

*Housing Services Office (HSO)
Booklet
Off Post Housing Information*



IMCOM

SOLDIERS • FAMILIES • CIVILIANS

We are the Army's home

Welcome to Korea!

On behalf of the USAG-Humphreys Garrison Commander, the Director of Public Works (DPW) and the Housing Staff, I would like to welcome you to the assignment of choice. We wish you an enjoyable and rewarding tour while stationed in Korea.

All new military and civilian arrivals and those who are changing their residence within the local area should report to the USAG-Humphreys Housing Service Office (HSO) before entering into a lease agreement for private rental housing. This is required to process your lease and housing entitlements.

The HSO is staffed with welcoming and knowledgeable personnel who are ready to provide you with information and answer all your questions. Our mission is to provide the best possible housing service to every customer. This service takes the form of counseling, maintaining a realtor referral listing, arbitrating tenant/landlord complaints, and informing customers of local housing polices/rules.

This handbook is designed to provide you with information about living in private rental/sector housing. As a representative of the United States, you have the opportunity to not only learn about Korean customs, traditions and hospitality, but also share American customs, traditions and hospitality with our Korean neighbors

We hope you find this handbook useful and informative. Any suggestions for changes or improvements are welcomed. Your comments and suggestions for improvement are important and valuable to us.

Sincerely,
The USAG-Humphreys Housing Services Team

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Hours of Operation

Bldg 307

Monday – Friday – 0800-1600
Closed for Lunch – 1230-1330
Closed Korean and American Holidays

Housing Office

Scheduling Appointments (Safety/Lease)	753-7358
Chief, Housing Services Office (HSO)	753-6617

Furnishings Branch

Scheduling Appointments (Furnishings)	753-5796
Chief, Furnishing Branch	754-9559
Government Appliance Repairs	754-9557/7561



Telephone Reference Numbers

To dial an on-post number from cell phone

Dial 0503-3XX-XXXX(last 6 #'s of DSN)

AAFES Taxi	753-3414
AFN	753-5779
Appointments (Hosp Main Switchboard)	737-2273
Commissary (Humphreys)	753-5466/5467
Driver's Testing (Humphreys)	753-6644/6645
Emergency (on-post)	911
Emergency (off-post)	031-690-7911
Eye Doctor (Humphreys)	753-8124
Finance	753-8209/8210
Fire Dept Humphreys - *Emergency - Non	*753-7911 - 6173
Humphreys Medical Clinic (24 hours)	031-690-8111
Legal Office	753-6245
Lodging (Humphreys)	753-7355
Lodging (Osan-Turumi)	784-1844
Lodging (Yongsan-Dragon Hill)	738-2222
Mil Police Desk	031-690-3111
Post Office	753-6563
PX/BX Humphreys/Osan	753-8290/0505-122-5001
Road Conditions	754-6473/6483
Sexual Assault	764-5700
Spouse/Child Abuse	031-690-7101
Telephone Operator Humphreys	113
Transportation (Inbound)	753-6629
Transportation (Outbound)	753-6634
Veterinary Humphreys/Osan	753-7038/784-6614

Overview of Housing Services Office (HSO)

Housing Services Mission

Provide personalized and conveniently available services to assist eligible DOD Military and Civilian personnel and their families in locating suitable, non-discriminatory private rental housing.

Services Provided

- Maintain an open-referral system via realtors that ensures customers receive up-to-date information on nondiscriminatory rental properties.
- Review and process rental contracts.
- Negotiate and mediate disputes.
- Refer to legal assistance when necessary.
- Liaison with tenant, landlord, real estate agency, community and governmental officials.
- Provide language interpretation services in dealing with landlords and utility companies.
- Provide rental agreements in English and Hangul.
- Provide housing relocation information services to incoming and outgoing personnel.
- Perform safety/property inspections.
- School bus route information.
- Unfair practices and discrimination complaints

The HSO is a full service operation that will assist you with any situation related to your housing needs. If there is a service not listed that you need, please ask. If you do not receive the response or answer that you feel you need or desire, please ask to speak to a supervisor.

Pay Entitlements and Allowances

TLA (Temporary Lodging Allowance)

Service members have no statutory or regulatory right to TLA. TLA is based on the non-availability of quarters, as determined by the housing division. Service members must have a certificate of non availability to be authorized TLA. Requests for TLA extensions for personal reasons will be disapproved.

TLA is a financial entitlement that partially reimburses a member for the more than normal expenses incurred while occupying temporary lodgings and expenses for meals obtained as a direct result of using temporary lodgings OCONUS that don't have facilities for preparing and consuming meals.

TLA payments are contingent upon the Service Member's actively seeking housing. HSO is required to verify the search efforts prior to authorizing TLA payments. TLA is based solely on the availability of quarters and type of orders, as determined by the housing division staff.

Service Members are authorized TLA payments in increments of 10 days, or up to 60 days in some cases, upon arrival to USAG-Humphreys. The housing office will terminate TLA payments when quarters become available (either on or off post).

The required documents to process inbound TLA are the Service Member's PCS Orders, Pinpoint Orders, Command Sponsorship Orders (if applicable), Amended Orders (if applicable) and paid lodging receipt. Service Members are authorized up to 10 days of TLA upon termination and in

conjunction with PCS. Non-command sponsored individuals are not entitled to TLA.

The required documents to process outbound TLA is the lease termination that must be certified by the realtor/landlord, PCS Orders to new PDS, and a paid lodging receipt.

NOTE: TLA extensions will not be automatically authorized (NO EXCEPTIONS).

Exceptions to TLA Policy

Should you require an exception to authorized TLA days allotted by housing, you must submit in writing to the housing manager prior to the start date of the requested extension and obtain approval. After the fact exceptions will be denied.

Overseas Housing Allowance (OHA)

OHA is paid in lieu of Basic Allowance for Housing (BAH) at

OCONUS locations for Service Members authorized to reside in off post housing. OHA is a cost reimbursement based on allowance and defrays service members housing cost and includes the following three components:

- Rent /recurring maintenance expenses.
- Utility.
- Move-in housing allowance (MIHA – one time only).

OHA cannot be used for any other purposes other than to pay your rent/utilities. Failing to report changes in rental price or status, resulting in overpayment of OHA or knowingly accepting OHA in an amount greater than your entitlement are examples of fraud; otherwise you are in direct violation with the UCMJ. You could face non-judicial punishment, separation or court martial for misappropriation and/or larceny of government funds.

Annual OHA Survey

Each year the Per Diem committee requests data by Internet for overseas housing allowances for service members receiving OHA. You must complete this survey and indicate your annual expenses to live in private rental housing. The survey is the tool the Per Diem committee uses to determine what the OHA rate will be for that OCONUS location.

Utility Bills

ALWAYS pay bills on time! It is your responsibility to make arrangements with your realtor/landlord to receive and pay all monthly bills.

Living Quarters Allowance (LQA)

LQA is administered by the Civilian Personnel Advisory Center (CPAC). It is comprised of rent and utilities for Civilians. Your CPAC representative can and will provide additional details upon in processing.

Temporary Quarters Subsistence Allowance (TQSA)

TQSA is authorized for employees hired from CONUS who are eligible for living quarters allowance to help offset the expenses of temporary lodging, meals, and laundry expenses for up to 60 days upon arrival. TQSA is paid at the new overseas duty location only. During in processing at the new

duty station, the CPAC will provide the appropriate forms that need to be completed for TQSA.

Private Sector Housing – Realtors/Agents/Landlord

HSO will provide you a list of certified and approved realtors that you should use when house hunting off post.

If you elect to find private sector housing from a realtor/landlord not listed on the approved housing referral list, they must provide all required documents at time of lease signing. Failure to provide ALL documentation will result in not processing the lease. HSO will provide you with the list of required documents that **you** must ensure are available during lease signing.

Sanctioned/Banned Property - HSO will provide you a list of all realtors/landlords or property that have been sanctioned. Under no circumstances will a lease be approved from the sanctioned list.

School Bus Information

DODDEA school buses will provide transportation to school from private sector housing areas that are on the approved bus route. Personnel who live outside the current school bus routes will be responsible for arranging private transportation for their children to get to school.



A school bus transportation packet will be provided by HSO.

Before you Sign the Lease

Prior to signing your lease, you must schedule a health, safety and security inspection with HSO. This is a mandatory inspection that must be completed prior to lease signing.



When you are ready to sign the lease, you, the landlord/realtor and the housing official will go over the lease together. If you do not understand something, ask a HSO counselor to explain.

Realtors/landlords who are not willing to offer private rental agreements that correspond with a Service Member's tour of duty (24/36 months) will not be afforded the opportunity to list or rent their property to US personnel. A service member may elect to enter into a lease that is less than his/her tour duration.



Security Deposit:

In most cases, the landlord will require at least the first month rent along with a security deposit unless otherwise negotiated. The deposit amount will be written in your lease contract. Ensure you are provided a receipt for payment.

For service members that would like to request Advance Rent/Advance Security Deposit, **DA Form 4187 Personnel Action Jan 2000** will be provided by the HSO. The Service Member's Company Commander must sign and approve the form. Once signed, Service Members will hand carry to the finance office, along with a copy of the **DD 2367** (OHA authorization) and money will be disbursed immediately.

Military Clause/Release from US Government Housing

Your lease agreement will contain a military clause. A military clause alerts the tenant that they are protected under the Service Members Civil Relief Act. The Act provides protection, such as terminating a rental agreement prior to the end of the lease term for reasons such as permanent change of station, deployments exceeding 90 days, separation from active duty or offer of government quarters.

To terminate the lease, the service member or DA civilian must provide a 30 day written notice to the landlord/realtor upon receipt of orders or offer of government quarters. **Verbal Notification is not sufficient.** The “Verification of Termination” form can be obtained from HSO.

Renters Insurance

Protect yourself and your household goods. Renter’s insurance may be the most overlooked asset by tenants. Landlords have insurance, but only for the building; they are not responsible for protecting the renter’s property. The US government does not provide or take responsibility for personal property insurance. **Off post residents are strongly encouraged to secure personal property insurance for their protection.**

Inspection with landlord /realtor upon move in to Private Sector Housing

It is important that you carefully inspect private sector housing upon move in. This is also the time to discuss with your landlord/realtor any questions regarding operating appliances, (i.e., heaters, air-conditions, stoves, dishwashers etc.) Since many of these appliances are written in Korean (Hangul) ask your landlord/realtor to label them for you in English. This will eliminate having to make unnecessary calls for

translations.

Move-In/Move-Out Condition Form

Burden of Proof - Damages/Discrepancies of Unit

You will be provided a move-in/move-out condition form by your Housing Office counselor upon lease signing. This form is your written documentation regarding your unit. You and your landlord/realtor are **STRONGLY** advised to walk through your unit within 7 days of move-in to thoroughly evaluate and document the condition of the unit! Once done, you and your landlord/realtor must each sign and date this form as agreement of damages /discrepancies to unit. This written form will protect you against damages or discrepancies prior to your moving in and proof when moving out. You are responsible for safekeeping this signed form! When moving out of unit and if any damages are noted this form is your signed burden of proof on the condition in of which your unit was received. **You are also encouraged to take pictures of unit at the time of the move-in inspection to further document the condition of the unit.**

Private Sector Housing Repairs and Maintenance

The landlord /realtor are responsible for repair and deficiencies of private sector housing! They are the property managers of these units. Promptly notify your landlord /realtor of any repairs or concerns and allow reasonable time to make the repairs. You must keep documentation on **who you called, date and time** of notification to landlord/realtor s regarding your repairs. This will be your history and proves your attempt to locate your landlord/realtor. **Again, get names, dates and times!** The landlord/realtor could be held liable for temporary quarters until repairs are completed if they involve health or safety, examples of this would be no heat, power , water , no toilets working etc.

Complaint/Discrimination Procedures

The Housing Office can be your mediator for off post housing repairs, and complaints, however we will provide you with our Housing Customer Complaint Form. This form will need to be filled out with all your history (names, dates and times) of complaints. We cannot assist you unless you provide history documentation of your complaint. We have to have this information in order for us to validate and provide resolution to the issue/problem. We have 72 hours to respond back to you. Exception is health, safety or case by case. These complaints will be addressed immediately.

If you feel that you have been discriminated against because of race, color, religion, sex, national origin, age or handicap by a landlord/agent or persons dealing with your private sector housing or feel your realtor/landlord has engaged in unethical practices, it is imperative that you submit a written complaint to the HSO.



Snow and Ice Removal

Residents of private sector housing are required to remove snow and ice from around their homes.

Antennas and Satellite Dishes

You must receive approval from your landlord to install antennas or satellite dishes and should be annotated in the lease agreement.

Yard Maintenance

You are responsible for the maintenance of your yard, unless otherwise stated in your lease agreement.

Telephone/Internet/Cable:

Your realtor/landlord will provide information and assistance in obtaining these services.

AFN Services:

Contact your local AAFES PX/BX for information on service.



Trash Disposal and Recycling

The Korean Government mandates trash disposal and requires all citizens, to include US personnel and Foreigners to adhere to these laws. Failure to comply may result in severe fines issued by the Korean government.

The Garrison Commander has implemented a policy letter that applies to off post residents. The policy letter has strict guidelines that prohibits off post residents from disposing of their trash on post. Personnel residing off-post will adhere to

and utilize Host Nation trash segregation and recycling programs.

All trash and food garbage must be separated into recyclable and disposable trash and food trash containers. Disposable trash must be placed into the authorized bag, tied properly, and placed at the designated trash collection points or bins. Korean trash bags can be purchased from local markets. Personnel found in violation of the trash policy could be fined by the Korean Government. At no time can US style trash bags, (i.e., Hefty, Glad, etc) purchased from the PX or the Commissary, be used as the trash bag for disposal. Comply with the law!

Off-Post Solid Waste Collection

Sort According to Type of Waste:

Pet Waste:	White	recycling	bag,	bin,	or basket
Bottles:	Red	"	"	"	"
Vinyl, Film:	Green	"	"	"	"
Plastic:	Blue	"	"	"	"
Cans:	Purple	"	"	"	"

Potential Fines by Korean Law	
Littering (including cigarette butts):	50,000 won
Burning waste:	100,000 won
Illegally dumping waste:	500,000 won

POC Environmental Division – 753-7090
Off – Post Solid Waste Collection

Disposing of trash, garbage, or other solid waste in on-post dumpsters by off-post residents is strictly PROHIBITED

Use White Waste Bag

- Purchase at Commissary or stores in town
- No food waste except bones and shells

Use Red Waste Bag

- Purchase at Commissary or stores in town
- Drained food waste only



Government Furniture

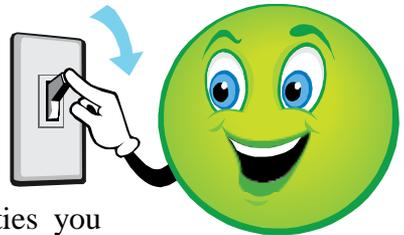
Military personnel with an approved certificate of non-availability (CNA), and who occupy private sector housing, are entitled to receive furniture support. Furniture support is provided for the duration of the Service Member's tour. Furniture selection and delivery service will be provided immediately following lease signing.

DOD Civilians eligible to receive LQA (excluding contractors) living in private sector housing are entitled to furniture support.

- Stove, refrigerator, washer, dryer, and dishwasher (duration of tour)
- Loaner furniture (90 day loaner only)

Non-eligible for Government Furnishings:

- Retirees have no entitlements for government furnishings and appliance support.
- Contractor personnel have no entitlements to government furnishings and appliance support.
- Local Hire personnel have no entitlements to government furnishings and appliance support.
- Furnishings and appliance support is not authorized for privately-owned housing.
- Non-Command Sponsored Families



Energy Conservation:

Rule of Thumb: The more utilities you consume, the more you pay. Utilities in Korea are very expensive therefore, off post residents can help in the fight to conserve energy by:

- Lowering temperature settings to comfortable levels for heating and cooling.
- High consumption electric items:
 - Air-conditioners
 - Space heaters.

Termination of your Lease Agreement

It Pays to Plan Ahead! The USAG-Humphreys HSO will assist you with termination of your private sector rental property. As soon as you have received your PCS orders, report to HSO with hard copies and HSO Staff will provide you a termination package. All documents must be filled out and returned to HSO prior to clearance of private sector housing whether you are departing the area, resigning, retiring, moving to government controlled housing, or moving from one private sector rental to another.

Termination Notice

Per the terms of your lease agreement, you are required to provide your landlord/realtor a MINIMUM of 30 days written notification of your intent to terminate your lease agreement.

Notice of termination must be signed and stamped from the landlord/realtor indicating they acknowledge the pending termination from private sector housing.

Return of the Security Deposit

The majority of customers vacating private sector housing should receive the return of their security deposits. However, you must return the housing unit to the original condition, failing to properly clean or repair damages to the property that are considered beyond normal wear and tear may incur damage

costs that may be equal to or exceed the security deposit.

Cleanliness and Condition of Property for Termination

It is imperative that the house and yard (if applicable) is clean before you leave. The lessee should contact their realtor/agent prior to terminating and obtain written cleaning instructions.

Fair Wear and Tear

Fair wear and tear (FWT) is defined as normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. An item that has been repaired or replaced before its full life expectancy has been reached due to neglect or failure to correct the cause of the damage or improper maintenance is considered beyond FWT.

Safety Guidelines

Fire Safety, Smoke Detectors and Fire Extinguishers

It is the responsibility of the occupant to check the smoke detector(s) periodically when assigned to private sector housing and replace the batteries as necessary in order to keep the smoke detector (s) in proper



working condition. Smoke detectors have been proven to save lives. Each tenant is responsible for ensuring that their fire extinguisher remains in a location where it can be readily available in case of an emergency.

Recommended safety rules

- Never leave cooking unattended. Unattended cooking

- is the number one cause of house fires. In the event of a cooking fire involving grease, do not use water!

- **DO NOT ATTEMPT TO MOVE THE PAN.**
- If a fire occurs, call the Fire Department 119 for off-post, even if it is already extinguished.

Fire Evacuation Plan

Tenants should familiarize themselves with the fire evacuation plan for their private sector housing.

Clothes Dryers

Check and clean clothes dryer lint traps after each use. Lint build up causes a fire hazard and decreases productivity of your dryer. Keep the dryer hose clean and free of kinks. Do not

place plastic articles in the dryer. Taking responsibility will save you and your family's lives.

Mold & Mildew Control

Mold is ubiquitous to our environment and is all around us and in the air we breathe. Mold requires water and moisture to grow. Being pro-active and keeping your quarters clean and

dry will assist in the prevention of mold growth. Keep areas clean where mold exist by using a little of commercial mold & mildew removal cleaning products or water/bleach solution at the first signs that there may be a potential mold problem.

What is mold?

Molds are forms of fungi that are found naturally both indoors and outdoors. Molds come in a variety of colors, including green, black, white, brown and orange. Mold sometimes appears fuzzy, but often appears in slimy streaks. Molds can be found in soil, on plants, on dead or decaying matter and in household dust.

Steps to preventing mold:

- Keep the home dry (provide fresh air everyday with open windows).
- Find and fix water leaks.
- Discard clutter and excess stored materials.
- Clean and maintain the home regularly.
- Keep heating, cooling, humidifying and dehumidifying systems clean. Change/clean filters and empty dehumidifier water collection containers.
- Keep temperatures between 68-78°F.
- Clean, dry or remove anything from your home that is water-damaged, particularly carpets and padding. It is important to dry water-damaged areas and items within 24-48 hours to prevent mold growth.
- Keep bathrooms dry and ventilated.

IMPORTANT POINT: The key to mold control is moisture control.

Severe Weather Conditions

Monsoon Season

The monsoon season in Korea begins on 1 June and ends on 31 August.

Thunderstorms usually occur 2-5 days per month during this period. Monsoon winds and rain have the potential to cause injury, the loss of life, and significant property and equipment damage. The destructive potential of each monsoon season varies from year to year. July through September is also typhoon season. On average of twice a year, a typhoon will make landfall over the Korean peninsula. Typhoon winds are exceptionally strong in the island and coastal areas, and may also pose a problem inland. Associated rainfall can cause significant flash flooding and rainfall of 20 inches in a 24 hour period during typhoon passages has been recorded. It is important during monsoon season that you are aware of what to do and are prepared in case of emergency. Typhoons are cyclonic storms with high winds moving faster than 80 miles per hour which can cause severe damage to property.



Condition 4: Possible destructive winds of 50 knots or greater are expected within 72 hours.

- Ensure the entire family is aware of emergency procedures and location of assembly areas and emergency shelters.
- Stay tuned to AFN for further information.
- Ensure adequate food and water supply for three days of nonperishable food items and items such as first aid kit, candles, matches, lanterns, flashlights, batteries, clothing, and a portable radio.

Condition 3: Possible destructive winds of 50 knots or greater are expected within 48 hours.

- Ensure that condition 4 requirements are complete.
- Ensure that the emergency readiness kit is complete and is in a location convenient for everyone.
- Ensure all items that could become airborne are secured. If the item is too large to put inside, tie it down to a station object that can't be blown down.

Condition 2: Possible destructive winds of 50 knots or greater are expected within 24 hours.

- Ensure that condition 3 and 4 are complete.
- Set your freezer to the coldest temperature to minimize spoilage if the electricity should go off.

Condition 1: Possible destruct winds of 50 knots or greater are occurring or anticipated within 12 hours.

- Ensure that conditions 2, 3, and 4 are complete.

- Some families may elect to move to an emergency shelter on post, such as the gymnasium of the CAC. Personnel seeking typhoon shelter must bring enough
- food and water for their family for the short stay in the shelter.
- Nonessential activities such as the school, clubs, bowling alley, PX, and commissary may be closed.
- Fill the bathtub, sink (s) and other containers with water for use as an emergency water supply. Water can be disinfected in emergency situations by adding ½ teaspoon bleach to 5 gallons of water.
- Assemble buckets, towels, rags, and mops to absorb rain water that may be blown into the quarters by the wind.
- Draw blinds to prevent possible injury from broken glass.
- Close windows securely. During the actual typhoon, partially open a few windows on the side of the house away from the wind. This will prevent a vacuum inside the house.
- If water leaks in and around doors or windows, roll up rugs or items on the floor that could become damaged from water.
- Stay in your shelter. Do not attempt to go outdoors unless you are directed to do so by local authorities. There is danger of being hit by flying objects. If the storm becomes too severe, move your family to the bathroom. Usually the bathroom has the most heavily
- reinforced wall and the least window area.

At the center of a typhoon is an area of calm called the “eye.” Often the passing of the eye is mistaken as the end of the storm. However, immediately following the eye, the typhoon

is at its strongest velocity. Be careful not to mistake the eye as the end of the storm. Stay inside until the ALL CLEAR is declared.

ALL CLEAR is declared: Resume Normal Activity.

- Pick up debris that might have fallen or blown near your apartment.
- Contact your landlord and inform them of the damaged areas.
- Stay clear of downed power lines or damaged structures.
- If the typhoon was severe, the water supply may be contaminated. Therefore, use your reserve water supply. If you must use tap water, boil for at least a few minutes or use water purification tablets prior to consumption.