



Newcomer's Orientation Housing Brief



VICTORY THRU TEAM WORK!

Welcome to Korea



Newcomer's Orientation Housing Brief



Location and hours of operation



USAG-Y Housing Office
Building 4106
Next to the Dragon Hill Lodging

Monday, Tuesday
Wednesday & Friday
0800 – 1630

Thursday
0800 – 1230 Closed for Training
1230 – 1630 Open

“Soldiers Training Holidays” - Open
American Holidays - CLOSED
Korean Holidays - **Open with Limited Service***
***No Rental Lease processing**

All customers must have an appointment
to in-process housing
Call – 738-4069



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Hannam Village Housing Office

located in Hannam Plaza
next to the front gate

Monday – Tuesday
Wednesday & Friday
0800 - 1630

Closed 1200- 1300 for Lunch hour

Thursday
0800 - 1230 Closed for Training
1230 – 1630 Open

“Soldiers Training Holidays” - OPEN
American Holidays - CLOSED
Korean Holidays - OPEN

Telephone # 723- 3433/8950





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K16 Housing Office

**USAG-Y K-16 Housing Office
Building S-241
Next to the K-Cottage**

**Monday – Tuesday
Wednesday & Friday
0800 - 1630**

Closed 1200- 1300 for Lunch hour

**Thursday
0800 - 1230 Closed for Training
1230 – 1630 Open**

**“Soldiers Training Holidays” - OPEN
American Holidays - CLOSED
Korean Holidays - OPEN**

Telephone # 741- 6563





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FSBP Office
BLDG 1411 - RM 124

Monday – Tuesday
Wednesday & Friday
0800 - 1630

Limited Customer Service
1130- 1300 for Lunch hour

Thursday
0800 - 1230 Closed for Training
1230 – 1630 Open

“Soldiers Training Holidays” - OPEN
American Holidays - CLOSED
Korean Holidays – OPEN

Telephone # 724- 4186/4181





Newcomer's Orientation Housing Brief



Housing Division Staff

Housing Division Chief
Mr. Bryan W. Dorrough, 738-7531
Bryan.dorrough@us.army.mil

Army Family Housing Chief
(AFH-SP-HV-HSO)
Mr. William Streiff, 723-8950

Army Family Housing- Hannam Village
(AFH-HV)
Ms. Estrella Martinez, 738-1712
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Housing Services Office (HSO)
Mr. Sinnam Yu, 738-3489
sinnam.yu2@us.army.mil

GO/SO/SGM – Family Housing Manager
Ms. Estrella Martinez, 738-1712
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Unaccompanied Personnel Housing (UPH)
Mr. Samuel Brooks, 738-5506
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EMAIL: usagyongsanhousing@korea.army.mil



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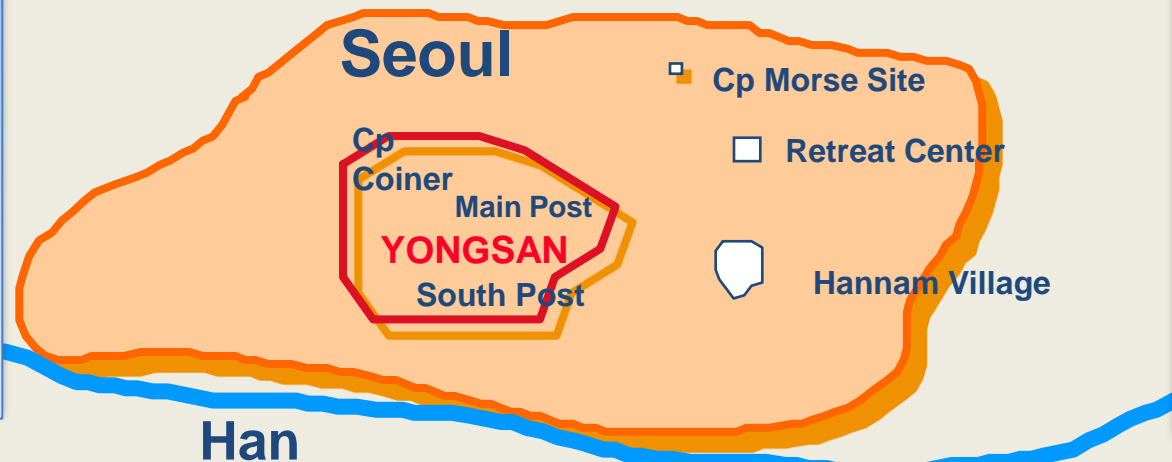


USAG-Y Housing Areas & Installations

Yongsan
Family Housing
552 Qtrs

Hannam Village
Family Housing
512 Qtrs

Total: 1064 Qtrs

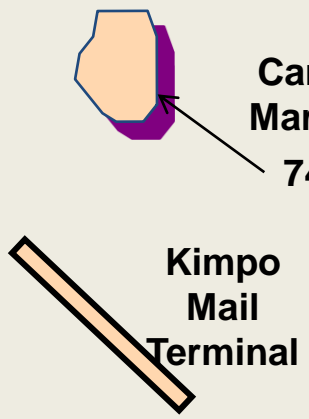


Yongsan UPH
3261 Bed Spaces (SP)

K-16 UPH
804 Bed Spaces

Camp Market UPH
74 Bed Spaces

**Total: 4139
Bed Spaces**



**Camp
Market**
74 UPH Spaces

**Han
River**



**K-16
AB**

**199 UPH
Spaces**



7



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In-processing procedure

- ❑ All Service Members assigned to USAG-Yongsan (Area II) are required to live in on post housing based on availability of quarters. Service members will process through the Housing Office **WITHIN 48 HOURS AFTER release from 1RC.**

- ❑ Service members of any rank with Command Sponsored or Unaccompanied personnel E7 and above, Officers, including Warrant Officers
 - Sign the roster with the required information to schedule an appointment with a Housing counselor.
 - Before you finish with 1RC briefings check at the Front Desk for your appointment date and time.
 - If you have not been given an appointment call the Housing office at **738-4069** to set up an in-processing appointment.



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- ❑ **Army E5/E6s that are unaccompanied** will report to their Unit when released from 1RC for barracks assignment.
 - If rooms are not available, the Unit 1SG or CSM will send SM to Housing Office to check for quarters availability, or issue a CNA (certificate of Non-availability) to reside Off-Post.

- ❑ **All DoD Civilians assigned to Yongsan (Area II) must report within 48 hours of arrival.**



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- ❑ **Before the appointment with the counselor, we recommend you do the following:**
 - ❑ If you are **not** Command Sponsored and your family is in Korea with the intention to reside here, get the Sample of Counseling Form, and obtain the signature of the first O5 or above in your Chain-of-Command and recommendation for the Service Member to reside off-post and for Non-availability of Barracks room.
 - ❑ If you are requesting larger quarters, need to live OFF post, or for any other reason, get the Exception to Policy Sample Form, and obtain the signature of the first O5 or above in your Chain-of-Command with full justification for the requested action.

NOTE: Try to get this signature prior to finishing with 1RC.



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Required documents for in-processing

Unaccompanied Personnel

- PCS orders
- Pin Point Orders
- Leave Form (DA Form 31)
- Clearance records from previous Duty Station (DA Form 137-2) or MEMO stating SM cleared last duty station
- (Sample of Counseling Form and/or ETP signed if necessary)

Command Sponsored

- PCS Orders
- Pin Point Orders
- Command Sponsored Orders
- Joint Domicile Orders (if applicable)
- Leave Form (DA Form 31)
- Clearance records from previous Duty Station (DA Form 137-2) or MEMO stating SM cleared last duty station
- (Sample of Counseling Form and/or ETP signed if necessary)



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Appointment date

- ❑ The counselor will check on your status, (Unaccompanied or Command sponsored)
- ❑ The counselor will offer you ON-POST quarters if available. On-post quarters are mandatory IAW Policy Letter #2-8.
 - ❑ If you decline the offer because you need to request a **Sample of Counseling form or ETP** approved by the Garrison, **your TLA will stop immediately and you need to pay for your own lodging.**

Note: Housing Office will send the ETP to the Garrison for approval or disapproval. It can take 5 to 10 working days to receive their answer.

As soon as Housing office receives an answer, we will contact the Service member.

- ❑ If No quarters are available or are projected to be for longer than 60 days, Housing will issue a CNA (Certificate of Non-Availability) to authorize OHA (Overseas Housing Allowance).



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Government Quarters

- Family housing assignment is by bedroom authorizations
 - All ranks - one bedroom per dependent unless children are the same sex and under 10 and/or opposite sex and under 6 years
 - No bedrooms are authorized for dependents in college outside of Korea
 - Sponsors may be eligible for an additional bedroom when dependents increase or upon promotion. These are self-moves (not at government expense)

- Relocation from Off-post to On-post housing . SM must have at least **12 months** left on station for assignment to government leased quarter; and **6 months** left on station for assignment to government owned quarter.



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Temporary Living Allowance (TLA)

In-processing TLA

- JFTR authorizes UP TO 60 days for incoming TLA pending certain circumstances.
- If SM can not be housed on-post within 30 days pending the 60 days available status, the authorization to reside Off-Post shall be granted.
 - SM will receive 10 days of TLA for seeking economy housing and signing a lease.

Out-processing TLA

- Those residing in On-post housing are granted **3 days** of TLA
- Those residing in Off-post housing are granted up to **10 days** of TLA

Note: Additional days shall be granted pending holiday and special circumstances.



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Housing Brief



Authorized Temporary Lodging Allowance (TLA)

- SM with approved concurrent travel (Command Sponsored)
- Dual Military (when stationed at the same installation/Area)
- If Quarters ON-Post or OFF-Post are not available

Not authorized Temporary Lodging Allowance (TLA)

- SM who bring Non-command sponsored dependents into the country or get married in country
- SM that receive Command Sponsorship after arrival in country
- SM with deferred dependent travel
- Early Return of Dependents (ERD)

Note: SM must have housing prior to their dependants arriving to Korea

Note: Housing only deals with TLA for lodging; Contact 1RC for all other TLA requests



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Housing Brief



TLA processing procedures

- TLA is processed in 10 day increments with justification and approval
- TLA extensions beyond 60 days must be approved by the Garrison/Installation Commander
- 1RC will provide you the first TLA memorandum while you are in processing
 - After you receive it, **STOP BY THE HOUSING OFFICE** with:
 - Dragon Hill Lodge (DHL) receipt with US \$0.00 balance
 - TLA memorandum
 - Orders, Command Sponsored orders, Pin-Point orders, and/or JD orders
 - HSO will stamp, process and send it to Finance
 - Finance will reimburse directly to your LES (will reflect on mid-month or end-of month pay)

NOTE: Do not leave Yongsan (Area II) without processing your 1RC TLA memorandum because no other Housing Office will process it for reimbursement.



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OFF-POST HOUSING BRIEFING

Mandatory

For all Military with CNA and Civilians assigned duties to Area II
prior to entering lease

Location: Bldg 4034 at 1RC, Room 107
Tuesday and Thursday
1500 - 1630

Once you have received your Off-post housing briefing and you meet all eligibility requirements you are ready to sign a lease agreement.

Highly Recommended

- (1) Do not contact a realtor while in processing with 1RC
- (2) Do not let them contact you until you have been briefed
- (3) Information may have changed since your sponsor arrived on station;
always check with housing



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Off-Post Housing Issues

- Some Service Members do not understand OHA
- Signing leases without being briefed
- Failure to pay rent IAW lease agreement
- Failure to pay Utilities
- Landlord does not provide utility bill each month, but does at the end of lease as a surprise to the Lessee
- Paying rent to agent instead to landlord IAW lease agreement
- Signing special agreement
- Failure to notify landlord 30 days prior to PCS to terminate lease
- Failure to notify housing of your duty status / DEROS / PCS orders

Our Recommendation

- Disputes are settled between SM, realtor, landlord, HSO, chain of command, and legal if necessary.
- We may refer your issue to CID
- The Community Bank offers Automatic Rent Payment to Landlords accounts from Individuals accounts



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Loaner Furniture

- ❑ Service members assigned to USAG-Y requiring furnishing may be authorized government furniture for the duration of their tour, **based on their Accompanied or Unaccompanied status**
- ❑ All civilians are authorized loaner furniture **until their HHGs arrive or 90 days**; Whichever comes first, and they can keep appliances such as (refrigerator, stove, washer, and dryer) for the duration of their tour; If you own or you are purchasing a home, you will not be allow to keep any loaner item **beyond 90 days**
- ❑ Consider the size of your living space and HHG before you request any furniture. Furnishings Management Branch (FMB) will **only pick up one time after your HHGs arrives** based on Transportation documents; **Any partial pick ups or partial delivery will be at customers expense; Service Members are authorized 1 delivery & pick-up @ PCS and 1 delivery & pick-up @ DEROS**
- ❑ Some items are in high demand and are in short supply such as Sofas & love seats; If you requests items that are not currently in stock you will be placed on waiting list; Appliances will be repaired by the government at no cost to the customer unless damage was due misuse or negligence by the resident
- ❑ Customers are liable for loss, damage, or destruction of Government furnishings and appliances caused by negligence or misconduct of family members, guests or pets



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South Post Family Housing



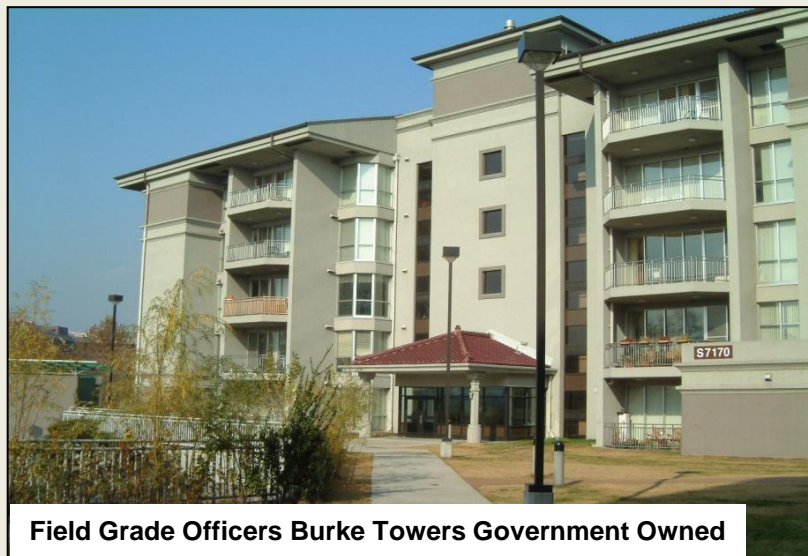
E-9 Quads Government Owned

3 Bedroom Quads style apartments with 1693 SF



Senior Officer 06 /E9 Government Owned

2, 3, 4 & 5 Bedroom homes ranging from 1795 to 3590 SF



Field Grade Officers Burke Towers Government Owned

3, 4 & 5 Bedroom Townhouses Sizes ranging from 1600 to 2000 SF



Field Grade Officers Leased Housing

2, 3, 4 & 5 Bedroom Townhomes ranging from 1248 to 1425 SF



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Hannam Village Lease Family Housing - Low Rise Company Grade Officers And Senior Enlisted E7 & E8



2, 3, & 4 Bedroom homes ranging from 927 to 2383 SF



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Renovated apartments

2, 3, & 4 Bedroom homes
Ranging from
927 to 2383 SF



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**Hannam Village
Leased Family Housing
High Rises**

Enlisted





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Renovated Apartments



Dwellings sizes

2 bedroom-880 SF

3 bedroom
1100-1130 SF,

4 bedroom
1500 – 1900 SF

5 bedroom 1900 SF



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(SOQ / SEQ)

Senior Bachelor Officer (SOQ)

O-6 & above

Senior Enlisted Quarters (SEQ)

E9

Single Quarters

Single room; 933 Sq Ft

Houses 1 Service Member

Bachelor Officer Quarters (BOQ)

CG/FG

Bachelor Enlisted Quarters (BEQ)

E7/E8

Single Studio Type

Quarters (330 Sq Ft Ea.)

Private bathroom, Kitchen and Living room.

Shared Quarters

2 Bedrooms; 225 Sq Ft Ea.

Houses 2 Service Members

❖ Shared bathroom

❖ Shared Common Area





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Bachelor Enlisted Quarters (BEQ)

Qty Rooms: 3 Spaces

Houses E-5 & E-6
Single Room; 184 SF

Houses 3 Service members

Shared Common Area

- ❖ Bathroom
- ❖ Kitchen
- ❖ Living room





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K-16 UPH (Bldg. 900)

Bachelor Officer Quarters - BOQ

54 Spaces

Houses: 1 SM per Space

654 SF per Space

Bachelor Enlisted Quarters - BEQ

90 Spaces

Houses: 2 SM per Space

220 SF per Space

Total: 144 Spaces





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Challenges

- Customer Expectations
 - 100% of our customers are Military, DA Civilians & family members
 - Authorizations v. Entitlements
- Communication
 - Language barrier when it comes to customer service
 - Getting the correct information
- Hannam Village and Burke Towers **“NO”** pet policy



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The following are specifics for handling recyclables on USAG Yongsan:



- Paper-Place in a large bag with recyclables.
- Wood-Considered non regular trash, must call for pickup at 0505 736-3419.
- Styrofoam-If it is the food type, clean it off and place in the large bag for recyclables.
- Plastic Bags-If not being used, place in the large recyclable bag.
- Cardboard-Break it down so it is flat and tie it together.
- Plastic Bottles-Rinse out and clean off food debris.
- Aluminum Cans-Rinse out and clean off food debris.
- Glass Bottles/Jars-Rinse out and clean off food debris.
- Precious Metals-Place in large bag of recyclables.
- Food Waste-Place in small, light colored bag for disposal into the dumpster.
- Electronics (Bulk or Small)-Considered non regular trash, must call for pickup at 0505 736-3419.



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•Alkaline Batteries (AA, AAA, C, D-Household type)

There are 7 drop boxes for these batteries on Yongsan and K-16.

- 1-Main Post PX near restrooms (no toner cartridges)
- 2-Mini Mall near restrooms (no toner cartridges)
- 3-Gallery near restrooms
- 4-South Post Shoppette in entrance
- 5-Cp Coiner Shoppette entrance
- 6-CAC entrance K-16 (no toner cartridges)
- 7-Shoppette entrance K-16 (no toner cartridges)

USAG-Yongsan
Directorate of Public Works
(DPW)Environmental Division
Main Post, Bldg 1398
DSN Phone: 724-6150



•Small Toner Cartridges-Can be dropped off and placed into the lower portion of some of the alkaline drop boxes at the locations listed above or dropped off on Main Post, Bldg 1398 near Gate 16.

•Toner Cartridges (all sizes)-Can be dropped off on Main Post, Bldg 1398 near Gate 16.

•Laptop Computer Batteries-Can be dropped off on Main Post, Bldg 1398 near Gate 16.

•Cell Phones, Cell Batteries and Chargers-Can be dropped off on Main Post, Bldg 1398 near Gate 16.

•Compact Fluorescent Bulbs (CFL)- broken or burned out bulbs should be taken to the Self-Help Center, Bldg 5274. The bulbs should be placed in a double plastic bag for turn-in if they are broken.



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References:

→ AR 420-1

ARMY FACILITIES MANAGEMENT

→ CTA 50-909

FIELD AND GARRISON FURNISHING AND EQUIPMENT

→ USFK REG 37-57

TEMPORARY LODGING ALLOWANCE (TLA)

→ USFK REG 210-1

OVERSEAS HOUSING ALLOWANCE



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QUESTIONS

