORDERS

Can be submitted online at [AuroraMilitaryhousing.com](http://AuroraMilitaryhousing.com) or by calling (907) 753-1091 between 8AM-5PM, Mon-Fri.

- Interior doors broken, inoperative, etc.
- Storm doors broken, inoperative, etc.
- Inoperative Dishwasher
- Inoperative Dryer
- Inoperative Washer
- Electrical outlet not working
- Broken Mirror
- Inoperative Windows
- Inoperative Toilet- other toilets available in unit
- Loose or damaged siding
- Light bulbs need changed (Aurora will change if over 10 feet high)
- Exhaust fans
- Faucet dripping
- Bathroom sink stoppage
- Inoperative Garbage Disposal
- Bathtub clogged
- Inoperative Light Switch
- Oven or stove (if only one) is inoperative
- Inoperative Heat Register
- Inoperative Garage Heater
- All other general maintenance

24/7 Maintenance Line: 907.753.1091

# JBER

## Trash & Recycling Schedule



Now available exclusively at [AlaskaWaste.com](http://AlaskaWaste.com) or on the Alaska Waste App.

### Additional Resources Include:



#### View/Print the Schedule

A schedule tailored to you.  
View future pick up dates (including any adjustments due to holidays) for your home and even print out a calendar!



#### Pickup Reminders

**Never miss a pickup again!**  
Enter your address and opt to receive mobile notifications, a phone call, email, text message, or even export into a calendar application.



#### Waste Wizard

Not sure how to dispose of something?  
Alaska Waste has you covered. Enter the name of the item and find out the correct disposal method and view suggested disposal locations.

### Download the App

Visit the App Store or Google Play Store



Search for "Alaska Waste" in your phone's application store and download the app.

### Visit the Website

[AlaskaWaste.com/Schedule](http://AlaskaWaste.com/Schedule)



Simply open up a web browser and enter [AlaskaWaste.com/Schedule](http://AlaskaWaste.com/Schedule) into the url bar to access the web based application (no download required!)



[AlaskaWaste.com](http://AlaskaWaste.com)



**AURORA**  
MILITARY HOUSING  
ANCHORAGE, ALASKA

[AuroraMilitaryHousing.com](http://AuroraMilitaryHousing.com)



## Curbside Recycling Program

To promote recycling and conservation, each housing unit is provided a recycling roll cart. For your convenience, these roll carts are single stream, meaning no sorting is required.

### ACCEPTED ITEMS

- Aluminum/Tin/ Steel Cans
- Plastic HDPE #2
- Plastic PETE #1 (bottles, NOT clamshells)
- Cardboard (broken down, flattened)
- Newspaper/Magazines/Junk Mail
- Colored Paper/Copy Paper
- Soft Cover Books/Phonebooks
- Paper Egg Cartons/Cereal Boxes

### PROHIBITED ITEMS

- Glass
- Plastic Bags
- Green Waste (grass clippings, wood, leaves)
- Scrap Metal
- Electronics
- Plastic Containers and Cartons (that are not HDPE #2)
- Paper Plates, Cups, or Napkins
- Food Waste
- Aerosol Cans/Paint

## RECYCLING REQUIREMENTS

### Storage

Store all roll carts in the garage; this helps prevent unwelcome wildlife, such as bears, from visiting your neighborhood.

### Pickup

Pickup occurs every other Monday, starting as early as 6:00 AM. You'll want to place your roll cart within 4 feet of the drivable roadway, and 3 feet from other obstacles to ensure the automated vehicles can grab it.

### Residue and Caps

Be sure recyclables are cleaned out and free of residue prior to placing in the roll cart. Caps should either be removed or left on the container. Loose caps are not permitted.

### Overflowing Bins

Overflowing roll carts or additional recycling bags that do not fit will not be picked up; make sure the lid is closed and everything is inside.

## ADDITIONAL RECYCLING RESOURCES

### Anchorage Recycling Center

Located on 6161 Rosewood Street. You can recycle glass (jugs and bottles) plastic bags, cardboard, and milk/juice cartons here in addition to all of the pickup items here.

### Alaska Scrap and Recycling

Located on 720 Whitney Road. You can recycle scrap metal, including automobile components here.

### JBER Cardboard, Aluminum Can, and Scrap Metal Trailers

Located around the installation. These move around frequently.

### Anchorage Regional Landfill

Located on 15500 E Eagle River Loop Road. You can dispose of many types of hazardous waste here.

### Central Transfer Station/Re Use Store

Located at 54th & Juneau St. Anchorage Residents may dispose of 40lbs of Hazardous waste daily for free. Additionally, the re use store is a great resource for free household cleaners, paint, and garden supplies.

# Shelter-In-Place

JBER has a train that runs directly through the Installation. It routinely carries materials that could be hazardous to your health if a large amount spilled during an accident. Shelter-in-Place would be your best means to limit exposure. In order for it to work, it must happen immediately after the announcement is made. Shelter-In-Place is short term, 2-4 hours.

Before something happens: Make an emergency supply kit with plastic, duct tape, flashlights, towels (and water if it is not available) in the room you plan to use for Shelter-In-Place.

- ❖ Shelter-In Place will be announced by all means available: Giant voice, police and fire PA systems, Commanders Channel 899, Facebook
- ❖ Bring all family members and pets inside
- ❖ The safest place is a room with the least amount of doors and windows. We recommend the bathroom because water is available.
- ❖ Once in the room, do not leave that room until notified by authorities. Put wet towels (or clothing) under the door. Seal those doors, windows and vents with plastic and duct tape.
- ❖ Once the hazard has passed, you will be notified via the giant voice, PA announcements or by calling 552-INFO



**JBER Installation Office of Emergency Management**

**551-PLAN**

**GET A KIT - MAKE A PLAN - BE INFORMED**



July 2012



### Did You Know?

- Since 1900, floods have taken tens of thousands of lives in the United States alone!
- Know your policies! Flood damage is virtually never covered by the standard homeowners insurance.
- There is a 26% chance of experiencing some time of flooding during the life of a 30 year mortgage

### 773 CES Office of Emergency Management

#### Contact Us:

Address:  
5250 Gibson Ave.  
JBER, AK 99506

Information Line:  
552-INFO  
(Updated during emergencies)

Twitter  
@JBER\_EM or  
@JBER\_Official

Facebook  
JBER Emergency Management or  
JBER Official



## Joint Base Elmendorf Richardson Office of Emergency Management

### Dam Floods!

Right here on JBER, 30 million gallons of water are stored within the confines of a dam providing water to the entire installation. What if something causes the dam to break? The rush of water could end up in your home if you live in base housing. Here is how you can prepare:

Create an evacuation plan and a small emergency kit that is ready to go at moments notice.

The best way to stay safe is by avoiding flooded areas all together and staying in areas of higher elevation. Do not drive through water, it may be deeper than you think.

Be mindful of potential flooded areas, listen to the radio or TV for details, and be prepared to evacuate.

Here are some good items to consider having in your emergency kit. Remember that your kit should be easily accessible and relatively light:

- \* High energy foods such as protein bars
- \* Flashlight/Candles
- \* Blankets/Warm clothing
- \* Battery Operated Radios
- \* First Aid Kit
- \* Tools

Find out what your homeowner's or renter's insurance covers when it comes to floods, earthquakes, and volcanoes. Remember, floods are natural disasters and should not be taken lightly.

Here are some numbers to the major insurance companies so you can check your policy:

USAA- 1 800 531 USAA

Allstate- 1 800 ALLSTATE

GEICO- 1 800 841 2964

AAA- 1 800 521 8124



Pictures of flooding and resulting damage in Alaskan villages

### Training

LERO and UCC Training are offered the first Tuesday of every month. Contact the Plans and Ops section to schedule. (DSN: 552-5329)

CBRNE Defense Survival Skills Training is offered every Tuesday. Contact the Training Section to schedule. (DSN: 552-4825)

### Upcoming Events

The Air Show will be July 27th thru the 29th.

As of now, ATSO is scheduled for September 18th, 19th, and 20th. These dates are subject to change.

October Zombie Awareness Month! Check out [www.facebook.com/zombiepreparednessmonth](http://www.facebook.com/zombiepreparednessmonth) for some great info!

There will be a "Be Ready" event this September 1st in the BX parking lot from 0900-1200

### Helpful Internet Links

Federal Emergency Management Agency (FEMA)  
[www.fema.gov](http://www.fema.gov)

The Association of State Floodplain Managers (ASFPM)  
[www.floods.org](http://www.floods.org)

Pacific Disaster Center  
[www.pdc.org](http://www.pdc.org)

Home Safety Disaster Supplies Kit Suggestions  
[www.ready.gov/america/getakit/](http://www.ready.gov/america/getakit/)

## Dam on JBER Creates Bigger Flood Hazards

### What does this mean?

JBER uses a dam to disperse water amongst our entire installation. Over 30 million gallons of water flow over our heads every day. As with any man made structure, the possibility of structural failure is very much alive. Here on JBER, frequently occurring earthquakes make this a big possibility. If an earthquake strikes with enough force, it can crack the walls of the dam, the foundation, and or destroy essential piping. The result could have a tremendous impact on our base residents. Potentially millions of gallons of water would be flowing thru ought the installation.

### How does this affect you as a resident?

While most on-base residents would be unaffected, there are areas of base housing which are susceptible to flooding. Preparation, awareness, and developing a plan are the best ways to ensure the safety of you and your family in the event of a dam failure.

### What can you do?

- **Building an emergency kit** that is easily accessible and light enough to “grab-and-go” is an extremely important component of preparation. Grab a duffle bag and fill it with essential items for short term use. Here is a good starting point:
  - First aid kit
  - Spare clothing and blankets
  - Non-perishable food items such as protein bars
  - Battery operated radio
  - Cash
- **Make a plan.** Preparation is essential when dealing with disaster. Because most disasters strike with relatively no warning, acting fast and efficiently are the most effective ways to help your cause. Develop an evacuation route for you and your family. Consider everyone’s daily schedule and realize things change. Ensure everyone in the household is familiar with the contents of the emergency kit and the location it is being stored in.
- **Check your policies.** Most big insurance companies offer some kind of flood insurance, however they are not a standard part of homeowner’s or renter’s insurance. Consider the possible threats in your area, and adjust your policies accordingly. Recovering from a disaster can be much more difficult to deal with if you and your assets are not covered. Compare it to being in a major car accident without insurance.
- **Stay informed.** Every week, the JBER Emergency Management Facebook will post information and helpful tips for preparing and recovering from disasters. Every quarter, the Office of Emergency Management releases information on possible disasters, and upcoming events.



# WELCOME to ALASKA!



## WHO WE ARE

ENSTAR Natural Gas is a regulated utility that has been safely and reliably heating Alaskan homes and business for nearly 60 years. Our number one priority is the safety of our customers, employees, and community. We regularly communicate safety information through our social media channels and our website. We encourage you to follow us to see how you and your family can stay safe while living and working around natural gas.



## WHAT IS NATURAL GAS?

ENSTAR gets 100% of its natural gas from producers in the Cook Inlet. It is an abundant, versatile energy source used mainly in homes and businesses for heating and cooking.

When working properly, natural gas burns as a blue flame. It is nontoxic, colorless, lighter than air and odorless. ENSTAR adds an odorant called mercaptan to the natural gas that gives it a distinctive odor similar to rotten eggs or sulfur, making it easier to identify a possible gas leak.



## WHAT TO DO WHEN YOU SUSPECT A NATURAL GAS LEAK?

In addition to a rotten egg or sulfur smell, other indicators of a potential gas leak are:



- Dead or discolored vegetation in an otherwise green area
- Dirt or dust blowing from a hole in the ground
- Bubbling in wet or flooded areas
- Blowing or hissing sound
- Flames, if a leak has ignited

If you suspect a gas leak, leave the area **immediately**. Don't place a phone call from the building since that may create an ignition source for the natural gas. Don't use matches, turn off

light switches, use cell phones or open an automated garage door, and don't try to locate the leak yourself or shut off your gas valves or meter.

Scan to access ENSTAR's website for more information and to find us on social media.



Once you're safely away from the building, call 911 and ENSTAR's emergency line: **1-844-SMELL GAS**



## CALL 811 BEFORE YOU DIG!

One of the most important things you can do as a natural gas customer is ensure you protect the gas lines and meter on or around your property. If you have an outdoor project that requires digging, ALWAYS call 811 two days before digging to get free locates of your underground utility lines.

Anything from a shovel to an excavator can damage one of these lines when hit or scraped. These damages can be expensive to repair and each one brings the possibility of physical injury or even death.

One free, easy call to 811 gets your utility lines marked AND helps protect you from injury and unnecessary expense. Note: all excavations on JBER require a dig permit. Please direct questions regarding acceptable digging to Aurora Housing.



**Know what's below.  
Call before you dig.**



## EARTHQUAKE SAFETY

*The following is for emergency use only. Note that base housing hot water heaters already have earthquake straps in place. Following an earthquake, check your natural gas appliances for damage and confirm earthquake straps are secure. For questions regarding turning off gas or safety straps for natural gas appliances contact Aurora Base Housing at 907-753-1091.*

Earthquakes are not unusual events in Alaska, so it's essential to be prepared in the event that a large quake strikes.

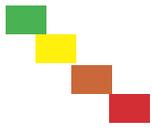
- Know the location of all utility shut-off valves (gas, water, and main electric circuit breaker).
- Be sure your appliances are safely secured; use properly installed earthquake straps to attach your water heater to the wall.
- Have a 12" or larger adjustable wrench available to turn your gas meter off if necessary. However, do NOT turn off your gas unless you smell gas or hear the hissing of a leak.
- If you do turn the gas off, leave it off. Contact ENSTAR's Customer Service at 907-334-7600 when you are ready for the gas to be turned back on and a technician will restore service and relight your appliances. In the hours and days after a major emergency, gas company calls will be backlogged, and you might have a substantial wait for a service technician to be scheduled to restore service to your home.
- After an earthquake, check to be sure nothing flammable has fallen or spilled near a natural gas appliance.
- Make sure the natural gas appliances are properly connected and venting to the outside. Earthquakes can cause appliances and vents to shift. A blocked vent creates a carbon monoxide hazard which can be very dangerous or even deadly.

Knowing what to do with your gas meter is only part of natural disaster preparation. Having an emergency kit is equally important. The kit should be portable and contain the necessary items to sustain life for the first critical hours and days following a disaster. Use this checklist as a starting point for creating your own at-home emergency preparedness kit.

For more earthquake safety information scan the QR code on the front page with your mobile device or visit [www.enstarnaturalgas.com](http://www.enstarnaturalgas.com).

### EMERGENCY PREPAREDNESS KIT

- First Aid Kit
- Water
- Dust Masks
- Non-perishable Food
- Flashlight
- Cash
- Battery-powered Radio
- Shoes
- Matches
- Local Map
- Extra Batteries
- Trash Bag and Zip Ties (for sanitation)
- Medications
- Shelter Option (such as a tent)



# Your Home, Your Voice

Follow the steps below to address housing concerns on JBER.



# 1

## Aurora Military Housing (AMH)

*Privatized Housing - JL Properties, Inc*

Maintenance Concerns, Neighborhood Issues, Clarification or Suggestions

Phone: (907) 753-1023  
Email: [aurora@jlproperties.com](mailto:aurora@jlproperties.com)

# 2

## Military Housing Office (MHO)

*Government Oversight - 673d CES*

Escalations, Advocacy, Accommodations

Phone: (907) 551.4439  
Email: [673ces.ceh@us.af.mil](mailto:673ces.ceh@us.af.mil)

# 3

## Resident Advocate (RA)

*Government Oversight - 673d ABW*

Additional Dispute Assistance, Advocacy, Head of Mayor's Council

Phone: (907) 552-3682

# 4

## Air Force Housing Call Center

*Government Oversight - AFCEC*

Unable to get assistance through prior steps

Phone: 1 (888) 577-6494

## Other Resources



**Community  
Action  
Council**



**Neighborhood  
Mayor's  
Council**



**Interactive  
Customer  
Evaluation**



Find your perfect mix of internet and mobile for one unbeatable price.

GET ALL THE PERKS OF PLUS:



Early access exclusive savings & other perks



Alaska's fastest internet



Add mobile lines starting at \$30/mo.



Exclusive Atmos™ Rewards points bonuses

Contact me and we'll find your best fit!  
Tony Tarbert  
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## HOW TO **SUBMIT A TIP** USING YOUR MOBILE DEVICE

1. Download the **CID Crime Tips app** from your mobile provider's marketplace.
2. Select **Submit New Tip**.
3. Select **Type of Crime**.
4. Complete the form with as much information as possible.
5. Choose to **attach a photo or video**.
6. Select **Submit**.
7. Enable push notifications in phone settings to **receive alerts**.

The CID Crime Tips app is approved for download on Government smartphones and smart-devices.



## SUBMIT A TIP WHEN IN DOUBT-REPORT IT

**Report two ways...**

1. Mobile App
2. [www.cid.army.mil](http://www.cid.army.mil)

SCAN CODE TO  
**SUBMIT A TIP**

[www.cid.army.mil](http://www.cid.army.mil)



# CRIME TIPS

Anonymously report crime  
or suspicious activity

## **YOUR TIPS SUPPORT OUR MISSION**

As the Department of the Army's primary criminal investigative organization, CID is responsible for conducting felony criminal investigations in which the Army is, or may be, a party of interest.

Operating throughout the world, CID Special Agents conduct criminal investigations that range from death to fraud, on and off military reservations and when appropriate, with local, state and other federal investigative agencies.

CID supports the Army, in peace and war, with highly trained special agents, the operation of a certified forensic laboratory, a protective services unit, computer crimes specialists, polygraph services, criminal intelligence collection and a variety of other services normally associated with federal law enforcement activities.

Keeping communities safe for Army personnel and their families isn't only up to law enforcement - CID relies on you to provide us with tips on suspected crime and threats to the Army.

That's why CID has launched CID Crime Tips, a web and mobile application that can be used to safely, discreetly, and anonymously report criminal activity affecting the Army.

## **HOW TO SUBMIT A TIP**

There are two ways to submit a crime tip to CID. You can access the submission system via any Internet-connected device by visiting [www.cid.army.mil](http://www.cid.army.mil) or by using the mobile app that is available for download from the Apple Store and Google Play.



## **CID CRIME TIPS FEATURES**



CID values your privacy. Our web and mobile app was designed to keep communities safe without violating your confidentiality. CID Crime Tips does not track your location or other information.

**All tip submissions are safe, discreet, and completely anonymous.**



Stay connected with CID. When you submit a tip, you can choose to receive push notifications on your smart device to stay connected with CID.



CID offers rewards. CID may provide a reward to you for inform

## **FREQUENTLY ASKED QUESTIONS**

### **What types of crimes should I report?**

You should report criminal activities, including homicide, rape, sexual assault, child physical and sexual abuse, burglary and robbery, larceny of government and personal property, and aggravated assault. When in doubt - report it.

### **How do I submit a tip using CID Crime Tips?**

To submit an anonymous tip, you can download the CID Crime Tips application on your smart device, as shown on the back of this brochure. You can also visit [www.cid.army.mil](http://www.cid.army.mil) to submit a web-based tip.

### **What happens when I submit a tip using CID Crime Tips?**

When you submit a tip using CID Crime Tips, you will receive a unique tip number and be able to communicate directly with a CID special agent. Your identity will remain anonymous unless you provide it to CID.

### **How do I report additional information?**

You can provide additional information to supplement your original tip by logging onto CID Crime Tips using your tip number. If you lose your tip number, just submit a new tip.

### **Can I still call or go directly to my local CID office to report a tip?**

Yes. Visit [www.cid.army.mil](http://www.cid.army.mil) for your local CID office contact information.