

03/08/2010 13:32 FAX 2026535151

OSC

017/035

ENCLOSURE 3

CUSTOMER COMPLAINT
DA FORM 5477R

Date of Complaint: 10/26/09 Time of Complaint: 0705

Organization: DPW MEO Housing Source of Complaint:
Individual: Angie Schultz/ [REDACTED]

Nature of Complaint: Customer called in to Service Order desk on Saturday with Sewage back up in bathtub. Call rerouted to police desk. Police desk got in touch with [REDACTED]. Customer told that no plumbers were on duty Saturday and it would have to wait until Sunday. Sunday no show from [REDACTED] or service personnel. Customer tried to reach [REDACTED] but no answer. Sewage is now backed up in both bathtubs and in dishwasher. Tenant needs new dishwasher replacements and sewage backup resolved. This is a health hazard and should have been taken care of immediately!

Contract Reference: C.1.24

Validation:
My findings show that the MEO contractor didn't perform the work in a timely manner that is based off the contract. If the dishwasher was changed or troubleshot within the 5 days the priority said, the toilet and tub back-up with human waste would not have occurred. This is contractor error.

Date Contractor Informed of Complaint: 10/26/2009 Name of Responsible Official: [REDACTED]
Time Contractor Informed of Complaint: 0705 Name of Responsible Official: [REDACTED]

Action Taken by Contractor (Name of Responsible Official):
CGO QAE gave Police desk an updated re-call number list. The contractor changed the dishwasher the same day. The contractor was briefed on priority codes.

Received and Validated by MEO QAE [REDACTED]

CLOSE OUT

DATE	NAME - TITLE	SIGNATURE
10/28/2009	QAE	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	COR	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

DA FORM 5477-R Nov 85

Submitted
11/1, 2009 at
0715
Dennis Ripacoli
Heath Barrows
witnessed

03/08/2010 13:32 FAX 2026535151

OSC

019/035

ENCLOSURE 4

Williamson, Leslie

From: angie S. [REDACTED]@hotmail.com]
 Sent: Friday, January 22, 2010 1:58 PM
 To: Williamson, Leslie
 Subject: RE: one question

Most specifically the stairway on building P:7 Bachelor quarters that we had discussed. They had temporarily put up a step so that our Safety office would authorize for use, but in my opinion... they should not be used still.

These are the one's that from my list were not closed out and posed a health or safety hazard but not as significant as stairs. As you can see, some of them are quite old. There are also outstanding contract requests, for replacement of the floor in 185 A that was discussed.

Most of my complaints are from the past 8 months. The fact that it took way to long to complete any of them. All of my service orders were given a level 4 priority which was the lowest level possible. It was brought up and addressed by QA as well. Having stoves take 16 days to replace because they have no one to fix or adjust them as well as refrigerators etc. Having sewage backed up in a house for 3 days is unacceptable. These items were all addressed and formal complaints written and finally fixed, but no resolution to getting the work for housing done any sooner. I found out the end of November that they had again cancelled all of my service orders at the close of the fiscal year. They were telling Superiors that they only had 35-40 housing service orders and didn't admit to cancelling until the meeting with the commander. These orders now are resubmitted with different dates so they no longer look past due. And although they are giving different priority levels to the service orders as they come in, the time frames of work getting done for housing is still unacceptable.

I hope this helps, I've been sent a copy of a letter that was sent out by the Garrison Manager in regard to complaints and service order issues all complaints to be directed to him. The tenant that sent it to me scoffed the letter stating, they still aren't doing anything.

5/7/09 television outlet tripping Unit 185 B
 6/22/09 repair floor tiles in hallway Unit 179 A
 6/22/09 install GFI in small bathroom Unit 182 B
 6/22/09 replace heating cooling selector now missing 182 B
 6/22/09 install GFI in kitchen and bathroom 21 Circle
 7/8/09 front room heater knob broken, back room heater won't turn off P27 7/12
 7/8/09 install CO2 detector P27 7/12
 10/1/09 (this was put in prior but canceled 2 x that's why dated Oct. repair tub issues -rotten drywall and plumbing prep & paint 24 C
 10/1/09 heater in room 10 never shuts off P27 10/11
 10/27/09 replace refrigerator with new 22 Circle
 11/4/09 small bath replace rotten drywall in bathroom by tub and repaint 22 C
 11/16/09 Nails sticking out of Son's bedroom door, repair 181 A
 11/19/09 heater in master bedroom inoperable 22 C

Thank you for your time and efforts in this case Leslie. I appreciate the chance to have my voice heard not only for the sake of my career but also for the tenants that are living in unsatisfactory conditions.

Respectfully,
 Angie Schultz

Subject: one question
 Date: Fri, 22 Jan 2010 13:00:52 -0500
 From: [REDACTED]@osc.gov
 To: [REDACTED]@hotmail.com

Mrs. Schultz.

After our discussion yesterday I have one question (for now). Do you remember of the outstanding service orders that were not done when you resigned whether any of them involved health or safety issues in any significant manner? Thank you.

Regards,

Leslie Williamson
Attorney, Disclosure Unit
Office of Special Counsel

Hotmail: Powerful Free email with security by Microsoft. [Get it now.](#)

03/08/2010 13:33 FAX 2026535151

OSC

022/035

ENCLOSURE 5

Housing Survey
October 2009

1. How long have you lived in Family Housing?
2 MONTHS
2. Estimate how many housing service orders you've submitted since the start of the MEO contract April 12th. (Please call housing if you need assistance, these records are on file.)
WE HAVE SUBMITTED 15, ALTHOUGH THREE ARE 28 SINCE APR 12
3. Were you happy with the outcome of the service order work performed? If no, please explain.
OF THE 7 COMPLETED WE CALLED IN:
2 WERE THE SAME WORK ORDER - YES
4 OTHERS - YES
1 - NO AND IT HAD TO BE CALLED IN AGAIN - DRAINS CLOGGED IN LAUNDRY ROOM - FLOODING THE FLOOR
4. Were your service orders completed in a timely fashion? If no, please explain.
OURS - WE STILL HAVE 8 OPEN SO THE ANSWER HAS TO BE NO
OF THE 7 CLOSED (ACTUALLY 6) - YES, EXCEPT ONE HAD TO BE CALLED IN AGAIN
5. Do you have any outstanding service orders since April 2009? What and how long? (housing has records of this if you need assistance)
THERE ARE 16 OPEN WORK ORDERS GOING ALL THE WAY BACK TO MAY
PAINTING, REPAIRS, REPLACEMENT OF DOORS, PANELS, CLOSET DOOR, DOOR STOPS, HOLES IN WALLS, BLINDS, BLOCKED DRAINS
6. Was your move-in process satisfactory? If no, please explain.
GENERALLY YES - WORKING WITH THE HOUSING MANAGER WAS EASY, GETTING REPAIRS DONE HAS NOT
7. Has the current Housing Manager done a satisfactory job? If no, please explain.
YES SHE MADE THE PROCESS SIMPLE AND QUICK AND ATTEMPTED TO PREPARE THE RESIDENCE AS MUCH AS SHE COULD, SHE EVEN DELAYED THE MOVE-IN TO HAVE THE HOUSE PAINTED INSIDE BY A CONTRACTOR

8. Overall rating this family housing 1-10, where would you rank it? Why?

8 THE HOME IS CLEAN AND LIVABLE. IT JUST NEEDS
SOME ATTENTION ON GENERAL REPAIR WORK

9. Have you lived in Government housing prior to Sierra Army Depot? How would you compare this housing to others?

YES

WOULD BE COMPARABLE TO HOUSING IN ALASKA IF WORK WAS
COMPLETED

NO COMPARISON TO FT. HOOD (THAT WAS ALL NEW QUARTERS)

10. Other problems, issues, concerns or comments regarding Sierra Army Depot Family Housing, please comment below.

WE UNDERSTAND THAT WE ARE EVEN MORE RESPONSIBLE
HERE, THEN WE WOULD BE ON OTHER POSTS, FOR THE CARE
OF OUR QUARTERS, AND WE ARE WILLING TO DO THAT
EXTRA WORK. WE ARE ALREADY DOING SOME WORK OURSELVES
SOME THINGS WE JUST CAN'T DO AND WORK ORDERS HAVE
BEEN CALLED IN

IT SEEMS AS THOUGH THERE IS NOT GOING TO BE A LOT
OF SUPPORT FROM PUBLIC WORKS UNLESS IT IS AN "EMERGENCY"
LOOKING AT OUR WORK ORDERS, IF SOME HAD BEEN COMPLETED
OTHERS WOULD NOT HAVE HAD BEEN OPENED.

IF THE DOOR STOPS HAD BEEN PUT IN THERE WOULDN'T BE HOLES IN THE WALLS
IF THERE HAD BEEN KEYS FOR THE BEDROOM DOOR THE LOCK WOULD HAVE
NOT HAD TO BE DRILLED OUT WHEN IT WAS LOCKED ON THE INSIDE AND CLOSED,
OR THE DOORKNOBES COULD HAVE JUST BEEN REPLACED
ONE SINK WAS UNUSABLE FOR 4 DAYS WHEN THE LAUNDRY ROOM WAS
FLOODING, SINCE THE DRAIN IS CONNECTED TO THE SINK DRAIN, EVERYTHING
WAS TAKEN APART ON A THURSDAY, THE JOB NOT COMPLETED UNTIL MONDAY

ALSO - WE DON'T UNDERSTAND SOME OF THE TIMES ON WORK ORDERS:
REPLACE FRIDGE - 5 HOURS WHEN THEY WERE IN OUR HOME 20 MINUTES?
REMOVE 3 SPACE HEATERS, SOME PAINT, AND A "STAND ALONE" CLOSET - 3.5 HOURS?
REPLACE AN OUTLET - 2 HOURS?

REPLACING DOORTOPS SHOWS 2 HOURS, BUT WAS NEVER DONE.

REPAIRING BACK FENCE GATE - 4 HOURS, EXCEPT THAT WE DID THAT REPAIR
YESTERDAY (WEDNESDAY)

ENCLOSURE 6

Housing Survey
October 2009

1. How long have you lived in Family Housing?

Five Years and Four Months

2. Estimate how many housing service orders you've submitted since the start of the MEO contract April 12th. (Please call housing if you need assistance, these records are on file.)

Eight that we are sure of

3. Were you happy with the outcome of the service order work performed? If no, please explain.

On two that were completed, yes we were happy with the outcome of the work.

One was not really resolved, but it was closed, and there is another work order in for the problem, although worded differently.

4. Were your service orders completed in a timely fashion? If no, please explain.

NO!

1. One work order was finally completed after over 4 years of multiple requests and patch work repair. The employee that finally completed the repair permanently was allowed the time and resources to complete the job after others had come out on at least 4 separate occasions and just done patch work. Once the patch work had failed we just put in another work order and waited.

2. Two of the work orders we have finally completed ourselves because we waited for 3 months to get it fixed and nothing was done. So we went out and bought the required parts and did it ourselves.

3. One work order we are also currently doing ourselves, again going out and buying whatever is required to complete the work.

4. Of the final two work orders, one is over 4 months old and we can probably do that one ourselves if no one shows up, and the final one is just over a month old and we could probably also do that one, but it could be difficult.

In our experience here over the years, NO work order is completed in a timely fashion unless it's an emergency. There has been no change to the support we have received either before or after the MEO contract was won by DPW. If we didn't actually know about the MEO through other sources and information, we wouldn't even know there was a contract.

5. Do you have any outstanding service order since April 2009? What and how long? (housing has records of this if you need assistance)

We have 5 open work orders that we know of.

1. Two of them were electrical problems that we finally fixed ourselves after 3 months with no resolution (a swamp cooler problem and an electrical problem). It turned out to be bad circuit breakers, so we bought new circuit breakers and put them in ourselves.

2. One is a drain problem. It is less than a month old, but is the second work order put in for that problem since April. We are currently attempting to fix the problem ourselves because we are tired mopping up the occasional mini-floods. We have purchased over 8 gallons of different drain cleaning products since June in an attempt to get the rust and sludge cleaned out of the pipes (which seems to be slowly working). Our final purchase will be of our own "snake" to just run daily down the pipes until they are finally scoured clean.
3. One is to fix an exhaust fan in a bathroom that is over 4 months old. We're not sure if we can fix this one. Maybe tape it up until something permanent can be done.
4. One is to replace the doors in the house that is just over one month old. We could also actually do most of that work, but that becomes a project if the doors don't fit.

6. Was your move-in process satisfactory? If no, please explain.

NO!!!

We moved in over 5 years ago, and the house at that time was a wreck! The Housing Manager at that time had done absolutely nothing to prepare those quarters for a new resident. The yard had not been watered since the previous resident had moved out over 9 months before. The back patio door was broken and stuck open. The floor INSIDE the house near that broken door was over an inch deep in sand with more sand spread throughout the house. Screens were broken and missing. The swamp cooler leaked badly (and did for over 2 years before it was finally fixed). The house needed painting. The kitchen cabinets were quite literally hanging off the walls ready to just fall off. The privacy fence was collapsing with the gate literally hanging on by a single nail.

And that Housing Manager's reason to us for it being in such a state of disrepair? "No one has lived in it lately."

7. Has the current Housing Manager done a satisfactory job? If no, please explain.

YES!! And I'll explain that, even though it wasn't part of the question.

Ms. Schultz, since her first week here, has done everything she can for the Family Housing area. She has worked to have irresponsible residents moved out, she's ensured that everyone is kept informed on what's going on with Depot that affects Housing, and she is always communicating with the residents. She even sent out asbestos reports when the old headquarters building was torn down. That is something never done before, while we have been here, when buildings were being torn down.

She has prepared every vacant home for the next resident to move into. Because we live here we know and notice when a home is empty. And we see people preparing the houses, repainting, putting in new cabinets, replacing appliances, making general repairs, or whatever else she can get done to prepare the home for the next resident. And she won't allow a new resident to move into until the quarters are prepared to her satisfaction, not just the "job done".

From speaking her on occasion, like when paying the rent or just being in the building, I see her passion, enthusiasm, and zeal for her job and her responsibilities.

She is always going through the Housing area, checking the homes, speaking to the residents, and working to improve what she can. She allows every family here to have the freedom of living in a home, and at the same time ensures that we all are within Army Housing Regulations.

8. Overall rating this family housing 1-10, where would you rank it? Why?

8

I only rank it that high because of the improvements we've seen since Ms. Schultz took over. If she were not here, it would be a 5 or less because of the general lack of support from anyone for the Housing area prior to her arrival.

We have always been able to get the basic supplies provided by all Posts that assist in the maintenance and improvement of Housing, usually at the end of the Fiscal Year when there is "extra" money to spend. But work orders to maintain Housing generally take months to complete, if they are not cancelled. The basic supplies provided just don't assist us with completing those work orders. So we do the work orders ourselves when we can.

We have invested over \$6000 and literally thousands of hours into our home in order to maintain and improve it. We have no problem with that because it is our home. But there are some things that we can't do, no matter what the "cost" is. We just don't have either the technical expertise or the required supplies to do those things. That is when we put in the work orders that we already know are going to take months to complete and hope that one day someone will show up to do the work.

9. Have you lived in Government housing prior to Sierra Army Depot? How would you compare this housing to others?

Yes, we have lived in Army Housing seven separate times, on five different Posts.

The Housing Manager here is equal to, and in some cases better, than Housing Management on other Posts. Because the Housing area here has only something like 25 units, she does not have to spread her responsibilities across hundreds of units in different areas, but can instead concentrate on this one area. And she has been doing that very well. Instead of sitting in an office like they did at Ft. Hood, she actually goes out the door and into the Housing Area.

The Housing is in most cases comparable to Army Housing we have lived in prior to coming to Sierra. At Fort Hood we actually lived in quarters that were almost exactly like the ones we live in here. These units may be called "substandard", but based on our history with Army Housing, they are just about what "old" housing has always been. Something that if the residents and DPW maintain, is anything but substandard.

And because there are so few units to support, it makes all of the issues glaringly obvious here. Based on living in all those other Army locations and comparing them to here is actually pretty easy. On other Posts DPW supported the Housing Areas. Here the support is generally minimal, to the point that most support takes an extended period of time (months) unless there is an emergency. We know of work orders that have just out and out been cancelled (right after the change of command for our present commander is one example) with no explanation given. In past years, under a different Housing Manager, we called Housing to request a work order be placed, and never heard from either the Housing Manager, or DPW, on the status of the work

order, only to find out there was never a work order initiated. On several occasions I had to physically walk into the Housing office to request a work order because of the lack of response to phone calls or emails.

While most of the actual DPW employees themselves don't seem to mind working on Housing work orders (and there are of course even exceptions to that), it seems as though there is a management problem when it comes to housing. This makes no sense, since Housing is part of their MEO contract that they bid on.

There was also a failure of prior Managers to follow Army Regulations when it comes to who actually lives in Family Housing, with the key words being FAMILY HOUSING. That is a problem that continues even now but is apparently something that has been "grandfathered" and taken out of the control of the present Housing Manager.

Single people that work on Depot are not living in "Bachelor Quarters" or off Post like they would be required to on other Posts, but instead are living in the Family Housing area. It also seems as if there are some people that have been extended considerations that others don't receive. We have seen people in the past that divorced and they were required to vacate their residence because they were now "single", but at almost the same time another person was given a residence because he was actually getting a divorce. We have seen and I have worked with people that have asked to live in Family Housing and were told no because "they weren't married", but again, at almost the same time, a residence was given to another single person. It seems as though there is a Housing privilege extended not to all, but just to selected people, based apparently on either their position or "who they know". There are families that have requested to live on Post that have been placed on a waiting list while residences that those families could have occupied were instead given to a single individual.

10. Other problems, issues, concerns, or comments regarding Sierra Army Depot Family Housing, please comment below.

We have been in Family Housing for several years now and we've seen and heard what is going on here. We understand that there are those that would rather that these houses be torn down rather than to be "bothered" with them. But what is not understood by these same people is that for a lot of us, this is our HOME!

Our place is no different than anyone else's home in Reno, Susanville, Janesville, or anywhere else. Not a place we're just renting because it's "sub-standard", and not like Indian Housing, a dump to live in until something "better" comes up. It is the place that the Army allowed us to make our home while we are employed here, and we have done just that, made it our home. It is the place we take pride in, maintain, and even improve, as much as we can.

On other posts we have lived, the residents, Housing, and DPW have all worked together to ensure that homes didn't have continued problems, or high costs because of neglect, vandalism, poor maintenance by the families, or to be allowed to fall into disrepair, and part of the agreement with most posts was to leave it in better condition than it was when you moved in. When we moved to this post we saw a completely different attitude than we had ever seen on other posts, and that attitude of toward these homes continues today.

The Housing Manager at that time we came here didn't care about the homes, and it was evident when we were shown the home we were going to move into. My wife was literally in tears at the condition of the house when we were shown it. We had NEVER seen Army housing in that kind of condition. But we worked at it, and the employees at DPW did what they could, when they could, to get the house back up to some kind of livable condition.

We have a new Housing Manager that is trying doing her job right. She's following regulations, ensuring that the families follow the rules, she supports us with what she can, and she is trying to ensure that these homes are maintained, and apparently she is also requesting that DPW do the same.

Over the years we've had DPW employees working in our area, at other homes, and at our home, and we talk to them whenever we can. And since most of these conversations are "just between you and me", we get a sense of what is happening.

And what we hear and understand is that there are those at DPW, and here on Depot, that would rather just tear everything down because it's too much of a "bother" to take care of.

Mission takes priority over everything on Depot, and we understand that. But it seems as though Mission is being used as an excuse for justifying the tearing down of Family Housing, with the reasoning that working in Housing takes the people at DPW from their Mission requirements. That doesn't seem possible to us as there are work orders that are months old in Housing, and when they are finally worked there are more than enough people to do the work (i.e. 4 people delivering a refrigerator, 2 people replacing an electrical outlet cover, 4 people replacing a sliding glass door, or 4 people on a roof

servicing a swamp cooler) . If doing work orders in the Housing area takes away from the Mission, then why does DPW assign so many people to do work orders that should take a lot fewer than are assigned? We've seen DPW personnel called while they were working in the Housing area and sent out to the Mission area because of a sudden requirement out there, and yet they were only gone for a short time and came back to finish the job in Housing. Or half the crew went out to the Mission area while the rest remained and completed the work.

Family Housing is self sustaining; we pay our maintenance costs through our rent. DPW bills housing for any maintenance done, so we aren't taking anything away from Depot financially. And based on the number of personnel it takes to get some of these work orders done, DPW is not only being paid pretty well for the work, they are keeping their employees busy by overloading the work crews.

There have been complaints that Housing work orders are "messing up" the MEO contract at DPW. We had understood when DPW won their contract bid, Family Housing support was a part of that contract. And if it is, it shouldn't be possible for Housing to "mess up" anything since it is part of the contract. If there are problems with meeting the conditions of the contract, then they should be tracking the work orders to justify changes or adjustments to the contract, instead of insisting that Housing is the problem and should be torn down. If they just can't meet the contract they bid on, then the answer is NOT to punish the residents and tear Housing down in order to meet their contract.

The answer might be to allow the Housing Manager to contract her own support for maintenance, and have DPW readjust their MEO contract so Housing support is not part of it. Or maybe to even have a separate support contract between DPW and Housing in order to allow DPW to employ enough personnel to not only support housing, but work the Mission side when they are not busy on their primary contract.

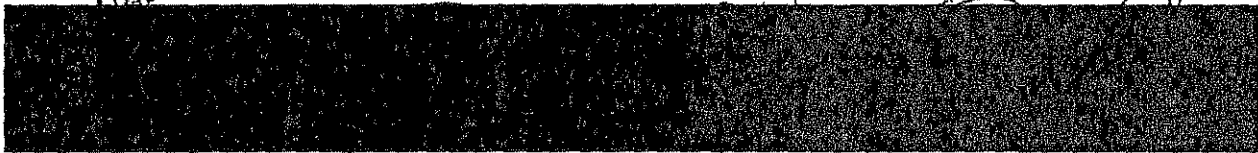
On other Army posts we have served on, if there were issues at DPW, the answer wasn't to tear down houses down in order to make their contract "fit". They readjusted their job priorities, time management, and personnel assignments and employment, and if none of that worked, they readjusted their management. They didn't make excuses that Housing interfered with their contract when Housing was a part of that contract.

There are those that don't care, just "tear 'em down". But it wouldn't just be a building they would be tearing down for a lot of us. It would be our home.

I wonder how those people that want to tear our homes down would feel if the city or county they lived in decided to plow their homes under because it was just too much of a problem to take care of the roads, water, sewer, and electrical lines that those residents pay to maintain. And all because someone at the city or county Public Works office made the decision there were other, more important, Public Works jobs that had to be done. And even though it was all under the same contract with the residents and the city or county, because it interfered with the Public Works ability to fulfill their contract to the city or county, the people's homes had to be torn down.

ENCLOSURE 7

CUSTOMER COMPLAINT D.A FORM 5477R	
Date of Complaint: 10/19/09	Time of Complaint: 1106
Source of Complaint	
Organization: DPW MEO Housing	
Individual : Angie Schultz & [REDACTED]	
Nature of Complaint: Service order put in on 10/5/09 to replace igniter on stove, tenant called to complain that no one has called or made the repair to the stove. We are now 15 days past due on this order. Service order number 6064	
Contract Reference: C.1.24 and I-5.8.4 QC Plan	
Validation: I-5.8.4 Stoves and refrigerators are repaired as a Priority 2 SO The contractor prioritized the SO correctly. The qualified technician not performing work based off Priority Code. The complaint is correct for a priority 2 should be completed by the next available qualified craftsman.	
Date Contractor Informed of Complaint: Name of Responsible Official	Time Contractor Informed of Complaint: Name of Responsible Official
[REDACTED]	09-10 10/20/09
Action Taken by Contractor (Name of Responsible Official) [REDACTED] Contractor agrees that two weeks is too long to accomplish the mission. The contractor says the issue will be resolved by COB 10/20/09.	
Received and Validated by MEO QAE [REDACTED]	
CLOSE OUT	
DATE	NAME -TITLE
DATE	SIGNATURE
QAE [REDACTED]	



ENCLOSURE 8

CUSTOMER COMPLAINT DA FORM 5477R	
Date of Complaint: 10/19/09	Time of Complaint: 1110
Source of Complaint Organization: DPW MEO Housing Individual: Angie Schultz & [REDACTED]	
Nature of Complaint: Work order submitted on 10/7/09 for oven not heating properly. Personnel arrived end of day 10/15/09 to inform me that they don't have the knowledge to adjust thermostats on oven and they can only replace oven with new. I told them do what it takes to fix the issue since tenant cannot use oven the way it is. 10/19/09 Customer called to complain that oven has not been fixed or swapped out. 13 days out of service is unacceptable. S/O 104	
Contract Reference: C.1.24 and 1-5.8.4 QC Plan	
Validation: 1-5.8.4 Stoves and refrigerators are repaired as a Priority 2 SO The contractor prioritized the SO correctly. The qualified technician not performing work based off Priority Code. The complaint is correct for a priority 2 should be completed by the next available qualified craftsman.	
Date Contractor Informed of Complaint: Name of Responsible Official [REDACTED]	Time Contractor Informed of Complaint Name of Responsible Official 0940 10/20/09
Action Taken by Contractor (Name of Responsible Official) Contractor agrees that two weeks is too long to accomplish the mission. The contractor says the issue will be resolved by COR 10/20/09. [REDACTED]	
Received and Validated by MEO QAE [REDACTED]	
CLOSE OUT	
DATE	NAME -TITLE
	SIGNATURE
QAE	[REDACTED]





U.S. OFFICE OF SPECIAL COUNSEL
1730 M Street, N.W., Suite 218
Washington, D.C. 20036-4505

FACSIMILE COVER SHEET

TO:

Name: The Honorable John M. McHugh	
Title: Secretary	
Organization: Department of the Army	
Office / Location: Washington, D.C.	
Telephone: [REDACTED]	Fax: [REDACTED]

FROM:

Name: William E. Reukauf, Associate Special Counsel	
Organization: Office of Special Counsel	
Office / Location: Washington, D.C.	
Telephone: (202) 254-3636	Fax: (202) 653-5151

Date: March 8, 2010	Number of pages, including this cover sheet: 35
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Message: Original and enclosures to follow by Federal Express delivery

If you did not receive the total number of pages shown, please call Denise Toney at (202) 254-3632.

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Tab 2

No redaction needed

for AR 420-1

Army Regulation 420-1

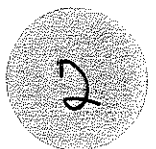
Facilities Engineering

Army Facilities Management

Rapid Action Revision (RAR) Issue Date: 28 March 2009

Headquarters
Department of the Army
Washington, DC
12 February 2008

UNCLASSIFIED



Chapter 3 Housing Management

Section I Introduction

3-1. Overview

This chapter provides policies, procedures, and responsibilities for the management and operation of the Army's permanent party housing programs. It addresses Government-owned and -controlled Army Family housing (AFH) to include general/flag officer's quarters (GFOQ) and Government-owned and -controlled unaccompanied personnel housing (UPH) for permanent party (PP) personnel (UPH(PP)) to include barracks. It also addresses the engineering, resource, and furnishings management programs related to housing. It addresses management of the Residential Communities Initiative (RCI) Program. It provides guidance on establishing and administering rental rates for Government-owned and -controlled housing and charges for related facilities. It includes policy and procedures for housing managers to effectively support the housing requirements of mobilization efforts.

3-2. Applicability

This chapter applies to the Active Army, the Army National Guard of the United States (ARNGUS), Army National Guard (ARNG), and the U.S. Army Reserve (USAR), except as follows:

- a. Civil works housing under control of the Corps of Engineers.
- b. Family housing for caretakers at national cemeteries.
- c. Military Assistance Program and Military Assistance Advisory Group housing activities except for accounting procedures set forth in DOD Regulation 7000.14-R series.
- d. Family housing transferred to other Government agencies by permit.
- e. Family housing at Kwajalein.
- f. Army National Guard Family housing and unaccompanied personnel housing facilities and related furnishings.
- g. U.S. Army Reserve Family housing facilities and related furnishings.
- h. Recreational housing.
- i. Housing furnishings support for reception centers and confinement centers.
- j. Military treatment facility lodging such as Fisher Houses.
- k. Army lodging.
- l. The residence portion of the U.S. Military Academy's Cadet Chapel except for the necessity to collect rent for shelter and services provided in accord with OMB Circular A-45 and section XV of this regulation.

3-3. Chapter exponent

The exponent for this chapter is the ACSIM (DAIM-ISH).

3-4. Chapter responsibilities

The following responsibilities are in addition to the general responsibilities identified in paragraph 1-4.

- a. The ASA(I&E) will—
 - (1) Provide overall policy and program direction for housing programs.
 - (2) Manage the RCI Program.
- b. The Assistant Secretary of the Army (Financial Management and Comptroller) (ASA(FM&C)) will—
 - (1) Provide overall policy for management of appropriated funds (APFs).
 - (2) Control AFH and Military Construction, Army (MCA) appropriations' funds.
 - (3) Manage the Army budget as Appropriation Sponsor per AR 1-1.
 - (4) Provide direction on fiscal policy and economic analysis.
- c. The Assistant Secretary of the Army (Manpower and Reserve Affairs (ASA(M&RA))) will provide overall policy for nonappropriated funds.
- d. The ACSIM will—
 - (1) Be the program manager for the AFH and MCA appropriations.
 - (2) Serve as the functional manager for the AFH and UPH programs including the UPH Management Account of the Operation and Maintenance, Army (OMA) appropriation.
 - (3) Develop policy and procedures for the administration, operation, and management of the Army's housing programs.
 - (4) Provide staff supervision for operating and managing the Army's Housing Services (HS) Program and Equal Opportunity in Off-post Housing (EOOPH) Program.
 - (5) Serve as the Department of the Army (DA) proponent for developing, preparing, and maintaining DA publications which provide policy, guidance, and direction on Army housing programs.

(6) Coordinate any exceptions to personnel housing policies contained in sections III, IV, and VI of this regulation with the Deputy Chief of Staff, G-1.

(7) Coordinate any exceptions to construction execution and rental rates for Government-owned and -controlled housing and charges for related facilities with HQ U.S. Army Corps of Engineers.

(8) Determine housing requirements. Validate space requirements to house Soldiers for mobilization, contingencies, operations other than war, and deployments.

(9) Develop and manage a housing management civilian career program for housing personnel.

(10) Manage the housing furnishings program (see para 3-68c for specific details).

(11) Manage the Army's housing leasing program (see para 3-85 for specific detail).

(12) Manage GFOQ intensively per Congressional direction (see para 3-97 for specific detail).

(13) Evaluate the effectiveness of Army housing programs.

(14) See also paragraphs 3-55d(1) for service order priority system.

Evaluate the effectiveness of Army housing programs.

e. The Deputy Chief of Staff, G-1 (DCS, G-1) will—

(1) Set forth policy on the following:

(a) Eligibility for, assignment to, and termination from housing.

(b) Adequacy standards for housing livability.

(c) Military compensation issues related to housing.

(d) Off-post HS and EOOPH programs.

(2) Serve as the proponent agency for personnel housing policies set forth in sections III, IV, and VI of this chapter.

f. The Commander, U.S. Army Corps of Engineers (USACE) will—

(1) Serve as the Department of Defense (DOD) Construction Agent responsible for the design and construction of military construction (MILCON) facilities where designated by the Office of the Secretary of Defense (OSD).

(2) Manage the design, construction, and real estate activities associated with the MILCON program.

(3) Develop policy and procedures for establishing and administering rental rates for Government-owned and -controlled housing and charges for related facilities.

(4) Determine rental rates for Government-controlled and -sponsored housing and related facilities in the Continental United States (CONUS), Hawaii, and Alaska.

(5) Locate, negotiate, and execute housing leases in the United States.

g. Chief, Army Housing Division (AHD), U.S. Army Installation Support Management Activity (USAISMA) is under the control of the ACSIM's Director of Facilities and Housing. The Chief of the AHD will serve as advisor and responsible official for the ACSIM in matters pertaining to the day-to-day operation and management of Army programs for permanent party housing (that is, AFH and UPH(PP)). As such, the Chief will—

(1) Perform all responsibilities as AFH Appropriation Manager for Requirements Determination per AR 1-1.

(2) Perform all responsibilities as AFH manager for program and performance per AR 1-1.

(3) Prepare all AFH construction (AFHC) and AFH operations (AFHO) budget exhibits for submission through the Deputy Assistant Secretary of the Army for Installations and Housing (DASA(I&H)) to the ASA (FM&C).

(4) Perform as functional manager for the execution of Army programs for permanent party housing.

(5) Develop and maintain the Army's permanent party housing master plans.

(6) Validate requests for acquisition of permanent party housing.

(7) Serve as functional manager for Armywide, permanent party housing information systems support for the ARSTAF and the IMCOM, its regions, and their installations.

(8) Serve as DA staff proponent for all matters relating to housing career program management.

(9) Serve as DA staff proponent for housing professional training.

(10) Develop, prepare, and maintain for the ACSIM DA publications which provide policy, guidance, and direction on Army permanent party housing programs.

h. The Commander, IMCOM will—

(1) Accomplish integrated execution of installation management related policies, plans, and programs as developed and promulgated by the ARSTAF.

(2) Fund the garrisons.

(3) Disseminate planning, programming, and budgeting guidance as prepared by the ARSTAF.

(4) Seek Armywide installation management initiatives and standardize implementation of those initiatives. Provide housing expertise and site assistance visits to assist installations in resolving specific housing issues as needed.

(5) Ensure that the regions provide standard levels of service across the Army. Oversee the staffing, administration, management, and operation of their housing programs per this regulation.

(6) Assign functional proponents for determination and validation of regional requirements for permanent party housing.

(7) Prepare and submit program objective memorandum (POM)/Budget Estimates Submission (BES) input for consolidation and HQDA approval.

(8) Prioritize non-mission related projects

(9) Perform regional AFH mid-year execution/reallocation review.

(10) Evaluate the effectiveness of their housing programs.

(11) Oversee the management of their housing furnishings program (see para 3-68c for specific detail).

(12) Implement the Army's housing leasing program (see para 3-85 for specific detail).

(13) Serve as the headquarters, Department of the Army (HQDA) level integrator between HQDA functional proponents and the field.

(14) Coordinate the identification of the services to be provided and the standards to be met.

(15) Oversee the management of GFOQ on an intensive basis (see para 3-97b for specific details).

(16) Ensure that installation actions submitted to higher headquarters conform with this regulation.

(17) Monitor the development of the housing portion of installation mobilization plans.

i. Garrison commanders will—

(1) Provide adequate permanent party housing facilities and services.

(2) Operate and manage their permanent party housing programs per this regulation.

(3) Manage their utilization of permanent party housing.

(4) Manage their housing inventory.

(5) Manage their housing furnishings program (see para 3-68c for specific detail).

(6) Participate in the execution of the Army's housing leasing programs (see para 3-85 for specific detail).

(7) Manage their mobile home parks (see sec XII of this chapter for specific detail).

(8) Manage their GFOQ on an intensive basis (see para 3-97d for specific detail).

(9) Provide housing services both to help DOD personnel and their Family members locate acceptable, affordable, and nondiscriminatory housing in the local community and to provide an orientation to housing in the local community. Ensure that all assignment orders for personnel governed by this regulation contain the following statement in the special instruction paragraph: "You are required to report to the Housing Services Office serving your existing and new duty stations before you make housing arrangements for renting, leasing, or purchasing any off-post housing."

(10) Transfer functions in accord with the RCI process where applicable.

(11) Oversee preparation of the Housing Appendix to the Engineer Annex of the installation mobilization plan (IMP), where required.

(12) Maintain and provide information from the installation's housing information systems database.

(13) Support their mobilization missions and training requirements.

(14) Ensure that all facilities used for housing, both owned and leased, are included in the real property inventory (RPI). Housing owned by a private entity, but on Government owned lands will also be included, but with a special code.

(15) Develop, promulgate, and implement a formal SO maintenance priority system for their installations.

(16) Manage the Army mobile home parks (see paras 3-91b and 3-93b).

j. Commanders of ACOMs, ASCCs, and DRUs will—

(1) Establish liaison between assigned military units and IMCOM.

(2) Monitor service accomplishment through the chain of command.

(3) Ensure that installation mobilization plans support their mobilization missions.

(4) Prioritize mission related projects.

3-5. Statutory authority

Statutory authority for this chapter is derived from Titles 5, 10, 15, 18, 29, 31, 37, and 42 of the United States Code (USC), Executive Orders, the Code of Federal Regulations (CFR), Federal Acquisition Regulations (FAR), and issuances from the Office of Management and Budget (OMB) and the General Services Administration (GSA).

3-6. Policy overview

3-6 a. Housing objectives.

(1) *Basic housing groups.* The Army's overall housing program encompasses the management of two basic groups of housing. These are permanent party housing and Army lodging. Family housing and UPH for permanent party personnel, to include barracks, comprise permanent party housing. Army lodging consists of temporary short term housing for transient personnel and authorized guests. (Note. This housing was formerly referred to as UPH temporary duty (TDY) (UPH(TDY)) and guest housing.)

(2) *Permanent party housing.* Permanent party housing is addressed in this regulation. The objective of Family housing and UPH(PP) is to provide adequate housing for eligible military and DOD civilian personnel who are

permanently assigned or attached to installations or to activities located within a one-hour commute of an installation (see paras 3-14a; 3-14d; 3-14e; and 3-18b through 3-18f).

(3) *Army lodging.* Army lodging is addressed in AR 215-1. The objectives of Army lodging are as follows:

(a) Provide accommodations to military and DOD civilians visiting installations in TDY status and to other authorized guests.

(b) Provide short-term accommodations for—

1. Military personnel and/or their families arriving or departing installations incident to permanent change of station (PCS).

2. Department of Defense civilian personnel and/or their families outside CONUS (OCONUS) arriving or departing installations incident to PCS.

3. Other authorized guests.

b. *Entitlements.*

(1) *Housing.* Assignment of Government housing to permanent party personnel is not an entitlement. Permanent party personnel are entitled to housing allowances to secure private housing in the civilian community if Government housing is not provided.

(2) *Furnishings.*

(a) *Family housing.* Persons eligible for Family housing have no legal entitlement to Government-provided furnishings. Furnishings are provided when it is considered in the best interest of the Government.

(b) *Unaccompanied personnel housing.* Personnel assigned to UPH are authorized Government-provided furnishings.

c. *General policies.*

(1) All housing facilities, services, and programs will be operated in support of the Army Communities of Excellence (ACOE) program so as to improve the quality of life and provide comfortable places for people to live. Continued qualitative improvement is the yardstick for measuring excellence.

(2) The private sector is normally relied on as the primary source of housing. The Government will provide housing only where private sector housing is not available, is too costly, or is substandard. Exceptions are for military necessity (see DOD 7000.14-R, vol 2B, chap 6, para 060105.B).

(3) Housing Services (HS) will be provided to locate adequate housing in the civilian community. Installations must certify that they have actively pursued off-post housing within the housing market area (see paragraph 3-108).

(4) Off-post housing will be provided on a nondiscriminatory, equal opportunity basis regardless of race, color, religion, national origin, gender, age, disability, or familial status (see DODI 1100.16, para 4.1).

(5) Provisions for providing housing facilities accessible to physically handicapped individuals will be in accord with the Uniform Federal Accessibility Standards (UFAS).

(a) For military Family housing, at least five percent of the total inventory but not less than one unit (on an installation-by-installation basis) of all housing will be accessible or readily and easily modifiable for use by persons with disabilities. Common areas such as, parking, play areas, streets, and walks, and common entrances to multi-unit buildings and facilities will be designed and built to be accessible. In addition, persons with disabilities must have access to programs and activities conducted in public entertainment areas of Government Family housing units and in support facilities provided for Government Family housing residents.

(b) UPH for able-bodied military personnel only need not be designed to be accessible to physically handicapped individuals, but adaptability is recommended since the use of the facility may change with time.

(6) In general, housing managers will make decisions on the basis of the "prudent landlord" concept, that is, consider whether a prudent landlord in the private sector would take a proposed action.

(7) Residents of housing facilities may be held liable for damage to any assigned housing unit, or damage to or loss of any equipment or furnishings assigned to or provided such residents if the damage or loss was caused by the negligence or willful misconduct of the residents or their Family members or guests. This includes loss or damage caused by pets (see para 3-64).

(8) The basic Self-Help Program, which is in concert with the prudent landlord concept, optimizes the use of scarce resources and gives residents a feeling of homeownership and will be employed to the maximum extent practicable.

(9) Soldiers or DOD civilians who are stationed in a foreign country, and whose housing status is not the acknowledged responsibility of any other DOD component or Government agency program, shall be supported by the Military Department that has construction agent responsibility for that country.

(10) Housing managers at all levels will be aware of Federal, State, and local resources/assistance available for detecting and reducing drug-related (including alcohol) incidents in on- and off-post housing.

(11) Soldiers will be paid a partial dislocation allowance (DLA) to occupy/vacate Government Family housing at a permanent duty station for the convenience of the Government (see 37 USC 407(c) and Joint Federal Travel Regulations (JFTR), para U5630-B.15).

(a) A partial DLA must be provided to a Soldier who is ordered for the convenience of the Government to occupy/vacate Government Family housing due to—

1. Privatization.
2. Renovation.
3. Any reason other than a PCS.
- (b) Partial DLA is not authorized for—
 1. Local moves from Government Family housing upon separation or retirement.
 2. Moves incident to PCS.
 3. Moves for the convenience of the Soldier to include moving from off-post to on-post (unless Soldier is key and essential), promotion, and change in Family size or bedroom requirement.
 4. Voluntary moves initiated by the Soldier for reasons of pending divorce or Family separation.
 5. Moves due to member's misconduct.
- d. *Centralized housing management.*

(1) Each installation responsible for operating and maintaining a Government housing inventory will have a centralized housing office which should be a separate organizational entity. This office should be headed by a full-time professional housing manager in the GS/GM-1173 housing management career program. At smaller installations, housing functions may be combined with other functions; however, responsibilities for housing functions will not be fragmented.

(2) The installation housing manager serves as a channel of communication between the garrison commander and the housing residents. This ensures a "check and balance" between what the installation provides and what is acceptable to the residents.

(3) HS will be an integral part of the housing management office. If an installation has no housing inventory, HS will be obtained from another installation in the area or by combining HS responsibility with some other installation function which is logically related to housing.

e. *Staffing.*

(1) Housing offices will be staffed and operated by permanently assigned personnel trained in professional housing skills. Staffing will be done in accord with approved staffing guides.

(2) The Housing Services Office (HSO) will be sufficiently staffed to permit execution of the HS program mission.

f. *Commercial Activities Program.* Housing responsibilities and workload may be separated into contractible and noncontractible categories based on projecting those functions which must be performed by Government employees. The policies, procedures, and responsibilities for carrying out the CA Program are prescribed in AR 5-20.

g. *Exceptions and waivers.*

(1) This regulation imposes requirements upon the Army and its activities, installations, and personnel. These requirements derive from the following:

- (a) Public Law, that is, statutory requirements.
- (b) Congressional direction, often given the force of law.
- (c) Directives from higher authority, such as the Executive Office of the President, the Office of Management and Budget (OMB), and the Office of the Secretary of Defense (OSD).
- (d) Direction from Army leadership, such as the Secretary of the Army (SA), the Chief of Staff, Army (CSA), and their staffs.

(2) The requirements which flow from (1)(a) through (c), above, describe certain limits within which the Army must operate. The requirements which derive from (1)(d), above, also define limits. These latter limits have been learned from experience. They are not intended to be restrictive, but are necessary for one or more of the following:

- (a) Effective establishment of priorities.
 - (b) Control of programs and resources.
 - (c) Operational needs of higher level headquarters in justifying and defending the resource needs of housing.
 - (d) Armywide consistency in dealing with personnel.
- (3) Statutory requirements, cost limitations, dollar thresholds, quantity constraints, approval authority levels, and reporting requirements identified in this regulation must be observed.

(4) Requests for exceptions to policy or waivers in permanent party housing operational matters will be sent through command channels to the Assistant Chief of Staff for Installation Management, at HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600. Requests for exception to policy will be forwarded by the ACSIM to the ASA(I&E) for approval.

(5) Requests for exceptions or waivers on matters listed below will be sent through command channels to the Deputy Chief of Staff, G-1 at HQDA (DAPE-HR-PR), 300 Army Pentagon, Washington, DC 20310-0300.

- (a) Housing eligibility.
- (b) Assignment to and termination from housing.
- (c) Housing adequacy standards.
- (d) Housing equal opportunity programs.
- (e) Military housing compensation.

(f) Housing Referral Services.

Section II Financial Management

3-7. General

3-7a a. *Scope.* This section prescribes policies and procedures for the management of funds appropriated or otherwise made available for Army permanent party housing programs.

3-7b b. *Financial management responsibilities.* Housing financial management is a shared responsibility at all levels. In coordination with the Director of Resource Management (DRM), or equivalent, housing managers will—

- (1) Manage housing resources and assets.
- (2) Carry out financial management policy and procedures.
- (3) Plan, develop, and coordinate current and long-range programs.
- (4) Develop and justify housing budgets.
- (5) Ensure the validity and accuracy of housing requirements documentation.
- (6) Ensure maintenance and oversight of the Army's fiduciary interest in housing under the Military Housing Privatization Initiative (MHPI) to include the application and use of resources for the benefit of its Soldiers within the framework of the partnership between the Army and an eligible entity (see para 3-110 for details on privatized housing).

(7) Review and analyze housing financial programs to include the following:

(a) Establishing, collecting, and maintaining cost and performance data in enough depth and detail to justify the programs before advisory and review committees.

(b) Ensuring validity of charges and accurate measurements of performance for housing regardless of degree of responsibility.

(c) Monitoring cost limitations to prevent violations.

(d) Recommending the distribution and use of AFH and OMA housing funds.

(e) Ensuring cost-effective and efficient use of resources.

3-7c c. *Funding sources for housing programs.* Housing programs have the single goal of adequately housing authorized personnel. To do this, resources are necessary to construct, or otherwise acquire facilities; to operate and maintain these facilities; and, in some cases, to provide furnishings for these facilities. Resources come from the following:

(1) *Appropriated funds.*

(a) Congress authorizes and/or appropriates funds for permanent party and transient housing. The four APFs associated with Army housing programs are AFHC; AFHO; MCA; and Operation and Maintenance, Army (OMA).

(b) Army Family housing, MCA, and the real property related accounts of OMA constitute the facilities accounts. These accounts are appropriately integrated and balanced in the planning, programming, and budgeting phases of the Planning, Programming, Budgeting, and Execution (PPBE) process. Once the budget request is submitted to and approved by the Congress, however, the balancing process ceases and each appropriation is executed independently of the others. Transfers among accounts within the OMA appropriation, however, are common occurrences.

(c) The OMA appropriation has several base operations accounts which are related to housing programs. These are as follows: Operation of Utilities; Real Property Maintenance; Minor Construction; Engineering Support; Environmental Compliance, Pollution Prevention, and Conservation Programs; and UPH Management. OMA is used to operate and maintain UPH(PP).

(2) *Nonappropriated funds.*

(a) The NAFs derive from sources other than monies appropriated by the Congress. NAFs come mainly from fees and charges for services provided to military personnel, their Family members, and authorized civilians. NAFs may be used when authorized and only where APFs are not authorized or where APFs are authorized but are not available.

(b) The NAFs must be administered through a duly authorized, properly organized NAF instrumentality (NAFI) established, administered, and operated per AR 215-1. In the case of UPH(PP), fees generated from occupants for housekeeping services will be deposited in a lodging facility NAFI. These revenues will be used to pay the cost of limited housekeeping services for UPH(PP).

d. *Family housing, Army appropriation.*

(1) The annual MILCON Appropriations Act and the DOD Authorization Act authorize and appropriate funds in the Family Housing, Army appropriation. Commonly known as AFH, it is composed of two separate appropriations. The AFHC appropriation has projects similar to MCA. The AFHO appropriation has Operations, Maintenance, and Leasing programs similar to OMA. The AFHC and AFHO accounts are described in DFAS-IN Manual 37-100-FY, and are updated every year by OASA(FM&C) to reflect approved operating accounts and construction projects.

(2) By statute, Family housing funds may be used only for Family housing. No OMA or other appropriation or funds may be spent on Family housing facilities except as set forth in paragraph 3-7f(4), below. Requests for other exceptions may be submitted to HQDA (DAIM-ISH).

e. *Military construction, Army appropriation.* The MCA appropriation provides for construction of UPH. MCA also provides investment equity and subsidies for the unaccompanied personnel housing Privatization Program. MCA funds may not be used for Family housing.

f. *Defense appropriations.*

(1) As the MILCON Appropriations Act contains the separate AFH and MCA appropriations, the Department of Defense Appropriations Act contains an array of separate appropriations such as OMA; Military Personnel, Army (MPA); Research, Development, Test, and Evaluation (RDTE); and Other Procurement, Army (OPA). While there are provisions for transfer of funds among the appropriations contained in the Department of Defense Appropriations Act, these funds can be neither transferred to fund Family housing requirements, nor can Family housing funds be used to pay for other requirements.

(2) Where the garrison commander directs the emergency relocation of Army personnel and their families because their dwelling units are uninhabitable, the Army may pay for those excess lodging and subsistence costs with appropriated funds. Under such circumstances, the Army may expend OMA funds to pay for commercial lodging expenses resulting from the order to vacate Government housing. In addition, OMA funds may be expended to reimburse dislodged Soldiers for costs that directly resulted from the requirement to vacate Government housing and were necessary to provide temporary habitation.

(3) Military personnel directly assigned to Family housing management activities will be accounted for as an unfunded cost within the Family housing cost structure. They are funded from MPA.

(4) While maintenance and repair (M&R) costs of a Family housing unit diverted to UPH use will be charged to the AFH appropriation, operating costs, including utilities, services, and furnishings, will be funded from the OMA appropriation.

g. *Combined funding.*

(1) Each type of housing facility has a specified fund source authorized for its construction, M&R, and operation (table 3-1).

(2) Army Family housing funds will be used only for Family housing

Table 3-1
Funding sources for housing programs by housing type

Housing Program	Housing type	
	Family housing	UPH(PP)
Construction	AFHC	MCA/OMA (see note 1)
M&R	AFHO	OMA (see note 1)
Operations	AFHO	OMA (see note 2)
Leasing	AFHO	OMA
Privatization	AFHC and AFHO (see note 3)	MCA (see note 4)

Notes:

¹ Minor construction may be OMA funded. Refer to 10 USC 2805 for limitations.

² Includes the OMA (****96.CE and ****96.90 accounts and the ****79.J0 and ****79.M0 accounts).

³ Funds are transferred from AFHC to the DOD Family Housing Improvement Fund and AFHO funds are used for RCI program management/oversight.

⁴ Funds are transferred from MCA to the DOD Unaccompanied Housing Improvement Fund and OMA funds are used for UPH RCI program management/oversight.

3-8. Planning, programming, and budgeting formulation

a. *Overview.*

(1) Prudent management of both existing housing inventories and future acquisition requires a broad perspective of what is needed to acquire, revitalize, operate and maintain these inventories and to ensure that the housing facilities continue to be available and livable as long as needed to house the force.

(2) Effective life cycle management requires—

(a) Identifying what needs to be done and setting the goals and objectives for satisfying these needs (planning).

(b) Translating goals and objectives into finite action in consideration of alternatives, tradeoffs, and the need to balance requirements against limited resources (programming).

(c) Developing detailed fund estimates to support plans and programs and obtaining resources needed to execute them (budgeting).

b. *Planning.*

(1) Planning is essentially a HQDA function with the field providing input in support of HQDA initiatives. Housing

managers at all levels will develop implementing plans which support the mission priorities contained in such guidance as The Army Plan (TAP), Program and Budget Guidance (PBG), and the Army Family Housing Master Plan (FHMP) and the Army Barracks Master Plan (BMP) both of which address the Army's housing facility strategy.

(2) In fulfilling their financial management responsibilities, housing managers will establish objectives and mission priorities, and will program workloads for their housing programs.

(3) Each installation will have a current, integrated series of plans associated with the sustainment of its housing inventories. These plans will convey a complete picture of what is needed to ensure that the inventories will serve their intended purposes or will address the planned disposition of units to be removed from the active inventory.

(a) *Operations and maintenance.* Each installation will have an annual work plan (AWP) and an unconstrained long-range work plan (LRWP) for the O&M of its housing facilities. Separate plans should be prepared for AFH and UPH(PP).

1. *Annual work plan.* Prior to the start of each fiscal year (FY), the Directorate of Public Works (DPW), or equivalent, in conjunction with the housing manager, will prepare the AWP showing the breakdown of O&M funds. It will be based on the current LRWP and current inspections. It will serve as a resource for identifying and scheduling all work and services according to resources available and priorities established by the garrison commander. AWP is a planning document that reflects the best information available and is adjusted throughout the year. M&R projects (to include incidental improvements for AFH) included in the AWP must be developed into project format.

2. *Long-range work plan.* Annually, the housing manager, in conjunction with the DPW, or equivalent, prepares the LRWP (covering the 5-year period beyond the AWP) for O&M work and services. The LRWP may highlight significant areas of concern. It may also suggest a course of action which the corresponding AWP does not indicate when the AWP is considered by itself.

(b) *Construction.* The identification of new construction and modernization requirements for housing are found in the Army's housing master plans. These plans are based on the Army's housing needs as influenced by the available inventory and its condition. On post housing facilities assets are identified in the Real Property Inventory (RPI); off post assets in the housing market analysis (HMA). Quality of the on post assets is identified in the Installation Status Report (ISR). The quality of off post assets is identified in the HMA.

1. Based on the data in these documents, both new construction and modernization projects which require construction funds are reflected in the Capital Investment Strategy (CIS) of the Real Property Master Plan (RPMP), cover the six-year POM period, and comprise the future years program (FYP) (see para 3-82c). The basis for the Short Range Component (SRC) is the garrison commander's unrestrained overall general plan for satisfying real property requirements (see AR 210-20, chap 3).

2. The housing master plans and the FYP give the housing manager a more comprehensive appreciation for what is required to have housing facilities available for their intended use.

(c) *Review of plans.* A concurrent and integrated review of the plans discussed in (a) and (b), above will provide a complete perspective of housing facilities. This will aid the housing manager, the DPW, and the garrison commander in making sound, sensible management decisions about housing facilities.

(d) *Disposition of plans.*

1. The housing manager will review all plans identified in (a) and (b), above.

2. The IMCOM regions will send the FYP to HQDA per paragraph 3-82c.

c. *Programming.* Housing managers will develop workload and project requirements for all housing programs for inclusion in the formal resource requests to HQDA. Care will be taken to develop data that—

(1) Conform to HQDA guidance, regardless of source.

(2) Closely parallel the plans in paragraph b, above.

d. *Budgeting.* Housing managers will ensure that plans and programs are appropriately translated into budget estimates. Resource requirements identified in budget estimates will be consistent with workload levels reflected in inventory, accounting, manpower, furnishings, and other records, databases, and reports (see sec XVI of this chapter).

3-9. Budget execution and records

a. *Budget execution.* Each level of command will develop financial plans that support approved programs and assure the maximum use of resources during the budget execution year. To this end, housing managers, in conjunction with the functional budget analyst will—

(1) Ensure that annual funds are programmed as necessary to accomplish all major M&R (especially direct contracts) included in the AWP during the first three quarters of the fiscal year being executed.

(2) Request adequate funding to support the planned use of APFs. Estimates of quarterly or monthly (as applicable) funding requirements will be developed on the basis of supporting the scheduled work in the AWP. Allocation requirements will not be developed on a straight line percentage basis nor will they be merely restatements of the obligation plans. Command requirements will consider the impact of and explain, as necessary, front loading for items such as leasing contracts, coal procurement, furnishings procurement, and projects having a "subject to the availability of funds (SAF)" clause in unawarded contracts.

(3) Ensure obligation plans are realistic and support the AWP.

(4) Review periodically, or at least quarterly, status of resource and work plans.

(5) Request (OASA (FM&C) and ACSIM) mid-year/mid-cycle reviews of their programs during the budget execution year. Identification of the need for and the parameters and instructions for such in-progress reviews will be set forth in separate "call" memorandums as required.

b. Limitations and approval authorities.

(1) *Congressional limitations.* In its management of APFs, Congress has prescribed certain statutory limitations which affect various programs and subprograms. Additionally, the Congressional committees, which have proponentcy for the various APFs, prescribe administrative limitations from time to time. Any of these limitations may be changed or deleted annually. Also, new limitations may be added each year.

(2) *Other limitations.* Limitations have also been promulgated by OMB, OSD, and HQDA for the reasons cited in paragraph 3-6g(2).

(3) *Quantification of limitations.*

(a) Principal cost limitations and approval authority levels are summarized in paragraph 3-12.

(b) Other limitations currently in effect are addressed in those sections of this chapter that pertain to the program or subprogram affected by each specific limitation.

c. Records.

(1) *Family housing.*

(a) Housing managers, in conjunction with the functional budget analyst, will review accounting records and reports in order to—

1. Monitor actual obligations against obligation plans.

2. Track reimbursable collections against appropriate accounts.

(b) Housing managers will also maintain the following files for Family housing.

1. Project files to include copies of contracts, purchase requests, and project approval documents. A separate file will be kept for each project.

2. A separate cost data file for each housing unit that is susceptible to incurring large costs (for example, high cost leased housing, historic dwelling units (DUs), oversized DUs, and GFOQ). Special emphasis will be given a DU that is likely to exceed congressional limitations.

3. A file of approval documents and cost records for each incidental improvement project.

(2) *Unaccompanied personnel housing (permanent party).* Housing managers, in conjunction with the functional budget analyst and fund manager, will be familiar with records and reports that address the operations and expenses and obligations for UPH(PP).

3-10. Fund use and control policies directly applicable to Army Family housing

a. Basic policies.

(1) *Common service policy.*

(a) Each command or agency will plan, program, and budget for all costs that apply to the housing units it controls, operates, and maintains. This includes housing units operated under permit from other Military Services, other governmental agencies, or other governments. Where military personnel of another DOD component (for example, Navy, Air Force, Marine Corps) occupy Army-controlled housing, reimbursement from the sponsoring component and vice versa is prohibited. Reimbursement from non-DOD agencies is required.

(b) The common service principle is not applicable to support services procured by or from another Service for which reimbursement is required to appropriations other than AFH.

(2) *Family housing operations and maintenance.* These funds will apply to operation and maintenance and those incidental improvements accomplished under limited authority (see para 3-12).

(3) *Major maintenance and repair and/or improvement projects requiring higher authority approval.* Project descriptions will address the need and will state requirements by fiscal year. Housing managers must ensure that cost limitations and approval authorities are not exceeded (see para 3-12).

(4) *Intra-Army reimbursable work.*

(a) The housing manager is responsible for initiating all documents for intra-Army reimbursable work which will result in an obligation against AFH funds.

(b) DD Form 448 (Military Interdepartmental Purchase Request) (MIPR) will be used at the installation level by the housing manager in requesting routine work or services to be performed by other installation activities.

(c) The installation activity designated to accomplish the work or provide the services will be responsible for accepting the purchase request using DD Form 448-2 (Acceptance of MIPR) and establishing controls so that total funds on the purchase request are not exceeded during work execution. Should a shortage of funds develop, the performing activity will take action to request additional funds, informing the housing manager of the amounts required and explaining the situations that created the funding shortfall. Neither further work will be accomplished nor services provided until the housing manager has provided additional funds.

Section I - Policy Overview 3-6.

1. Privatization,
2. Renovation.
3. Any reason other than a PCS.
 - (b) Partial DLA is not authorized for—
 1. Local moves from Government Family housing upon separation or retirement.
 2. Moves incident to PCS.
 3. Moves for the convenience of the Soldier to include moving from off-post to on-post (unless Soldier is key and essential), promotion, and change in Family size or bedroom requirement.
 4. Voluntary moves initiated by the Soldier for reasons of pending divorce or Family separation.
 5. Moves due to member's misconduct.
 - d. *Centralized housing management.*
 - (1) Each installation responsible for operating and maintaining a Government housing inventory will have a centralized housing office which should be a separate organizational entity. This office should be headed by a full-time professional housing manager in the GS/GM-1173 housing management career program. At smaller installations, housing functions may be combined with other functions; however, responsibilities for housing functions will not be fragmented.
 - (2) The installation housing manager serves as a channel of communication between the garrison commander and the housing residents. This ensures a "check and balance" between what the installation provides and what is acceptable to the residents.
 - (3) HS will be an integral part of the housing management office. If an installation has no housing inventory, HS will be obtained from another installation in the area or by combining HS responsibility with some other installation function which is logically related to housing.
- e. *Staffing.*
 - (1) Housing offices will be staffed and operated by permanently assigned personnel trained in professional housing skills. Staffing will be done in accord with approved staffing guides.
 - (2) The Housing Services Office (HSO) will be sufficiently staffed to permit execution of the HS program mission.
- f. *Commercial Activities Program.* Housing responsibilities and workload may be separated into contractible and noncontractible categories based on projecting those functions which must be performed by Government employees. The policies, procedures, and responsibilities for carrying out the CA Program are prescribed in AR 5-20.
- g. *Exceptions and waivers.*
 - (1) This regulation imposes requirements upon the Army and its activities, installations, and personnel. These requirements derive from the following:
 - (a) Public Law, that is, statutory requirements.
 - (b) Congressional direction, often given the force of law.
 - (c) Directives from higher authority, such as the Executive Office of the President, the Office of Management and Budget (OMB), and the Office of the Secretary of Defense (OSD).
 - (d) Direction from Army leadership, such as the Secretary of the Army (SA), the Chief of Staff, Army (CSA), and their staffs.
 - (2) The requirements which flow from (1)(a) through (c), above, describe certain limits within which the Army must operate. The requirements which derive from (1)(d), above, also define limits. These latter limits have been learned from experience. They are not intended to be restrictive, but are necessary for one or more of the following:
 - (a) Effective establishment of priorities.
 - (b) Control of programs and resources.
 - (c) Operational needs of higher level headquarters in justifying and defending the resource needs of housing.
 - (d) Armywide consistency in dealing with personnel.
 - (3) Statutory requirements, cost limitations, dollar thresholds, quantity constraints, approval authority levels, and reporting requirements identified in this regulation must be observed.
 - (4) Requests for exceptions to policy or waivers in permanent party housing operational matters will be sent through command channels to the Assistant Chief of Staff for Installation Management, at HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600. Requests for exception to policy will be forwarded by the ACSIM to the ASA(I&E) for approval.
 - (5) Requests for exceptions or waivers on matters listed below will be sent through command channels to the Deputy Chief of Staff, G-1 at HQDA (DAPE-HR-PR), 300 Army Pentagon, Washington, DC 20310-0300.
 - (a) Housing eligibility.
 - (b) Assignment to and termination from housing.
 - (c) Housing adequacy standards.
 - (d) Housing equal opportunity programs.
 - (e) Military housing compensation.

(f) Housing Referral Services.

Section II Financial Management

3-7. General

a. Scope. This section prescribes policies and procedures for the management of funds appropriated or otherwise made available for Army permanent party housing programs.

b. Financial management responsibilities. Housing financial management is a shared responsibility at all levels. In coordination with the Director of Resource Management (DRM), or equivalent, housing managers will—

- (1) Manage housing resources and assets.
- (2) Carry out financial management policy and procedures.
- (3) Plan, develop, and coordinate current and long-range programs.
- (4) Develop and justify housing budgets.
- (5) Ensure the validity and accuracy of housing requirements documentation.
- (6) Ensure maintenance and oversight of the Army's fiduciary interest in housing under the Military Housing Privatization Initiative (MHPI) to include the application and use of resources for the benefit of its Soldiers within the framework of the partnership between the Army and an eligible entity (see para 3-110 for details on privatized housing).
- (7) Review and analyze housing financial programs to include the following:
 - (a) Establishing, collecting, and maintaining cost and performance data in enough depth and detail to justify the programs before advisory and review committees.
 - (b) Ensuring validity of charges and accurate measurements of performance for housing regardless of degree of responsibility.
 - (c) Monitoring cost limitations to prevent violations.
 - (d) Recommending the distribution and use of AFH and OMA housing funds.
 - (e) Ensuring cost-effective and efficient use of resources.

c. Funding sources for housing programs. Housing programs have the single goal of adequately housing authorized personnel. To do this, resources are necessary to construct, or otherwise acquire facilities; to operate and maintain these facilities; and, in some cases, to provide furnishings for these facilities. Resources come from the following:

- (1) *Appropriated funds.*
 - (a) Congress authorizes and/or appropriates funds for permanent party and transient housing. The four APFs associated with Army housing programs are AFHC; AFHO; MCA; and Operation and Maintenance, Army (OMA).
 - (b) Army Family housing, MCA, and the real property related accounts of OMA constitute the facilities accounts. These accounts are appropriately integrated and balanced in the planning, programming, and budgeting phases of the Planning, Programming, Budgeting, and Execution (PPBE) process. Once the budget request is submitted to and approved by the Congress, however, the balancing process ceases and each appropriation is executed independently of the others. Transfers among accounts within the OMA appropriation, however, are common occurrences.
 - (c) The OMA appropriation has several base operations accounts which are related to housing programs. These are as follows: Operation of Utilities; Real Property Maintenance; Minor Construction; Engineering Support; Environmental Compliance, Pollution Prevention, and Conservation Programs; and UPH Management. OMA is used to operate and maintain UPH(PP).

- (2) *Nonappropriated funds.*

- (a) The NAFs derive from sources other than monies appropriated by the Congress. NAFs come mainly from fees and charges for services provided to military personnel, their Family members, and authorized civilians. NAFs may be used when authorized and only where APFs are not authorized or where APFs are authorized but are not available.

- (b) The NAFs must be administered through a duly authorized, properly organized NAF instrumentality (NAFI) established, administered, and operated per AR 215-1. In the case of UPH(PP), fees generated from occupants for housekeeping services will be deposited in a lodging facility NAFI. These revenues will be used to pay the cost of limited housekeeping services for UPH(PP).

- d. Family housing, Army appropriation.*

- (1) The annual MILCON Appropriations Act and the DOD Authorization Act authorize and appropriate funds in the Family Housing, Army appropriation. Commonly known as AFH, it is composed of two separate appropriations. The AFHC appropriation has projects similar to MCA. The AFHO appropriation has Operations, Maintenance, and Leasing programs similar to OMA. The AFHC and AFHO accounts are described in DFAS-IN Manual 37-100-FY, and are updated every year by OASA(FM&C) to reflect approved operating accounts and construction projects.

- (2) By statute, Family housing funds may be used only for Family housing. No OMA or other appropriation funds may be spent on Family housing facilities except as set forth in paragraph 3-7f(4), below. Requests for other exceptions may be submitted to HQDA (DAIM-ISH).

3-14 Assignment of Family Housing

the Exceptional Family Member Program (EFMP) Committee, will make a recommendation to the garrison commander.

(7) Accompanied foreign military trainees may be assigned Family housing only after all U.S. military requirements are satisfied.

(8) Personnel Exchange Program personnel function as fully integrated members of the U.S. Army and will be housed on the same basis (that is, grade category and priority) as equivalent United States personnel.

(9) The foreign personnel below may be assigned excess Family housing unless a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) dictates otherwise. Foreign military personnel who claim housing eligibility due to the provisions of an MOU or MOA must provide a copy of the document to support their application.

(a) Special projects personnel (foreign military and civilian) who participate in specific projects, studies, or programs mutually beneficial to the United States and their parent government.

(b) Foreign liaison personnel who function on behalf of their government.

(10) DOD civilian employees, except key and essential personnel as determined by the garrison commander, shall rely on private communities for housing support. For assignment to military Family housing, DOD civilian employees will be integrated into grade categories per table 3-4.

(a) In CONUS, Alaska, and Hawaii garrison commanders may grant exceptions to civilian employee reliance on private sector housing for valid reason, such as isolated duty location. Where military Family housing is provided, rent will be charged per section XV of this chapter.

(b) In foreign countries and U.S. possessions and territories, DOD U.S. citizen civilian employees (both APF and NAF) recruited in the United States may be authorized to occupy excess military Family housing without charge, if adequate housing in the private community is not available. These personnel will forfeit their housing allowances or living quarters allowances (LQAs). Forfeited allowances, in an amount equal to the actual costs of housing services rendered (to include utilities), will be transferred to AFH as a reimbursement (see para 3-10b(2)(a)). However, as housing for key and essential civilian employees is funded by APF direct appropriations, housing allowances forfeited by them is statutorily prohibited from transfer to AFH as a reimbursement.

(c) The housing of DOD civilian employees who are not key and essential personnel will not be used as justification to retain excess military Family housing. However, where divestiture of excess military Family housing is not feasible, the following action may be taken:

1. In the United States, garrison commanders may lease excess Family housing in remote areas to DOD civilian employees. Such housing will be provided on a rental basis in accord with section XV.

2. In foreign areas, where not prohibited by a Status of Forces Agreement (SOFA), DOD U.S. citizen civilian employees (both APF and NAF) and DOD-sponsored U.S. citizen civilian contractor personnel may be assigned to excess military Family housing on a voluntary basis or as a condition of employment. Before offering housing as a condition of employment, coordination must be made with the local housing authority. Contractor personnel may be assigned to excess military Family housing if their contract specifically includes housing or the IMCOM region approves the exception. These personnel shall voluntarily authorize the use of their LQA to reimburse AFH for the actual costs of housing services rendered (including utilities costs). The actual costs of military Family housing must be less than LQA. The host IMCOM region will administer and execute MIPRs under funded reimbursable procedures. The assignment of civilians must not prevent the future assignment of Soldier families to military Family housing.

(d) In overseas areas NAF employees who are authorized housing or an housing allowance shall have equal priority with APF civilian employees for assignment to Family housing per DOD 1401.1-M, paragraph C5.3. Occupancy by NAF employees shall be on a reimbursable basis in accord with DOD 7000.14-R, volume 2B, paragraph 060106.C.1 For reimbursement use available APFs or NAFs in consonance with the funding of the NAF employee's position Outstanding accounts with Family housing for NAF employees shall be paid promptly.

(11) Where DOD-sponsored civilian personnel (for example, U.S. or third country national bank employees and key contractor personnel) serving DOD military installations at overseas locations cannot obtain suitable housing in the vicinity of the installation, they may occupy DOD Family housing on a rental basis as determined per section XV where not prohibited by a SOFA. Priority for assignment will be determined by the garrison commander.

(12) When American Red Cross personnel are provided Government housing in the United States, the Red Cross personnel or the American National Red Cross shall pay the rental rate established in accord with section XV. In foreign countries, Red Cross personnel will be furnished housing on the same basis as DOD civilian employees.

(13) In overseas locations, housing may be provided on a reimbursable basis to the United Service Organization Incorporated (USO) executive and professional staff where it is within the capability of the overseas military command and not prohibited by a SOFA. The rates charged will be equal to the housing allowances or rate charged to equivalent grade civil service employees.

(14) Unmarried chaplains and unaccompanied married chaplains will compete equally for AFH with sponsors within the appropriate grade category. They will not be required to share Family housing. In all circumstances, assignments to Family housing will result in forfeiture of housing allowances. Diversion of the Family housing DU is required per paragraph 3-28a, 3-14a(4), and 3-18e.

f. Waiting lists.

(1) A waiting list shall be established for each designation of Family housing by bedroom composition. Separate waiting lists may be established when the housing units are designated for special uses, such as students. The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed. The relative position on a waiting list will be determined by the eligibility date criteria set forth in paragraph 3-14g. All other criteria being equal, the position on the waiting list will be determined by rank and date of rank with the senior member having the higher priority.

(2) An applicant may elect, in writing, to be placed on a waiting list for housing with less bedrooms than that authorized. If housing is assigned under this procedure, residents will be considered adequately housed for the remainder of the tour unless the number of the sponsor's Family members increases.

(3) An applicant may elect, in writing, to be placed on a waiting list for housing with one bedroom more than that for which qualified. This may be done when—

(a) Sponsor or spouse is pregnant (as confirmed by medical authority) upon arrival at the installation.

(b) Adoption of a child has been approved by a court of competent jurisdiction.

(4) Applicants may not be on more than one adequate housing waiting list at one time. Applicants may apply for adequate and substandard housing at the same time.

(5) Pregnant military personnel, otherwise without Family members, may be placed on the waiting list when pregnancy is confirmed by medical authority.

(6) Promotable applicants may elect, upon arrival at the installation, to be placed on the waiting list for housing designated for their promotable grade. Personnel who attain promotable status while occupying adequate housing may be authorized to go on the waiting list at the discretion of the garrison commander.

(7) If an applicant requests and is allowed to change from one waiting list to another, the date of eligibility will be the date of change to the new waiting list.

(8) Sponsors will not be placed on a waiting list at the gaining installation prior to the Soldier signing out at the losing installation. Soldiers must sign-in at the new duty station before assignment is made. DA Form 31 (Request and Authority for Leave) and DA Form 137-2 (Installation Clearance Record) will indicate date departed last permanent duty station.

(9) When a Soldier is ordered on PCS with TDY en route, the spouse is authorized to apply for housing at the new duty station prior to the arrival of the sponsor. The effective date of the spouse's signing for housing shall not be earlier than the PCS location reporting date of the sponsor.

(10) When there are wide differences in style, age, or location of Family housing, waiting lists may be established for each type of housing. Applicants may apply for the type of housing desired and will be assigned accordingly except in foreign areas, Hawaii and Alaska, when such assignment would result in housing remaining vacant or in extended temporary lodging payments.

(11) If the Soldier is unable to accept housing for reasons beyond the Soldier's control (for example, hospitalization, emergency leave, restrictive lease clause, unavoidable delay of Family's arrival), the Soldier will retain relative position on the waiting list.

(12) If a specific offer of adequate housing is declined, the Soldier's name may either be removed from, or placed at the bottom of, the waiting list. Subject to the provision of (11), above, the policy on housing assignment declination will be published and prominently displayed. Additionally, Soldiers declining a specific offer of housing will sign a simple statement acknowledging the declination.

(13) The relative position of the top 10 percent of personnel on each housing assignment waiting list will be stabilized (freeze zone). However, personnel in key and essential positions will be placed at the top of the freeze portion of the waiting list or immediately below other key and essential personnel (para 3-14i).

(14) Sponsors who have been given a firm (oral or written) commitment for housing will not be displaced by arriving families added to the waiting list.

(15) The freeze zone may be extended beyond the top 10 percent to include the names of personnel who are scheduled to be assigned to housing within 60 days or deferred as authorized in (11), above.

(16) Garrison commanders may approve exceptions to waiting list policies under special circumstances such as extreme hardship, compassionate, or medical reasons.

(17) Waiting lists to include name and eligibility date will be kept current and prominently displayed in a public area at the housing office.

g. Eligibility date. Eligibility date for placement on a waiting list or assignment to housing will be as indicated below provided application is made no later than 30 days after reporting to the new duty station.

(1) Permanent change of station personnel (with or without TDY en route) arriving in—

(a) *Continental United States.* Date departed last permanent duty station. For personnel arriving from one station unit training (OSUT), advanced individual training (AIT), basic training, Officer Candidate School (OCS), and similar training, use date departed the school/training to determine eligibility date for placement on a Family housing waiting list.

(b) *Outside continental United States (including Hawaii and Alaska).* Date departed last permanent duty station from another ACOM, ASCC, or DRU as appropriate. Military personnel who are directed to transfer within or between OCONUS ASCCs prior to completion of their original OCONUS accompanied tour (their date expected to return from overseas (DEROS) does not change) will receive the date departed last permanent duty station for original accompanied overseas tours. Military personnel who complete an original OCONUS accompanied tour and begin another OCONUS accompanied tour (their DEROS changes) will receive the date departed last permanent OCONUS duty station.

(2) New accessions to the Army (for example, enlistment, induction, lateral entry, direct appointment of critical specialty, and so forth). Date of enlistment or entry on active military service if with family members or date of acquiring family members, whichever is later.

(3) Personnel from a dependent-restricted overseas location.

(a) Upon completion of a dependent-restricted tour, including involuntary extension beyond initial tour, date departed previous duty station for the dependent-restricted tour or a maximum 14-month credit. Soldiers who obtain Family members during the tour and were separated from those Family members will receive credit only for time separated. Voluntary extensions beyond the initial tour negate all credit.

(b) A sponsor's eligibility for placement on a waiting list at the next installation of assignment is not affected by a "stop movement" action. Soldiers involuntarily extended due to stop movement will retain their waiting list status for up to 14-month credit.

(4) Personnel whose last permanent assignment was to a medical holding detachment. Date departed last station where travel of Family members and shipment of household goods was authorized.

(5) All other personnel (including all civilians). Date of application.

h. Application, assignment, and termination documents.

(1) Application for Government Family housing and off-post civilian housing will be on DD Form 1746 (Application for Assignment to Housing) (see para 3-130a). Information on DD Form 1746 will be supported by PCS orders or data will be verified by the Military Personnel Office. Copies of supporting documents will be retained in the Soldier's housing assignment file. Housing Operations Management System (HOMES) generated applications may be used in place of the DD Form 1746.

(2) Applicants will be informed of the availability of Family housing through issuance of DD Form 1747 (Status of Housing Availability) (see para 3-130b). A HOMES-generated document may be used in place of the DD Form 1747.

(3) All housing will be assigned and terminated by letter, memorandum, or locally developed form. Housing staffs, in conjunction with other agencies, should help ensure that the Soldier's BAH entitlement starts and stops in accord with guidance provided in DOD 7000.14-R, volume 7A, tables 26-6 and 26-8. Assignment and termination documents will be numbered consecutively by fiscal year and will contain the following information:

(a) Effective date of assignment. This will be the day housing is assigned.

(b) Effective date of termination.

1. For the purpose of starting housing allowance, this will be the date housing is vacated, cleared by the housing manager, or date the Soldier departs the installation on PCS, whichever is earlier, unless housing continues to be occupied by Family members (see para 3-53e).

2. For the purpose of computing occupancy of AFH, the termination date will be the date the housing manager clears the housing from the occupant or from the contracted cleaning team, whichever is later, but not more than three working days beyond the end of the contracted cleaning period.

(c) Sponsor's rank, last name, first name, middle initial, social security number (SSN), and military organization. If military spouse is assigned to or terminates the same housing, enter the spouse's rank, name, SSN, and military organization.

(d) Housing address.

(e) Statement from the garrison transportation officer that the cost of the move is either at Government or individual expense. Moving expense guidelines will be in accord with JFTR (see also para 3-6c(11) for policy on DLA).

(f) Statement that the housing is to be occupied by the sponsor and Family members.

(g) Statement that the housing is substandard (when applicable) and the amount of BAH to be forfeited.

(4) Distribution of assignment and termination documents will be as directed by the garrison commander, but will include as a minimum the following:

(a) *Military personnel.*

1. Original copy to individual.

2. One copy to the Operating Location/Finance and Accounting Office (OPLOC/FAO) within three working days following assignment or termination.

(b) *Department of Defense civilian employees.*

1. Original copy to individual.

2. One copy to the servicing civilian personnel office within three working days following assignment or termination.

an essential difference between the two standards. Construction design standards tend to focus on maximum allowances, while adequacy standards address the minimum acceptable. It should not be assumed that construction design standards and adequacy standards are the same for a particular facility type.

3-22. Adequate housing

a. Adequacy standards for Government-controlled Family housing.

(1) The garrison commander will determine the adequacy of Family housing per the standards below. Appearance and habitability should be reviewed at least annually.

(2) Family housing units which equal or exceed the following standards are considered adequate:

(a) *Location.* A housing unit should not be located in close proximity to sources of objectionable noise, odors, and health and safety hazards to residents. Reasonable proximity to runways, industrial areas, troop areas, and ammunition storage areas is characteristic of many installations. Therefore, the influence of this factor should be limited to those cases where unacceptable proximity results in persistent annoyance or hazard.

(b) Site conditions.

1. *Drainage.* Suitable drainage and soil stabilization should be provided.

2. *Access.* Suitable roadways, sidewalks, and steps should be provided as necessary for convenient access to DUs.

3. *Parking.* Off-street parking shall be provided (up to a maximum of two cars per DU).

(c) *Size.* The minimum areas in net and gross square feet (SF) and in net and gross square meters (SMs) for DUs are listed in table 3-8. (Construction benchmarks are contained in table 3-18.) Only in unusual circumstances will a DU be declared inadequate because of insufficient space. A DU shall not be classified as inadequate on the basis of the current resident's grade if the DU is adequate for a lower grade.

Table 3-8

Minimum net floor area per Family housing decision unit (see notes 1 and 2)

Number of bedrooms: 1	Space (SF): (SM):	550 (net) / 682 (gross) 51 (net) / 63 (gross)
Number of bedrooms: 2	Space (SF): (SM):	750 (net) / 930 (gross) 70 (net) / 86 (gross)
Number of bedrooms: 3	Space (SF): (SM):	960 (net) / 1190 (gross) 89 (net) / 111 (gross)
Number of bedrooms: 4 or more	Space (SF): (SM):	1190 (net) / 1476 (gross) 111 (net) / 137 (gross)

Notes:

¹ Space criteria are based on OMB Circular A-45.

² Construction sizing benchmarks are shown in table 3-18.

(d) Condition of dwelling unit. A DU must have—

1. Structural soundness without potential health or safety hazards to residents.
2. Hot and cold potable running water.
3. At least one bathroom per floor of DU—one with flushable commode, lavatory, and shower or tub and other with flushable commode and lavatory.
4. A kitchen with sink, refrigerator, and range with oven.
5. Sanitary facilities and sewage disposal.
6. A heating system where the climate requires one.
7. Electrical service.
8. The minimum number of bedrooms to ensure no more than two Family members share a bedroom (see table 3-5 for additional requirements).
9. Proper maintenance and repair performed on it.
10. Hard-wired smoke detectors in the appropriate locations (para 3-48).

(3) In no case will a Family housing DU now designated as adequate be redesignated as substandard nor occupied on an adjusted BAH basis (para 3-23a).

(4) One of the following actions must be taken immediately with respect to any Government-owned DU which does not meet the standards in (2), above.

(a) When there is a continuing long-term requirement for the DU, bring it back up to standards with an M&R or construction improvement project or replace it with a new construction project as soon as reasonably possible.

(b) When there is no continuing long-term requirement for the DU, remove it from the Family housing inventory by conversion or disposal action as soon as reasonably possible.

(5) Local regulations concerning smoking policy will be in accordance with existing Federal laws, Army regulations, or guidance. AR 600-63 contains specific guidance on smoking.

b. Adequacy standards for Government-controlled permanent party unaccompanied personnel housing and transient troops unaccompanied personnel housing.

(1) *Permanent party unaccompanied personnel housing.*

(a) The garrison commander will operate and maintain UPH(PP) in accord with this regulation, and will ensure that the level of living experienced by UPH(PP) residents meets or exceeds the following standards:

1. The housing must provide a decent, safe, sanitary, and habitable accommodation in good repair.

2. The minimum space and privacy standards for UPH(PP) in table 3-9 will be used to determine adequacy. These standards will apply worldwide. Housing managers should avoid confusing these standards with construction design standards (see para 3-21c). Instructions for obtaining current barracks construction criteria are contained in paragraph 3-81a(4).

3. Men and women occupying UPH(PP) will be similarly housed; however, separate and secure sleeping and bathroom facilities will be provided. Two rooms served by the same bathroom will be assigned to personnel of the same gender.

4. Furnishings shall be provided per section IX of this chapter.

(b) The UPH(PP) which does not meet adequacy standards will be brought up to standard, replaced, or disposed of as soon as reasonably possible. Permanent party barracks will be revitalized in accord with the Army Barracks Master Plan (BMP). Appearance and habitability should be reviewed at least annually.

(c) The UPH(PP) approved, designed, and constructed under criteria exceeding these adequacy standards will use their construction design criteria as minimum standards for the facility.

(d) Instructions for obtaining current permanent party barracks sizing benchmarks for construction are contained in paragraph 3-81a(4). Whenever possible these design criteria will be used in the modernization of troop barracks. In terms of the number of persons per permanent party barracks room, the capacities of barracks constructed prior to the adoption of the current design differ from those in the current design. Permanent party barracks designed and constructed to Volunteer Army (VOLAR) standards, the "2+2" standard, the "2+0" standard, the "1+1" standard or the "1+1E" standard, have differences which affect the space available per person. Nonetheless, while minimum acceptable space and privacy standards are shown in table 3-9, whenever possible, one space will be allocated to a corporal/specialist (E4) through private (E1) and two spaces will be allocated to sergeants (E5) and staff sergeants (E6). This allocation of additional spaces for junior NCOs accounts for the difference between total spaces and the number of Soldiers that can be housed when describing the barracks inventory, that is, spaces versus faces, and defining requirements.

(e) Soldiers in AIT (including Soldiers training for an additional skill identifier (ASI)) are authorized 90 net SF (8.3 net SM) of living space per construction design criteria. Existing facilities for AIT and ASI Soldiers will be considered adequate and will not be modified simply to meet the space criteria. For those installations which conduct OSUT and have both OSUT and AIT Soldiers in the same facility, 72 net SF (6.7 net SM) is considered adequate and does not authorize programming for construction or modification for these AIT Soldiers. Requirements surveys will count spaces based on the current real property records (72 or 90 net SF/6.7 or 8.3 net SM). When there is justification for construction or modification of the facility for reasons other than space, the 90 SF (8.3 SM) will apply for AIT and ASI Soldiers.

(f) Local regulations concerning smoking policy will be per existing Federal laws, Army regulations, or guidance AR 600-63 contains specific guidance.

(g) Standards for permanent party civilians are based on the comparable military grades in table 3-4.

(h) Temporary facilities will not be considered adequate (see paras 3-18d and 3-25).

(i) Classification information for UPH(PP) is set forth in paragraph 3-29b.

(2) *Transient troops unaccompanied personnel housing (unaccompanied personnel housing (information technology)).*

(a) The garrison commander will operate and maintain as necessary UPH (TT) to accommodate recurring transient requirements for RC annual training and Active Army transient collective training.

(b) The minimum space and privacy standards for UPH(TT) in table 3-10 will be used to determine adequacy. These standards will apply worldwide. Housing managers should avoid confusing these standards with construction design standards (see para 3-21c). Barracks construction criteria are addressed in paragraph 3-81a(4).

Table 3-9

Minimum standards of acceptable space and privacy, existing unrevitalized inventory (see notes 1 and 2)

Grade: E9, CW3, CW4, CW5, and O3 and above

UPH(PP): 400 SF/37.2 SM net living area: living room, bedroom, private bath, access to kitchen or officer dining facility receiving APF support

Grade: WO1, CW2, O1, and O2

UPH(PP): 250 SF/23.2 SM net living area: sleeping/living room, private bath

Grade: E7 through E8

UPH(PP): 270 SF/25.1 SM net living area: private room, private bath

Grade: E5 and E6

UPH(PP): 135 SF/12.6 SM net living area: private room, bath shared with not more than one other (see notes 3 and 4)

Grade: E5 and E6 (attending additional skill training (AST))

UPH(PP): 135 SF/12.6 SM net living area: private room, bath shared with not more than one other (see note 3)

Grade: E1 through E4 (except recruits and trainees)

UPH(PP): 90 SF/8.3 SM net living area: not more than four per room, central bath (see note 3)

Grade: E1 through E4 (attending AIT/ASI)

UPH(PP): 90 SF/ 8.3 SM net living area: not more than four per room, central bath

Grade: E1 recruits and trainees

UPH(PP): 72 SF/6.7 SM net living area: open bay, central bath

Notes:

¹ The net living area of a private room or suite is measured from the inside face of the peripheral wall and includes all such enclosed, unshared spaces and partitions. The net living area in a shared room comprises the clear area in the sleeping room allocated for an individual's bed, locker, and circulation; it excludes lounges, bathrooms, hallways, door swing areas, and storage areas designed for military mobility and/or field gear or equipment. In open bay, net living area is one equal share per person. The open bay comprises all within the peripheral walls.

² Standards for permanent party civilians are based on the comparable military grades in table 3-4.

³ Minimum space criteria vary for certain UPH building designs. Paragraph 3-22b(1) addresses these variations.

⁴ Per 37 USC 403 (e) (3) permanent party E6 personnel entitled to BAH at the "with dependent" rate may elect to not occupy UPH(PP) which does not meet the minimum standard.

Table 3-10

Minimum standards of acceptable space and privacy for transient troops unaccompanied personnel housing, existing inventory (see note)

Grade: E9, CW4, CW5, and O4 and above

UPH(TT): 180 SF/16.7 SM net living area: private room, bath shared with not more than one other

Grade: WO1, CW2, CW3, O1, O2, and O3

UPH(TT): 90 SF/8.3 SM net living area: not more than two per room, bath shared with not more than three others

Grade: E7 and E8

UPH(TT): 90 SF/8.3 SM net living area: not more than two per room, bath shared with not more than three others

Grade: E5 and E6

UPH(TT): 72 SF/6.7 SM net living area: open bay, central bath

Grade: E1 through E4 (including E1 recruits and trainees)

UPH(TT): 72 SF/6.7 SM net living area: open bay, central bath

Notes:

¹ The net living area of a private room or suite is measured from the inside face of the peripheral wall and includes all such enclosed, unshared spaces and partitions. The net living area in a shared room comprises the clear area in the sleeping room allocated for an individual's bed, locker, and circulation; it excludes lounges, bathrooms, hallways, door swing areas, and storage areas designed for military mobility and/or field gear or equipment. In open bay, net living area is one equal share per person. The open bay comprises all within the peripheral walls.

c. Adequacy of off-post housing for permanent party personnel.

(1) *Assessment of housing.* In the case of off-post housing for permanent party personnel, there are two distinct assessments.

(a) *Acceptability (or suitability).* This refers to the resident's perception of how well the housing unit meets his or her housing needs.

(b) *Adequacy.* This refers to the housing manager's appraisal of how well the housing unit conforms with criteria established to identify housing units that will meet the need for properly housing Soldiers and their families. The number of adequate housing units is entered in the housing analysis and is used to develop housing requirements data for housing master plans (see sec XIV of this chapter).

(2) *Determination of adequacy.*

(a) The determination of the adequacy of rental housing in local communities is a key factor in identifying housing. Units will be considered adequate if they meet the criteria in paragraph (3), below unless the commander determines that the location involves excess travel time in mission essential situations.

(b) When a Soldier living off post reports unacceptable housing conditions, that housing is inspected by the housing office using the criteria in this regulation (excluding bedroom count, cost, and distance). If the housing office verifies the Soldier's report, that housing is not counted as an asset against housing requirements.

(3) *Criteria for adequacy.*

(a) *Location.*

1. The one-way distance from the housing unit to the installation is within 1 hour commute by privately-owned vehicle during normal commuting hours, or within other limits to satisfy mission requirements.

2. The housing unit is not in an area, subdivision, or housing complex designated by the garrison commander as not acceptable for reasons of health or safety.

(b) *Cost.* For making programming and/or acquisition decisions, the average total monthly cost must not exceed the amounts established by OSD. Total monthly cost includes rent, utilities (except costs reimbursed by the move-in housing allowance (OCONUS) and telephone which is paid by the resident), and other operating costs. Other operating costs include lease required real property insurance, lease required repair fees, a prorated portion of any renter paid real estate agent fee (where customary), and the average monthly cost of any stove or refrigerator provided by the renter in the absence of either landlord-furnished appliances or (OCONUS) Government-furnished appliances.

(c) *Condition.* The housing unit must—

1. Be a complete unit with private entrance, bath, and kitchen for sole use of its residents. It must be so arranged that both kitchen and bedrooms can be entered without passing through bedrooms.

2. Be well maintained and structurally sound. It must meet applicable codes and not pose a health, safety, or fire hazard.

3. Have hot and cold running potable water. In some foreign areas, construction/building standards for community housing do not provide for potable running water. In such cases, hot and cold running water will be provided and a continuous supply of potable water will be made available.

4. Have a shower or bathtub, lavatory, and a flushable toilet in the primary bathroom.

5. Have a permanently installed, adequately vented, heating system where the climate requires one and have air conditioning if on-post housing is authorized to be air conditioned.

6. Have adequate electrical service for normal electrical equipment and lighting.

7. Have cabinets in the kitchen, space and connections for a stove and refrigerator, and space for food preparation.

8. Afford convenient access to parking.

9. Have convenient access to roadways and sidewalks.

10. Have smoke detectors installed and properly operating per state and/or local regulations, laws, or codes. (For purposes of housing requirements analysis, lack of a smoke detector will not cause a requirement for construction of additional on-post housing.)

11. Have connections for a washer and dryer or access to laundry facilities on the premises.

12. Have adequate sanitary and sewage disposal facilities.

(d) *Size.* Table 3-8 lists minimum areas for DUs. Only in unusual cases, however, will units be declared inadequate solely because of insufficient floor space. This applies especially to mobile homes.

(4) *Resident-owned housing.* All resident-owned housing will be considered adequate.

3-23. Substandard Family housing

a. *Affected housing.* Substandard Family housing consists of only those inadequate Family housing units which were specifically identified to Congress by the Services through OSD in, and prior to, FY73. The authority to declare unit substandard has expired.

b. *Disposition of substandard housing.* Substandard Family housing will be scheduled for improvement, renovation, replacement, or disposal.

c. *Improvement policy.* Substandard housing will be improved to adequacy standards when—

(1) There is a long-term or indefinite duration requirement for the DUs.

(2) This requirement is for eligible personnel.

(3) The necessary improvements can be made with a reasonable amount of funds. A reasonable expenditure will not exceed 50 percent of the current construction cost.

d. *Policy on retention.* Continued retention is contingent upon meeting the following conditions:

(1) The housing can be made adequate with a reasonable expenditure of funds and programmed for requisition revitalization.

(2) The housing is safe, decent, and sanitary so as to be acceptable for occupancy pending revitalization.

(3) There is a need which cannot be met by locally available private housing.

(a) Need must be determined in accord with current programming criteria. Under no circumstances will units be retained as substandard housing where adequate private housing is available at reasonable costs.

(b) The requirement to retain must be for eligible personnel who—

1. Are awaiting scheduled construction of new housing, or
2. Have only a short-term requirement for the housing.

(4) A rental charge (not to exceed 75 percent of full BAH) will be charged to the residents for such housing. However, when such housing is occupied by other than members of the Uniformed Services and their families, full rent and charges shall be collected from the residents.

(a) Nonroutine repairs and improvements, during the remaining life of the units, will be limited to those repairs or improvements necessary to keep units in a safe, decent, and sanitary condition. Total rental income for that housing project may be less than all routine O&M costs, plus the costs of any nonroutine repairs or improvements, made during any period. As long as units are retained, all reasonably necessary M&R to keep units in a safe, decent, and sanitary condition may be accomplished without regard to income.

(b) Substandard units which can be economically improved to adequate standards will be reclassified on completion of the project. Appropriate notations and changes will be made to real property records.

(c) The IMCOM may approve reclassification of Family housing units erroneously identified as substandard.

e. Disposition policy.

(1) Substandard Family housing will be scheduled for disposition if it does not meet the criteria for retention in paragraph 3-23d. Substandard housing may be disposed of as follows:

(a) Conversion to other use. Garrison commanders may request conversion of substandard housing to a use other than Family housing. Costs of conversion may not be funded from AFH and the converted units will not be returned to Family housing use without prior approval of HQDA (DAIM-ISH). If approved, the cost of returning the units to the Family housing inventory will not be funded by AFH.

(b) Disposal by sale or demolition. Disposal is done per AR 405-90. Cost of disposal will be per DFAS-IN Manual 37-100-FY when it has been determined that such costs are properly chargeable to AFH. (In this regard, consider inactive substandard units as pending disposal action unless units are reclassified per paragraphs 3-23d(4)(b) and 3-23d(4)(c)).

(2) Prior approval of HQDA (DAIM-ISH) is required for diversion, conversion, or disposal of substandard housing except as permitted in paragraph 3-23d(4)(b) and 3-23d(4)(c). Requests for diversion, conversion, or disposal will include data outlined in paragraph 3-28.

f. Assignment. Assignments to substandard housing will be made on a voluntary basis only, except for reasons of military necessity (see para 3-14f).

Section V

Occupancy and Disposal

3-24. Scope

This section provides housing occupancy goals, sets forth policy and procedures for changing functional use of housing facilities, and addresses disposal.

3-25. Goals

The Army's goal is to achieve the best occupancy rates possible through optimum management of its housing inventories. This conserves public funds, focuses limited resources on occupied units, and maximizes availability of housing to eligible personnel.

a. Family housing.

(1) The goal of each installation is to achieve an occupancy rate of 95 percent. The maximum acceptable vacancy is five percent for adequate DUs. Vacancy rates above five percent require an analysis to determine if DUs are excess to needs. No vacancy rate is set for substandard DUs because occupancy is on a voluntary basis. However, every effort should be made to maximize their occupancy.

(2) Vacancy rates are determined from Business Occupancy Program (BOP) reports.

b. Unaccompanied personnel housing (permanent party).

(1) The goal for each installation is a utilization rate of 95 percent for adequate housing.

(2) Eligible Soldiers will not be required to occupy temporary World War II or substandard UPH (not upgradeable) facilities except for military necessity (see para 3-18d(3)).

(3) As necessary, garrison commanders may maintain in active status those adequate barracks carried as "excess" in order to provide to priority I and II personnel (see table 3-7) that space and privacy which approaches current Army barracks construction criteria. Commanders should make this happen whenever their inventories allow.

3-26. Occupancy

a. Adequate housing will be assigned with the least delay to ensure maximum occupancy. No unit will be kept vacant when ready for occupancy. The garrison commander may make exceptions for key and essential personnel and students.

b. Installations will obtain maximum occupancy by—

- (1) Continuous advance planning.
- (2) Maintenance of waiting lists.
- (3) Prudent scheduling of maintenance.
- (4) Prompt performance of M&R work.
- (5) Prompt assignment of housing.

3-27. Changes in functional use

a. *Designation of housing.* Government-provided housing is acquired to meet the needs of personnel in various grade groups. Upon initial occupancy, housing is designated for use by personnel in certain grade groups. These designations, which reflect functional uses of the housing, are “permanent,” but may be changed to meet changing requirements.

b. *Considerations in making changes.* Decisions regarding changes in functional use are based on the following:

- (1) Need for facilities. Current and projected numbers and types of housing facilities will determine needs.
- (2) Functional use. The 3- and 5-digit category codes (listed in DA Pam 415-28) describe functional uses of facilities. For example, the 3-digit category code (CATCODE) “711” identifies a facility as a Family housing DU. The 5-digit code “71115” further identifies a Family housing DU designated for senior noncommissioned officers (NCOs). The CATCODE “72X” applies to UPH and is expanded to “72111” for enlisted UPH(PP), and “72410” for officer UPH(PP).
- (3) Duration of change. A change will be either temporary or permanent.

c. *Types of changes.*

- (1) *Temporary.* Temporary changes may be classified as reallocation or diversion.
 - (a) Reallocation applies only to Family housing. It occurs when there is a temporary redistribution of a Family housing asset from one grade category to another. Reallocation changes the last 2 digits in the 5-digit CATCODE.
 - (b) Diversion occurs when the basic functional use (3-digit CATCODE) of any housing asset is temporarily shifted to another basic functional use (3-digit CATCODE). For UPH, it also occurs when a UPH asset is diverted to another UPH use within the basic functional use, that is, it changes the last 2 digits in the 5-digit CATCODE.

(c) Real property records are annotated to reflect the temporary change. This annotation will include the current use CATCODE and the start and end dates of the temporary change.

(2) *Permanent.* Permanent changes may be classified as redesignation or conversion.

- (a) Redesignation applies only to Family housing. It occurs when there is a permanent redistribution of a Family housing asset from one grade category to another. Redesignation changes the last 2 digits in the 5-digit CATCODE.
- (b) Conversion occurs when the basic functional use (3-digit CATCODE) of any housing asset is permanently changed to another basic functional use (3-digit CATCODE). For UPH, it also occurs when a UPH asset is converted to another UPH use within the basic functional use, that is, it changes the last 2 digits in the 5-digit CATCODE.
- (c) On conversion, a change will be made to the design CATCODE in real property inventory records.

d. *Approval authority.*

(1) *Family housing.* All diversions and conversions will be approved by HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600. Diversion and conversion approval authority will not be delegated.

(2) *Unaccompanied personnel housing.* Diversions will be approved in accordance with paragraph 3-29c(1)(b) and conversions in accordance with paragraph 3-29d(2).

(3) *Army lodging.* Any diversion or conversion to or from Army lodging must be coordinated with Family and Morale, Welfare and Recreation Command (F&MWRC) (MWRC-BP), Summit Center, 4700 King Street, Alexandria, VA 22302-4402 (see AR 215-1).

e. *Duration of diversion.*

- (1) Diversions may be approved for up to 3 years.
- (2) All diversions in excess of 3 years or extensions which would carry the total period of diversion beyond 3 years must be approved by HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600.

f. *Diversion and conversion limitation.* Any combination of two or more DUs into a single DU and any diversion or conversion that results in a DU having more than 5 bedrooms must be approved by HQDA. Submit request to HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600.

3-28. Family housing

a. *Reallocation and diversion of Family housing.*

- (1) *Reallocation of Family housing.*

(a) Family housing areas and, in some cases, individual DU are designated by the garrison commander for use by grade categories.

(b) Garrison commanders may reallocate DU from one grade category to another (that is, change the last 2 digits in the 5-digit CATCODE) when—

1. There is an imbalance in distribution of existing on-post, off-post, or both on- and off-post DUs.
2. Circumstances do not warrant permanent change in allocation of DUs.

(c) A comparison of Family housing assets against requirements will be made annually. In assessing the needs for reallocation of Family housing assets, consider the following:

1. Housing requirements within each grade category, by bedroom count, including current, projected, and program-mable changes.
2. Recent or projected mission changes.
3. Approved and programmed construction, both on- and off-post.
4. Separation of officer and enlisted families.
5. Disparity of waiting time between grade categories.

(2) *Diversion of Family housing.*

(a) Facilities constructed as Family housing DUs or permanently converted to such use will not be diverted to other use (that is, change the 3-digit CATCODE) unless they are excess to Family housing needs. Family housing units will not be declared "diverted" for routine M&R, for cleanup, or while awaiting assignment.

(b) Authority to divert Family housing to non-Family housing use is held at HQDA (see para 3-27d).

(c) A DU may be diverted to UPH when needed to house—

1. Permanently assigned commanders with the rank of colonel (O6) or above who are entitled to BAH at the "without dependent" rate and are required to reside on the installation. Such commanders will forfeit their housing allowances during the period of occupancy. This applies only when available UPH facilities lack the entertainment area to meet social obligations.

2. Unmarried chaplains and unaccompanied married chaplains.

(d) Diverted facilities must be monitored to ensure timely return to Family housing use.

(e) DUs will not be altered or modified in any way that will preclude their restoration to Family housing use at a later date.

(f) Cost limitations on Family housing will apply to those DUs that have been diverted to other use but remain in the Family housing inventory.

(g) A request for approval to divert Family housing to other use will include the following:

1. Total number of units proposed for diversion.
2. Building and unit number.
3. Living space (net square footage per DU).
4. Bedroom composition.
5. Current and proposed real property CATCODE.
6. Date constructed.
7. Whether adequate or substandard.
8. Current designation by grade category and current occupancy.
9. Total Family housing assets and requirements.
10. Number on waiting lists by grade and bedroom requirement.
11. Waiting periods by grade and bedroom requirements.
12. Statement that the unit is, or is not, located in a thematic district or designated as an historic site or a nominee for either.
13. Health, environment, and safety factors, if applicable.
14. For encumbered housing, the FHA number of mortgage document.
15. Account to be charged for O&M costs.
16. Justification for intended use (including CATCODE).
17. Impact on meeting housing needs.
18. Duration of diversion.
19. An analysis of impact on the installation billeting fund whenever the change in functional use is from Family housing to Army lodging.

(3) *Reallocation and diversion documentation.*

(a) Documentation will be kept on file during the period of reallocation or diversion. Diversions do not change the total inventory.

(b) Real property inventory records will be annotated to reflect reallocations and diversions.

3-286 b. *Redesignation and conversion of Family housing.*

(1) *Redesignation of Family housing.*

(a) Garrison commanders may redesignate adequate DU to alleviate inequity of available housing among grade categories. They will notify HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600 through their IMCOM region of redesignations which they approve.

(b) Redesignation of GFOQ and GCQ requires prior approval of HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600.

(c) Dwelling unit requirements will be analyzed as in paragraph 3-28a(1)(c) prior to proposing redesignation.

(d) Redesignation must be based on long-term requirements and current and long-range construction plans. It should take into account the physical location and amenities of existing and approved future units.

(e) Whether redesignation should be pursued will be considered at least annually and will be evaluated when—

1. The installation conducts a housing requirements determination action (see sec XIV of this chapter).
2. There is a significant change in installation population (increase, decrease, ratio adjustment among grade categories or bedroom requirements) or available on- or off-post housing assets.
3. Waiting periods differ greatly between grade categories with like bedroom requirements.
4. There are constant diversions to maintain equity balance.

(2) *Conversion of Family housing.*

(a) Army Family housing funds will not be used to support a DU or other Family housing real property that has been converted.

(b) Conversion of Family housing to other use requires approval by HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600. Such requests will include the information identified in paragraphs 3-28a(2)(g)1 through 3-28a(2)(g)19, as appropriate, and the following:

1. Cost of conversion and account to be charged.
2. Cost of O&M for the proposed facility.

(c) Requests which are based on economic factors will include an economic analysis which must demonstrate that retention as Family housing is not economically feasible.

(d) Converted DU will not be included in the Family housing inventory or reported after the initial report of conversion.

(3) *Redesignation and conversion documentation.*

(a) Redesignation and conversion actions will be properly documented and entered into HOMES or other housing management information system.

(b) Installation real property inventory records will be changed to reflect redesignations and conversions.

3-28c *c. Inactivation of Family housing.*

(1) Family housing units are considered to be in an "active" status unless DUs which have no anticipated occupancy for a period of 3 months or more are specifically removed from that status. Family housing units will not be declared "inactive" for routine M&R, cleanup, or while awaiting assignment.

(2) Dwelling units may be inactivated when—

(a) All efforts to fill the units through voluntary assignment, assignment of Family members of absentee sponsors, and other management options such as diversion, conversion, or (in foreign areas) mandatory assignment (see para 3-14k for condition under which mandatory assignment may be considered) have been exhausted and there is no foreseeable need for the DU for the next 3 months.

(b) The installation has been announced for closure or mission reduction, and, as a result, housing requirements are diminished, or DUs are vacant pending disposition.

(3) Facilities declared "inactive" will receive only the basic maintenance necessary to protect the Government's capital investment. Provisions will be made to prevent loss from fire, theft, vandalism, or avoidable deterioration and to preclude the development of unsafe, unsanitary, or unsightly conditions.

3-28d *d. Reactivation of Family housing.* Garrison commanders may reactivate DUs when the conditions for inactivation cease to exist.

3-28e *e. Disposal of Family housing.* Disposal will be considered when real property is excess to the needs of Family housing (or there are better alternatives to meeting the requirement) and conversion is not an acceptable or practical alternative. Alternatives to disposal may entail divestiture or sale of the property, demolition, replacement, conversion, or transfer to other than Army Family Housing control (for example, privatization). Priority will be given to obsolete and excess housing units that can be disposed of as part of an AFHC funded project or privatization action.

(1) A request for approval to dispose of Family housing will include the information identified in paragraph 3-28a(2)(g)1 through 3-28a(2)(g)17. It will also include the following:

(a) Proposed method of disposal.

(b) Cost and type of construction.

(c) Operations and maintenance costs, if a factor in the disposal request.

(2) Disposal of Family housing will comply with AR 405-90. All disposal of Family housing will be documented

on DA Form 337 (Request for Approval and Disposal of Building and Improvements). AR 405-90 states the approval authorities.

(3) Disposal will not normally be approved where a Family housing deficit exists and the DU can be economically retained or reconfigured for continued Family housing use.

(4) In all cases, a copy of the approval memorandum and signed DA Form 337 will be provided to HQDA (DAIM-ISH) at least 21 calendar days prior to the award or execution of any disposal action.

3-29. Unaccompanied personnel housing

a. Unaccompanied personnel housing real property records. A physical inventory of UPH will be conducted periodically, but no less than biennially to validate and update inventory records. This validation and update will consider the results of space management surveys and may result in changes in use to ensure effective utilization of assets. Inventory validations and updates will be coordinated with the Real Property Officer, Space/Facility Manager, and Master Planner.

b. Classification of unaccompanied personnel housing (permanent party).

(1) All UPH will be classified as "1+1," "1+1E," "2+2," "Modified 2 + 2," other adequate, substandard (upgradeable), or substandard (not upgradeable) (see glossary for definitions of these terms).

(2) The garrison commander will classify UPH per the guidelines in paragraph 3-22b.

(3) Neither cosmetic nor other deficiencies that are correctable with O&M funds will justify a substandard classification.

(4) The UPH will not be classified as substandard merely because the facility does not meet current construction design standards.

(5) The absence of recreational facilities at an installation will not be a basis for declaring Government housing substandard.

(6) The UPH classifications will be annotated on real property records. These annotations will be changed whenever a classification is changed. The UPH will be classified in facility CATCODE series 721 or 724.

c. Diversion of unaccompanied personnel housing.

(1) *Basic policy.*

(a) Diversion of UPH will not result in dislocating personnel to housing of lesser quality.

(b) Authority to divert adequate UPH or substandard UPH (upgradeable) buildings or parts of buildings to other UPH use (that is, change either last 2 or 3 digits of 5-digit CATCODE) is held by the IMCOM with copy furnished to HQDA (DAIM-OD). The IMCOM may further delegate to its region directors. Authority to divert adequate UPH or substandard UPH (upgradeable) for use by activities unrelated to UPH (that is, change 3-digit CATCODE) is held at HQDA.

(2) *Diversion.*

(a) Approval to divert will be documented and, as a minimum, will contain the following information:

1. Total number of UPH spaces diverted. For barracks, indicate how many square feet/square meters per person were used in calculating spaces.

2. Building numbers and number of spaces in each building.

3. Unaccompanied personnel housing assets and requirements.

4. Number of personnel housed in substandard facilities.

5. Number of personnel relocated as a result of the diversion and types of facilities to which they would be relocated.

6. Number of personnel in the grade of sergeant (E5) and below residing off post and drawing BAH at the "without dependent" rate.

7. Alternatives that have been considered and reason for rejection.

8. Duration of diversion.

9. Plans for returning spaces to intended use.

(b) Approval to divert or continue diversion of adequate or substandard UPH (upgradeable) will be granted only when it has been determined that—

1. Diversions are being made on an austere basis.

2. Use of existing temporary-type facilities to provide required facilities is not feasible.

3. Early MCA programming for the type of facilities for which the diversion is required is accomplished at a high priority to insure retention of the program.

4. The installation has enough permanent-type UPH to accommodate the troop strength assigned and diversion will not result in issuance of CNAs.

(c) Existing adequate UPH or substandard UPH (upgradeable) will not be used as distinguished visitor quarters (DVQ) unless they are excess to permanent party requirements. The IMCOM region approval is required.

(d) There is no restriction on the diversion of substandard UPH which is not economically upgradeable to acceptable UPH standards.

(e) Diverted UPH spaces will be counted as UPH assets including when determining requirements; however, they will not be counted as UPH vacancies in calculating utilization rates.

(3) *Diversion documentation.* Approval documentation will be kept on file during the period of diversion and real property records will be changed to reflect diversion.

d. Conversion of unaccompanied personnel housing.

(1) Conversion may change UPH functional use to non-UPH functional use (that is, change 3-digit CATCODE). However, conversion may also change a facility's functional use from one UPH use to another UPH use (that is, change the last 2 or 3 digits of the 5-digit CATCODE). For example, if requirement is to house visiting officers and housing constructed for permanent party officers (CATCODE 72410) is available to satisfy that requirement, conversion action must be initiated to change the category to visiting officers quarters (CATCODE 72412).

(2) Authority to convert adequate UPH or substandard UPH (upgradeable) buildings or parts of buildings to other UPH use (that is, change either last 2 or 3 digits of 5-digit CATCODE) is held by the IMCOM with copy furnish to HQDA (DAIM-OD). The IMCOM may further delegate to its region directors. The authority to convert adequate UPH or substandard UPH (upgradeable) buildings or parts of buildings to non-UPH use is held at HQDA. Conversion requests will be sent to HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600.

(3) Conversion of adequate UPH or substandard UPH (upgradeable) buildings, or parts of buildings, is subject to the following conditions:

(a) Installations will seek opportunities to convert excess permanent space to allow the relocation of activities occupying space in temporary facilities.

(b) No permanent space will be converted where the same category of space in temporary facilities is in use.

(c) Facilities constructed within the last 5 years will not be converted.

(d) Conversion from a shortage category to an excess category is prohibited.

(e) UPH conversion approval will be valid for one year after date of approval. Approval of a UPH conversion for which a change in the functional use of space, as approved, has not taken place within one year will be rescinded automatically on the anniversary date of the approval.

(f) Real property records will be changed to reflect approved conversions after change in functional use of space has been made; not upon approval.

(g) Conversion of space from a shortage category to another shortage category will be approved only after giving consideration to how future force structure changes, weapons systems deployments, and contingency planning will affect overall facilities needs.

(4) Approval to convert adequate UPH or substandard UPH (upgradeable) will be properly documented and, as a minimum, will contain the following information:

(a) Number of UPH spaces converted. For barracks, indicate how many square feet/square meters per person were used in calculating spaces.

(b) UPH assets and requirements.

(c) Number of personnel in the grade of sergeant (E5) and below residing off post and drawing BAH at the "without dependent" rate.

(d) CATCODE, building number, number of spaces in each building, and year of construction of facility being converted.

(e) CATCODE of facility to which converted.

(f) If building is currently in a diverted status, duration of diversion.

(g) Justification as to why other installations assets cannot be used to meet the requirement.

(h) Affect of the conversion on the installation construction program.

(i) If facility to be converted is upgradeable and there is a UPH requirement, cost comparison of rehabilitation to meet current standards of UPH versus conversion.

(j) Estimated cost of new construction to provide required facilities.

(k) Where the proposed conversion is to non-UPH use, installation certification that single Soldiers (in the grade of sergeant (E5) and below) are not living off post and receiving a housing allowance and that all single Soldiers (in the grade of sergeant (E5) and below) are housed in adequate facilities.

e. Inactivation of unaccompanied personnel housing.

(1) UPH is considered to be in an "active" status unless specifically removed from that status.

(2) Garrison commanders may inactivate UPH which has no anticipated occupancy for a period of 3 months or more when—

(a) All efforts to fill the UPH through voluntary assignment, other management option such as diversion or conversion, or mandatory assignment have been exhausted and there is no foreseeable need for the UPH for the next three months; or

(b) The installation has been announced for closure or mission reduction, and, as a result, UPH requirements are diminished, or UPH is vacant pending disposition; or

(c) The UPH is undergoing major M&R or improvements which preclude occupancy for an extended period of time.

(3) Facilities declared "inactive" for reasons other than major M&R or improvements will receive only the basic maintenance necessary to protect the Government's capital investment. Provisions will be made to prevent loss from fire, theft, vandalism, or avoidable deterioration and to preclude the development of unsafe, unsanitary, or unsightly conditions.

f. *Reactivation of unaccompanied personnel housing.* Garrison commanders may reactivate UPH when the conditions for inactivation cease to exist.

g. *Disposal of unaccompanied personnel housing.* Disposal of UPH will be done in accord with AR 405-90.

3-30. Host-tenant and logistic support agreements

a. *Host-tenant concept.* Policies and procedures on host-tenant support agreements between ACOMs, ASCCs, DRUs, IMCOM, organizations, units, or activities are described in DODI 4000.19 and ACSIM's Support Agreement Handbook (available at <http://www.hqda.army.mil/acsimweb/ops/sams.shtml>). DD Form 1144 (Support Agreement) will be used to complete agreements, when required.

b. *Host-tenant housing policy.*

(1) DOD military personnel assigned to an installation for duty, and those assigned to units attached to the host for housing support, are eligible for housing assets under control and jurisdiction of the host. All eligible personnel will compete for such housing on the same basis as personnel assigned to the host. They will be assigned to housing under the provisions of this regulation.

(2) The policy in (1), above, does not relieve tenant units or activities of their obligation to enter into a host-tenant agreement, when required. Attached and tenant units and activities must advise the host installation of their housing requirements, particularly for families and for key and essential personnel.

(3) Any differences involving host-tenant support responsibilities or negotiations will be referred to the parent commands for resolution per DODI 4000.19.

c. *Interservice, interdepartmental, and interagency support agreements.* Army commanders may be asked to provide housing support to other departments or agencies of the Federal Government including other military departments.

(1) Office of the Secretary of Defense has established the basic principle that each DOD component provides and arranges for the support of its own forces. In arranging for support, a component may request assistance from another DOD component.

(2) Each DOD component must provide the support requested to the extent military requirements permit, provided—

(a) Requested support is available, or can be made available with provision of additional resources (funds, facilities, and/or manpower), and to the overall advantage of DOD.

(b) The host has the capability of supporting the tenant without detrimental impact on its own military missions.

(3) Interservice, interdepartmental, or interagency requests for Army housing support are negotiated per DODI 4000.19. Where a host is unable to provide housing support without additional resources, and the requestor's economic analysis shows support by the host to be more advantageous to DOD if additional resources were provided the host, the request will be passed up the host's chain of command to the ACSIM for a decision. If the decision is made to provide the host with additional resources, a budget-base (program) transfer of funds from the tenant's department or agency to the host's department will be made at departmental level.

(4) Each level of command will attempt to resolve disagreements with other Services, departments, or agencies. Such action will be fully documented, presenting both the Army and other positions and arguments so that the next higher level is totally informed and knows what objections exist. Refer unresolved issues to HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600. Provide information copy of referral to HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600.

d. *International agreements.*

(1) With regard to any international agreements which address housing support, ASCC commanders and IMCOM region directors will forward the following (per AR 550-51, para 4) to HQDA (DAJA-IO), 2200 Army Pentagon, Washington, DC 20310-2200:

(a) All requests for international agreements which require OSD or HQDA approval.

(b) Yearly records of authorizations and denials for international agreements executed within the authority delegated to their ASCCs.

(2) Army military personnel are permitted to occupy housing of a foreign country in accord with the terms of an existing international agreement, such as a Status of Forces Agreement.

(3) Foreign military personnel are permitted to occupy U.S. Army housing as specified in section III or in other existing formal agreements.

3-31. Unit moves and base realignments

a. Unit moves.

(1) Unit moves result from—

(a) Unit rotation.

(b) Restationing action.

(2) Eligible military personnel identified for PCS reassignment with a unit move must receive fair and equitable consideration of available housing assets at the gaining installation. It is essential that all personnel receive advance notice of the housing situation at the gaining installation (as it applies specifically to them) so that they can make necessary plans and arrangements. This is especially so for those with families. Such notification precludes speculative rumors and improves the morale and efficiency of all personnel whether they are members of the advance party or are part of a subsequent increment.

(3) Due to time phasing of unit moves, the effective date of the merger of Family housing waiting lists will be agreed upon by the installations, IMCOM regions, and ACOMs, ASCCs, or DRUs involved as appropriate. The merger date must be equitable for all concerned and be set up to ensure minimum stagnation of waiting lists. Unresolved issues will be forwarded to IMCOM regions and, if still unresolved, to HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600.

b. Procedures. To achieve a smooth unit move, the following procedures will apply:

(1) The commander of the unit being moved will—

(a) Identify personnel for PCS reassignment with the unit.

(b) Prepare and submit a list of all unit move personnel who are eligible and wish to be considered for Government-provided housing at the gaining installation. Separate lists will be established for FH and UPH. Each list will be arranged by grade categories. Within the Family housing list, the grade categories are further arranged according to the determined effective date of housing application for each Soldier's current category at the losing installation, and are considered as advance applications. This list is sent to the gaining installation no less than 45 days prior to the effective date of the unit move.

(c) Submit a proposed list of key and essential personnel to the commander of the gaining installation.

(d) Enter into host-tenant negotiations, if required, at the earliest practicable date in advance of the unit move.

(2) The gaining garrison commander will—

(a) Merge the Family housing section of the list of the incoming unit with the existing list for preplanning purposes.

(b) Evaluate the impact the unit move has on existing housing waiting lists and housing forecasts.

(c) Enter into host-tenant negotiations with the commander of the incoming unit, as necessary.

(d) Make appropriate plans and arrangements to accommodate incoming personnel.

(e) Provide effective housing services to include the full range of Housing Services.

(f) Recommend revision of key and essential position list, as required.

(3) The gaining installation will honor all housing assignment commitments issued by the gaining installation prior to merger of the waiting lists.

(4) The final housing list of the incoming unit will be merged with the gaining installation lists no less than 30 days prior to the scheduled movement of the advance party of the incoming units.

(a) If the personnel strength of the incoming unit is altered prior to the effective date of the unit move, the merged lists will be adjusted accordingly.

(b) Lists of the gaining installation and incoming unit will be merged on a pro rata basis.

(c) Individuals in the freeze zone on the gaining installation waiting list will not be displaced.

(d) For installations with automated Family housing waiting lists, it will be necessary to adjust the effective date of application to ensure maintenance of relative positions on the list.

(5) The merged waiting lists will be posted in the housing office for public view by both the gaining installation and the incoming unit.

(6) The gaining installation will issue DD Form 1747 (Status of Housing Availability) to all incoming personnel. If appropriate, group statements may be issued to personnel of the incoming unit.

(7) Approved key and essential personnel of the incoming unit will receive priority consideration for the assignment to housing. However, they will not displace personnel on the waiting list who have received a firm commitment for housing assignment. Appropriate Family housing DUs may be held vacant for a period not to exceed 30 days pending the arrival of designated key and essential personnel of the incoming unit.

c. Base realignments. Realignment actions will often have a disruptive impact on people. Therefore, housing managers at all levels must participate in realignment studies to ensure that the housing aspects of realignments are appropriately considered before the fact (see AR 5-10).

d. Base closures. When a base closes, commanders must ensure that military personnel and families are moved on a scheduled basis. Housing facilities must be closed consistent with the capability to provide essential support and service. Continuous coordination among all the functional elements of the infrastructure will be essential. HQDA

(DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600; HQDA (DAIM-OD), 600 Army Pentagon, Washington, DC 20310-0600; USACE (CERE), 441 G Street, NW, Washington, DC 20314-1000; and the IMCOM region will coordinate on and issue specific guidance concerning the assignment, utilization, and ultimate disposition of housing assets.

3-32. Maintenance downtime guidelines for Family housing

a. *Limiting downtime.* The time during which DUs are out of service due to M&R must be kept to a *minimum*. This can be accomplished by proper scheduling of work and coordination between the assignment/termination function and the maintenance workforce (either in-house or contract). At locations where between occupancy M&R is accomplished by contract, limits must be established in the contract. Table 3-11 provides guidelines for typical between occupancy M&R items. Exterior M&R tasks are not included in table 3-11 since these tasks can be accomplished while the unit is occupied and should not be used to increase the downtime.

b. *Downtime.* The times in table 3-11 are averages and the limits to be used at a specific installation in a M&R contract should be determined based on efficiency and overall savings to the Government. Time limits which are too low may require a contractor to work overtime at an increased cost to the Government. Limits which are too high and allow a contractor more time than necessary will increase Government BAH costs.

c. *Liquidated damages.* In conjunction with these time limits, a liquidated damages clause should also be included in the contract. This clause should reflect the loss to the Government for contractor delays above the stated limits and include BAH costs, any additional temporary payments to the Soldier while awaiting the housing, and additional costs of Government inspection.

d. *Listing requirements.* In any Family housing maintenance contract, each of the items (requirements) in table 3-11 should be listed separately. This will allow these items to be accomplished individually or in combination with other items on a DU depending on the maintenance needs of that particular DU.

Table 3-11
Maintenance downtime guidelines for Family housing

Item	Reason for Delay	Average days of delay between occupancies (see notes 1 through 4)
1	Interior painting to include repair, prepare, prime, and paint walls, ceilings, cabinets, doors, windows and trim, including replacement of wall coverings. (a) DU less than 1,500 NSF/139.4 NSM (b) DU with 1,500 to 3,000 NSF/139.4 to 278.7 NSM (c) DU greater than 3,000 NSF/ 278.7 NSM	2.0 3.0 4.0
2	Replace a sink, lavatory, faucet, flush valve, or water closet.	0.5
3	Replace kitchen countertop.	1.0
4	Miscellaneous repair and replacement work.	1.0
5	Replace resilient flooring (tile and sheet vinyl). (a) DU less than 200 SF/18.6 SM to be retiled. (b) DU more than 200 SF/18.6 SM to be retiled.	1.0 2.0
6	Replace carpet and pad or steam clean carpet.	1.0
7	Replace a bathtub or shower receptor including ceramic tile.	3.0
8	Complete DU cleaning. (a) DU with less than 1,500 NSF/139.4 NSM (b) DU between 1,500 and 3,000 NSF/139.4 to 278.7 NSM (c) DU greater than 3,000 NSF/ 278.7 NSM	1.0 2.0 3.0
9	Repair, prepare, and refinish wood floors, stair treads, risers, landings, banisters, and railings.	4.0

Notes:

¹ The amount of time shown for each item is an average and may vary at any installation. Factors which may affect the average times are climatic (more humid areas may require more time for paint and floor finish to dry); higher than normal turnover of DUs which would overextend the contractor's ability to meet the scheduled times (this should not be reflected in your schedule of times but should be negotiated separately if and when it occurs).

² Items 1 through 4 will be done concurrently. The time allowed for the combination of items will be the longest time for that item which has the largest time.

³ Items 5 through 8 may be done concurrently with any one or combination of items 1 through 8 providing there are no physical conflicts in performing the work. (For example: items 2, 3, and 6 could be done concurrently. The time allowed for all three would be 1.0 day.) Where there is a conflict, times for items in conflict will be added together to give the total time allowed. (For example, the combination of items 1b and 6 would give a total time of 4.0 days.)

⁴ Item 9 cannot be done concurrently with other work items.

- (b) Tenant rights and responsibilities.
- (c) Landlord responsibilities.
- (d) Information on household insurance.
- (e) Tenant responsibilities to vacate and clear private rental housing.
- (f) Overseas housing allowances (in overseas areas only).
- (g) Local customs (in overseas areas only).
- (h) Furnishings support.
- (i) Utility bills and payment procedures.
- (j) Telephone service.
- (k) Facilities and services in the local area to include religious facilities, schools, transportation, recreation, shopping centers, emergency services, and so forth.

(l) Home safety inspections both on- and off-post.

(m) Fire safety resources on-post and in local civilian communities.

(n) Any additional information considered necessary or peculiar to the local area.

(4) Furnish each applicant a copy of DA Pam 360-611 which contains guidelines on standards of conduct for military personnel who reside off post. Overseas, this publication may be supplemented to suit local conditions. Parts that do not apply overseas should be identified to the applicants.

(5) Verify permissive TDY. Members on permissive TDY for house-hunting purposes must have a DA Form 4187 (Personnel Action) and, if applicable, a DD Form 1747 (Status of Housing Availability) when processing through the gaining HSO (see AR 600-8-10). The Soldier must report to the gaining installation's housing office and have DA Form 4187 verified/stamped on the first available duty day. Soldiers must not negotiate or formalize acquisition of housing prior to obtaining verification/stamp (DA Form 4187). The stamp and date serves as verification of housing processing and permissive TDY status. Failure to secure the HSO validation may result in the Soldier being charged leave for the entire period.

(6) Assist transferring Soldiers and Family members in assessing their housing relocation needs. Relocation requirements/interests not related to housing should be referred to the installation Army Community Service office or other agency for specific assistance. Housing relocation assistance counseling should include the following:

(a) Information about housing at the gaining installation. Use AHOS (available at <http://www.housing.army.mil/>) for—

1. On-post housing information for Family housing and UPH at the gaining installation.

2. Off-post housing information to include general information on housing types available in both the rental and purchase markets, price ranges, and general availability by type of housing.

(b) Information about relocation assistance available at Army Knowledge Online (AKO) and other Web pages linked to AKO.

(c) The 1-800 phone number to secure Army lodging at the losing or gaining installation.

(d) A discussion of how the HRAP can assist the Soldier in comparing housing options, such as selling or renting his or her housing unit at the losing installation and/or buying or renting a housing unit at the gaining installation.

(e) Information on the Deposit Waiver Program at the gaining installation whereby landlords and utility companies negotiate with the installation HSO to waive deposit requirements in return for HSO help with problem accounts.

(7) Advise applicants to consider obtaining insurance coverage for premises to be rented and against loss of personal effects and household furnishings while their property is in the rented premises.

f. Complaints from the Soldier.

(1) *Community housing complaints.* Off-post housing problems concerning DOD personnel must be investigated immediately for validity and fully documented by the HSO. (Housing managers must ensure that these responsibilities are added to both the employee position descriptions and the major performance objectives/individual performance standards.) Provisions for handling on-post housing complaints are addressed in paragraph 3-62.

(2) *Health, sanitation, and unfair business practice complaints.* The Armed Forces Disciplinary Control Board should be contacted for possible placement of facilities off-limits when health or sanitation complaints cannot be resolved with agents or local civilian agencies (see AR 190-24). Agents who participate in unfair business practices may be placed off limits. Examples of unfair business practices are as follows:

(a) Those OCONUS agents who charge excess rent to Americans.

(b) Payment of money requested in addition to the sum specified in the lease.

(c) Nonrefund of entire security deposit even though Soldier has fulfilled all requirements of lease.

g. Advertisements and information technology.

(1) The HSO should assist in ensuring that only nondiscriminatory advertisements of rental or sales housing units appear in authorized DOD media formats, such as the internet, Web sites, post publications, and bulletin boards. Media formats inconsistent with the DOD policy affirming equal opportunity housing for all DOD personnel will not be used or distributed by housing offices.

removed from restrictive sanctions. HUD and DOJ will also be advised in writing in those cases where they had been apprised of a validated discrimination complaint or incident.

m. Privacy Act and Freedom of Information Act. Requests for information regarding off-post housing complaints and investigative files will be processed under AR 25-55 and, if applicable, AR 340-21. The FOIA requests for reports that have been referred to HUD, DOJ, and State or local agencies will be coordinated with the respective agency before any information is released. Proper coordination will ensure that on-going investigations are not harmed by the premature release of information.

n. Complaint procedures in foreign areas.

(1) Commanders of installations or activities outside the United States will take action outlined in this section except that cases are not forwarded to HUD or DOJ. Complainants should be made to understand that the fair housing provisions of the Civil Rights Act of 1866 and 1968 are not applicable outside the United States. However, the intent of the EOOPH Program and the prohibitions against discrimination on the basis of disabilities shall be carried out to the extent possible within the laws and customs of the foreign country.

(2) Consult the local OSJA office to determine whether—

(a) The laws of the country concerned prohibit any of the actions outlined in processing complaints.

(b) There is any civil redress which can be pursued.

Section VII

Operation and Maintenance

3-38. Scope

This section sets forth policy, outlines responsibilities, and provides guidance on operating and maintaining housing facilities.

3-39. General policy

a. Housing facilities will be operated and maintained to a standard which will provide comfortable accommodations in good condition.

b. Every effort must be made to achieve cost savings in all aspects of housing operation and maintenance.

3-40. Joint responsibility

Responsibility for the operation and maintenance of housing is shared by the garrison commander and the housing resident. The garrison commander must manage and maintain the Army's housing in the best interest of the Government. Residents must exercise careful practices expected of a prudent person in the use of their housing (see sec VIII).

3-41. Energy conservation

a. Goal. The goal of the energy conservation program is to ensure that the essential energy needs of all residents are provided without waste. Equipment and facilities will be operated and maintained in an energy efficient manner. Energy can be conserved through action by the Army and by the resident.

b. Army action. The Army will—

(1) Apply new techniques and devices in designing, building, modernizing, operating, maintaining, repairing, and furnishing its housing facilities so as to reflect contemporary community standards for similar categories of housing.

(2) Develop an aggressive program to educate residents on conservation techniques, energy savings tips, and self-help actions.

(3) Determine where excessive energy consumption occurs and develop remediation plans.

c. Resident's actions. Residents will—

(1) Monitor their use of utilities with a view toward operating their housing in the most energy efficient manner possible.

(2) Report facilities deficiencies which waste energy and are beyond self-help capabilities for correction.

(3) Reimburse the Army for utilities consumed in excess of normal household use. For example, excess use could result from recharging a battery-powered privately-owned motor vehicle or operating kilns, ovens, or welding equipment to support a profit-making venture.

3-42. Work authorization

a. Maintenance and repair work may be authorized for accomplishment once it is approved. Approval may fall within the approval authority level of the garrison commander or it may have to be obtained from a higher level (see para 3-12 for Family housing approval authorities and chap 2 for OMA-funded facilities, such as UPH).

b. Maintenance and repair work is done when a work order is issued. A work order is categorized as a service order (SO) or as an individual job order (IJO).

(1) *Service orders.* The SOs cover small jobs beyond the scope of self-help (para 3-44).

(a) Their nature is such that their accomplishment cannot be delayed until a scheduled maintenance visit.

(b) They are issued for work requested by telephone, in person, or in writing. SO work is limited to a total of 40 man hours of labor. SOs will not be used for AFH incidental improvements unless there is a system in place to accumulate the costs per DU per FY.

(c) SOs are prioritized as emergency, urgent, or routine. Emergency SOs take priority over all other SOs. Urgent and routine SOs are normally accomplished on a first-come/first-served basis within their own category. All installations will have a formal priority system for SO accomplishment. Instructions for the establishment of a formal priority system for the accomplishment of real property SO type maintenance work are contained in paragraph 3-55.

(d) Follow-up visits to correct an unsatisfactorily performed SO (call back) will be charged to the same SO.

(2) *Individual job orders.* The IJOs are used for all work which exceeds the scope of the SO and/or requires maximum control of manpower and other resources, for preventive maintenance requirements, and for all AFH incidental improvements regardless of cost except as noted in (b), above.

3-43. Work classification

a. Classifying work as maintenance, repair, or construction is an essential step in developing a project. Once the project has been defined, the approval authority can be identified and statutory and regulatory requirements can be met (see chap 2 of this publication and DA Pam 420-11 for project definition and classification).

b. There is not necessarily a direct one-on-one relationship between a project and a contract to execute that project. A single contract may embrace one or more projects in its scope. Conversely, a single project may be split among several contracts. Interdependent projects must be combined into one project for approval purposes. Interrelated projects may be approved individually.

c. Projects will be developed to show the full scope of work without circumventing the prescribed approval levels. A memorandum for record stating the rationale behind the determination of work classification and project scope is recommended for inclusion in the project file.

3-44. Self-help

a. Each installation may establish a Self-Help Program per chapter 5. This program will require residents to perform certain basic self-help tasks and provide the opportunity for residents to perform limited improvements on their housing units and associated grounds. A list of basic self-help tasks which can and should be performed by Family housing residents is contained in paragraph 3-67.

b. The following guidance should be incorporated into the installation level self-help program:

(1) Ensure that resident self-help tasks are not routinely done by in-house or contract employees except in unusual circumstances.

(2) Screen service calls from residents to eliminate self-help tasks.

(3) Provide appropriate training for participants in this program including self-help coordinators and inspectors.

c. Self-Help improvement projects should conform to the following conditions:

(1) Work should be on a voluntary basis resulting in an improved quality-of-life for the resident.

(2) High standards must be established for both interior and exterior work in conformance with the Installation Design Guide (IDG).

(3) Work performed will comply with applicable building codes. Electrical work will be done only by a licensed electrician or shop approved electrician.

(4) Work performed will not create fire or other safety hazards.

(5) Both functionality and aesthetics should be considered in project development.

(6) Supplies, equipment, and tools will be made available from existing self-help stores

d. The Director Public Works will—

(1) Provide appropriate work classification and project approvals.

(2) Provide professional guidance during the planning, design, and execution stages.

(3) Provide training to volunteers before work is started.

(4) Provide technical assistance and project inspection.

e. Self-help work will not be performed where asbestos or lead-based paint (LBP) shall be disturbed since only trained and certified personnel may work with these substances.

3-45. Historic housing facilities

a. Some Army housing facilities, particularly GFOQ, are listed individually on the National or State Register of Historic Places, are contributing structures within an historic district, have been determined eligible for listing, or are potentially eligible for listing. Stewardship of historically significant properties imparts a special responsibility to the managing installation and the residents. Decisions on use and O&M should give appropriate consideration to those facility characteristics which contribute to their historic significance.

b. Work that may affect historically significant housing must be reviewed and coordinated per part 800, title 36,

(3) CATV in some foreign areas may not have Armed Forces Network (AFN) broadcasting. CATV may be provided where the AFN channel is not available.

(4) Installation of CATV, satellite, or cable internet must be coordinated with the DPW.

(5) CATV or cable internet disconnect and reconnect costs are payable by the subscriber. In accord with paragraph 3-6c(11), partial DLA is intended to cover the costs for any cable connections which are incurred when the Government directs a move to or from Government housing.

b. Master/community antenna television. (See AR 25-1, para 6-4f and TI 801-02, Vol 2, para 9-11.)

(1) An M/CATV system may be provided only when adequate reception of the nearest commercial TV stations cannot be obtained on the most efficient type of indoor TV antenna and commercial cable TV is not available.

(2) The M/CATV system may use conventional antennas or satellite dishes. The garrison commander will select and approve the specific reception system to be used.

(3) Depending upon cost limitations, use construction, or M&R funds for installation. Use maintenance funds for M&R.

3-53. Family housing

a. Operations policies.

(1) The most effective and economic methods of providing utilities will be used.

(2) Utility consumption will be measured, wherever feasible, by the use of meters. The types of metering available are individual, master, and sample (listed here in descending order of priority for measuring utility consumption).

(3) Residents will conserve utilities. Repeated waste of utilities may be considered to be misconduct and constitute possible grounds for termination from housing (see para 3-16a(2)).

(4) Window air-conditioning units, including evaporative coolers, will not be used to supplement a central air-conditioning system.

(5) Appropriated funds will not be used to haul or purchase firewood and coal for use in fireplaces or wood stoves. However, the periodic inspection and cleaning of chimney flue liners is an installation responsibility. Inspection and cleaning of chimney flue liners will be in accord with National Fire Protection Association (NFPA) Standard 211 (NFPA 211), chapters 13 and 14.

(6) The Government may provide custodial services in the common use areas of multi-Family housing, such as apartment buildings where there are common hallways, entrances, elevators, and so forth.

(7) In buildings with more than one DU, the costs of services performed in common use areas, on common structural components, and on common use systems, will be prorated among all DUs in that building.

b. Utility metering.

(1) Each installation should have a plan for metering water and all direct energy supplies (electricity and heating/cooling) at all Family housing areas.

(2) This plan should ensure the following:

(a) All new construction of Family housing will have utility meters installed in accord with TI 801-02.

(b) Master meters will be installed as part of any new construction or revitalization project.

(c) Existing Family housing areas will be master metered. Where master metering is not economically practicable, individual DU meters will be installed.

(d) All multiple unit Family housing new construction and replacement projects and all significant alteration and major rehabilitation projects, which include the utility trades in more than a casual manner, will provide, where feasible, electric meter drops and, except for DU with coal-fired heating plants, heating fuel meter points as part of the project for each DU. Electrical and/or mechanical trades should not be involved in Family housing rehabilitation projects solely for the purpose of meter/drop installation.

(3) This plan should also include the following:

(a) A method of reading and recording utility meter readings.

(b) An M&R program for the utility meters.

(c) The locations where utility meters need to be installed.

(4) Individual utility meters may be considered in Family housing areas with high energy consumption when life-cycle analysis shows this approach to be the most economical. Construction requirements should be developed as a post acquisition construction project.

(5) The installation of master meters should be accomplished through the incidental improvements account to the maximum extent possible. For those projects that cannot be accomplished as incidental improvements or are not included as part of a rehabilitation project, a separate post acquisition construction project should be developed. The IMCOM Regions will update their metering programs on an annual basis.

(6) Each installation should have on file the method used to determine the utilities consumption in Family housing until all utilities consumed in Family housing are based on metered use.

c. Identification of housing.

(1) Family housing will be provided with individual building numbers (front and, if necessary, back) which are readily visible to emergency vehicles. Signage must be consistent with IDG requirements.

(2) The IMCOM may approve the installation of individual name signs, if new, using AFH incidental improvement funds. Replacements made during a change of occupancy shall be charged to between occupancy maintenance. This authority may be delegated to garrison commanders.

(3) Individual name signs, especially on senior officer DUs, present certain force protection/physical security concerns. Therefore, any program to install name signs should be coordinated with the installation force protection/security office.

d. Maintenance policies.

(1) *General.* The level of maintenance on DUs will be sufficient to protect the Government's capital investment and to prevent unnecessary operating costs to the Government (see para 3-53g).

(2) *Evaluation of condition of units.* Through periodic inspection of units, M&R requirements will be recorded by building component and system. This will serve as a basis for the annual and long-range work plans for assisting in the development of the RPMP. The ISR condition inspections can be used to document quality condition information.

(3) *Work in common use areas.* In buildings with more than one DU, the costs of M&R work performed in common use areas, on common structural components, and on common use systems, will be prorated among all DUs in that building.

(4) *Priorities.* Critical M&R work will be done before incidental improvement work.

(5) *Maintenance and repair need.* Available AFH resources will be used to maintain, repair, and improve Family housing based on need rather than the grade of residents. Residents' requests for painting of a decorative nature or for replacement of tiles, wall coverings, or other work on the basis of either compatibility with personal furnishings or for personal preference will not be approved.

(6) *Painting.*

(a) Interior painting shall be done to maintain an attractive appearance and sanitary conditions, to protect finished surfaces, and to correct unsightly appearance. The minimum interval for cyclic painting is three years, unless the garrison commander determines on a case-by-case basis that some DUs require more frequent painting.

(b) Exterior painting of masonry, wood, and ferrous metal surfaces shall be done to maintain an attractive appearance, protect surfaces, and sustain water tightness. The normal interval for cyclic painting will be five years except when the garrison commander determines that more frequent painting is required.

(c) Permanent records of painting will be maintained for each Family housing facility per chapter 5 of this publication. These records will include documents which authorize painting at less than frequencies prescribed in (a) and (b), above.

(d) Painting solely or primarily for the purpose of decoration, to achieve standard color, or to match furnishings is not authorized, except in leased housing which may have other finishes. Change of occupancy is not a reason for painting.

(e) Interior painting while a DU is occupied will be done only when the resident is in agreement. The painting of occupied housing will be scheduled to minimize inconvenience to the resident, yet will be completed in the least number of days possible. Only that amount of work will be scheduled that can be completed and still allow the residents to carry on normal living activities at the end of that workday.

(7) *Floors.* Where the primary floor finish requires major repair or replacement (in excess of 25 percent of total floor space), an economic analysis (EA) will be done to aid in determining the most acceptable alternative. The EA will be included in the project file.

(a) *Wood floors.* Wood floors which serve as the primary floor finish will be completely sanded and/or refinished when general deterioration has occurred. Such work will be done when the housing unit is vacant. Sanding will be kept to a minimum to ensure maximum life of the wood floor. Normally, an interval of not less than 10 years should elapse before sanding becomes necessary. Refinishing should be done not more than once every four years.

(b) *Carpeting.* Where carpeting is determined to be the most economical primary floor finish, it will be accomplished using either M&R funds or construction improvement funds as appropriate. Any decision to use carpeting should recognize normal issues associated with change of occupancy and the cost to remedy damaged surfaces.

(c) *Negligence.* Evidence of negligence, for example, damage from golf shoes, requires a report of survey, statement of charges, or cash collection voucher before refinishing a damaged floor (para 3-64).

(8) *Housing facility systems and components.* Systems and components (such as roofing, structural, electrical, air conditioning, heating, plumbing, and so forth) will be repaired or replaced as needed. Theoretical life of a system or component is not sufficient basis for replacement.

(9) *Grounds and landscaping.*

(a) *Boundaries.* The cutting, trimming, and watering of lawns in the designated immediate area of the DU will be the responsibility of the resident, as would be expected of a tenant in private housing of similar type and value. Normally, the boundaries of the designated immediate area of responsibility will be not more than 50 feet from the

DU. However, this boundary may be extended out further to a logical line of demarcation, such as a road or a fence, or to encompass small common areas (see also, para 3-100c(1)(h) for exceptions on certain GFOQ).

(b) *Apartment buildings.* Grounds maintenance around multi-story apartment buildings will be provided by the installation.

(c) *Grounds keeping.* Under no circumstances shall gardeners be assigned to fully maintain the grounds of a specific DU. Gardening services for the pruning and trimming of trees and shrubs shall be furnished, where required, on a routine cycle based on the growing season and plant characteristics. Generally, landscaping in the common areas surrounding housing units should be limited to group plantings which will not interfere with mechanized maintenance and will facilitate the use of gang mowers whenever possible. The cost of grounds care beyond the designated immediate area will be charged to the appropriate category of facilities as common grounds maintenance.

e. *Cleaning incident to vacating housing.*

(1) *Resident cleaning.*

(a) Residents are responsible for cleaning their own housing and will leave the housing in a condition suitable for immediate reassignment. Residents must complete at their expense the minimum cleaning standards for all of the housing items listed in table 3-13 (see table 3-13). Termination of housing assignment shall be in accord with guidance set forth in paragraph 3-14h(3)(b).

(b) Exceptions may be made and the housing cleaned at Government expense when major M&R work is scheduled between occupancy, and a complete cleaning will be required after the work is completed.

(2) *Contract cleaning at resident expense.* Garrison commanders may establish a procedure to allow residents to prepay a Government-approved custodial contractor for cleaning. Residents electing to use the services of a cleaning contractor will be advised that—

(a) The Government will not be a party to any contract or agreement between the resident and contractor (repository for funds excluded.)

(b) When a copy of the signed contract between the resident and the Government-approved contractor is accepted by the housing manager, the resident has met his or her cleaning responsibility. The contractor is then responsible for completing all of the items in the minimum cleaning standards listed in table 3-13.

(c) For the purpose of starting housing allowances, the termination of housing assignment shall be in accord with guidance set forth in paragraph 3-14h(3)(b). For housing office administrative purposes only, the DU will be considered occupied until the date of the final cleaning inspection, but not more than three working days beyond the end of the contract cleaning period.

(d) The use of a Government-approved contractor, other than an AAFES concessionaire, requires that a responsible agent be designated to secure the cleaning fee until the housing has been satisfactorily cleaned and any liquidated damages owed to the Government have been paid. Government-approved custodial contractors must either be bonded or have an account which the Government can draw against in case of default.

(e) No Government-approved custodial contractor for cleaning can be associated with the Housing Office.

(f) When housing is cleaned by individual contract and the housing is not cleaned satisfactorily by the date specified in the contract (normally 1 to 3 days), the cleaning contractor will be assessed liquidated damages in an amount per day equal to the housing allowances of the former resident. Liquidated damages will be remitted to the OPLOC/FAO as a cash collection. If the housing has not been satisfactorily cleaned within a reasonable period, the housing manager will take necessary action to have the housing cleaned by other means and the contractor will be required to pay any additional costs above the original contract amount that are incurred by the Government for cleaning.

(3) *Contract cleaning at Government expense (outside continental United States only).* The IMCOM Regions (OCONUS) will establish a Family housing contract cleaning program at Government expense using AFH maintenance funds.

(a) Only personnel on PCS, separation, or retirement orders or personnel who are directed to move at the convenience of the Government are authorized to receive contract cleaning at Government expense.

(b) The TLA will be limited to three days for outgoing personnel who occupy Government-controlled Family housing. Exceptions to the 3-day limit will be documented and approved by the garrison commander on a case-by-case basis.

(c) As a minimum, residents will be responsible for conforming to the standards for residents receiving contract cleaning (table 3-13). The IMCOM may increase the minimum cleaning standards requirements for residents set forth in table 3-13 as necessary due to fiscal constraints. Residents will not be given the option of cleaning the housing in return for monetary remuneration or authorization of TLA beyond three days.

(d) Termination of housing will be effective when the resident physically clears the housing or on the Soldier's departure date from the command, whichever is sooner.

(e) Cleaning contractors will adhere to the established cleaning requirements.

(f) Residents not authorized Government contract cleaning are responsible for cleaning their own housing (para 3-53e(1) and 3-53e(2)).

(4) *Liability.*

(a) Residents have—

1. Responsibility and/or liability for damage to housing or furnishings exceeding fair wear and tear (para 3-64).
2. Responsibility for the level of cleaning required of the resident by the cleaning procedures identified in (1), (2), or (3), above.

(b) When a resident fails to clean, or contract with an approved custodial contractor for cleaning, assigned housing prior to a PCS or ETS, the Government must arrange to have the housing cleaned. In such cases, the resident is liable to the Government for costs incurred.

f. Restoration of damaged or destroyed dwelling units.

(1) A DU damaged or destroyed by fire or natural disaster may be restored when there is a need for the unit. Restoration costs up to 50 percent of replacement cost will be funded with M&R funds. Where restoration costs exceed 50 percent of the replacement cost, a determination will be made by HQDA as to the funds (either M&R or construction) that will be used to assure expeditious accomplishment of required work. Except for GFOQ, the cost to repair or restore a DU damaged or destroyed by fire, flood, or other disaster does not count against the major M&R limitation of \$20,000 per DU per FY (see para (3), below).

(2) Foreign source units provided for U.S. Government use, which are insured as evidenced by annual AFH insurance premium payments, will not be restored with AFH funds.

(3) Restoration costs of less than \$20,000 per DU shall be approved by the approval authority level to which delegated. Costs of \$20,000 or more per DU and costs for other real property facilities exceeding 50 percent of replacement cost require HQDA (ACSIM/OASA (I&E)) approval (see para 3-12).

(4) Requests for restoration projects which require HQDA approval will be submitted by the most expeditious means but in no case later than within 30 days of the fire or disaster. The request will include the information and use the procedures specified in paragraph 2-19b(1) through 2-19b(11). Figure 3-3 presents a suggested format for a Family housing DU restoration project approval request. Users should adjust the format to correspond to their individual requirements. Use only those stub entries in figure 3-3 which accommodate the specific requirements of the DU project.

Table 3-13
Minimum cleaning standards for housing—Continued

Kitchen, bathroom, and toilet Remove stains, lime and mineral deposits, and excessive soap residue from all equipment. Clean all equipment to include bathtubs, washbasins, toilet bowls, showers, mirrors and mirror shelves, towel rails, medicine cabinets, kitchen sinks, and related hardware. Clean wall and floor tile. Polish all equipment, fixtures, and wall tiles to a streak-free shine.	x	x x x
Trash cans Empty and remove any crusted-on garbage. Empty and clean.	x	x
Upholstered furniture Wipe down and remove stains. Clean to remove lint, dust, and dirt. Remove spots and stains to the maximum extent possible.	x	x x
Wooden furniture Wipe down and remove stains. Clean to remove dust, dirt, food particles, and streaks. Lightly wax outside surfaces and polish to a shine. Clean doors and drawers to be free of dust, dirt, or other foreign matter. Remove drawers completely so that frames and rollers can be cleaned of dust and other particles.	x	x x x x
Bedsprings, box springs, and mattresses Wipe down and remove stains. Clean to remove dirt, dust, and other loose matter.	x	x
Outside area Sweep and clear all debris from carports, patios, balconies, and walks. Remove oil or grease from paved areas. Accomplish normal yard maintenance.	x x x	
Self-help Accomplish all self-help items per local requirements.	x	
Miscellaneous Remove all personal items before final inspection.	x	

3-55. Priority system for service order maintenance

a. Requirement. All installations will establish and publicize a formal priority system for the accomplishment of minor maintenance. This system should enhance communication and understanding between the customer and the DPW/housing manager and, simultaneously, ensure responsive, efficient accomplishment of high priority work. The system will be established regardless of the type of workforce employed (contract or in-house) and will address the maintenance of non-housing facilities as well as Family housing, UPH(PP), and Army lodging facilities. (A separate policy may be developed for each fund type.) The priority policy will be developed at installation level to ensure that local factors such as contractual agreements, unique supply response times, travel distances, and coordination with similar policies at nearby installations are considered.

b. Policy content.

(1) To ensure Soldiers some degree of continuity as they relocate from one installation to another, the policy will incorporate, as a minimum, the following features:

- (a) Location and telephone number of office accepting SO requests.
- (b) Three major categories of priority service—emergency, urgent, and routine—as described in figure 3-4. Appropriate consideration will be given to the needs of EFMP enrollees.
- (c) Target time limits in hours or days for response to SO in each category.
- (d) Target time limits in working days for completion of SO in each category.
- (e) Documentation, in written form, for dissemination to all appropriate units/individuals. Housing residents will receive a copy upon initial acceptance of their housing.

(2) Other information recommended for inclusion in the policy is as follows:

- (a) Target response time for correction of unsatisfactory work accomplishment.
- (b) Description, frequency, and scheduling of preventive maintenance work.
- (c) Customer feedback procedures.
- (d) Appointment procedures to include notification to the resident that failure to meet a scheduled appointment may result in a charge to them.
- (e) List of typical work requests often received that are the responsibility of some office other than the DPW.

c. *Sample policy statement.* Figure 3-4 is a sample priority policy which may be used as a general guide.

d. *Service order priority system responsibilities.*

(1) *Assistant Chief of Staff for Installation Management.* The ACSIM will—

(a) Issue Armywide policy on the establishment of a formal priority system for accomplishing real property SO type maintenance work.

(b) Monitor implementation of this policy during staff visits.

(2) *Installation Management Command Region directors.* The IMCOM Region directors will—

(a) Ensure implementation of this policy.

(b) Issue guidance for establishing this policy at installation level.

(c) Review and evaluate installation priority policies to ensure implementation in accord with HQIMCOM guidance.

(d) Monitor implementation of this policy during staff visits.

SAMPLE WORK PRIORITY POLICY

1. Purpose. The purpose of this policy is to promote better understanding between the Directorate of Public Works (DPW)/housing manager and the customer by explaining detailed procedures and priorities for DPW accomplishment of minor maintenance work.

2. Application. In general, this policy applies to small-scale maintenance and repair work accomplished on Government-owned/leased facilities and equipment. This type work is generally referred to as a service order (SO) and is limited to a total of 40 manhours of labor.

3. Service Order Initiation. SOs may be initiated by calling or visiting our work reception desk at Bldg. No. 1401, telephone 828-3028, during normal duty hours or Bldg. No. 210, telephone 828-3016, during non-duty hours.

4. Service Order Priorities. Appropriate consideration will be afforded the maintenance and repair requirements of persons enrolled in the EFMP. Service orders will be accomplished based upon the following priority system:

a. Emergency. Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency. Usually work will be classified as emergency when it consists of correcting failures/problems which constitute an immediate danger to life, health, mission, security, or property. Examples include—overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components which may cause fire or shock, stopped up commodes (when only one available for use) and accidental lock-ins of small children. Normal response time to emergency work is within one hour. Once started, work will continue until completed.

b. Urgent. Urgent work is required to correct a condition which could become an emergency, could seriously affect morale, or has command emphasis. Examples include heating and warm water supply outages, air-conditioning system failures, or functional failure of ranges and refrigerators. As a general rule, we will make every effort to accomplish all urgent work within at least 2 working days of receipt of the request. However, actual response times for urgent work may vary from 2 hours to 5 calendar days depending upon availability of craftsmen, relative urgency, and time of request (that is, weekend, night time, duty hours, and so forth). Once started, urgent work will continue until completed. Some common urgent type service orders and our target times for response to them are as follows:

- (1) Heating outage—midwinter—2 hours
- (2) Lock-in/lock-out due to defective lock (not due to negligence)—3 hours
- (3) Complete water supply outage to a housing unit or barracks—2 hours
- (4) Inoperable commercial freezer—3 hours
- (5) Inoperable domestic refrigerator—16 hours
- (6) Inoperable domestic range—24 hours
- (7) Inoperable commercial range/oven—3 hours
- (8) Warm water supply outage to a housing unit or barracks—8 hours

Figure 3-4. Sample work priority policy

- (9) Air-conditioning outage (domestic)—midsummer—36 hours
- (10) Inoperable commode where other operable commodes exist—5 days
- (11) Broken or defective windows/doors that compromise security—2 days

c. Routine. Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Every effort will be made to respond to and complete routine SOs within 30 days. As an exception, however, minor SOs requiring less than approximately 4 manhours which cannot be logically deferred until the next preventive maintenance (PM) visit (see para 6 below) and pertain to housing, dining, barracks, or operational facilities, will be accomplished within 5 working days whenever possible.

5. Unsatisfactory Work Accomplishment. SOs that have been unsatisfactorily completed shall be redone correctly within 5 days of notification of the requirement.

6. Preventive Maintenance. PM is the systematic care, servicing, and inspection of equipment, utility systems, buildings and structures, and grounds facilities for the purpose of detecting and correcting incipient failures and accomplishing minor maintenance. A PM team will visit your facility/housing every 90 days to perform PM work. During the PM visit, the team may also accomplish very minor SOs previously requested. You will be advised of the exact date of a PM visit through publication in the daily bulletin. In addition, housing residents will be advised of PM visits through information fliers. Should the scheduled PM visit pose difficulties, call telephone 828-3203 and other arrangements can be made. Any work identified by the PM team as a deficiency but beyond its capability will be reported by the PM team to the DPW work reception office for accomplishment.

7. Work Evaluation. The DPW reviews the performance of service order work accomplished through random sampling techniques. In addition, customers are encouraged to contact our quality assurance branch at telephone 828-3858 to express their satisfaction/dissatisfaction with work accomplished. Housing residents will receive a questionnaire to answer voluntarily every time they are visited for SO or PM work. A franked, DPW addressed envelope accompanies the questionnaire to allow for easy return mailing.

8. Appointment Procedures (housing residents only). Normally, visits to accomplish service order work (excluding emergencies and "very" urgent SOs) will be prearranged with the requestor. Prearrangement will be limited to half day timeframes, that is, 0800-1200 or 1200-1600. Failure by a resident to meet a scheduled appointment may result in a charge to them.

9. Non-DPW Work. The DPW frequently receives requests to accomplish work outside its responsibility. The following is a list of the most common requests received of this type:

<u>Request</u>	<u>Responsible Office</u>	<u>Phone</u>
Cut vehicle keys	Directorate of Logistics	828-3759
Repair furniture (excludes housing)	Directorate of Logistics	828-2684
Telephone repair	Directorate of Information Management	828-1580
TV Antenna/cable/reception problem	Directorate of Information Management	828-3229
Personal name signs	Directorate of Contracting	828-4455
Abandoned car removal	Provost Marshall Office	828-4085

10. Questions or comments regarding any aspect of this policy should be called into phone 828-3142

Note: Response times/timeframes in this sample policy, though considered a reasonable point of departure, are for demonstration purposes only, and may be modified/expanded/deleted by individual installations as logic and the situation dictates. Above all, response time/timeframes determined should be reliable. Garrison commander approval of the installation priority policy is recommended.

Figure 3-4. Sample work priority policy—Continued

3-56. Maintenance standards for Family housing

a. General. All Family housing real property assets including dwelling units, garages, carports, grounds, and other facilities identified on the Family Housing Property Account are to be maintained to a standard that prevents deterioration beyond that which results from normal wear and tear and which corrects deficiencies in a timely manner to ensure the full life expectancy of the facilities and their components. Special needs of EFMP enrollees will receive appropriate consideration. The level of maintenance shall ensure that all Family housing facilities are free of missing components or defects which would affect the safety, appearance, or habitability of the facilities or would prevent any electrical, mechanical, plumbing, or structural system from functioning in accordance with its design. The quality of the work and the repaired areas shall be compatible with adjacent areas. Replacements shall match existing components in dimensions, materials, quality, finish, color, and design. During the performance and on completion of the work, debris shall not be allowed to spread unnecessarily into adjacent areas or accumulate in the work area itself. All such debris, excess material, and parts shall be cleaned up and removed at the completion of the job or at the end of each day work is in progress. Upon completion of work any fingerprints, stains, or other unsightly marks shall be removed. Wherever the term "pleasing appearance" appears in subsequent paragraphs, it shall be construed to mean an appearance similar to the original finished appearance.

b. Structural exterior. The following standards apply to the exterior of Family housing facilities:

(1) *Exterior walls.* Any wall exposed to the weather. All exterior walls shall be maintained in a structurally sound, weather tight condition, and in a good state of repair. The walls shall be free of noticeable pitting and corrosion, vegetation and animal life, deteriorated siding and trim, discoloration and graffiti, or other defects which would render an unsightly appearance to the exterior walls.

(2) *Roofing.* All roofing, flashing, and gravel stops shall be maintained in a manner which preserves a weather tight seal and prevents corrosion and abnormal deterioration of individual components. Missing pieces shall be replaced to retain the original whole condition of the roof system.

(3) *Gutters, downspouts, and splash blocks.* Drains shall be maintained to function as originally designed to effectively channel run-off water away from the housing unit. Gutters and downspouts shall be maintained properly aligned and secured to the house with splash blocks correctly positioned to receive the impact of the drainage water. Gutters and downspouts shall be kept free of debris or any obstruction.

(4) *Overhangs.* Overhangs will be maintained in an aesthetically pleasing state of repair with fasciae and soffits properly secured. Bird screens and vents shall be maintained intact and free of corrosion.

(5) *Windows, doors, screens, and shutters.* Windows, doors, screens, and shutters will be maintained to operate smoothly and properly without binding, sticking, or other defects which would prevent their functioning in accordance with design. Exterior doors, windows, and shutters shall be maintained in a manner which preserves the weather tight seal with caulking, glazing, and weather stripping fully intact. New glass used for replacement work shall be the same thickness, type, and quality as the existing glass. Window screens and screen doors shall be maintained in good working order and free of torn fabric or frame defects to ensure that the screening function is effective. All hardware such as hinges, locks, strike plates, window operator mechanisms, door closers, springs, and so forth, shall be maintained free of corrosion or other defects which would prevent its operating as intended.

(6) *Miscellaneous roof structures.* Chimneys, vent stacks, roof ventilators, or other items which pierce the roof shall be maintained to function as originally designed. Flashing shall be maintained to prevent leaking. All metal surfaces shall be maintained free of noticeable pitting and corrosion. Wind driven turbine ventilators shall be maintained free of corrosion or other defects which would prevent their operating as intended.

(7) *Window guards.* Where required, window guards will be installed in a safe and structurally sound manner. Landlord approval is required for installation in leased housing.

(8) *Garage/carport.* Concrete floors shall be maintained in such a way as to present a pleasing appearance and shall be in a usable and safe condition, free of cracked, spalled, or broken areas, or cracks which adversely affect the structural integrity of the floor.

c. Structural interior. The following standards pertain to the interior of Family housing facilities:

(1) *Interior walls.* Interior walls shall be maintained free of damage, deterioration, cracks, or defective materials. The aesthetic appearance shall be free of noticeable discoloration or other defects which would render an unsightly appearance to the interior walls.

(2) *Concrete floors.* Concrete floors shall be maintained in such a way as to present a pleasing appearance and shall be in a usable and safe condition, free of cracked, spalled, or broken areas, or cracks which adversely affect the structural integrity of the floor.

(3) *Subflooring.* Subflooring and structural members shall be maintained in a safe and usable manner. Deteriorated subflooring members shall be repaired or replaced to retain the original whole condition of the floor.

(4) *Hardwood flooring.* All hardwood floors shall be maintained in an acceptable state of repair and with a smooth, glossy finish, free of damage, deterioration, or buckling.

(5) *Floor coverings.* All tile floor coverings shall be maintained free of cracks, chips, and torn or excessively worn material to provide floor coverings which are usable and pleasing in appearance. Wall-to-wall carpeting installed as a primary floor finish will be maintained in accord with local standards. Replacement will require an economic analysis that considers normal carpet cleaning methods.

(6) *Ceramic tile.* All ceramic tile floors shall be maintained free of loose, damaged, broken, missing, or cracked tiles and with joints properly sealed to provide the intended watertight surface.

(7) *Stairways.* Stairway treads, risers, nosings, balustrades, handrails, and other structural members shall be maintained in a state of repair which provides a safe and usable system and presents an aesthetically pleasing appearance.

(8) *Ceilings.* All ceilings and framing members shall be properly secured. The ceiling shall be free of holes or cracks. Badly soiled, defaced, or water damaged surfaces, or other defects which would render an unsightly appearance to the ceiling are to be repaired to restore surfaces to a good condition.

(9) *Venetian blinds and shades.* All venetian blinds and shades shall be maintained to operate smoothly and properly, and kept free of damaged slats, deteriorated tapes, cords, hardware, rails, or torn fabric.

(10) *Interior trim.* All interior trim shall be free of unsightly appearance. Surfaces shall be smooth, free of chipped or peeling paint, exposed nails, warps, cracks, rot, or termite damage.

(11) *Built-in cabinetry.* Cabinets, shelving, countertops, and similar items shall be maintained in a fully usable condition and with a pleasing appearance. Missing or inoperative hardware shall be replaced. The countertops shall be free of warped, marred, burned, or damaged areas.

(12) *House accessories.* Accessories such as mail slots, doorstops, mechanical door bells, door knockers, paper holders, soap trays, tumbler holders, towel bars, shower curtain rods, toilet seats, medicine cabinets, venetian blind brackets, curtain rod boards, closet pulley guides, house numbers, dryer vents, smoke detectors, and so forth, shall be maintained free of defects and in a satisfactorily functioning condition.

d. Electrical. Preventive maintenance of the electrical equipment and distribution system within each unit begins with the weatherhead or the building service entrance main distribution box. The electrical equipment, distribution panel, connections, grounds, outlets, switches, wiring, and lighting fixtures shall be maintained in a safe and usable condition. Receptacles and breakers with ground fault sensors shall be capable of properly detecting faults.

e. Plumbing.

(1) All plumbing systems and fixtures intrinsic to each housing unit and other housing real property facilities shall be maintained in a good and safe operating condition and free of leaks and drips. Domestic water lines shall be maintained from and including the service cut-off box. Waste and sewage lines shall be maintained to the connection at the sanitary sewer main. Gas lines shall be maintained up to the cut-off valve at the pressure regulator.

(2) All sinks, tubs, toilets, basins, lavatories, showers, and so forth, shall be maintained to operate properly, drain freely, and be free of chips, cracks, or excessive discoloration. All fixtures that cannot be repaired shall be replaced with plumbing fixtures that are of equal quality and of the current state of the art. All replacement water closets shall be water saver type that use approximately 1.6 gallons per flush. Defective shower heads shall be replaced with a water saver shower head.

f. Heating, ventilation, and air conditioning. The required standard includes inspecting and maintaining heating, air conditioning, and ventilating systems in good operating condition. All materials and equipment furnished shall be of the same grade, quality, and size as the original construction. All filters will be replaced at least twice each year, prior to air conditioning season. All filters will be of the size and type recommended by equipment manufacturers. Heating and air-conditioning systems shall provide room air temperature consistent with Government energy conservation guidelines.

g. Appliances and equipment. The maintenance, repair, or replacement of Government-owned household equipment and appliances are authorized by and subject to the restrictions, limitations, and approvals set forth in section IX of this chapter. Appliances and equipment shall be maintained in good operating condition and will have a pleasing appearance. Appliances and equipment which cannot be adjusted, repaired, or which have exceeded their usable life shall be replaced.

h. Painting. Painting shall include both the interior and exterior of the dwelling units. Touch-up or partial painting on interior or exterior of units will be accomplished as required to properly maintain housing assets. All new work and repainted areas shall be properly prepared and cleaned prior to paint application. Painted surfaces shall be smooth, completely covered, and free of brush marks and runs. Generally, the painting cycle spans 3 years for the interior and 5 years for the exterior.

i. Grounds maintenance. The following standards have been established for the maintenance of grounds.

(1) *Improved areas.* Grass shall not be allowed to exceed 4 inches in height and shall not be cut lower than 2 inches. After cutting, grass shall have a uniform height throughout, free of grass clippings in windows, on walks, drives, concrete pads, outdoor athletic courts, baseball diamonds, or on any adjacent paved or otherwise finished surface. Grass areas close or next to buildings, playgrounds, hydrants, parking lots, manholes, fences, trees, hedges, and shrubs are included in the mowing operations. Trimming within the improved areas shall be accomplished each time such an area

is mowed. Trimming includes the cutting back of all grass until even with the edges of all curbs, sidewalks, driveways, walls, fences, guy wires, poles, tree trunks, foundations, garbage pads, or any other objects. After trimming, no grass shall extend over any paved or similar surfaces, and there shall be no evidence of clippings on any finished surfaces. Joints in all paved areas including streets shall be maintained free of vegetation.

(2) *Semi-improved and unimproved areas.* Grass shall not be allowed to exceed 7 inches in height and shall not be less than 2 inches in height. Areas containing buildings, structures, parking lots, poles, trees, ditches, exposed utilities, fences, or other obstacles shall have adjacent areas to such obstruction trimmed to the same general height as the open areas. Cuttings shall not be allowed to build up to the extent of possible damage to the undergrowth.

(3) *Hedges and shrubs.* Hedges and shrubs shall be trimmed or pruned prior to attaining a new growth of 6 or more inches. After trimming or pruning, shrubs shall not be left with square or flat tops but shall be pruned to control the habit of growth. Wounds larger than 1 inch in diameter shall be covered with an approved wound dressing. All clippings shall be removed and disposed of at time of pruning or trimming operations or at the end of each day.

(4) *Weed and brush control.* Measures will be undertaken to control excessive growth of weeds or fungi in improved and semi-improved areas. After weed control measures have been applied, no damage to surrounding areas or potential danger to human or animal life shall be evident. Procedures and herbicides used are subject to existing local and Federal regulations. All undesirable trees or bushes with a ball diameter of 12 inches or less and which are within the area to be mowed will be cut and cleared from the area. Trees and bushes, which have been planted for aesthetic reasons or soil conservation measures, will be maintained.

(5) *Grasses and ground cover.* Provisions shall be made for routine fertilizing, seeding, liming, and top dressing as necessary to maintain improved grass areas with a thick, uniform growth and uniform green color. Should bare spots become evident treatment to cure the cause shall be undertaken and measures to start or substitute new growth be initiated. These measures will be continued until the new growth is thick and strong. Fertilizer suitable for the purpose shall also be applied at routine intervals to the base of trees and shrubs and covered with a mulch of suitable material.

(6) *Watering.* Grounds maintenance and care includes the periodic watering of grass areas, shrubs, trees, and other vegetation to maintain growth during hot, dry periods when the prevention of dying vegetation is necessary. Watering may also be required when assisting new growth or directly after fertilizing, liming, or seeding.

(7) *Leaf collection.* Fallen leaves shall be removed from all improved grassed or paved areas and shrubbery. Removal shall be done at intervals which do not allow accumulation of leaves to the extent that the grassed areas underneath could become smothered or damaged. Disposal shall be in designated areas or off Government property.

(8) *Plant disease and insect control.* All infestations of diseases or insects in grassed areas, trees, or shrubbery shall be treated by means of applying approved control measures. The control measures shall stop the infestation with a minimal amount of damage to the infested area. Application of control measures will not cause damage to surrounding areas or create any danger to human or animal life. After the infestation is brought under control, steps will be taken to return any damaged vegetation to its condition prior to the infestation.

(9) *Policing of grounds.* Policing of improved and semi-improved areas shall be maintained to ensure the removal of debris such as paper, tree limbs and branches (deadfall), refuse, cans, bottles, and other trash prior to each mowing and routinely during the nongrowing season. Areas to be policed include grass, sidewalks, streets, parking lots, athletic fields, and all other areas within the housing complex.

(10) *Drainage systems.* Drainage structures including swales, ditches, inlets, curb inlets, catch basins, manholes junction boxes, grills, piping, culverts, and headwalls shall be maintained free of debris, obstructions, brush, and weeds to provide a system that functions as originally designed and to effectively channel runoff water away from the housing area. Exposed areas shall be maintained free of missing or damaged grill; curb inlets, and manhole covers, spalled broken, or cracked concrete surfaces; cracks or holes in asphalt surfaces; and erosion along swales and ditches.

(11) *Concrete surfaced areas.* All concrete surfaced areas such as patios, sidewalks, garbage can pads, or any other areas not receiving vehicular traffic shall be maintained in a structurally sound and safe condition and in a good state of repair, at the original alignment and elevation free of damage, spalls, and major cracks.

(12) *Playgrounds.* Playgrounds and their equipment shall be maintained in a clean, safe, and structurally sound condition. Cyclic preventive maintenance must be scheduled to include regular change of sandbox fills, painting, and lubrication of equipment.

j. Master/community antenna television. All antennae, cable, fittings, terminal outlets, amplifiers, and all other part components, and equipment necessary to provide TV reception of very high frequency and ultra-high frequency local broadcasts shall be maintained to provide good reception of color or black and white transmission.

Section VIII

Resident Relations

3-57. Scope

This section establishes policy, defines responsibilities, provides guidance, and sets forth procedures for resident-related programs and for occupancy and termination inspections.

3-58. Policies on resident-related programs

- a. Garrison commanders will be responsive to the needs of housing residents.
- b. Residents of housing will satisfy normally accepted obligations and abide by local regulations so as to promote an amicable relationship among residents and between residents and the housing manager.
- c. Applicants for and residents of Army housing will be treated in a prompt, courteous, and professional manner at all times by housing office personnel.
- d. Residents will be clearly advised of both their and the Government's responsibility for the care and cleaning of housing.
- e. Inspections will be conducted prior to the assignment of and departure from permanent party housing.
- f. Housing inspections will be conducted with consistency and without regard to rank of resident.
- g. Housing residents will be made aware of resident liability policies and procedures.

3-59. Shared responsibilities

By its nature, housing must entail a shared responsibility involving both the provider and the user. The garrison commander, or a duly designated representative, upon reasonable notice to the resident and at reasonable times, may enter the premises in order to inspect the property. If the resident is not home when premises are to be entered on behalf of the garrison commander, the housing representative will have (in decreasing order of preference) a representative from the resident's command or unit, a security officer, or a disinterested third party accompany him or her when entering the dwelling unit (see also para 3-19b).

a. *Garrison commander.* The garrison commander will—

- (1) Develop and issue clear and precise local regulations governing conditions of occupancy.
- (2) Provide residents of permanent party housing (both Family and UPH(PP)) with a resident handbook or information booklet. Include information and guidance on fire protection, precautions, and reporting.
- (3) Provide each resident with a memorandum that explains his/her potential for pecuniary liability and recommends the resident consider securing personal insurance coverage (paras 3-63 and 3-64).
- (4) Develop and implement a Family housing resident orientation plan (para 3-60).
- (5) Ensure that all Government housing is safe, decent, and sanitary at the time of assignment of resident.
- (6) Maintain suitable and attractive living conditions in Army housing.
- (7) Ensure that all personal information contained in housing office files is maintained in strict accordance with the provisions of the Privacy Act.
- (8) Ensure that disruptions to housing residents resulting from M&R work are kept to a minimum.
- (9) Advise residents of Government-leased housing of any special requirements they may be subject to under the provisions of the lease.
- (10) Make necessary repairs, alterations, or improvements.
- (11) Supply necessary or agreed upon services.

b. *Resident permanent party.* Permanent party residents will—

- (1) Be familiar with the contents of the Family housing residents' handbook or UPH(PP) housing information booklet.
- (2) Ensure that housing is returned in good condition, less normal wear and tear, upon termination of occupancy.
- (3) Perform routine housekeeping functions including minor maintenance and simple repair necessary to keep their assigned housing and any assigned Government-provided furnishings in good condition.
- (4) Be responsible for their actions and those of their Family members and guests.
- (5) Comply with local regulations regarding the care and control of pets.
- (6) Secure approval before soliciting within a housing facility or area or conducting a private business in a Family housing unit, UPH facility, or housing area.
- (7) Record the possession of dangerous weapons with the Provost Marshal and use them only in designated areas in accord with local regulations.
- (8) Notify the housing maintenance office or billeting office, as appropriate, promptly whenever the housing structure, components, equipment, furnishings, or fixtures contained therein become defective, broken, damaged, or malfunction in any way.
- (9) Refrain from installing or using any equipment that will overload any structural, gas, water, heating, electrical, sewage, drainage, or air conditioning systems of the assigned housing.
- (10) Be familiar with fire precaution, prevention, and reporting measures.
- (11) Be potentially liable for damages to or loss of Government property (para 3-64).
- (12) Cooperate with area, building, and/or stairwell coordinators on common area responsibilities.
- (13) In foreign areas, secure DPW approval to use outdoor cooking equipment, such as grills, or to display flower boxes in multistory buildings.

c. Residents Government-leased housing. Residents living in Government-leased housing will comply with the requirements in *b*, above.

d. Residents private rental housing. Residents living in private rental housing will be subject to the provisions of the leases for their housing units.

3-60. Resident orientation

a. Installations will conduct an orientation for residents of Family housing within 30 days of assignment to housing. This orientation will include the following:

- (1) Distribution of the resident's handbook and local regulations.
- (2) Indoctrination into the self-help program.
- (3) Introduction to the local community and the services provided.
- (4) Discussion of local procedures and points of contact in housing.
- (5) Discussion of living conditions for Government-leased and private rental housing (in foreign areas only).

b. Residents of UPH will receive their "orientation" via rules posted and/or information booklets located in their housing facilities.

3-61. Community associations

a. Community associations provide an excellent forum for the interchange of ideas between Family housing residents and the garrison commander. They also provide channels of communication among residents which will enhance the feeling of community and sense of "homeownership."

b. The housing manager should ensure wide dissemination of information about the existence of local community associations or installation policies concerning their formation. This will give all residents an opportunity to participate.

c. Residents should be encouraged to take the initiative in establishing and organizing community associations and electing association presidents or "mayors" and other officers. Upon request, the garrison commander will assist residents interested in forming such an association.

d. Community associations offer a valuable channel of communications between the installation and its residents. The housing manager should maintain an active interest in association activities and attend their meetings to answer questions, become aware of problems, and offer assistance.

3-62. Mediation of resident complaints

a. The housing manager has the responsibility for mediating resident complaints regarding housing. Complaints that can be resolved quickly without extensive investigation, and to the satisfaction of all parties concerned, may be handled informally. All other complaints must be made in writing, signed by the complainant, and submitted to the housing manager.

b. Complaints must be handled with the strictest impartiality. Comments implying guilt or responsibility must be avoided until a thorough inquiry has been made and a firm basis exists for a conclusion.

c. Where a complaint requires an investigation, the investigation will be conducted in accord with AR 15-6. Experienced civilian professional housing managers in grade GS-13 and above may be appointed as investigating officers to investigate complaints regarding housing.

(1) An investigation or inquiry will not be initiated until the initial information has been received, screened, and evaluated.

(2) In cases involving more than one resident, the positions of all residents involved must be understood.

(3) Where cases cannot be resolved between or among the individuals concerned, it may be advisable to discuss the problem with all parties involved and the garrison commander.

d. Belligerent residents who are unwilling to settle problems and who are a continual source of conflict, disturbing the peace and harmony of the housing facility, housing area, or neighborhood, should be considered for termination from housing.

e. A report of any investigation or inquiry, results, and actions taken will be retained in the housing office in accordance with the Army Records Information Management System records retention schedule.

3-63. Insurance

The Government does not provide insurance for the resident's personal property or for the personal liability needs of the resident. To protect themselves, residents are strongly encouraged to secure both personal property and personal liability insurance coverage.

3-64. Resident's potential pecuniary liabilities

a. Residents are responsible and may be held liable for damage to assigned housing, or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their Family members or guests. This includes loss or damage caused by pets. Loss or damage due to normal wear and tear, as determined by a qualified technical inspector, is excepted.

b. Housing residents will be informed of and shall acknowledge in writing their responsibilities and potential for liability at the time of assignment to Government housing. Also, the condition of the housing unit shall be validated at both assignment and termination.

c. AR 735-5 sets forth Army policy guidance and procedures to be followed in the investigation and adjudication of cases involving damage to assigned housing and related equipment and furnishings.

d. Paragraph 3-19 provides a formal statement of liability policy and contains formats for acknowledgement of occupancy responsibilities and potential liability.

3-65. Government's liability to resident

Claims may be considered for damages to or loss of personal property due to fire, flood, hurricane, or other unusual occurrence not caused by the resident. The loss must be incident to service, and possession of the property must be reasonable, useful, or proper under the circumstances. Claimants should consult AR 27-20 and contact the nearest OSJA, Claims Division.

3-66. Housing inspection program

This program is designed to ensure that the resident is provided with clean and decent living accommodations, to familiarize the resident with the installation's and resident's responsibilities, to instruct the resident in equipment operation, and to maintain equitable treatment of all residents. The inspection program for permanent party shall consist of at least two inspections—check-in and termination—to ensure protection of the interests of the resident and the Government. The IMCOM Region Director may require pre-termination inspections or delegate the option to the installations.

a. Family housing.

(1) *Check-in inspection.* Occupancy of the DU is contingent upon completion of a mutual inspection of the DU, its grounds, and its furnishings by the prospective resident and the housing manager's representative. Conditions at check-in will be noted on the check-in portion of the condition report which is developed locally. During the check-in inspection, the housing representative will accomplish the following:

(a) Complete the condition report. If at any time during the first 15 days after accepting the DU, a condition is noted that differs from the entries recorded on the condition report, the resident must submit discrepancies in writing to be received by the housing office within 15 days.

(b) Define resident responsibilities regarding maintenance.

(c) Brief the resident on energy conservation.

(d) Demonstrate operation of electrical and mechanical equipment, including range, refrigeration, and any other appliance.

(e) Inform the resident of various programs and services, such as self-help, emergency service, and trash collection.

(f) Advise the resident that housing will be inspected prior to termination of assignment.

(g) Provide telephone numbers for points of contact in the housing office and the maintenance service desk.

(h) Advise that the resident will be scheduled for an orientation as soon as possible but within 30 days of date of assignment.

(2) *Pre-termination inspection.*

(a) Residents will notify the housing office upon receipt of PCS orders or 30-45 days before departure, whichever is most appropriate, to schedule termination inspections and, where contract cleaning is done at Government expense, to arrange for contract cleaning.

(b) A pre-termination inspection may be conducted approximately 30 days prior to the termination inspection. Where a Government-approved custodial contractor is involved, this inspection may serve as a turnover (resident to contractor) inspection. During this inspection self-help repairs that must be completed before the termination inspection will be identified. Detailed cleaning requirements will be noted. The condition of all items covered in the check-in inspection will be noted and compared. Finally, a detailed inspection will be made to determine what between occupancy M&R is required. Required M&R will be scheduled with the DPW immediately following its identification.

(3) *Termination inspection.*

(a) The termination inspection is jointly conducted by the resident and a housing representative using the termination section of the condition report after housing is vacated but prior to formal termination of assignment. It ensures that the appropriate cleaning standards, as specified in table 3-13, have been met and provides for any necessary action for claims against the resident. If the DU fails the inspection, a reinspection is scheduled at the earliest mutually acceptable time.

(b) The resident may opt to clean his or her own housing or have a third party do the actual work. This will not relieve the resident of the obligation to pass the termination inspection unless the third party is a Government-approved custodial contractor, or AAFES concessionaire, and is prepaid by the resident (para 3-53e).

b. *Unaccompanied personnel housing (permanent party).*

(1) Check-in and termination inspections will be jointly accomplished by the resident and a representative of the housing office or unit commander, as appropriate.

(2) Residents will leave their UPH space suitable for immediate reassignment. Standards consistent with table 3-13 will be established by the garrison commander.

(3) Orders terminating the assignment of UPH(PP) will specify the date housing was terminated. Termination orders will be distributed in the same manner as for Family housing per paragraphs 3-14h(4)(a) and 3-14h(4)(b).

3-67. Self-help tasks for Family housing residents

a. Necessity for self-help. A well run and command supported self-help program in Family housing can accomplish tasks more quickly and save on limited maintenance and repair dollars. These saved dollars can then be used to fund other high priority M&R requirements.

b. Self-help tasks. Table 3-14 contains a list of tasks which can and should be performed by Family housing residents. Circumstances may require that some of these tasks be performed by DPW personnel; however, this should be the exception and not the rule.

Table 3-14 Family housing self-help task list	
Functional Area	Task
Housekeeping	<ol style="list-style-type: none"> 1. Clean and polish wood furnishings and woodwork. 2. Clean upholstery, drapery, and window shades. 3. Clean floors, walls, ceilings, and windows. 4. Clean lighting fixtures (wash globes and lens covers, clean out bugs). 5. Clean small appliances. 6. Clean and defrost refrigerator. 7. Clean electric range (keep free of grease and food drippings). 8. Clean gas range. 9. Clean and unjam garbage disposal. 10. Clean exterior of dishwasher.
Carpentry	<ol style="list-style-type: none"> 1. Minor repair of wood fences and exterior storage (repair damaged rails, shore up loose posts, lift sagging gates). 2. Reset finishing nails. 3. Refasten coathooks, clothes poles, closet shelves. 4. Tighten/replace builders hardware. 5. Lubricate locks and hardware. 6. Replace door stops. 7. Replace caulking around doors and windows. 8. Repair small holes in door and window screens. 9. Remove/rehang, clean, and store door screens and window screens. 10. Repair/replace window shades and brackets. 11. Replace curtain rod and accessories. 12. Hang pictures and mirrors. 13. Replace clothesline. 14. Replace/adjust kitchen and bathroom hardware (install/tighten paper holders, soap dishes). 15. Adjust drawers (sand or lubricate sticking edges). 16. Patch small holes in wallboard or plaster. 17. Unjam windows (unstick windows due to dried paint or dirt). 18. Minor repair of government-furnished furniture (glue loose joints, tighten hardware). 19. Replace storm door closer and crash chain. 20. Repair screen doors. 21. Replace mail box. 22. Replace mechanical door chime. 23. Repair kitchen cabinets. 24. Replace house numbers.
Painting	Spot painting.
Electrical	<ol style="list-style-type: none"> 1. Replace broken globes. 2. Replace starters. 3. Replace blown fuses, reset tripped circuit breakers. 4. Replace cracked/broken switch plates and receptacle plates. 5. Replace ceiling fixture bulbs.

Table 3-14
Family housing self-help task list—Continued

Functional Area	Task
Plumbing	<ol style="list-style-type: none"> 1. Shut off critical valves, when necessary. 2. Unclog drains and toilets. 3. Repair leaky faucets; replace faucet handles. 4. Repair/replace shower heads. 5. Tighten/replace toilet seat. 6. Replace tank lid. 7. Correct running toilet (flush ball, float ball). 8. Adjust water level in toilet tank. 9. Replace lift wires. 10. Replace trip lever. 11. Replace lift wire guide. 12. Replace stopper and strainer. 13. Replace and clean faucet aerator. 14. Caulk around tub and tile. 15. Perform first aid for leaky pipes. 16. Dismantle trap under sink to unclog. 17. Install insulating blankets on hot water heater. 18. Bleed radiator.
Gas	<ol style="list-style-type: none"> 1. Identify and report suspected gas leaks. 2. Relight pilot lights. 3. Clean and replace air filters. 4. Maintain furnace area (keep area free of debris and clutter). 5. Lubricate heating equipment. 6. Clean/lubricate identified components of ventilation systems. 7. Remove radiator covers to clean convectors. 8. Conserve utilities. 9. Install/replace weatherstripping.
Appliances	<ol style="list-style-type: none"> 1. Clean/replace filters in kitchen exhaust. 2. Replace light bulbs in appliances.
Grounds maintenance	<ol style="list-style-type: none"> 1. Water, mow, edge, seed, fertilize, and rake lawns. 2. Minor pruning of trees, shrubs, and vines. 3. Clean and maintain yard. 4. Maintain splash blocks (keep in proper position under downspout). 5. Clean gutters and downspouts (when not hazardous). 6. Fill ruts and eroded areas.
Paved and stabilized areas	<ol style="list-style-type: none"> 1. Clean walks, patios, steps, and platforms. 2. Clean oil and grease from pavements. 3. Rake gravel. 4. Remove snow and ice.
Pest control	<ol style="list-style-type: none"> 1. Keep all food areas clean. 2. Keep trash containers clean and tightly covered. 3. Keep screens in good repair. 4. Store wool goods in moth proof containers. 5. Use mouse, roach, ant traps safely and properly. 6. Use authorized pesticides carefully and properly.
Trash and refuse disposal	<ol style="list-style-type: none"> 1. Place all refuse in refuse containers/separate recyclables. 2. Wrap all wet, odorous garbage. 3. Maintain cans, covers, and collection points. 4. Keep access to refuse containers clear.
Security	Install surface-mounted locks on doors and windows.
Fire protection	Replace batteries for smoke detectors, where applicable.
Miscellaneous	Move or store heavy articles.

Section IX Furnishings

3-68. Management of furnishings

a. Scope. This section sets forth policy and procedures for managing Government furnishings authorized by common table of allowances (CTA) 50-909 and CTA 50-970 for the following:

- (1) Government-controlled Family housing and unaccompanied personnel housing.
- (2) Private rental housing used by eligible personnel as identified in this section.

b. Furnishings management groupings. For purposes of managing and reporting, furnishings are divided into the following groups:

- (1) Family housing furnishings.
- (2) Unaccompanied personnel housing furnishings.

c. Furnishings management responsibilities.

(1) *Headquarters, Department of the Army.* The ACSIM will develop policy and general procedures for the provision of furnishings and the management of housing furnishings programs.

(2) *Installation Management Command.* The commander, IMCOM will—

(a) Ensure proper furnishings management.

(b) Develop and justify resource requirements and distribute funds received for furnishings support to their Regions' installations.

(c) Conduct inspections to ensure that functions are performed per applicable directives and this regulation.

(d) Ensure that inquiries from HQDA regarding Family and UPH furnishings inventory and cost data are answered in a timely manner and coordinated with the command resource and program managers.

(3) *Garrison.* The garrison commander will—

(a) Approve and submit responses to inquiries from HQDA and IMCOM regarding Family and UPH furnishings inventory and cost data. Responses will be sent in a timely manner to or through the IMCOM to HQDA after coordination with the installation resource and program managers.

(b) Establish program levels for authorized furnishings items (see para 3-68e).

(c) Conduct an annual physical inventory of furnishings not in use and reconcile property on hand receipt and quantities not in use with inventory balances maintained in the Furnishings Management Module of the Housing Operations Management System (HOMES) (see also para 3-129).

(d) Maintain accurate and current records of property usage in HOMES as a basis for developing experience factors.

(e) Ensure that furnishings are used per authorized needs and the policies and procedures established in this regulation and applicable directives.

(f) Accomplish furnishings maintenance and repair on a sound economic basis.

(g) Minimize furnishings storage by timely disposition of items excess to authorized needs or uneconomically repairable.

(h) Ensure that procedures for warehousing authorized furnishings provide for—

1. Segregation of Family housing and UPH furnishings inventories to include the storage of serviceable like items in one storage area, where possible, and separate storage areas for serviceable, economically repairable, and unserviceable items.

2. A warehouse locator system.

(i) Ensure that personnel have met their obligations in regard to the possession, care, preservation, damage, or loss of Government furnishings prior to departure from the housing unit/installation.

(j) Ensure excess furnishings are not ordered and that funds distributed for the UPH furnishings replacement program are used for that purpose.

(k) Establish controls to ensure that furnishings accounts are properly cleared before personnel depart on PCS or TDY in connection with a PCS; especially those Soldiers residing in private rentals.

(4) *Resident.* Residents—

(a) Will sign hand receipts for furnishings provided by the Government.

(b) Will exercise reasonable care in using Government-provided furnishings.

(c) Will be liable for loss or damage to Government-provided furnishings caused by the negligence or willful misconduct of the sponsor, the sponsor's Family members, guests, or pets (see para 3-64).

(d) May be responsible to pay for missed appointments made for delivery or pick up of furnishings.

d. Furnishings authorizations. Types of furnishings authorized and their bases of issue (BOIs) are identified in CTA 50-909 and CTA 50-970. Authorizations will consist only of those items in CTAs and the nonstandard items approved by HQDA for use on an exception or test basis. Table 3-15 shows the types of furnishings generally authorized. All users will be familiar with the "special instructions" paragraph of CTA 50-909 and CTA 50-970 before ordering furnishings.

Table 3-15
Furnishings

Furniture	Household equipment	Special allowances (Special command positions only)
Moveable items (less appliances) Rugs, mattresses, and other soft good items Wall-to-wall carpeting installed as equipment-in-place (EIP)	Moveable kitchen appliances Moveable laundry room appliances	China Silver Cutlery Kitchen utensils Table linen

e. Program levels.

(1) *Program level factors.* In computing program levels, methods used must provide realistic estimates of the quantities of furnishings needed to meet demands. Primary factors to be considered are as follows:

- (a) Continuing need for housing related to programmed force levels.
- (b) Furnishings authorizations.
- (c) Size and interior design of housing supported with furnishings.
- (d) Maintenance float factors.
- (e) Application of other experience factors.

(2) *Computation of program level.* Program level shall be computed as follows: Program level=(Quantity authorized + maintenance float factor quantity) x experience factor.

(a) *Quantity authorized for Family housing.* This is determined by—

1. The number and types of rooms in each Government-controlled housing unit authorized furnishings support.
2. The number and types of rooms in each private rental housing unit authorized furnishings support.
3. The number and types of rooms in a new construction project authorized furnishings support having a beneficial occupancy date (BOD) within the budget year or first half of the next fiscal year.
4. The requirement for loaner sets of furniture in U.S. overseas and foreign areas. The IMCOM Region will define the composition of a loaner set for installations within its Region. The IMCOM Region will set loaner quantities on the basis of the Region definition of a loaner set and the annual number of household goods (HHG) shipments.

(b) *Quantity authorized for UPH.* This is arrived at by considering—

1. Each authorized unaccompanied officer personnel housing (UOPH) and unaccompanied enlisted personnel housing (UEPH) space.
2. Each UPH private rental housing unit authorized furnishings support (OCONUS only).
3. Each authorized space in a new construction or revitalization project having a BOD within the budget year or first half of the next fiscal year.
4. The number and types of various rooms (such as lounges, dayrooms, television rooms) authorized furnishings support.

(c) *Maintenance float factor.* This factor is 3 percent for household equipment, 5 percent for upholstered furniture and hard goods, and 7 percent for soft goods such as rugs, carpeting, bed linens, mattresses, window coverings, and lamps.

(d) *Experience factors.* These are determined locally. For example, program level may be adjusted based on the difference between the float factor and the use rate or based on a use rate influenced by the amount of furnishings that can be placed in the housing due to available space (smaller or larger than the average) or the presence in the housing of built-in items. Mobilization requirements may also influence the experience factors.

(3) *Computation of inventory.* Inventory shall be computed as follows: Inventory=quantity in use + quantity in warehouse + quantity in maintenance. The total inventory should match the quantity on the front of the property book page.

(4) *Computation of deficit.* Deficit shall be computed as follows: Deficit=program level - inventory - quantity under contract or lease.

f. Budgeting and funding.

(1) Commanders will budget and fund for the following:

(a) Initial issue of Family housing furnishings except for items of household equipment initially provided with AFH construction funds.

(b) Replacement requirements for authorized furnishings for Family housing and unaccompanied personnel housing.

(2) The ASA(FM&C), through the Army Budget Office (ABO), HQDA (SAFM-BUO), will budget and fund for initial issue of UPH furnishings except for items of household equipment initially provided with MCA funds.

(3) All costs of procurement and the O&M for the Family housing furnishings inventory will be budgeted for and funded from the AFH appropriation (see table 3-16 and DFAS-IN Manual 37-100-FY).

(4) All costs of procurement, except as noted in (2), above and (6), below, and all costs of O&M for the UPH

furnishings inventory will be budgeted for and funded from the appropriation financing the O&M of UPH (see table 3-16 and DFAS-IN Manual 37-100-FY).

(5) Costs involving joint use of facilities, vehicles, equipment, and manpower will be shared on a pro rata basis among the financing appropriations.

(6) UPH furnishings, as part of installation support to Army National Guard (ARNG) and U.S. Army Reserve (USAR) units undergoing training, will be provided on a reimbursable basis. Charges are limited to identifiable cost items when the cost is funded by an appropriation other than OMAR (see AR 37-49). The OMA (PE ****96) funds can be utilized where UPH furnishings are to become station property and are essentially for Active Army use. Conversely, if the furnishings are solely for use of the RC, it is inappropriate to utilize OMA resources.

(7) The OMA-funded tenants located on U.S. Army Materiel Command RDTE funded installations will continue to receive UPH furnishings support from OMA.

(8) Headquarters DA will publish an annual list of replacement costs. Cost data from this list will be used for managing furnishings inventories and for budget submission purposes.

Table 3-16

Furnishings account codes

Activity: Furniture purchases

Family housing account code: 1913X3

UPH alphanumeric account code: .9A

Activity: Equipment purchases

Family housing account code: 1913X6

UPH alphanumeric account code: .9A

Activity: Control, moving, and handling—furniture

Family housing account code: 1913X1

UPH alphanumeric account code: .9A

Activity: Control, moving, and handling—equipment

Family housing account code: 1913XA

UPH alphanumeric account code: .9A

Activity: Maintenance and repair—furniture

Family housing account code: 1913X2

UPH alphanumeric account code: .CE

Activity: Maintenance and repair—equipment

Family housing account code: 1913X5

UPH alphanumeric account code: .CE

Activity: Joint Family housing/UPH activities

Family housing account code: 1913XX

UPH alphanumeric account code: .9B

g. Acquisition of furnishings.

(1) Per Federal Acquisition Regulation (FAR), the primary source of procurement will normally be through the General Services Administration (GSA). However, Federal Prison Industries, Inc. (FPI), also known by the trade name UNICOR, will be offered first choice for the provision of items they manufacture (18 USC 4124, as iterated in the FAR, Subpart 8.6). The installation's Director of Contracting makes determination as to which organization will provide requested furnishings. To minimize storage, transportation, and handling costs, procurement should be timed to provide delivery when needed.

(2) Waiver of FAR requirements to procure furnishings through other than GSA/UNICOR will be obtained through procurement channels.

(3) Procurement actions will be taken only when such action is advantageous to the Government and there are no known excess furnishings which are suitable for use.

(4) Requisitions for housing furnishings will be processed through normal supply channels unless otherwise directed by HQDA (DAIM-ISH).

h. Maintenance and repair of furnishings.

(1) The maintenance and repair of furnishings will be limited to keeping items in a satisfactorily usable condition. Do not perform work that is uneconomical in relation to replacement cost of the items. Generally, the one-time repair cost on authorized items will not exceed 75 percent of replacement cost. Maintenance and repair of excess furnishings is prohibited.

(2) The normal useful life expectancies of furnishings are largely indeterminate, being dependent upon materials

at any time. (The housing manager should have access to CAPCES in his or her office or through the DPW master planning office.) CAPCES highlights projects that are delayed in the system, identifying a general reason for the slowdown and where it is occurring. This information will help to clear projects whose progress in the system has been slowed and will facilitate project approval.

Section XI Leasing

3-83. Scope

This section sets forth policies, responsibilities, and procedures for administering and executing housing leasing programs.

3-84. Leasing policy

- a. Housing leasing programs pertain to the Army's leasing of privately-owned housing for assignment as Government housing to eligible military and DOD civilian employees.
- b. Once leased units are accepted, they are assigned and operated like other adequate housing units.
- c. Since leased housing units will be designated as Government housing, military residents will forfeit all housing allowances upon occupancy of the leased housing.
- d. Leasing programs will be administered within the criteria and cost limitations established by law.

3-85. Responsibilities for leasing

- a. The Commander, USACE, will locate, negotiate, and execute housing leases in the United States.
- b. The ACSIM will—
 - (1) Establish management procedures, controls, and reports associated with the housing leasing program.
 - (2) Allocate Family housing lease authorizations (that is, the number of leases) to the IMCOM Regions.
 - (3) Obtain congressional clearance as required.
- c. The IMCOM Region Directors manage the leasing programs within their respective geographic areas of responsibility. They will—
 - (1) Determine requirements and develop justification for leasing.
 - (2) Ensure that criteria are fully met.
 - (3) Comply with statutory and administrative limitations.
 - (4) Locate, negotiate, and execute leases in foreign countries within the authority of host nation agreements.
 - (5) Plan and program for the O&M of leased housing.
 - (6) Maximize use of Family housing lease authorizations.
- d. Garrison commanders participate in the management of the leasing program. They will—
 - (1) Determine leased housing requirements and program accordingly.
 - (2) Prepare and submit requests for required leases.
 - (3) Counsel prospective residents on their obligations, responsibilities, and entitlements upon assignment to leased housing.
 - (4) Assign and operate leased housing units.
 - (5) Establish damage reimbursement and repair procedures.
 - (6) Act as contract administrator when requested.
 - (7) Prepare utilization reports for occupancy.
- e. Residents will meet the responsibilities set forth in section VIII of this chapter.

3-86. Family housing leasing

- a. *General criteria for leasing.*
 - (1) Family housing may be leased for occupancy by eligible personnel only in areas where—
 - (a) Adequate private rental housing is not available.
 - (b) Government-controlled housing within reasonable commuting distance of the duty station (1-hour driving time) is not available.
 - (2) Authority to approve leases or renewals will not exceed the number of lease authorizations and funds appropriated annually.
 - (3) Acquisition and disposal of Family housing leases will be per AR 405-10 and AR 405-90.
 - (4) Leased Family housing will be adequate as to location, condition, size, and additional criteria as outlined in section IV.
 - (5) The sizing benchmarks in table 3-18 and the criteria for Family bedroom needs in table 3-5 will be used as guides for leasing for all grades.

(a) Deviations from these space limitations may be approved by the ASA(I&E) where housing of such size is unavailable due to local construction patterns.

(b) The ASA (I&E) may approve increases in the sizing benchmarks on a case-by-case basis when such approval is in the best interest of the Government.

1. The ASA (I&E) may increase sizing benchmarks by up to five percent provided that such increase when combined with another authorized increase does not exceed a cumulative increase of 10 percent.

2. The ASA (I&E), in foreign areas, may waive sizing benchmarks if there are no alternative DUs.

(6) A request for alterations, improvements, and repairs must be submitted with valid justification on DD Form 1391 to HQDA (DAIM-OD) for ASA(I&E) approval. These requests must be submitted early enough to allow sufficient time to program BP 194000 leasing funds in the Budget Estimate Submission. Normally, work will be limited to that necessary to provide adequate living accommodations.

(7) All existing leases desired to be retained and requests for additional leasing authority will be justified by completing the appropriate housing support documentation as outlined in section XIV. Any requests for leasing to meet unforeseen needs not provided for in the program also must include such supporting data, if applicable.

b. Domestic leasing.

(1) *Authority.* Leasing of individual Family housing units in the United States is accomplished under the authority of 10 USC 2828.

(2) *Requirement.* Domestic leasing may be undertaken where there is a shortage of adequate housing at or near a military installation and one or more of the following prevail:

(a) The requirement for such housing is temporary.

(b) Leasing would be more cost effective than construction or acquisition of new housing.

(c) Family housing is required for personnel attending Service school academic courses on PCS orders.

(d) Construction of Family housing at such installation has been authorized by law but is not yet completed.

(e) A military construction authorization bill pending in Congress includes a request for authorization of construction of Family housing at such installation.

(3) *Constraints.*

(a) Domestic leasing is a temporary solution to meeting housing needs. As such, domestic leasing—

1. Will be carefully controlled to preclude adversely affecting the local economy.

2. Is limited to areas with large deficits of Family housing for Soldiers.

3. Will be used only until a permanent solution is available, that is, until Government housing programs or the local economy can provide sufficient housing at reasonable cost.

(b) Leasing may be used when the lease cost to the prospective resident would exceed his or her BAH plus the current maximum out-of-pocket costs above allowance. However, the Government leasing agent is permitted to negotiate a Government lease agreement below that amount.

(c) A lease may not be made when the average estimated annual rental for Family housing facilities or related real property exceeds \$750,000 during the term of the lease until the Senate and House Armed Services Committees of Congress are given a notification of the facts. A waiting period of 30 days must elapse after the notification.

(d) The Secretary of the Army will provide the Committees on Appropriations of the Senate and House of Representatives a quarterly report on the details of all new and renewal domestic leases entered into during the previous quarter which exceed \$12,000 per unit per year, including certification that less expensive housing was not available for lease.

(4) *Special programs.*

(a) *Title 10 USC 2835 (formerly 10 USC 801) housing.*

1. Title 10 USC 2835 (originally authorized by Section 801, Public Law (PL) 98-115) permits each of the military departments to enter into long-term domestic build-to-lease contracts with third parties for a limited number of housing units. These contracts will provide housing units, either newly constructed or rehabilitated to rental use, built to DOD specifications, near military installations. These contracts may provide for the contractor to operate and maintain the housing facility during the term of the lease. Contracts will not exceed 20 years and the Government has the first right of refusal to acquire the housing.

2. Title 10 Section 2835 housing is limited to places where a substantial deficit exists and economic analysis shows build-to-lease the most economic alternative. Analysis setting the cost ceiling must be submitted to the Congress prior to advertising for proposals. Prior to entering into a lease, an EA which shows the build-to-lease alternative most economic must be forwarded to Congress and a period of 21 calendar days elapsed following the date on which the EA is received by the appropriate committees of Congress.

3. A 10 USC 2835 lease may include provision for the lease of a child care center, civic center building, and similar type buildings constructed for the support of Family housing.

4. Since 10 USC 2835 housing is Government-controlled, BAH and other housing allowances will be forfeited. Assignment policy is specified in section III.

(b) *Title 10 USC 2836 (formerly 10 USC 802) housing.*

1. Title 10 USC 2836 (originally authorized by Section 802, PL 98-115) permits each military department to enter into a limited number of agreements which guarantee rentals to a third party, that is rental guarantee housing (RGH). These agreements will provide housing units, newly constructed or rehabilitated to rental use. The housing units will be built to local codes and criteria or, at the Government's discretion, to DOD specifications, on or near military installations. An agreement may not assure the occupancy of more than 97 percent of the units constructed under the agreement. An agreement may not be for a term in excess of 25 years. The agreement may not be renewed unless the project is on Government-owned land, in which case the renewal period may not exceed the original contract term. Priority of renters is military families, single service members, eligible DOD civilians, and other civilians. Rental rates must be in the affordability range of potential renters and may be permitted to escalate.

2. Should the owner not be able to sustain the agreed to percentage occupancy rate, the Government will pay the difference between the shelter rents collectable at the agreed to percentage and those collected at the actual occupancy percentage. The Government will not assure more than an amount equivalent to the shelter rent of the housing units determined on the basis of amortizing initial construction costs.

3. Prior to entering into an agreement, an EA, demonstrating that the proposed agreement is cost-effective when compared with alternatives, must be sent to the appropriate committees of Congress and a period of 21 calendar days must have expired following the date on which the EA was received by those committees.

4. A 10 USC 2836 agreement may provide for the rental of a child care center, civic center building, and similar type buildings constructed for the support of Family housing.

5. A 10 USC 2836 agreement may only be entered into if existing military-controlled housing at all installations in the commuting area (except for a new installation or an installation for which there is projected a significant increase in the number of families due to an increase in the number of authorized personnel) has exceeded 97 percent use for a period of not less than 18 consecutive months immediately preceding the date on which the agreement is entered into, excluding units temporarily inactivated for major repair or improvements.

6. A 10 USC 2836 agreement will provide for priority of occupancy for military families.

7. Since these are private rentals, Soldiers will receive BAH and other authorized housing allowances. Also, all applications for RGH are voluntary; there are no mandatory assignments to RGH.

c. Foreign leasing.

(1) Leasing of Family housing in foreign countries is accomplished under the authority contained in 10 USC 2828.

(2) Foreign leasing may be undertaken—

(a) Where there is a shortage of adequate housing at or near a military installation and one or more of the following prevail:

1. The requirement for such housing is temporary.

2. Leasing would be more cost-effective than construction or acquisition of new housing.

3. Construction of Family housing at such installation has been authorized by law but is not yet completed.

4. A military construction authorization bill pending in Congress includes a request for authorization of construction of Family housing at such installation.

(b) For incumbents of special command positions (as determined by the Director of Administration and Management (OSD) (see para 3-98b).

(c) In countries where excessive costs of housing or other lease terms would cause undue hardship on DOD personnel.

(d) Where local restrictions preclude individual leases to U.S. military or civilian personnel.

(3) The programming limit for foreign leasing is set at up to 90 percent of the long-range programmable housing deficit.

(4) An EA using the standardized set of assumptions and formats in DA Pam 210-6 must show that it is more beneficial to lease than to construct. When leasing is the only alternative for acquisition of housing, submit an EA fact sheet (see para 3-111b(5)).

(5) Leasing of housing units in foreign countries may be for any period not in excess of 10 years (15 years in Korea). The costs of such leases for any year may be paid out of annual appropriations for that year.

(6) Buy-out clauses must be included in all lease agreements for newly constructed facilities of 10 units or more.

(7) A lease cap must be established for each location where high-cost leased units exist. The highest cost leasehold in the area is the cap that is reported to Congress annually. Requests for new or renewal leases that do not exceed the cap established for that country will be submitted to HQDA (DAIM-ISH) for approval.

(8) A lease may not be made where the average estimated annual rental for Family housing facilities or related real property exceeds \$500,000 during the term of the lease until the appropriate committees of Congress are given a notification of the facts and a period of 21 days elapses after the notification is received by those committee.

(9) Any alterations, repairs, or additions to foreign leased units will be limited to that work necessary to provide adequate living accommodations. The cost of such work will not exceed 25 percent (absolute) of the first year's annual rental. Requests for alterations, improvements, and repairs must be submitted with valid justification on DD Form 1391

to HQDA (DAIM-ISH) for OASA (I&E) approval. Allow sufficient time to program BP 194000 leasing funds in the Budget Estimates Submission.

(10) Where it is in the best interest of the U.S. Government, advance rental payments may be made in foreign areas as necessary to comply with law or local custom (10 USC 2396).

(11) All requests for new, renewed, or canceled high cost foreign leases must be accompanied by a DD Form 2643 (High Cost Foreign Lease) (see para 3-131b).

(12) All leased units designated for or occupied by general or flag officers must meet the criteria and reporting conditions of section XIII.

d. Department of State housing pools.

(1) The Secretary of the Army and the Secretary of State may agree to house Soldiers in Department of State provided housing (Embassy housing) in foreign areas on a reimbursable basis.

(2) Leases entered into under these agreements will not be counted against the Army's high-cost foreign lease limitations.

e. Limitations on leasing.

(1) *Statutory.* Congress has established by law certain limitations on leasing. These limitations, which pertain to costs and numbers of housing units, are subject to being changed by public laws.

(a) Maximum annual rental for a domestic Family housing unit (including the cost of utilities, maintenance, and operations) is \$12,000. Rental costs between \$12,000 and \$14,000 are considered "high cost" domestic leases and require special authorization. The domestic lease limitations are adjusted on an annual basis by the percentage by which the national average monthly cost of housing (as calculated for purposes of determining BAH rates under 37 USC 403) for the preceding FY exceeds the national average monthly cost of housing (as so calculated) for the FY before such preceding FY.

(b) The Secretary of the Army may lease not more than eight housing units in the vicinity of Miami, Florida for key and essential personnel, as designated by the Secretary, for the United States Southern Command for which the expenditure for the rental of such units (including the cost of utilities, maintenance, and operation, including security enhancements) exceeds the expenditure limitations in (a) above. The maximum aggregate amount for these leases is adjusted annually by the percentage by which the annual average cost of housing for the Miami Military Housing Area (as calculated for purposes of determining BAH rates under 37 USC 403) for the preceding FY exceeds the annual average cost of housing for the Miami Military Housing Area (as so calculated) for the FY before the preceding FY. The total amount for all such leases may not exceed the amount per year set forth in 10 USC 2828 and the term of any such lease may not exceed five years.

(c) Maximum annual rental for a foreign Family housing unit (including the cost of utilities, maintenance, and operations) is \$20,000 as adjusted for currency fluctuation as of 1 October 1987 and by the percentage by which the Consumer Price Index for All Urban Consumers for the prior FY exceeds such CPI for the FY preceding the prior FY. Those which exceed this amount are classified as "high cost" foreign leases and require special authorization.

(d) Maximum rental per year for Family housing facilities, or for real property related to Family housing facilities, leased under a single lease contract without prior notification to the Congress is as follows:

1. For domestic leases, \$750,000 (10 USC 2662).
2. For foreign leases, \$500,000 (10 USC 2828).

(e) Report to appropriate congressional committees annually on all individual transactions for real property in the United States costing between \$250,000 and \$750,000 (10 USC 2662(b)).

(f) *Administrative.* Congress has also issued the following administrative instructions which are directive in nature:

1. Provide to Congress, semiannually, a list of countries in which the Army has high cost leaseholds, identifying the highest cost lease in each country by city and cost. When a proposed lease in a country exceeds the highest cost lease reported for that country, notify the appropriate congressional committees 21 days prior to entering into the lease.

2. Perform an economic analysis of all new foreign lease and build-to-lease agreements for more than 25 units and make it available to the appropriate committees.

3. Include a buy-out provision in any newly constructed foreign build-to-lease agreement for 10 or more units.

(2) *Costing guidance.* To adhere to statutory cost limitations on leasing, the following applies:

(a) Include costs as follows:

1. Basic shelter rent.
2. Maintenance when not provided by the lessor.
3. M&R of Government-owned furnishings.
4. Utilities when not provided by the lessor.
5. Services, such as refuse collection, if separately contracted by the Government.

(b) Exclude costs as follows:

1. Initial make-ready costs, including provision of Government-owned furnishings. (These start-up costs will not exceed 25 percent of the first year's annual rental.)

2. Any pro rata share of costs for installation services such as refuse collection and fire and police protection.

3. Administrative costs such as assignment, travel, and inspection by installation personnel.

4. Costs above installation level such as costs attributable to USACE engineer districts and other command levels for personnel, travel, inspection, and so forth.

5. Reimbursements to the Department of State for Foreign Affairs Administrative Support costs.

(3) *Private supplementation of lease costs.* Military sponsors are not permitted to supplement the amount paid by the Government to the lessor for a leased unit.

f. Build-to-lease.

(1) *Concept.* Developers will construct Family housing on the basis of an agreement with the U.S. Government to lease such housing when it is completed. The Army will assign the leased units as Government housing to eligible personnel who will forfeit all housing allowances. Build-to-lease will be pursued only when there is no other housing, existing or being developed, available for use as Government housing.

(2) *Domestic.* Build-to-lease contracts may be approved when build-to-lease is shown to be more cost effective than military construction (see para 3-86b(4)(a)).

(3) *Foreign.* Build-to-lease is a means of meeting Family housing requirements in foreign countries. While procedures for securing approval for build-to-lease are essentially the same as for leasing existing units, great care must be taken in developing a build-to-lease solution. Build-to-lease requires new construction on the local economy. Thus, exploratory actions are necessary to develop information on the potential for build-to-lease as a basis for recommending a program. Caution must be exercised to ensure that developers do not construe such exploratory action as being based on an approved project, to the point that the housing development is started solely in anticipation of authority for the U.S. Government to lease the resulting Family housing.

g. Leasing process. The leasing process entails several steps. These steps are generally as follows:

(1) Identify a need and substantiate it to HQDA (DAIM-ISH), 600 Army Pentagon, Washington, DC 20310-0600 with housing support documentation as described in section XIV.

(2) Program and budget for lease requirement.

(3) Initiate Title 10 action (see para 3-86h), if required, and notify congressional committees as necessary.

(4) Ensure lease request is within statutory limits.

(5) Execute when all previous steps are favorably concluded. (HQDA approves for execution; IMCOM Regions and installations participate with USACE in execution.)

h. Congressional notification.

(1) Lease proposals for either new leases or lease renewals whose average estimated annual rental exceeds \$750,000 for domestic or \$500,000 for foreign leases require prior congressional clearance under Title 10. This involves submitting to the Senate and House Armed Services Committees acquisition reports (commonly called Title 10 reports) for both foreign and domestic proposals and to the Appropriations Committees of the House and Senate for foreign proposals.

(2) Leases will not be split or incrementally executed for the purpose of avoiding the congressional reporting requirement. Further, several leases with the same lessor, in the same vicinity, offered within a reasonably close period of time, for accomplishment of the same objective, should be combined for the purpose of congressional reporting. Congressional reports should not be submitted for the entire community deficit unless they meet these same conditions.

(3) To permit for timely processing (to include review, ASA (I&E) approval, preparation for testimony, and congressional clearance), draft congressional reports should be submitted to Commander, USACE, ATTN: CERE-AM, 441 G Street, NW, Washington, DC 20314-1000, together with full justification at least 6 months (for new leases) and 9 months (for renewal leases) in advance of the date when approval is required. Full justification must include an economic analysis. However, where leasing is the only alternative, submit an EA fact sheet per paragraph 3-111b(5).

(4) A lease proposal may not be cleared by the appropriate committees unless the actual lease rental is within the parameters established by the sensitivity portion of the economic analysis. Where the actual rental exceeds 15 percent of the estimated rental set forth in the relevant congressional report or where there is substantial deviation in other material factors, such facts are to be reported to the Commander, USACE, ATTN: CERE-AM, 441 G Street, NW, Washington, DC 20314-1000, for a determination as to whether a revised congressional report should be submitted.

3-87. Unaccompanied personnel housing leasing

a. Leasing considerations.

(1) Process lease requests per AR 405-10.

(2) The authority to lease will not be used to circumvent proper planning for construction or other acquisition alternatives.

(3) Factor the space adequacy criteria in table 3-9 into the decisionmaking process. Use multiple occupancy if possible and appropriate.

(4) Leased housing supplements Government-owned housing and will have the same status with respect to its assignment to individuals. Assignment orders to leased housing will be published using the same procedure as for assignment to Government-owned facilities.

Ms CIV USA OGC

From: [REDACTED] Ms CIV USA OGC
Sent: Sunday, March 13, 2011 5:20 PM
To: [REDACTED] Ms CIV USA OGC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Attachments: Schultz DEU Audit Doc.docx; RefList-WTDS09215721D-213200942912PM.PDF

-----Original Message-----

From: [REDACTED] Mr CIV USA AMC
Sent: Wednesday, March 02, 2011 1:35 PM
To: [REDACTED] Ms CIV USA OGC
Cc: [REDACTED] CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)

-----Original Message-----

From: [REDACTED] CIV USA AMC
Sent: Tuesday, March 01, 2011 6:51 PM
To: [REDACTED] CIV USA AMC
Subject: RE: 15-6 Stuff (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: FOUO

[REDACTED]

Attached is the information I was able to gather regarding your request. If you have any questions, please do not hesitate to contact me.

The selecting official was Mr. [REDACTED] Garrison Manager. They apparently selected a vet off the DEU list but she declined the job, then apparently the job was offered to Angela. (See attached email). There were 7 on the list and she was third (See attached DEU referral list).

Let me know if you need anything else.

[REDACTED]

[REDACTED]
Paralegal
Sierra Army Depot
Herlong, CA 96113

[REDACTED]
DSN [REDACTED]
Fax [REDACTED]
[REDACTED]@army.mil

This electronic message transmission contains information which may be confidential or privileged. The information is intended to be for the use of the individual(s) named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of the contents of this information is prohibited. If you have received this electronic transmission in error, please notify me immediately by return email or by calling 530-827-4548 or DSN 855-4548.

-----Original Message-----

From: [REDACTED] Mr CIV USA AMC
Sent: Tuesday, March 01, 2011 8:07 AM
To: [REDACTED] CIV USA AMC
Subject: RE: 15-6 Stuff (UNCLASSIFIED)

[REDACTED] - Can you get us a copy of the selection statement for Angie. Also, who was selecting official, how many on the list, did they select anyone else off the list first?

Thx
[REDACTED]

-----Original Message-----

From: [REDACTED] CIV USA AMC
Sent: Thursday, February 24, 2011 10:44 AM
To: [REDACTED] Mr CIV USA AMC
Cc: [REDACTED] CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Importance: High

Classification: UNCLASSIFIED
Caveats: FOUO

[REDACTED]

Here are the responses to your/their questions from both of your emails. I hope it makes sense to you, if not let me know.

[REDACTED]

[REDACTED]
Paralegal
Sierra Army Depot
Hertlong, CA 96113

[REDACTED]
DSN [REDACTED]

Fax [REDACTED]

[REDACTED] mil

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-----Original Message-----

From: [REDACTED] CIV USA AMC
Sent: Thursday, February 24, 2011 7:19 AM
To: [REDACTED] CIV USA AMC
Cc: [REDACTED] Mr CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Importance: High

Classification: UNCLASSIFIED
Caveats: FOUO

As requested. hope this answers [REDACTED] questions.

Q: Need background on the effort to fill the Housing Manager position...how many people turned down the job, how many times announced, etc

A: The Housing Manager position was vacant during the period 4 March 2007 - 12 April 2009. During this time, 5 recruit actions (RPAs) were processed trying to fill this position. CPAC researched of the recruitment efforts provided the following information:
16 Nov 06: RPA # 692679, Recruit to Fill, Perm--all declined or failed to reply-cancelled
08 Jun 07: RPA # 090850, Recruit to Fill, Perm--same as above - cancelled
26 Dec 07: RPA # 476908, Recruit to Fill, Perm--several PPP matches but all declined; cancelled due to A-76 and to anno as temp 30 Jul 08: RPA # 927699, Recruit to Fill, Temp. Richard Pai was picked up on this RPA, Effective 11/23/08 Not To Exceed 11/24/09
18 Dec 08: RPA # 215721, Recruit to Fill, Perm. Angela Schultz was picked up on this RPA, Effective 08 Apr 09
14 Jan 10: RPA # 019132, Recruit to Fill, Perm--all declined but action is still open in ECF
04 Nov 10: RPA # 675348, Recruit to Fill, Perm--merit and DEU-no selections made--still shows as open; selection made.

Q: Need to confirm the number of housing units. 23 family units, 1 CO's quarters, 1 bachelors bldg (6 apts)?

A: Sierra has 24 family units, 1 CO's quarters, 1 UPH (unaccompanied personnel housing) unit (12 rooms divided into 6 apts)

Q: Walt gave us a listing with the 579 work/service orders broken out with several columns of data. Need to know what the column headings were.

A: See attach - SO Heading Listingt.pdf

Q: Need to know if SIAD (MEO) has a policy on work order prioritization. Guessing the answer is no. If so, need a copy.

A: See attach - SO Priority Listing.pdf. Service Order prioritization policy/procedures were established by the MEO contract solicitation.

Q: Can you confirm that Angie took the Govt IMPAC card training?

A: She was provided the training material, both hard copy and electronically, but failed to complete the training, so never received an IMPAC card.

REQUISITION SUMMARY: WTDS09215721D

SYS_REQ_ID = 430046

ARCHIVE CREATED ON: 01 Jun 2009 21:34:27

ADMINISTRATIVE

Recruiter: [REDACTED]

Status: Filled

Needed By: 29/12/2008

Shift:

Location: HERLONG SIERRA ORD-D / LASSEN

DEU AUDIT DOCUMENTS (Declinations, Failed to Reply, Etc.)

From	Subject Received	Size
[REDACTED]	L CIV USA	DEU QC COMPLETED - HOUSING MANAGER, GS-1173-9
(UNCLASSIFIED)	3/20/2009	4 KB

DEU Certificate # WTDS09215670D (AMENDED), has been reviewed and the following decision is being rendered:

X cleared for processing (Veteran's Preference has NOT been adjudicated).

Selectee(s) - as listed below.

[REDACTED] - TP - Declined I & A. declined via phone. requested email to document - below

Additional Selectee

SCHULTZ, Angela - NV accepted EOD 4-13-09

[REDACTED] - [REDACTED]
Patricia Horton "

Thank you.

[REDACTED]
Senior HR Specialist
Sierra Army Depot CPAC (Virtual)
Phone: [REDACTED] DSN: [REDACTED]
FAX: [REDACTED]

=====

MISCELLANEOUS

DECLINATION EMAIL RECEIVED:

From	Subject Received	Size
------	------------------	------

██████████ CIV USA IMCOM DECLINATION I & A - Housing Management Specialist GS-1173 9/11
Tue 11:41 AM 6 KB

Hi ██████████
Per telecom w/you, reference the job vacancy for the position of a Housing Management Specialist GS-1173-9/FPL 11 @ Ft Huachuca, AZ. Thank you for your offer/interest but I am not available for this job at this time. Again thank you for your interest.

██████████
Housing Management Specialist
Unaccompanied Personnel Housing
Fort Drum, NY
██████████ 1

EOD NOTICE:

From Subject Received Size
██████████ L CIV USA RE: CONFIRMATION - EOD 4-13-09 -ANGELA SCHULTZ - MEO HOUSING
MANAGER, GS-1173-9 (UNCLASSIFIED) 2:10 PM 14 KB
Classification: UNCLASSIFIED
Caveats: NONE

This confirms that ANGELA SCHULTZ accepted the Permanent position of HOUSING MANAGER, GS-1173-9, effective 4-13-09. Mrs. Schultz will be a New DEU appointment action. She was selected on MASTER RPA 215721 and will be placed on the same RPA.

Thank you!

██████████ E
Senior HR Specialist
Sierra Army Depot CPAC (Virtual)
Phone: ██████████
FAX: ██████████