

Furnishings Management Office

Bld 73, Scampton Road
RAF Feltwell
48 CES/CEHS
Unit 5165
PSC 41 Box 285
APO AE 09461-5285

WELCOME

The information contained in this brochure is designed to make your transition as smooth as possible. It will answer many of your questions about the issue of loaner furniture and appliances and your specific entitlements. Our goal is to provide you with the best possible service and make your tour in the local area a comfortable one. If you can assist with comments and suggestions to help us improve our operation then please do not hesitate to contact us.

Hours of Operation

0800-1630 hrs Monday, Tuesday, Wednesday, 0930-1630 Thursday,
0800-1600 Friday

Closed all U.K. and M.O.D. holidays

Open on U.S. holidays (except if the U.S. holiday is the same day as a U.K. holiday)

Customer Service Department

Telephone: Commercial 01638-527030 or DSN 226-7030 (0800-1630 hrs
Monday, Tuesday, Wednesday, 0930-1630 Thursday, 0800-1600 Friday)

Fax: Commercial 01638-527337 or DSN 226-7337

Email: fmocustomerservicefeltwell@lakenheath.af.mil

Appliance Maintenance Department

Telephone: Commercial 01638-527156 or DSN 226-7156

Fax: Commercial 01638-52-7467 or DSN 226-7467

AUTHORIZED SUPPORT

Furnishings Management Office (FMO) exists to issue government-owned furnishings and appliances to authorized personnel. These furnishings and appliances will help you establish your household while your household goods are in transit. Per AFI 32-6004, the USAF authorizes overseas furnishings and appliance support to:

- Personnel assigned to government-controlled housing.
- Personnel who qualify for government housing but elect to live off base and receive a housing allowance.
- Government civilian employees who are entitled to Living Quarters Allowance (LQA) and have a signed Transportation Agreement.
- Foreign military members or personnel authorized assistance by host tenant support agreements.
- FMO cannot provide services for contractor employees.

ACCOUNTS

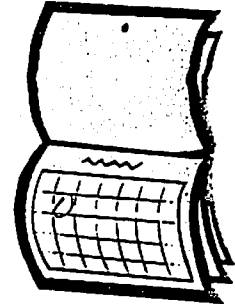
In general, your requirements for furnishings and appliances should be identified within sixty (60) days upon arrival into the country. The sponsor is responsible for establishing the account. Spouses and adult dependent children may sign AF Forms 228 for the acceptance or pick-up of items.

SETTING UP AN ACCOUNT

Accounts can be set up in person, or by phone with fax / email. FMO requires the following documentation to establish your account:

- one copy of PCS orders
- A completed and signed copy of the Landlord Tenant Statement. Authorized individuals who are purchasing their own homes are required to bring a copy of purchase agreement.
- Proof of BAQ/LQA entitlement for civilian employees.
- Proof of permission to move out of Dorms (form 291)
- Requests for delivery/pickup of items should be made 7 to 10 work days in advance.

Customers who miss appointments may be charged the actual cost to the Government (£71 as of June 2010), and will be reported to their organization.



Appointments can be made for:

Morning from
0800-1200

Afternoon from
1200-1700

We require a minimum of 24 hours notice if you wish to cancel your appointment

Customers who miss appointments for pickup and/or delivery without prior approval will be rescheduled at the convenience of the FMO and may be charged the actual cost to the US Government of the missed appointment.

LOANER FURNITURE

Loaner furniture is intended for a maximum of ninety (90) days while awaiting arrival of your Household goods (HHG) and again after their return overseas on PCS out. It is not authorised for personnel moving out of dormitories. Loaner kits are comprised of:

Dining room table and chairs, high-chairs, sofas, easy chairs, end tables, coffee tables, beds, cribs and chests of drawers.

Quantities authorized are based upon individual circumstances as outlined in AFI 32-6004, attachment 7, table a7-1.

Your Customer Service representative will assist in advising you as to what you are entitled to when you are requesting goods.

If circumstances dictate that you will require these items for longer than ninety days, such as HHG delayed, lost or damaged, contact FMO to request an extension

DURATION OF TOUR ITEMS

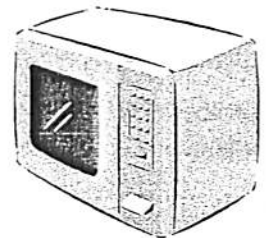
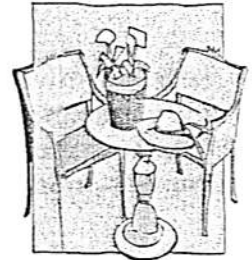
In addition to Loaner furniture, FMO offers Duration of Tour items that may be retained by the member until they PCS. These items can be scheduled for delivery at the same time as loaner furniture. The available types of items include:

Washing machines, dryers, dishwashers, microwave and conventional ovens, refrigerators, transformers and wardrobes if available.

As with loaner furniture, your Customer Service representative will assist in advising you as to what you are entitled to when you are requesting goods.

Annotate on your landlord tenant statement the amount of space available for appliances to ensure that what we deliver will fit both the space it will stand in and through any doorways it will need to pass.

FMO supplies both British and American sized appliances that run on the local power supply – 240 volts. Ensure that the accommodation you are moving into will be able to fit the size of appliance you request to avoid any delays in support.



Take a tape measure with you when you go to view properties. This way you can measure the existing openings left for appliances, as well as the door width to ensure that the items you request will fit the 'slot' as well as the entrance to the accommodation.

MOVING HOUSE

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Economy to Economy Housing

Sponsors living on the economy who change quarters, when the new quarters do not contain government furnishings, have the following options available to them:

1. Take the items with you.
2. Turn in all items or any that you do not need
FMO can only provide transportation in this instance if the move is government-directed or for extenuating circumstances.

A new Landlord Tenant Statement is required for the new address if you are renting, or proof of purchase if buying.

Economy to Government Housing

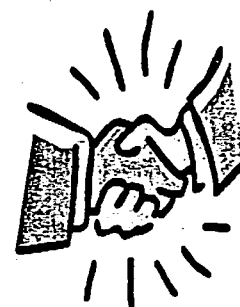
If you are moving into government quarters, contact an FMO Customer Service representative to arrange pick-up of items. Your account will then be transferred to your new address.

- Requests for delivery-pick up of items should be made 7-10 work days in advance

Contact an FMO Customer Service representative so records can be updated, and if necessary, to schedule pick-up/delivery of items.

Change of Status / Personal Details / DEROS

Customers must advise FMO Customer Service of any changes to family status (becoming accompanied or unaccompanied), changes to your name, DEROS date or address.



TURN IN AND CLEANING REQUIREMENTS

Contact FMO for turn in of government owned property in person, by telephone, fax or e-mail. State the requested date you would like the pick-up to occur, and what items are to be picked up. Please ensure that a work, home or mobile telephone number are provided in case your requested date is not available.

Requests for pick up must be made 7-10 work days in advance

Prior to turn in, ensure that furnishings are clean. If items are not cleaned to the required standards, customers have the option to come to FMO to clean the item(s), or charges will be made at £32 per item (prices correct at June 2010). This includes both appliances and furniture. This is the amount the contractor will charge the FMO to clean each appliance.

Clean all upholstered furniture surfaces free of stains and pet hair.

Polish wood surfaces.

Dust all transformers.

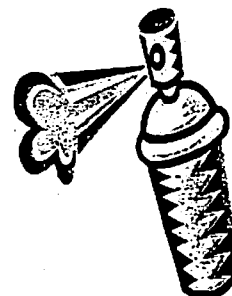
Appliances – see next page.

Items No Longer Required

If you have items which you no longer need, please bring them back to FMO.

Arrival of Household Goods

If you have loaner items that cannot be picked up by FMO prior to the requested delivery date of your household goods, contact Traffic Management Office (TMO) and inform them. Storage of your inbound goods is authorized until FMO can collect your loaner furniture.



You cannot be cleared through Virtual Out Processing before the items are returned to the Furnishings Management warehouse.

For a speedy VOP, fax us the copy of your pick up paperwork, signed by the contractor on the day, and we will be able to clear you more quickly.

APPLIANCE MAINTENANCE AND CLEANING

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Refrigerator

To maintain, wipe seals periodically with a mild bleach solution to prevent any mould build up. Before return to FMO clean interior and exterior, removing stains, food particles, grease, etc. Wipe clean and remove particles from door seals. All removable parts should be removed, cleaned and replaced in the appliance. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish. All doors should be blocked open at least one inch to allow air to circulate.

Electric Range (Cooker or Stove)

To maintain, clean drip pans regularly to prevent grease build up. Clean interior and exterior, removing stains, food particles, grease, etc. Burner rings must not be placed in water. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Washing Machine

Please ensure the filter is cleaned every 2 weeks. Before turn in, clean interior and exterior. All removable parts should be removed, cleaned and replaced in the appliance. The soap dispenser should be free of caked soap and any soap residue. All water should be removed from the appliance. The drum and agitator should be free of soap film and water spots. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Clothes Dryer

Please clear lint from the lint trap every time the dryer is used. Before turn in clean interior and exterior. The lint filter should have all lint removed and should be clean. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Dishwasher

Clean interior and exterior. All removable parts shall be removed, cleaned and replaced in the appliance. The soap dispenser shall be free of caked soap or any soap residue. All water shall be removed. The interior walls shall be free of soap film and water spots. When cleaned, the interior and exterior shall be polished with a soft cloth to leave a streak free finish.

Microwave

Clean interior and exterior, removing stains, food particles, grease, etc. All removable parts shall be removed, cleaned and replaced in the appliance. When cleaned, the exterior shall be polished with a soft cloth to leave a streak free finish.

The instruction booklets contain the details on how to remove parts for cleaning



The interior and exterior walls of all appliances shall be free of soap film and water spots. The exterior shall be polished with a dry soft cloth to leave a streak free finish.

For appliances that fail to meet the required standards, the customer has the option of visiting FMO to clean the appliances or being charged.

Visits to FMO to clean the appliances should be made before 2pm. This will allow you enough time to complete the cleaning before the facility closes.

A £32 charge (as of Jun 10) will be incurred for each appliance that does not meet the required cleaning Standard. This is the amount the Contractor will charge the FMO to clean each appliance.

APPLIANCE REPAIRS

FMO is responsible for initial connection & final disconnection, maintenance & repair or replacement of government owned appliances.

Reporting a Faulty Appliance

Before you report an inoperable appliance, make sure that the appliance is plugged in and has not blown a fuse or tripped a circuit breaker.

If the appliance is a washing machine, ensure the water is turned on and the drain is not clogged.

If the power is turned on and the appliance still does not run or runs badly, call the FMO Service Call Desk, commercial 01638-527156. Non-emergency service calls can be reported from 0800-1638 to ApplianceRepairCallDesk@lakenheath.af.mil.

Emergency service calls can be reported at any time of the day or night. If you have an emergency and 01638-527156 does not respond then call 01638-523605. The following are considered to be emergency calls:

<u>APPLIANCE</u>	<u>EMERGENCY CONDITION</u>
Refrigerators freezing	Inoperative/not cooling or
Ranges (Cookers)	Oven and/or 2 or more burners inoperative
Dishwasher/washing machine	Water leaks under pressure
Electrical fault	Sparking, smoking, fire

No appointments are made for routine or emergency calls. When you place a service call, you will need to ensure that someone will be home from the time the call is placed, as response time for the contractor is within four hours of your call.

Required information

Sponsor's SSAN, rank and name.

Address

Telephone number – both home and duty

Appliance type, make and model number (usually located on the front)

Full description of fault

Customers who miss appointments may be charged the actual cost to the Government, and will be reported to their organization.

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All appliances are designed to work between ambient temperatures of 50-90 F (10-32C).

Appliances used outside this temperature range, such as from an outbuilding or garage may not work correctly.



APPLIANCE BOOKLET WEBSITES

Listed below are websites for the appliances that FMO provides. From these sites you can download the manufacturer's manuals that provide care tips and capacity limits. Click on the manufacturer's name to be taken to their website, or type into your browser the http address.

Tricity Bendix

http://www.serviceforce.co.uk/pdf_search1.asp

Zanussi

http://www.serviceforce.co.uk/PDF_SEARCH1.ASP

White-Westinghouse

<http://www.white-westinghouse.co.uk/sp0045.htm>

Frigidaire

<http://www.frigidaire.com/support/manuals.asp>

Hotpoint

<http://www.hotpointservice.co.uk/Service/inst.html>

Whirlpool

http://www.whirlpool.co.uk/webapp/wcs/stores/servlet/ProductDisplay?catalogId=10001&langId=1002&storeId=10054&rm=WPCustomerService&partNumber=BundleBean_WP_IFUCHART_START

Indesit

<http://www.indesit.com/indesit/searchByCommercialName.do;jsessionid=8935BBAE4FFBF1C00200DFF52E52B8B1>

FMO POLICY BRIEFING AND ACKNOWLEDGEMENT

You are asked to read this document carefully, as you will be asked to sign acknowledgement of your understanding.

Maintenance and Repair of items

Customer is advised of BCE's responsibility to include maintenance, repair or replacement, hook up / disconnection of appliances. Personnel who miss an appointment may be held financially liable for the actual cost to the US Government, and their organization will be informed.

The Appliance Repair Call Desk: On Base: 226-7156 Off Base: 01638-527156

Duration of Tour and Loaner Items

Duration of Tour items are for the entire time that you here. Loaner furniture is loaned for a maximum of 90 days only for PCS in and out. Provided they are not furnished by the landlord IAW AFI32-6004 Par. 8.6.3/8.6.3.2. It is the member's responsibility to contact FMO on 226 7030 and schedule the date of the pick up of the loaner furniture. The request should be made at least 10 days in advance. Your furniture is due back no later than.....

You are advised not to place heavy items such as televisions on top of your loaner furniture and to ensure your furniture is placed evenly on a level floor surface to prevent risk of injury.

Change of status / personal details

Any change of address, DEROS, marital status or any other change in circumstances must be reported to the FMO within 5 work days.

Care of Government Property

Furnishings listed as issued are the responsibility of the sponsor. Property will receive the proper care and be safeguarded IAW AFMAN 23-220. Any loss, damage or destruction of said property will be reported immediately to the Furnishings Management Office and sponsor may be held pecuniarily liable for such loss or damage. Property issued for use by sponsor and dependents will not be loaned or transferred to other persons, or moved to another location without prior approval of the Furnishings Management Office. All complaints concerning condition/cleanliness of furnishings or type of service rendered will be brought to the attention of the Furnishings Management Office on 01638 527030.

Delivery / Pick up appointments

Personnel who miss an appointment may be held financially liable for the actual cost to the US Government, and their organization will be informed. Deliveries and pick-ups are made 0800 - 1200 and 1200 - 1700. Please DO NOT call FMO on the day for a more precise time as none can be given due to the nature of the contract. You are asked to please call FMO to discuss any disputes arising from your delivery / pick up. If you need to change your appointment FMO requires minimum 24 hours notice.

Cleanliness of items being returned to FMO

Furniture and appliances scheduled for pick up and returned to the FMO must be cleaned prior to the pick up date. If any items are found to require cleaning after pick up the customer will be notified and have 24 hours after the item(s) are received at the FMO to come and clean them or to pay the cleaning charge. The charge is based on the actual cost to the US Government per item for those items that fail to reach the cleaning standard, clean enough to be re-issued.

Acknowledgement

I acknowledge understanding of this policy briefing, safeguarding of furnishings instructions and agree to payroll deduction for any loss or damage caused to furnishings in my care, cleaning charges for items that do not meet the cleaning standard, and missed appointments. I acknowledge that my organization will be informed if I miss an appointment and I may be held liable for the actual charges to the US Government. I understand I may request a waiver of the charges due to circumstances beyond my control to the Housing Director.

Sponsors Name:..... Sponsors Signature.....

Date:.....

**LANDLORD (AGENT) – TENANT STATEMENT
US GOVERNMENT LOANER FURNITURE/APPLIANCES**

Tenant Printed Name (Last, first, Middle) and Signature

Economy Address, including Post Code, and Telephone Number

To Whom It May Concern:

The landlord/Agent agrees that all US Government property/supplies will not be held in lieu of any debts incurred by the tenant. Further, in cases of emergency, the landlord/agent agrees to permit a government representative to enter the premises and remove such US Government property. The landlord/agent hereby authorizes the installation of the following Government Owned Appliances at the above address, provided they are not furnished by the landlord IAW AF132-6004 Para.8.6.3/8.6.3.2 and certifies that connections are available for the appliance(s) listed.

PLEASE MEASURE CAREFULLY WIDTH AND HEIGHT OF AVAILABLE SPACE AND ALSO ANY DOORWAYS THROUGH WHICH APPLIANCES WILL BE MOVED TO CHECK FOR APPROPRIATE FIT.

APPLIANCE	SELECT TYPE		SPACE AVAILABLE
			Height/Width
1. REFRIGERATOR	US Model	UK Model	
2. WASHER	US Model	UK Model	
3. **DRYER	US Model	UK Model	
4. ELECTRIC COOKER	Various Sizes – Please measure carefully		
5. DISHWASHER	UK Standard Size or Slimline		
6. TRANSFORMERS			
7. MICROWAVE – UK Only			
8. WARDROBES			

**** COOKERS AND US DRYERS REQUIRE A SEPARATE 30 AMP CIRCUIT**

Landlord/Agent Name: Print and Sign _____

Address and Telephone Number _____

FURNISHINGS MANAGEMENT OFFICE, Bldg. 73, Scampton Rd., RAF Feltwell

Phone 01638 527030 /DSN 226 7030

Fax 01638 527337/DSN 226 7337

email: fmocustomerservicefeltwell@lakenheath.af.mil

FMO Loaner Kit Request - available for 90 days maximum	
Customer Name:	
SSN:	
Duty Phone:	
Cell Phone number:	
Home Landline number:	
Home Address for delivery:	
Box Number	
Dependants	
DEROS date:	
Squadron / Organization:	
ITEMS (AFI Basis of Issue in brackets)	Quantity Required
Double Bed Frame (1 per sponsor)	
Double Mattress (1 per sponsor)	
Single Bed Frame (1 per family member excl spouse)	
Single Mattress (1 per family member excl spouse)	
High Chair	
Crib	
Easy Chair (Basis of issue 2)	
3 Seater Sofa - or -	
2 Seater Sofa (1 sofa allowed)	
Coffee Table (1 allowed)	
End Table (2 allowed)	
Dining Table Large - or -	
Dining Table Small (1 dining table allowed)	
Dining Chairs (1 per individual in household)	
With approval based on stock position may request additional chairs)	
Chest of Drawers (1 for each family member)	
Delivery Date Required:	
Delivery Time frame - Please Mark One	
0800-1200/1200-1700	
Pickup Date Required:	
Pickup Time frame - Please Mark One	
0800-1200/1200-1700	