

Al Udeid Air Base Housing Brochure

Al Udeid Air Base Housing Office

379th Expeditionary Civil Engineer Squadron 379ECES.HousingManager@auab.afcent.af.mil DSN 437-5323 or Cell 7736-4790

On behalf of the Family Housing Management Office, welcome to Al Udeid Air Base, Qatar! We extend a warm welcome to you and your family and look forward in assisting with your transition. We are here to assist in securing housing in the local area and to help answer questions unique to Qatar and the Doha Community.

Our mission is to provide a comfortable and safe living environment for Command Sponsored Families in accordance with Air Force Instructions and Force Protection standards.

It is important to know that if your house is not available within a reasonable time of your report date, concurrent travel will **NOT** be authorized. Also note that because the <u>Air Force is</u> <u>paying for the lease, you will not receive an Overseas Housing Allowance (OHA)</u>. As soon as you accept responsibility for your new residence, your current housing allowance will be stopped.

Villa Assignment

Housing assignments at AUAB are determined very much like those at other Air Force bases. The main difference, however, is that we do not have a specific inventory of units (like Military Family Housing or privatized housing); instead we utilize a government leased housing program. That is, we determine your family housing requirements and procure a lease for you through local property managers. The lease will cover the rental cost of the unit as well as major utilities.

Families will live in Western-style houses or apartments located within a secure, gated community in Doha. These housing areas are called compounds and the houses are called villas. All compounds are located within a 45 minute commute.

Property managers (PM) are on site to assist you with issues or concerns or if you just have general questions. Each compound has rules and regulations (R&R) to provide guidelines on their services, hours of operation, resident's responsibility and other entertaining facts. You will receive your individual compound R&R documents when you receive your housing assignment. Compound amenities may include a clubhouse, swimming pool, fitness center, and restaurant.

The villas are quite large due to the environment in which we live (extreme high temperatures, culture). The villas generally have a second living room and maid's quarter's w/full size bath. The yards are small but the living area inside is large as most of the summer is spent indoors due to extreme heat.

They come fully furnished with furniture and large appliances. The furniture provided consists of essential items such as dining tables w/chairs, couch and chair, end/cocktail tables, bedroom sets for each bedroom are provided. Most have artwork, lamps and rugs. The flooring is typically tiled, wood, or marble, so you may want to bring carpets in your household goods.

Beds have unique dimensions and U.S. made sheets may not fit very well. Mattress sizes are as follows:

4	Twin	100cm x 190cm	(39in x 75in)
4	Full	137cm x 190cm	(54in x 75in)
4	Queen	153cm x 203cm	(60in x 80in)
4	King	198cm x 210cm	(78in x 82in)

Live-in Childcare Provider (Nanny)

Residents may employ a live-in childcare provider with approval of the AEW Commander. Contact the Housing Office (HO) for the requestor template. Do not hire a childcare provider without prior approval.

Electricity

The voltage in Qatar is 240 volts and the frequency is 50Hz. Electrical sockets are type D or G (shown below). You should also note that you will be issued two transformers with your house that allow you to plug in and operate U.S. made devices. The AFRC loan locker has transformers for temporary use of 60 days or until HHG are received.



DVD players sold locally are set to a different regional code and do not play most US produced DVDs, so you may want to ensure your DVD player will operate on 220V power or utilize a transformer. Gaming systems may also require a transformer. The BX sells U.S. compatible DVDs and players.

Utilities

The cost of electricity and water is paid by the Air Force so you should not receive a bill for those utilities. Your only housing-related expenses are for your phone, internet and cable TV.

Armed Forces Network (AFN)

Installation of AFN is a personal expense and Qatari residency is not required for AFN installation. Furthermore, AFN is not offered as part of the local cable TV or satellite options. There is no monthly fee for AFN; only cost is to purchase the decoder and satellite dish, and install the receiving equipment. The decoder can be purchased at the Al Udeid BX or the CAS PX. The dish can be purchased on the local economy. Total cost to purchase and install is approximately \$500-\$600.

Phone / Internet / Satellite TV or Cable

Qatar residency is required in order to establish local telephone, internet and satellite TV/cable services in your home. Since you cannot apply for residency until after your arrival, you could be without these services for 30-45 days.

This problem can be mitigated by mobile devices that operate on the Qatar frequencies. Mobile SIM cards and plans can be procured at the on-base stores before you get residency. The card is then registered with Ooredo via the shop owner – not the phone holder. The only place you'll be able to get service on a SIM card is at the on-base store. Do not go downtown as they cannot help you. Service providers are offered by Ooredo and Vodafone. These companies offer service plans similar to the U.S. Both companies have service offices in the Villaggio Mall. Information needed to order the services are numbers (as shown in the pictures below). These numbers, as opposed to your residence address, are what are used to locate your residence within their respective systems. It is recommended that you take all numbers with you when ordering the service. This can be done by either writing them down or taking a picture of them.

The numbers will be located somewhere on the front of the villa. For some villas, the numbers are located right below the villa number or may be located somewhere on the front of the villa. If in doubt, please ask the management team.



After you have placed your service order with the company of your choice, you must wait one to two days before calling the phone number provided at the store in order to confirm the date and time of your installation appointment. An actual technician will visit the residence to complete the installation.

Bills can be paid at the Kiosks located throughout the city. Keep in mind there is no billing or payment date, it just accrues and you have to pay it down. If the debt gets too large, they just stop the service and you'll have to get it turned on again and pay the outstanding debt.

Villa Inspections

Residents are required to conduct an inspection of the unit to note any preexisting damage within 3 days of moving in to protect residents from potential charges for damage. It is recommended to take pictures of all existing damage.

Furniture Inspections

Residents on initial inspection with the HO will receive the AF Form 228, *Furnishings Custody Receipt and Condition Report.* This government form is normally used with government owned furniture. However it is recommended that you assess and inventory the furniture within 3 days for any pre-existing damage and annotate the form; three copies, PM, HO and yourself. NOTE: It is your responsibility to contact the PM if there is damage to the villa or furniture. For your protection, document the issue, date reported, PM contacted, and outcome (furniture fixed, PM disregarded, etc. The documentation is critical to alleviate you of any liability; three copies, PM, HO, and one for yourself. If it cannot be resolved, please contact the HO.

Property Insurance

The property owner is responsible for the building and surrounding property should damage occur due to fire, storm or unforeseen accidents. As a tenant, you should obtain renters insurance to protect your personal property. For a small amount of money, you can protect your assets and investments.

Property Manager Right of Entry

For the purposes of maintaining the premises, the property manager reserves the right to enter the premises to inspect and make any necessary repairs so long as such entry is at prearranged times with the consent of the tenant and, at the tenant's discretion, in the presence of a tenant.

Maintenance

At no cost to the tenant, the PM is responsible for all major maintenance and repair, to include structural elements and building systems such as walls, ceilings, roofs, floors, foundations, heat, ventilation and air conditioning, plumbing and related fixtures. The tenant may be responsible for light bulb replacement depending on the compound. The resident may be required for all cleaning/gardening inside your perimeter and in the back yard. Check with the PM on requirements. Some compounds may offer laborers to help. If a maintenance issue is occurs (i.e. air conditioning has problems, pests, etc), the tenant should first work with the compound to resolve the issue. If the issue cannot be resolved with compound management, the tenant should contact AUAB HO for resolution.

Emergency Repairs

The PM will commence, carry out and complete emergency repairs within 48 hours after receiving oral or written notice from the tenant.

Tenant and Landlord Disputes

Should you feel the PM has not fully addressed your concerns, please feel free to contact the AUAB HO via email <u>379ECES.HousingManager@auab.afcent.af.mil</u> or call 437-5323.

<u>Pets</u>

Pets are allowed in the housing units as long as they are allowed by Qatari law. Any property damage caused by pets will be paid by the tenant.

Pest Control

Qatar has pests such as ants, roaches, flies, mosquitoes, mice and rats. It is the tenant's responsibility is to keep the premises clean. Don't leave trash or stale water standing, use pesticides for treatment and ask your PM to seek professional pest control for assistance. Some compounds have an optional monthly pest treatment at no cost to you.

Leave, TDY, Vacation

The member is required to notify the HO of any temporary absence from the villa. The HO will notify the CSP manager and PM. If the absence exceeds 7 calendar days, a designation form for contact information must be submitted to the HO in case of villa issues/emergencies, (i.e. burst pipe, refrigerator failure, storm damage).

Off-Base Emergency Reporting Procedures

Dial 999 and be prepared to provide your zone information: HNCC Security Officer is 5589-1157; US Embassy is 4496-6700. Know what to do in advance in case of an emergency.

The information contained within this brochure will help you understand the policies, guidelines and standards for living in the local community. Most importantly, it will help make your stay as comfortable, safe and pleasant as possible. We urge you to read this material thoroughly.

If you have any questions or need additional clarification regarding this information, please feel free to stop by the Housing Office for a visit, call us at 437-5323 or email us at 379ECES.HousingManager@auab.afcent.af.mil