



**CONSOLIDATED FURNISHINGS
MANAGEMENT OPERATION**

**ACCOMPANIED & UNACCOMPANIED
FURNISHINGS REQUEST**

MEMORANDUM FOR FURNISHINGS MANAGEMENT CUSTOMERS

FROM: 422CES/CEACF

SUBJECT: Furnishings Management Loaner Furniture and Appliance Support

1. Our aim is to provide you with the best service possible. To achieve this, we have prepared this brochure. PLEASE READ IT CAREFULLY. Pay attention to the **highlighted** areas. If you have any questions concerning loaner furnishings, please call the CFMO Customer Service Representative on extension 236 8758/8749. When calling from off Base, dial 01280 70 followed by the extensions above.

2. **Location and Hours:** The Consolidated Furnishings Management Office is located at Building 144. Our hours of operations are: 0800-1500 Monday through Thursday, 0800-1200 and 1300-1430 Fridays. CFMO is closed during UK holidays.

3. **This base is a FULL-JTR Area.** This means that you are authorized to ship household goods up to your full weight allowance, in accordance with your rank, at government expense. **If you fail to ship sufficient items to provide for yourself, you will be expected to purchase the items required before the retention period for loaner furniture is over.**

4. **Temporary Loaner Furnishings:** Up to 90 days or until your household goods arrive or 90 days after your household goods are shipped.

5. **Mandatory Requirements for issuance of FMO support.**

- a. One copy of authorization to reside off base (E-4< 3YOS and below. E4's over 3 yrs can live off base).
- b. One copy of your PCS orders and any amendments listing all dependents.
- c. Furniture request signed and dated.
- d. Authorization for Payroll deduction.
- e. Page 5 (Off base Residents Only) completed.

6. **Appointments and Cancellations:** CFMO require a **FOUR-DAY NOTIFICATION** for any delivery or pick-up. This is to give our contractors sufficient time to serve your needs. We require **48 hours** notice for any cancellation of pick-up or delivery, cancellations can be made via telephone or email. **This is considered an official appointment therefore, if you fail to call and notify our office you will be charge for the delivery or pickup cost.** The costs vary depending on your location; call CFMO for additional info.

NOTE: Please READ!!!!

You must be available between 8 and 5 ON THE DAY OF THE MUTUALLY AGREED DELIVERY AND/OR PICK UP. If you are not home when the loaner furniture and the FMO Contractor arrives you will have to call and re-schedule another Delivery or Pick-up at your expense.

Sponsors:

If you are not available, please make sure your spouse, or an authorized representative with a **legal power of attorney** is present at the time of pick-up or delivery.

7. **FMO Deliveries and Pick-ups:** You are **authorized 1 delivery and 1 pick up** (Inbound and outbound) at U.S. Government expense. Any additional deliveries and pick-ups will be made at your own expense.

NOTE: Please READ!!!

If movers are scheduled for the same time as CFMO, ensure a designated place is set aside for loaner items. **REMEMBER:** All appliances must be thoroughly cleaned, defrosted and READY prior to the scheduled pick-up. Cleanliness is determined by the STANDARDS SET (check cleaning checklist), NOT the customer. If deemed DIRTY, You WILL NOT BE CLEARED FOR OUTPROCESSING until the item is returned clean or you will be charge for the cleaning. A cleaning fee will be assessed based on the type of appliance or furnishing.

8. **Payments/Reimbursements:** Any payments for damaged, loss appliances and/or furnishings can be made via payroll deduction or cash collection voucher via AF Form 200 to Base Finance. You will NOT BE CLEARED for base out- processing until this is resolved.

9. **PARKING FOR GOVERNMENT CONTRACTOR VEHICLES:** It is the customer's responsibility to arrange parking if there are any restrictions in place. **This includes any charges that may be incurred.**

9. **You must notify CFMO** when...

- a. Moving to a new residence
- b. Change in Marital Status
- c. Change of DEROS

NOTE: ISSUED Appliance and Furnishing are loaned only to "YOU"-These are assets of the **U.S. Government** therefore, it is illegal to re-loan these items to your friends, neighbors or relatives.

10. On behalf of our Commander and the CFMO team, I would like to welcome you and your families to RAF Croughton. If you are leaving, we wish you and your family the best of luck on your upcoming change of duty station.

// Signed //
Dutch Farinas
Chief of CFMO
RAF Croughton, United Kingdom

PLEASE COMPLETE AND DETACH THE FOLLOWING BELOW.

Return completed paperwork to: CFMO Building 144 or CFMO drop box at Building 62, CE Housing at RAF Croughton.

WE CANNOT PROVIDE SUPPORT IF ANY OF THE DOCUMENTATION REQUIREMENTS ARE NOT MET!



Last minute check:

Do you have the following with you?

Mandatory Requirements for issuance of FMO support.

- a. One copy of authorization to reside off base
- b. One copy of your PCS orders and any amendments listing all dependents.
- c. Furniture request Form signed and dated.
- d. Authorization for Payroll deduction signed and dated.
- e. Page 5 (Off-base Residents Only) completed.

FURNITURE AND APPLIANCES DIMENSIONS

Below are the maximum dimensions of the loaner furniture and appliances that can be issued to you on a temporary basis, which may cause delivery problems.

Please advise CFMO of any restrictions that your new home has. These could range from low ceilings, small staircases, small doorways, restricted parking etc. **Any restrictions should be reported to CFMO before planning your delivery.** You **WILL** incur a drayage charge should the contractor have to re-deliver items and no restrictions have been advised.

Easy chair	(W) 39" x (D) 35" x (H) 31"
Sofa (2 seat)	(W) 61" x (D) 36" x (H) 32"
Bedframe, Double	(L) 81" x (D) 17" x (W) 55"
Desk	(L) 42" x (W) 22" x (H) 31"
Bedframe, single	(L) 80" x (D) 17" x (W) 38"
Chest, 4dwr	(W) 31.5" x (D) 19" x (H) 30"
Wardrobe (Knockdown)	(W) 36" x (D) 24" x (H) 72"
Wardrobe (Assembled)	(W) 34" x (D) 24" x (H) 70"

LOANER FURNITURE REQUEST
(THESE ITEMS ARE LOANED FOR A MAXIMUM OF 90-DAYS)

ACCOMPANIED PERSONNEL (563ME)

SSAN: _____ GRADE: _____ BRANCH: _____

LAST NAME: _____ FIRST: _____ MI: _____

UNIT ASSIGNED: _____ UNIT LOCATION: _____ DUTY PHONE: _____

DEROS: _____ HOME/CELL PHONE: _____ EMAIL: _____

JTR: **FULL** STATEMENT OF NONAVAIL: **YES/NO** # DEPENDENTS: _____

STREET ADDRESS: _____

CITY: _____ FLOOR NUMBER: _____

ZIP CODE: _____ APO: **AE** _____ BOX NUMBER: _____

REQUESTED DELIVERY DATE: _____ REQUESTED PICK-UP DATE: _____

REQUIRED LOAN PERIOD: _____ Days (**PCS IN**) _____ Days (**PCS OUT**) (**Circle one**)

<u>ITEM REQUIRED</u>	<u>AUTHORIZED QTY:</u>	<u>NUMBER</u>
Table, Dining	(one)	_____
Chair, Dining	(Max 6)	_____
Highchairs	(Optional, one per Toddler, <u>not mandatory to issue</u>)	_____
Chair, Easy (C06-1)	(two)	_____
Sofa, (2-Seater, C06-2)	(one)	_____
Table, Coffee	(one)	_____
Table, End	(two)	_____
Lamp, Table 240V	(one for each Nightstand & End Table)	_____
Bedframe, Double	(one, folding frame available if access problems)	_____
Mattress, Double	(one)	_____
Table, Bed/Side M/BR	(two)	_____
Desk, 1-dwr. M/BR	(one)	_____
Desk Chair, M/BR	(one)	_____
Dresser, 5-dwr. M/BR	(one)	_____
Mirror, M/BR	(one)	_____
Bedframe, Single	(one per dep, folding frame available if access problems)	_____
Mattress, Single	(one per dependant)	_____
Chest, 2dwr, D/BR	(one per dependent, excluding spouse)	_____
Chest, 4dwr, D/BR	(one per dependent, excluding spouse)	_____
Crib, Infant	(Optional, one per Baby, <u>not mandatory issue</u>)	_____

LOANER FURNITURE REQUEST
(THESE ITEMS ARE LOANED FOR A MAXIMUM OF 90-DAYS)

UNACCOMPANIED PERSONNEL (559SE)

SSAN: _____ GRADE: _____ BRANCH: _____

LAST NAME: _____ FIRST: _____ MI: _____

UNIT ASSIGNED: _____ UNIT LOCATION: _____ DUTY PHONE: _____

DEROS: _____ HOME/CELL PHONE: _____ EMAIL: _____

JTR: **FULL** STATEMENT OF NONAVAIL: **YES/NO**

STREET ADDRESS: _____ CITY: _____

FLOOR NUMBER: _____

ZIP CODE: _____ APO: **AE** _____ BOX NUMBER: _____

REQUESTED DELIVERY DATE: _____ REQUESTED PICK-UP DATE: _____

REQUIRED LOAN PERIOD: _____ Days (**PCS IN**) _____ Days (**PCS OUT**) (**Circle one**)

ITEM REQUIRED	AUTHORIZED QTY:	NUMBER
Table, Dining	(one)	_____
Chair, Dining	(Max 6 per Dining Table)	_____
Chair, Easy (C06-1)	(two)	_____
Sofa, (2-Seater, C06-2)	(one)	_____
Table, Coffee	(one)	_____
Desk, 1-dwr.	(one)	_____
Desk Chair,	(one)	_____
Mirror,	(one)	_____
Bedframe, Single	(one)	_____
Mattress, Single	(one)	_____
Chest, Small, 3dwr,	(one)	_____
Dresser, 4dwr,	(one)	_____
Chest, Large 3dwr	(one)	_____
Nightstand	(one)	_____

PART 2

APPLIANCE/STORAGE UNIT REQUEST

(THE FOLLOWING ITEMS LOANED FOR DURATION OF TOUR)

NOTE: Please READ!!!

You will only be issued appliance, if your residence is not equipped with appliance. Majority of the residences in the UK are equipped with dishwasher, refrigerator and cookers. Check your property before marking it on this list. *(Failure to do so can result of your organization being charge for daily depreciation cost.)*

<u>APPLIANCES</u>	<u>AUTHORIZED QTY:</u>	<u>NUMBER REQUIRED:</u>
Refrigerator	(one per household)	_____
Range (Cooker) 24"/18"	(one per household)	_____
Washer	(one per household)	_____
Dryer (condenser/vented)	(one per household)	_____
Transformer (2000 Watt)	(two per household)	_____
Microwave oven	(one per household)	_____
Dishwashers (IF AVAILABLE)	(one per household)	_____

<u>STORAGE UNITS</u>	<u>AUTHORIZED QTY:</u>	<u>NUMBER REQUIRED:</u>
Wardrobes	(one per person)	_____

NOTE: Wardrobes are intended to assist our customers in storing their clothes when the residence **does not** have built in closets. These are available as knockdown wardrobes or fully assembled wardrobes. Please state preference based on the dimensions provided in the brochure.

Member's Signature: _____ Date: _____

REQUIRES LANDLORD'S CONCURRENCE AND SIGNATURE

(Required by CFMO prior to issuance of appliances)

FROM: 422CES/CEACF; CFMO RAF Croughton

SUBJECT: Authorization To Issue Appliances To Military/Civilian Personnel Residing Off Base (LANDLORD'S SIGNED STATEMENT, TO BE RETURNED IMMEDIATELY TO CFMO CUSTOMER SERVICE REPRESENTATIVE)

1. For a customer to be issued an APPLIANCE by the Customer Furniture Management Office (CFMO) we are required to have a statement on file, SIGNED BY THE LANDLORD. Certifying that private rental property will adequately accommodate the placement of a Washing Machine, Dishwasher, Vented/Condenser Dryer, Cooker (to be fitted professionally by our contractor), Microwave Oven and Refrigerator if not supplied by the landlord.

All UK appliances will be supplied with a British 13 amp; 3-pin plug (except the cooker) and may be safely plugged in by occupant. All maintenance and replacement of the appliances will remain the responsibility of the US government. All appliances supplied will remain the property of the US Government and no claim will be made on these appliances by the Landlord or Rental Agent

2. By signing below you are stating that you agree to all the above mentioned.

//Signed//

DUTCH FARINAS
Chief, Consolidated FMO
RAF CROUGHTON

1st Ind:

Date_____

TO: 422CES/CEHF

I, _____ hereby certify that the proposed rental property will accommodate

(Print Full Name)

the placement of a Washing Machine, Dishwasher, Vented/Condenser Dryer, Cooker, Microwave Oven and Refrigerator (**CROSS OUT ANY APPLIANCE YOUR PROPERTY CANNOT ACCOMMODATE**). I also hereby acknowledge that any items of UNITED STATES HOUSEHOLD FURNISHINGS loaned to my tenant, are not the property of said tenant, but are the property of the United States Government and are subject to return upon demand.

Landlord's Signature and date

(Address of Landlord)

Authorization for Payroll Deduction

IAW AFI 32-6004, *Furnishings Management, USAFE Supplement, Para 5.2-5.2.2.1.1*. I understand that CFMO pick up and/or delivery appointment is considered an "Official Appointment". I am responsible for contacting CFMO if I cannot make the scheduled date. In the event that I missed such appointment, I will be held liable for any drayage cost incurred.

IAW AFI 23-111, *Management of Property under the possession of the Air Force, DODD 7200.11, Liability for Government Property Lost, Damaged, or Destroyed, DoD FMR 7000.14-R, Chapter 7, Financial Liability for Government Property Lost, Damaged, or Destroyed*. I understand that I will be held liable for any appliances or furnishings that are damaged or destroyed as a result of my negligence. I will either replace the appliance or furnishing with same type issued to me, pay CFMO via AF Form 200 or authorize the U.S. Government to deduct payments directly from my payroll.

I understand that I will adhere to the local FMO policy for any appliances and/or furnishings that is picked-up or turned-in dirty and does not meeting the cleaning standards set by the FMO. If the appliances are not within the cleaning standards applied, that I will agree to pay for the cleaning and if the item is not ready at the time of collection due to not meeting the cleaning standard, I also agree to pay for the delivery. My signature below can be used to authorize billing action.

I understand that if I depart without clearing my account with the Furnishings Management Office, my signature below will be used as authorization to deduct from my payroll any loss, damage, destruction, and missed delivery and/or pick-up of any or all government property issued by the Furnishings Management Office.

Sponsor Name (Printed): _____

Signature/Date: _____

SSN: _____

Furnishing Management Customer Service Feedback

Dear Customer:

In order for us to continually improve our service, to be certain that we are meeting your expectations and needs for services. Please take a few minutes to tell us about the experiences you have had with the CFMO customer support staff.

1) How would you describe the quality of customer support you experienced during your most recent contact with the CFMO customer service staff?

Excellent Above Average Average Not Very Good

2) Please rate your experience with the CFMO team, with 1 being the best rating.

1 2 3 4 5

3) How satisfied are you with the overall quality of the good and services you receive from CFMO?

Very satisfied Fairly satisfied Not very satisfied Unsatisfied

4) Please indicate your opinion in the following 4 categories

	Strongly agree	Agree	Disagree	Strongly disagree
The customer support representative handled my request quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The customer support representative was knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The customer support representative did a great job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The customer support representative was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5) Indicate whether you are satisfied with the PICK-UP or DELIVERY Services provided by CFMO Contractors.

	Satisfied	Unsatisfied
a. On-time delivery or pick up	<input type="radio"/>	<input type="radio"/>
b. Handling of furnishing and appliances	<input type="radio"/>	<input type="radio"/>
c. Professionalism and Courtesy	<input type="radio"/>	<input type="radio"/>

6) Would you like to add any additional comments about the customer support representative or goods and services that you have received?

Name: (Optional) _____ Duty phone: _____

Email Address: _____