

Welcome To RAF Lakenheath



Location: Bldg 950
Contact Number: 226-3847
Commercial: 01638-52-3847
Fax: 226-3881
www.lakenheathfss.com
www.lakenheath.af.mil

RESOURCES AVAILABLE

8 THINGS YOU MAY NEED ON ARRIVAL:

RESOURCE ROOM:

- CAC enabled computers and regular computers available for your use.
- Available free of charge during business hours.

FREE WI-FI

- Free Wi-Fi is available within the A&FRC.

LOAN LOCKER:

- Bring a copy of PCS orders, obtain pots and pans.
- Open during business hours.

MAKING PHONE CALLS: In Britain you are charged for all telephone calls.

- Costs range from 3p to L1.00 per minute, approximately \$1.50.
- Calling RAF Lakenheath dial “226” and then extension.
- Calling RAF Lakenheath from off base dial “01638-52-XXXX”.
- Calling RAF Mildenhall dial “238-XXXX)
- Calling RAF Mildenhall from off base dial “01638-52-XXXX”
- For more help, refer to the directory or call the operator by dialing 0 or 113.

PCS CHILDCARE:

- Available first 60 days of arrival you are entitled to 20 hours of free childcare.
- The care will take place in the house of a family child care provider.
- A&FRC will provide the voucher; bring in a copy of your PCS orders.

DRIVERS LICENSE:

- You can drive on arrival up to 15 days.
- Take course on Wednesday at 0800; American Federal Holiday week come on Thursday.
- Bring a pen.
- Revise the Highway Code book at www.gov.uk or download the free app on your phone. If you have an i-phone only part of the book is free.
- No children allowed.
- Allow 4 ½ hours for this briefing.

GPS:

- Sign out a GPS (subject to availability) on arrival for house hunting purposes.

RECEIVING MAIL:

- Use PSC 41, Box XXX, APO AE 09464 for mail coming from the states.
- Use Box XXX, RAF Lakenheath, Brandon, Suffolk, IP27 9PN for mail from British companies.

VAT PROCESS CHECKLIST

- This program allows you to be exempt for items that include Value Added Tax which is sales tax that is 20%.
- In order to be eligible you need an ID card, ration card for yourself (and spouse). Obtained at your unit.
- VAT exemption applies to non-fixed goods.
- Vendor must concur with the process and not required to if they wish not to participate.
- Do not pay for anything in advance.
- This is used for purchases over 100.00 pounds.
- Address invoice to 48 FSS.
- Bring in pounds cash.
- We do not accept cards or personal checks.
- Bring in-processing fee which will be either \$8.00 or \$10.00.
- This process requires three visits if you drop off before 1200; pick up is same day.
- If you drop off after 1200; pick up next day.
- This cannot be used for clothes, used cars or on-line purchase or utilities.
- This CAN be used for rental cars, furniture, electronics and oil heating.
- Oil heating is at 5% not 20%.

Contact Information

- Bldg. 957
- 226-3166 or commercial 01638-52-3166
- E-mail: 48FSS.VAT@us.af.mil
- Website: <http://www.lakenheathfss.com/vatreliief/>

[illegible]



BRITISH UTILITIES

E On	0800 056 8499
British Gas	0800 048 0505
Anglian Water	0800 919 155

TELEPHONE COMPANIES

British Telecom (BT) (USVF)	0800 872 872 (M-F 0900 – 1700)
AT &T	0800 890 011
MCI World-phone	0800 279 5088
Sprint	0800 890 877
Hive Telecom	01256 857004
One Tel Long Distance	0207 1819966
Telecom plus	000 496 8111
18866.com	www.18866.co.uk
Vodafone	0870 070 0191
Network Communications	01638 515858
Virgin Media	0845 515 9016

Cable Television

SKY www.sky.com	08442 411 268
Orbital System	01638 714633 or 07956 606220
Solarsat www.solarsat.co.uk	01842 812600

Internet and Broadband Services Providers

AOL	0800-954-0306	www.aol.co.uk
BT	0800-872-872	www.bt.co.uk
One Tel	0207 1819966	www.onetel.co.uk
Find internet/telephone provider		www.moneysupermarket.com

THINGS TO CONSIDER

1. Open a pound account. (PCS orders and PSC box)

2. Obtain a method to pay for things on the economy i.e. Chip and Signature card (Community Bank or off-base bank) or Chip and Pin card.

3. Best method to pay your bills?

4. Steps to set up your phone?

5. Establishing a long distance provider?

6. Best Providers regarding internet usage?

7. Questions to ask regarding usage limits?

8. Stateside providers/options which are great to use in England?

9. Places you can obtain a cash passport?

Gas and Electricity Contact Information

British Gas	0800 048 0505	www.britishgas.co.uk
EDF Energy	0800 096 7352	www.edfenergy.com
Npower	0800 975 9300	www.npower.com
Scottish Power	0800 408 1644	www.scottishpower.co.uk
Southern Electric	0800 117 116	www.southern-electric.co.uk

The Gas and Electricity Consumer's Council

Energy watch is the independent gas and electricity consumer watchdog. They provide advice and information about a range of gas and electricity issues or helps consumers to resolve complaints about their gas and electricity supply. You must give your gas or electricity the opportunity to solve the problem first, but if you are still not satisfied that your complaint has been resolved, Energy watch can investigate your complaint further.

For free independent advice with your gas or electricity problems, please contact Energywatch on: **0800 074 0745** or at www.energywatch.org.uk. U Switch also provides independent advice on all energy needs www.uswitch.com.

Ofgem's overriding aim is to promote choice and value for all gas and electricity customers, where it can be competitive, and through regulation only where necessary. You can contact Ofgem at 9 Millbank, London, SW1P 3GE, Phone: **020 7901 7295**. Website: www.ofgem.gov.uk

Energy Price Comparison Services

There are a number of internet based price comparison services that can provide a comparison of prices offered by domestic gas and electricity suppliers. Five companies have signed up to an Ofgem voluntary code for such services and they can be found at: www.buy.co.uk, www.ukpower.co.uk, www.unravelit.com, and www.uSwitch.com. Energywatch is responsible for deciding which services meet the standards of the code and for ensuring those services continue to meet the standards in future.

Energy Efficiency

For information on saving money by using your energy more efficiently, call the energy Advice Center Network on **0800 512 012** website: www.est.org.uk



Getting out and about in England?

www.suffolk.gov.uk - Suffolk County Council's home page contains information about their services and what Suffolk has to offer.

www.norfolk.gov.uk - Norfolk County Council highlights their programs and services as well as what is happening in Suffolk.

www.stedmundsbury.gov.uk - Research this site for the Bury St Edmunds Tourist Information Center.

www.cambridge.gov.uk\leisure - Interested in what's happening in Cambridge? Just look it up! Visit the Tourist Information Center.

www.english-heritage.org.uk - This national organization has over 400 sites in its registry. Join for a year and gain free or reduced entry to all exhibits.

www.nationaltrust.org.uk - This site highlights places to visit. It also has a compilation of major organizations concerned with conservation and the environment.

www.justoffbase.com - Provides a list of many vendors and agencies that advertise goods and services near RAF Lakenheath and RAF Mildenhall.

www.enjoyengland.com - Read out hundreds of ideas for great days out in Bedfordshire, Norfolk and Suffolk! Gives you the complete picture of places to visit in the region, as well as places to eat, drink and shop.

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Living in Britain

1. LOW COST AIRLINES/TRAVEL WEB SITES

www.ryanair.co.uk

www.lastminute.com

www.eastjet.co.uk

www.theatrebreaks.com

www.experia.co.uk

www.londontown.com

2. NATIONAL EXPRESS

Nationwide Scheduled Bus/Coach Company call to book your tickets at 08705 808080 or visit their website At www.nationalexpress.co.uk. The closest bus stations to the base are Brandon and Mildenhall High Town.

3. LOCAL TRAVEL

If you would like to travel locally this is possible very inexpensively. The local bus actually picks up at the bus stop near gate 2 or at Mildenhall High Town. Look at the website below for prices: www.firstgroup.com. Call for rates and availability on 0871 200 2233. We are located in the Eastern Counties.

4. NATIONAL RAIL ENQUIRY SERVICE

Interested in taking a train. The closest stations to RAF Lakenheath are Brandon, Thetford and Ely. Purchase your tickets on line for cheaper deals and ask for family discounts. Information line number is 0845 748 4950 or visit www.nationalrail.co.uk.

5. TOURIST INFORMATION CENTRE (T.I.C.)

To find out local information call the local information lines and ask for the number to the Tourist Information Center or perhaps visit their website to find out valuable information. Visit their website at www.tourist-information-uk.com.

6. GENERAL INFORMATION

If you need to find out general information call 118 118 and they can provide you with anything need to know. Telephone numbers, postcodes and addresses and what's going on in the nearest town or village.

7. INFORMATION TICKET AND TOURS

Download the FSS app to receive notifications of what is coming up. Go to i-store or play-store and download “myairforcelife”.

8. ACCOMMODATION

Youth Hostel Association

www.yha.org.uk

Travelodge

www.travelodge.co.uk

Premier Inn

www.premierinn.com

Union Jack Hotel

www.ujc.co.uk (London) you are considered NATO personnel

9. BRITISH NAVAL INSTALLATIONS

Rhu, Scotland 0143 6674321 Ext: 3277

10. RAF BASES

RAF Croughton

DSN: 236-8394

CIV: 01280 708394

RAF Fairford

DSN: 247-4272

CIV: 01285 714272

Menwith Hill Station

DSN: 262-7895

CIV: 01423 777895

RAF St. Mawgan

DSN: 605-424-1000 CIV: 01637 8722

11. For More Information Ring

Ms. Stephanie Robins, Community Relations Advisor 226-3145. You can e-mail her at stephanie.robins@lakenheath.af.mil.

12. Discount Cards: These are available in all supermarkets but a great one to have is the Defense Discount Card click on the link <https://www.defencediscountservice.co.uk/>. Identify yourself as NATO personnel.



TRANSFORMERS

- Ensure proper sized transformers are used when operating American 110 Volt appliances.
- To determine the required transformer WATTAGE multiply the Amps times the Volts. A 5-amp appliance, for example, will require a minimum of a 550-Watt transformer to properly operate the appliance. (5 amp X 110 volt = 550 watts)
- Always check ratings and manufacturers' tag on appliances.
- Insure transformers are serviceable
- If transformers have a cooling fan, make sure it works!
- Don't use multiple plug adapters on transformers
- ***Don't Be Late:** American electric clocks will lose time because of the difference in Hertz cycle

QUICK REFERENCE GUIDE

75 w- Radios and Tape recorders
 300 w- Small/Medium fans, Television
 750 w- Small refrigerators, Hair dryers
 1000 w- Washing machines, Vacuums
 2000 w- Microwaves, Irons
 3000 w- Heaters, Air Conditioners



Check you appliances they may not need a transformer—note the SONY adapter is 100-240V and 50-60Hz

*Not a federal endorsement



Useful Websites?

www.parkers.co.uk - Thinking about purchasing a car make sure you review the current prices and find out what paperwork is required to purchase a car in the United Kingdom.

www.theaa.com/patrol/136756 or 07718 230100 - (AA breakdown cover military discount number and website address).

www.theAA.co.uk - Use this website or one similar when trying to obtain roadside assistance for trying to find out information on driving lessons or purchasing a vehicle.

www.motinfo.gov.uk - If you want to validate that the MOT is valid prior to purchasing a second-hand vehicle then do so using this website.

www.dvla.gov.uk/vehiclelicence - To tax your vehicle on-line visit the following website, you can also obtain your road tax disc from any British Post Office. Your road tax will be paid during the first year by Pass and Identification if you have imported a vehicle. Contact Pass and ID at 226-1853 for more information. Road tax can is also available on-line at www.gov.uk

www.direct.go.uk - This website will give you all the information you require when it comes to registering, taxing and MOT procedures and policies for vehicles.

www.tvlicensing.co.uk (0300 555 0281) - Trying to obtain your TV license? Yes, you must pay a tax to watch TV in the UK. Then use this website to find out the requirements. Your TV license can be obtained on-line or by calling the number above. You are required to obtain this license if you watch “live” TV of any kind to include being broadcast from another country.

www.lakenheath.af.mil This website will provide step by step instructions on how to purchase your vehicle and get it registered with the British Government.

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Notes:

Things to consider when purchasing a car?

Basic tips

(HPI Test if purchasing a car from a dealer). No cost to you.

(Car data check if purchasing the car from a private seller). You pay to review car.

Always ensure the car has valid MOT/Insurance. Failure to have both on record when stopped by the police is a potential fine.

-- Beware of the words "Cat something" are in the advert this is a sign the car has been damaged.

-- Insurance Costs: if you are under 26 contact your insurance company prior to purchasing the vehicle.

-- Mileage: An average of 10,000 miles for every year the car has been on the road.

-- Price: Feel free to haggle especially if it is an automatic and it has a 2.0 and above engine size.

-- Try to obtain at least a 3 month warranty and ask what ISN'T included in the warranty versus what it. Sometimes it's better for you to pay an additional 20 pounds and get a better policy.

-- Try to include breakdown cover if you are purchasing it from a dealer. If they won't see if its included on your insurance policy, if it isn't consider the well know national ones in country.

-- Go onto the RAC, WHICH and AA you tube channels and double check what is required to purchase a UK Car/Documents to secure. Do your research.

Notes:

T-Mobile/Orange (EE) Coverage



*everything
everywhere*



Green: 3-5 bars;
Good voice
coverage; 3G data
(high bandwidth)

Yellow: 1-2 bars;
Fair voice
coverage; 3G
data; very spotty
indoors

Three (3) Coverage



Green: 3-5 bars;
Good voice
coverage; 3G data
(high bandwidth)

Yellow: 1-2 bars;
Fair voice
coverage; 3G
data; very spotty
indoors

O2 Coverage



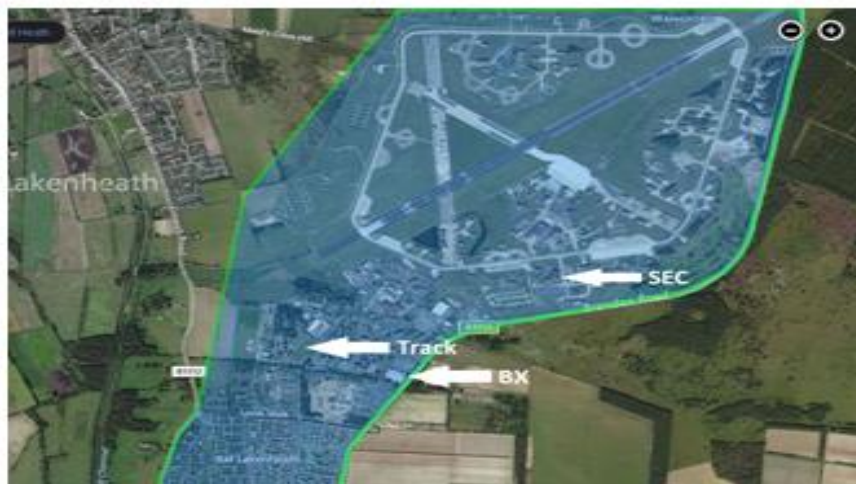
O₂

Purple: 3-5 bars;
Good voice
coverage; GPRS
data (low
bandwidth)

Blue: 1-2 bars;
Fair voice
coverage; GPRS
data; very spotty
indoors

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Vodafone Coverage



Blue: 3-5 bars;
Good voice
coverage; Edge
data (moderate
bandwidth)