# **United States Army Garrison Daegu, KOREA**

# FOR Housing Management 01 February 2017



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USAG Area IV Leaders,

To help you meet the Garrisons' requirements to establish and implement standard housing management procedures, we have prepared this USAG Daegu Housing Standard Operating Procedures (SOP) document to aid in the accomplishment of the most important work we do-SERVING OUR SERVICE MEMBERS (SM), CIVILIANS, AND THEIR FAMILIES!

USAG Daegu Area IV has begun a major face lift and transition with on-post Army Family Housing (AFH). During FY15-18, we will experience a shortfall with on-post housing for Senior Officers, Field Grade Officers, and Sergeant Majors. Service members under these grade categories will be assigned to the first AFH Tower constructed and when occupancy is available. The surrounding off-post housing communities will be challenged during this period as well because families will continue to be assigned to off-post housing during this transition. We are committed in providing you facilities commensurate to your service and sacrifices. We continue to improve the quality of life standards for our USAG Daegu unaccompanied service members by renovating barracks on Camp Henry and constructing new barracks on Camp Carroll.

Our mission supports readiness and projection while continuing to provide top-quality facilities in which SM, civilians and their families live, work, and train to meet the operational demands in the Korean theater. This USAG Daegu SOP sets standards in the management of the housing program at US Army Installations in Area IV and compliance is mandatory. This SOP will help maximize customer service and standardize housing services.

Comments, additions, improvements, and any suggested changes should be forwarded to Mr. Wilfredo G. Moore, USAG Daegu Housing Director, DSN 315-768-9032 or wilfredo.g.moore.civ@mail.mil

K/TED STEPHENS

Commanding

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# **REFERENCES**

AR 40-5, Preventive Medicine, 25 May 2007

AR 420-1, Army Facilities Management, 12 February 2008

AR 600-63, Army Health Promotion, 14 April 2015

AR 740-1, Storage and Supply Activity Operations, 26 August 2008

CTA 50-909, Field and Garrison Furnishings and Equipment, 1 August 1993

CTA 50-970, Expendable/Durable Items

DA PAM 420-1-1, Housing Management, 2 April 2009

DA PAM 420-1-2, Army Military Construction and Nonappropriated-Funded
Construction Program Development and Execution, 2 April 2009

Joint Federal Travel Regulation

DoD 4500.36-R, Management, Acquisition, and Use of Motor Vehicles

DoDDS-P Transportation Student Transportation Operations Manual

# **SECTION 1: ARMY FAMILY HOUSING (AFH)**

# 1-1 Responsibilities:

The Garrison Housing Office shall provide adequate living accommodations for all eligible Department of Defense military and civilian personnel. These accommodations include US Government owned and leased facilities on each installation. Housing counselors shall provide prompt, courteous customer service for the entire military and civilian community. Housing counselors will maintain current customer information using the official housing data system.

# 1-2 Assignment of Housing:

- 1. There is a mandatory AFH assignment policy to government owned or leased housing for all military command sponsored service members (SM). SM must have at least 12 months left on station from assignment date for an offer of government leased housing and 6 months left on station from assignment for an offer of government owned assets. SM will be offered the first available set of housing and will have a maximum of 24 hours to accept or reject the offer. Once a unit is turned down, the next applicant on the waiting list will be offered the unit. At no time will the same housing unit be offered to two eligible persons. Applicants do not have the right to inspect the interior of the housing at the time of the offer. The Housing Division may assist customers by providing floor plans.
- 2. Family members on PCS orders must occupy housing within 3 days of assignment to housing.
- 3. If adequate on-post housing is declined by the SM, and SM requests to reside off-post, an exception to policy (ETP) must be submitted. SM will remain on the waiting list until Garrison Commander's decision is made.
- 4. SM on an accompanied tour will be offered housing when housing becomes available and may not delay assignment to housing for personal reasons.
- 5. Housing with minor maintenance problems are normally considered habitable and cannot be refused. The Housing representative will consider all information and render a decision concerning the housing unit's habitability.
- 6. Upon assignment to government housing, residents will receive and must sign a Conditions of Occupancy for Military Family Housing form which will be retained in residents file.

7. Families residing off post must provide a 45-day Termination Notice to their landlords that they have been offered on-post housing. Additionally, once a SM clears off-post housing, they must provide clearance documents to the Housing Office for an effective date to stop Overseas Housing Allowance (OHA). Service member's OHA will stop on the date of assignment to government housing.

# 1-3 Priority of Assignment to AFH:

Priority of	assignment for Family Housing
Priority	Personnel category (See notes 1, 2, and 3.)
1	Key and essential military and civilian personnel.
2	Personnel in pay grades for whom the housing has been designated in equal priorities —  - Military personnel and authorized civilian employees assigned or attached for duty at the installation.  - Army personnel not assigned or attached to an installation but assigned for duty within one hour commuting distance of the installation. Independent duty personnel of any Service working within one hour commuting distance of the installation. (See note 4.)  - Military personnel of other uniformed Services assigned for duty within one hour commuting distance of the installation for who support agreements for housing have been established.  - Personnel Exchange Program and integrated personnel assigned or attached to the installation.
	<ul> <li>Active Guard Reserve (AGR) personnel serving on active duty pursuant to 10 USC and who are assigned or attached for duty at the installation or within one hour commuting distance of the installation.</li> <li>National Guard personnel serving on active duty pursuant to 32 USC who are assigned to tenant units on the installation. (Support agreements should be in place.) The garrison commander may establish a maximum tenancy of four years for these personnel.</li> </ul>
	<ul> <li>Other personnel for whom support agreements executed at the Secretary of the Army level exist which direct specific assignments.</li> </ul>
3	Army personnel not assigned to an installation but assigned outside the one-hour commuting distance boundary who request housing support. A housing support agreement is required.
4	Military personnel of all uniformed Services; Including 32 USC AGR for whom support agreements have not been established and who are assigned or attached for duty within one hour commuting distance of the installation. A maximum tenancy of four years may be established for AGR personnel.
5	Other personnel for whom support agreements for housing have been established—  - Foreign military students, foreign liaison personnel, and special projects personnel assigned or attached to the installation (unless a higher priority has been designated in an MOU or MOA).  - Nonmilitary uniformed personnel of the Public Health Service and the National Oceanic and Atmospheric Administration assigned or attached to the installation.  - Other personnel for whom support agreements executed at the SA level exist which allow the garrison commander to take directed assignments.

#### Notes:

- 1. The garrison commander may deviate on a case-by case to alleviate undue hardships.
- 2. Listings within personnel categories are not intended as an order of assignment priority but as an explanation or clarification of types of personnel in a given priority.
- 3. Housing may be assigned to personnel one pay grade category above or below that for which the housing is designated.
- 4. If there is more than one installation (with Family housing) within commuting distance of the independent duty site, the nearest one (by travel time in normal commuting hours) shall be the Family housing provider unless another installation consents to a transfer of the responsibility.

# 1-4 Designation of Housing:

1. Government owned housing at Camp Walker will be provided to the following personnel:

- a. General Officers.
- b. Field Grade Officers.
- c. Command Sergeant Major.
- d. Chief Warrant Officer Three.
- 2. Government leased housing at Camp George, Mountain View Village, will be provided to the following personnel:
  - a. Company Grade Officers.
  - b. Warrant Officers, (CW2 and WO1).
  - c. Master Sergeant and below.

Note: Exceptions to the above grade designations may be considered by the Garrison Commander or his designee on a case-by-case basis.

- 3. Designated Housing Units:
  - a. Commanding General, 19th ESC: AFH #1.
  - b. Command Sergeant Major, 19th ESC: AFH #602.
  - c. Deputy Commander or Chief of Staff, 19th ESC: AFH #148.
  - d. USAG Daegu Commander: AFH #149.
  - e. Command Sergeant Major, USAG Daegu: AFH #147A.

# NOTE:

- (1) This list will be kept at an absolute minimum. Persons currently residing in government housing, who are subsequently reassigned to a position with designated housing, will be directed to move to the designated unit. If housing is accepted, the move will be at government expense to include cleaning of the vacated unit. If the individual refuses the designated unit, it will be addressed in writing to the Commander, USAG Daegu. Declination will include the reason for refusal.
- (2) If a designated unit is refused, the unit will be offered to the next authorized individual on the waiting list. If accepted for occupancy, the individual will sign a statement as follows: "I understand that I will occupy designated housing for which I am otherwise not entitled and may be directed to move if the subsequent incumbent desires this housing unit. I further understand that the decision to vacate will not be arbitrary

but carefully reviewed considering overall impact and approved by the Commander, USAG Daegu." The directed move will be at government expense to include cleaning of vacated housing.

- (3) Personnel assigned to a position with designated housing that are not authorized family housing will not be eligible for the designated unit. The procedures for utilization of the designated unit will be the same as for a refusal.
- 4. Key and Essential (KE) civilians will not be assigned AFH.
- 5. General/Flag Officer Housing (GFOQ) are designated for officers in grades O7 and above.
- 6. Senior Officer Housing (SO) are designated for officers in grade O6.
- 7. Field Grade Officer's housing are designated for officers in grades O4, O5, CW3 thru CW5.
- 8. Company Grade Housing (CG) are designated for officers in grade O1 thru O3, WO1 thru CW2.
- 9. CSM/SGM housing are designated per the current housing assignment policy letter.
- 10. Enlisted housing are designated for enlisted personnel in the grades E1 thru E8 and are further designated as Junior Enlisted (JE), grades E1-E6 and Senior Enlisted (SE), grades E7-E8.
- 1-5 Designation of Key Billet and Key and Essential Positions:
- 1. Key Billet (KB) positions are established by USFK J1 and AR 420-1. Key and Essential (KE) positions are defined and established by Garrison Commanders. KB/KE personnel are required to reside on post for military necessity and/or operational requirements per USFK J1.
- 2. Personnel assigned to KB/KE positions will be placed on the respective waiting lists, with regards to rank and bedroom requirements, and given a priority 1 for housing assignment.
- 3. Personnel in KE positions will be placed at the top of the freeze portion of the waiting list or immediately below other KE personnel.
- 4. Designation of KB/KE positions will be kept to the absolute minimum to ensure maximum housing equity for all personnel assigned to the installation.

# 1-6 Eligibility for Family Housing:

SMs that are issued a Command Sponsorship Sequence Number (CSSN) are eligible for government family housing. When the Request for Travel Status of Family Members is received by the Housing Office, a travel status shall be granted for the family members. The travel status for family members will be determined based on when the SM is scheduled to arrive and the projected availability of government housing. The Housing Division shall render one of the following travel decisions:

- a. Concurrent Travel to Government Housing (CTG). Family members are authorized to travel at the same time as the sponsor, and government housing are projected to be available within 60 days of arrival. SM authorized three or more bedrooms may opt to reside in smaller housing, but will be considered adequately housed for the remainder of their tour. Personnel granted CTG may not delay assignment to housing due to personal reasons.
- b. Deferred Travel to Government Housing (DTG). Government housing is not available within 60 days, but is projected to be available within 140 days. Family members are not authorized to travel until the SM accepts an offer of housing with a firm availability date. Family members arriving before authorized/approved assignment to housing are not entitled to TLA. Unaccompanied personnel on DTG (all ranks), will be required to in-process through the Unaccompanied Personnel Housing (UH) branch and occupy UH until family housing is available and accepted.
- c. Concurrent Travel to Economy Housing (CTE). Personnel receiving deferred travel to government housing may request family travel to CTE. SM granted CTE may elect to remain on the government housing waiting list while residing in economy housing and will be notified when housing is projected to be available.

# 1-7 Application Process for Family Housing:

The Housing Office must establish an eligibility date for placement on the appropriate waiting lists. The SM must provide the following documentation to complete the application and assignment process to family housing:

- a. DD Form1746 (Standard Application for Assignment to Housing).
- b. Permanent Change of Station (PCS) Orders to Korea.
- c. Pin Point Orders/Command Sponsorship number for the Permanent Duty Station (PDS).
  - d. DA Form 31 (Request and Authority for Leave).
  - e. DA Form 137-3 (Installation Clearance Record).

# 1-8 In-Country (IC) Command Sponsorship (CS):

SM who receives an IC Command Sponsorship Position Number (CSPN) will be placed on the waiting list in accordance with the effective date of the CSPN, and must report to the Housing Office within 30 days of receiving the CSPN. Personnel reporting to the Housing Office after the 30 days will receive an eligibility date as of the date of application.

# 1-9 Credit for Completion of a Dependent Restricted Tour:

- 1. Upon completion of a dependent-restricted tour, including involuntary extension beyond initial tour, the date departed previous duty station for the dependent-restricted tour or a maximum 14-month credit will be given. SM who obtain family members during the tour and were separated from those family members will receive credit only for time separated. Voluntary extension beyond the initial tour will negate all credits.
- 2. To receive consideration for this credit, the following information is required:
  - a. Orders to the dependent-restricted location.
  - b. Officer Record Brief / Enlisted Record Brief (ORB /ERB).
  - c. Temporary Duty (TDY) Voucher from My Pay website.

#### 1-10 Waiting Lists:

- 1. Command Sponsored SM will be placed on a waiting list once eligibility has been established and will be placed on the waiting list according to KB, KE, priority, eligibility date, rank, and bedroom requirement.
- 2. Personnel who are directed to transfer within or between OCONUS PDS prior to completion of their original OCONUS accompanied tour (Date Eligible for Return from Overseas [DEROS] does not change) will be credited for the date departed last PDS for original accompanied overseas tours. Military personnel who complete an original OCONUS accompanied tour outside of and begin another OCONUS accompanied tour (their DEROS changes) will receive date departed last permanent duty station.
- 3. SM must apply in person for housing within 30 days of arrival to installation to receive the above eligibility dates. Personnel who apply after 30 days will receive an eligibility date as the date of the application.
- 4. SM requesting to relocate to other housing due to change in rank or increase in family members will receive an eligibility date as of the date of application to relocate. Promotable applicants must present proof of their promotable status prior to placement

on the applicable waiting list. SM may apply for and be assigned housing based on the anticipated birth of a child, which may warrant an additional bedroom, but must present a medical certificate that verifies the pregnancy prior to placement on the waiting list. SM must have at least 12 months left on station for assignment to government leased assets and 6 months left on station for assignment to government owned assets. Assignment is the date the SM accepts the keys to the housing unit. Any costs associated with the relocation will be borne by the SM to include movement of government furnishings.

# 5. Bedroom authorization upon initial application:

- a. Due to limited number of government owned and government leased housing assets, bedroom authorizations will be based solely on authorized family members on PCS orders. Authorized family members who have traveled to Korea on PCS orders, but leave to attend an accredited institution of higher learning, and are enrolled in a fulltime course of study, will be authorized a bedroom for the duration of the tour or until age 23, whichever occurs first; such instances will be reviewed annually to validate the requirement. Family size will supersede rank and be the sole determinant in prioritizing bedroom assignments.
- b. SM who are making their initial application for family housing and are anticipating the birth of another child must provide medical verification of pregnancy. This will entitle the SM to larger housing.
- c. Personnel may elect, in writing, to be placed on the waiting list for housing with one bedroom less than that for which he/she qualifies, if housing is not available in the category for which the applicant is eligible. If housing is assigned under this condition, occupants will be considered to be adequately housed unless increase in family size.
- 6. It is the eligible SM responsibility to notify the Housing Office of any changes in personal status (e.g. family status, rank, unit, DEROS, phone number, etc.) and other pertinent information. Should the eligible SM apply for a housing entitlement change but fail to update pertinent information, SM eligibility will be effective the day SM information is changed; entitlement will not be backdated.

# 1-11 Scheduling Termination of Housing:

SM are required to notify the Housing Office of their intent to terminate housing **60 to 120 days prior to PCS**. A pre-inspection can be completed **45 to 60 days prior** to SM anticipated termination date. SM are required to notify the Housing Division upon receipt of port call date to schedule a pre-termination inspection. Upon scheduling the final termination inspection, the SM will receive a TLA memorandum indicating the authorized days of outgoing TLA. The SM is responsible for coordinating temporary lodging.

# 1-12 Relocation Between Housing Units (Convenience Move):

SM must have at least 12 months remaining on station from the date of assignment to government housing prior to approval of relocation between housing. SM must completely relocate within 3 working days upon assignment to new housing. SM who relocate with less than 20 months in their present housing must pay the prorated costs to paint their old house. SM requesting relocation must complete a relocation memorandum, which outlines conditions and requirements for relocation (Customers must submit completed Relocation Memorandum to the Housing Office, Appendix A-1).

## 1-13 Government Directed Move:

SM are authorized a government directed move upon notification of available on-post housing if they reside in economy housing. A government directed move can be authorized due to major renovations or emergency repairs of government owned or government leased housing assets. SM may be entitled to partial dislocation allowance (DLA).

# 1-14 Early Return of Dependents:

SM must terminate family housing within 30 calendar days of early return of dependents. House cleaning at government expense is not authorized for housing that is being terminated due to early return of dependents. TLA is not authorized for departing family members and BAH will not start until the unit has been terminated and cleared by Housing. E-6 and below will be required to relocate to unit barracks. E-7 and above will be assigned to UH until their DEROS, if space is available. If housing not available, SM will be required to move off post at their own expense and will collect OHA at the w/out dependent rate.

# 1-15 Retirement or Separation From Service:

SM are not authorized to reside in government housing after retirement or separation from service. SM on terminal leave may apply to reside in government housing until the effective date of their retirement or separation date of service. If approved, SM must terminate housing prior to the effective date of retirement or separation.

# 1-16 Mandatory Relocation Due to Reduction in Family Members:

If the sponsor has a reduction in family members and Housing is required to house a bona fide requirement, the Housing Division may relocate the resident to housing meeting the adjusted bedroom requirement (if SM has at least 12 months remaining to DEROS). Mandatory moves will be at government expense; partial dislocation

allowance (DLA) will not be authorized. Exception to this applies to paragraph 1-9 e.

### 1-17 Visitation Policy:

- 1. Visitation in AFH and UH is authorized for dependents and guests when such visit do not infringe on the rights of other residents.
- a. Sponsors are responsible for the conduct of their dependent(s)/guest(s) and are expected to enforce high standards of conduct of their visitors.
- b. Visitors will not be permitted to remain in housing in excess of 24 hours unless formal written permission is obtained. A written notification to DPW, Housing Division is required when having visitors for over 24 hours.
- c. Written permission for visitation of dependent(s)/guest(s) must be obtained from DPW, Housing Division Chief for 30 days or less.
- d. Written permission from the Commander, USAG Daegu is required for visitation of 31 calendar days or more. Visits that exceeds 30 days, without authorization, will be considered as residency and the SM must come to the Camp Henry or Camp Carroll Housing Office to change their housing status.
- 2. Residents desiring to have dependents visit during their tour of duty will take the following actions prior to the arrival of their dependent(s)/guest(s):
- a. Requests in accordance with b, c, and d above will be approved by the resident's Company Commander and Battalion Commander before processing through the Housing Office. Fill out the Visitation Request Memorandum to include date of arrival, dependent's name, age, and date of departure (Appendix A-2). All requests should be at the Camp Henry or Camp Carroll Housing Office two weeks prior to the arrival of dependent(s)/guest(s) to allow for processing.
  - b. Contact the Pass and ID Section and request access to the installation.
  - c. Notify the Housing Office when dependent(s)/guest(s) depart.
- d. Notify the Finance and Accounting Office if the visit will exceed seven (7) consecutive days.
- 3. At no time will dependent spouse/children or other family members be allowed to reside in UH facilities (BOQ and SEQ) with the service member.

# 1-18 AFH Building Coordinator Program:

Housing Chief is encouraged to actively solicit participation for the Building

Coordinator program through community awareness venues to support the housing program. Each building will have a Building Coordinator. The most senior person in the building will not necessarily be the Building Coordinator based on several factors, such as position, time remaining on tour, etc. The USAG Daegu Commander will issue appointment letters. (See section 2, Building Coordinator Program)

# 1-19 Closed Circuit Television System (CCTV):

1. Within Camp George, Mountain View Village (MVV), a CCTV system is in place to assist Housing Division and Law Enforcement personnel in the performance of duty and provide safety and security for our community within the Family Housing Complex. All Housing Division and Camp George Management (KOHOM) employees who use, operate, or have access to the CCTV cameras and its video footage in storage are required to read this policy and be trained in the legal authority or limitations on the use of the CCTV which includes: privacy implications that the CCTV camera may cause from impact in freedom of association and speech, the right to privacy inside the residence, protecting the images from unauthorized disclosure when internal sharing of the footage within the Garrison is and is not authorized, and the limited basis when released to a non-federal entity would be authorized.

# 2. Objectives:

- a. Protect USAG Daegu infrastructure and associated assets.
- b. Increase personal safety and reduce the fear of crime in our community.
- c. Protect public and private property.
- d. Support the Law Enforcement community in incidents pertaining to force protection and crime prevention.
- e. Assist in the identification, investigation, and potential prosecution of violators through the use of images captured on CCTV. This includes using CCTV images as evidence in criminal and administrative proceedings.
- f. Assist in determining the financial liability for damage(s) to government or private property.
- 3. CCTV provides Housing Division and Law Enforcement personnel real-time visual information. Cameras are used to monitor activity at Army Family Housing and other public areas in an effort to detect criminal activity, to determine financial liability for damages, and to ensure the safety and security of our community.

- 4. The CCTV system is a secured network comprised of Fixed and Pan, Tilt, Zoom (PTZ) cameras. Cameras are mounted at various public locations within MVV (e.g. elevators, playgrounds, community room, common areas).
- 5. CCTV is "right to privacy" sensitive. Privacy protections include:
- a. CCTV monitors public spaces where there is not an expectation of privacy. They cannot peer into a private residence.
  - b. The system primarily monitors wide, "over-watch" areas.
- c. Arbitrarily or discriminately tracking an individual is prohibited and will result in disciplinary action towards those found in violation of this policy.
- 6. Data Storage. CCTV images/recordings are kept for 30 days after which the data is over-written. During the 30 days, the images are stored on the system hard-drive which is only accessible to Housing Division and KOHOM employees. At a minimum, the DES can authorize the release of images/video recordings to any DoD entity based on an official need to know determination and this includes but is not limited to the Military Police and Criminal Investigation Division. Images will not be provided to a non-federal entity without a legal review citing the legal authority authorizing or directing the release.
- 7. Residents are reminded that they are responsible for the behavior and conduct of their guests and that they may be held financially liable for any damages or destruction of government property in family housing caused by their guest.

# 1-20 Pets

- 1. Definitions:
  - a. Stray animals.
  - b. Domestic pets includes dogs or cats, regardless of size.
- c. Exotic animals are snakes, monkeys, geckos, rabbits, or other similar type animals. In the event there is a conflict as to whether a resident's pet is considered exotic, a final decision will be made by the Garrison Commander after consultation with the Commander, 106<sup>th</sup> Medical Detachment.
  - d. Caged animals are birds, fish, hamsters, ferrets, guinea pigs, gerbils, and turtles.
  - e. Livestock are pigs, cattle, goats, horses, sheep, and chickens.

#### 2. General:

- a. Residents of Unaccompanied Housing (UH) are not authorized domestic pets.
- b. Residents of AFH are limited to two domestic pets per household.
- c. Exotic animals are prohibited in all government housing in USAG Daegu.
- d. Caged animals are permitted in all family housing.
- e. Non-family members and guests of USAG Daegu housing residents are prohibited from bringing any animals on to the installation, except for authorized personnel bringing animals to the pet care center or the Veterinary Treatment Facility (VTF).
- f. Upon in-processing with the Housing Division, applicants who are authorized to bring domestic pets to Korea will fill out a Pet Registration Form (Appendix A-3). By signing the Pet Registration Form, applicants acknowledge that they have read, understand, and will comply with all provisions outlined in this policy.
- g. Personnel who knowingly bring an unauthorized pet to Korea when they have been notified that certain pets are not authorized, will be subject to removal from or denied Government housing.
- h. Personnel who violate this policy and whose government housing is terminated will not be authorized Overseas Housing Allowance (OHA).
- i. All pets must be registered at the USAG Daegu VTF within 10 days of acquisition or arrival in country.
- j. Dogs and cats require certificates of immunization for rabies prior to registration. Other required immunizations must be accompanied in accordance with the schedule provided by the VTF. Dogs must be immunized annually against rabies, distemper multivalent immunizations with leptospirosis, and must be tested for heartworm infection and maintained on heartworm preventative with de-wormer year-round. Cats must be immunized against rabies, feline panleukopenia virus multivalent immunization, and be tested for parasites and/or de-wormed at least annually. Exception to this policy will be due to medical reasons only, at the discretion of Daegu VTF veterinarian.
- k. Micro-chipping is mandatory for any size pet. Micro-chipping will assist in identification of animals in the event of non-combatant evacuation where animals larger than 25 pounds cannot travel with their owners but must be held on the installation until arrangements can be made for their transportation. Micro-chipping of smaller pets is highly recommended but is not mandatory. Micro-chipping may be accomplished at any of the military VTFs in South Korea.

- I. Disabled persons with a bona fide animal assistant are exempt from this policy, regardless of where they are housed in USAG Daegu.
  - m. All animal deaths must be reported immediately to the VTF.
- n. All animals will be maintained on a leash. Verbal control is insufficient. It is the owner's responsibility to control the animal, not the citizen's responsibility to avoid the animal. The person with the animal must be able to control the animal.
- o. Pet owners are responsible for picking up and properly disposing of animal waste.
- p. Animal control is the responsibility of the owner and fines and/or Provost Marshal Office action may be taken against violators.
- q. Owners will not allow pets to disturb neighbors by showing any signs of aggressive behavior (e.g. constant barking, growling, snapping). Animals showing this type of behavior will be removed from housing, and in certain circumstances, may be subject to humane euthanasia.
- r. Owners will not abandon their pet. If the sponsor is unable to provide the necessary care or if the sponsor is transferred from the installation, the sponsor must make provisions to find a home for the pet. All stray animals on Korea wide installations will be picked-up by DPW Pest Control Personnel and impounded at the servicing VTF for further disposition. Stray and abandoned animals and pets not claimed within a reasonable time (three (3) working days) will be considered nuisance animals and may be euthanized. A statement of charges will be initiated to collect all cost incurred to capture and dispose of an abandoned pet, and owner will be subject to UCMJ action as a result of abandoning pets.
- s. The owner of an animal involved in a bite case will bring the animal to the Daegu VTF, where appropriate rabies quarantine and observation procedures will be determined. Failure to comply within 24 hours will result in the animal being seized by the military police and impounded at a designated facility at owner expense.
- t. Violations of this policy may result in administrative sanctions. Incidents of failure to control animals may result in, at a minimum, the animal being removed from USAG Daegu installations and may result in removal of the sponsor/owner from government housing.
- u. Commercial operations involving animals, including breeding of animals is prohibited in on-post housing. Services at the Daegu VTF will not be provided to anyone breeding animals.

- v. Pet issues and/or concerns should be reported to Building Coordinators, USAG Daegu Housing Office, the military police, or the Area Civilian Misconduct Officer. Citations may be issued by the military police.
- w. Pets are an integral part of many households. However, pets in dwelling units can be problematic. Pet owners must ensure that pets are controlled so that they do not become a public nuisance of menace. Additionally, residents with pets are responsible for ensuring their children and pet sitter follow the pet policy.
- (1) There is a growing number of complaints of pet owners not adhering to the rules. Some pet owners are allowing their pets to relieve themselves in inappropriate areas, to include urinating inside buildings, elevators, and on building exteriors. Also, some pet owners are not picking up their pet's waste. However, the Housing Office cannot take action against the violators unless residents are willing to provide written details, such as the violator's name, residence, dog breed, time of day of occurrence, description of the offense, witnesses of the incident, and/ or photos. All residents are encouraged to report such violations of the pet policy to the Housing Office.
- (2) Violators of the pet policy set forth are subject to a variety of sanctions to include eviction from AFH. The following process will be implemented by the Housing Office when violators are reported or identified:
- (a) First offense: violators will be issued a letter of warning outlining the offense and a chance to respond.
- (b) Second offense: violators will be referred to the Family Member and Civilian Misconduct Review Board for a review of the facts and a recommendation of potential sanctions. If sufficient evidence exists to indicate a violation of this policy, the family may have to choose between giving up their pet or being evicted from AFH.

#### 1-21 Noise Control:

1. All individuals within the USAG Daegu area of responsibility have the right to expect peace and quiet. Accordingly, acts of excessive noise will not be tolerated.

#### 2. Procedures:

- a. During quiet hours, with the exception of emergency repairs, no construction will occur either from contractors or an in-house work force.
- b. During quiet hours, sound from people and equipment (e.g. stereos, TVs, portable sound systems) will not be so loud that the noise can be heard in adjacent rooms or buildings.

- c. Quiet hours are:
  - (1) 2200-0700 Sunday through Thursday.
  - (2) 2300-0700 Friday, Saturday, and evenings prior to holidays.
- d. Within any dwelling unit, most noise can be tolerated during normal hours (0700-2200), however, at no time will sound equipment be turned up loud enough to <u>disturb</u> anyone in adjacent rooms or buildings. Portable sound systems will not be carried in public by military members, civilian personnel, or their family members while broadcasting externally. Additionally, car stereo systems will not be operated where anyone outside the car is disturbed by the noise.
- e. Sound equipment will not be played outdoors on post, unless approved by the Commander, USAG Daegu.
- f. Unit movements: There are certain measures commanders may take to hold the noise down to a bearable level, especially when executing a unit movement during quiet hours. A maximum speed of 15 miles per hour for all vehicles moving through residential areas will be strictly enforced by the chain of command. Vehicles will not be idle for prolonged periods of time. Times and routes for all movements will be established to minimize noise and disruption.
- g. Physical Training: Cadence calling during PT is an essential ingredient in building and maintaining unit esprit de corps. Cadence will not, however, be called in or adjacent to housing areas. Vulgar of offensive cadence calls will not be used at any time.
  - h. Recommendations to reduce noise in government housing.
    - (1) Carpet those areas that are most heavily used to absorb noise.
- (2) **Communicate** with your neighbors to set volume levels on sound equipment to determine a tolerable range.
- (3) Make complaints against violators to area, building, and floor coordinators and as a final resort, to the Housing Office.

# 1-22 Alterations:

Any alteration to Government owned or leased housing must be approved in writing before starting the work. The required authorization request must be submitted to the Housing Office. Any unauthorized alteration/addition must be removed and/or restored at your expense. Construction, additions, or alterations include, but not limited to the installation of wallpaper, boarders, stencils, painting, and safety latches/locks.

# 1-23 Smoking:

- 1. Smoking is prohibited in <u>all</u> government owned and leased housing. Smoking in common areas such as hallways, stairwells, elevators, balconies, and within 50 feet of multi-family buildings is prohibited.
- 2. Building coordinators will ensure that outdoor designated smoking areas will be at least <u>50 feet</u> from common points of ingress/egress and will not be located in areas that are commonly used by non-smokers. These smoking areas will have appropriate trash receptacles available and will be properly policed. Appropriate smoking signs will be posted.
- 3. Smoking electronic cigarettes (e-cigarettes) is not permitted in any location where smoking of traditional tobacco products is prohibited.
- 4. Those violating this policy will receive a written warning. Please note that failure to abide by this smoking policy may be grounds for termination from AFH and moved offpost **without any Housing entitlements** for service members residing in government owned and leased housing.

# 1-24 Mold and Mildew:

- 1. Residents who do not take a pro-active approach in self-help maintenance of mold and mildew may incur charges for neglect of government property.
- 2. During the months of May ~ September, mold and mildew grow rapidly if left untreated. Keep blinds and curtains open to allow sunlight into room, and set air conditioner at 78 degrees. Residents must perform maintenance on their AC unit (i.e., changing filter and calling in a service order for repairs).

# **SECTION 2: UNACCOMPANIED HOUSING (UH)**

# 2-1 Responsibility:

The Unaccompanied Housing (UH) Office shall provide adequate living accommodations for all eligible US military and civilian personnel. UH counselors shall provide prompt, courteous customer service for the entire military community. UH counselors will maintain current customer information using the official housing database system. It is the resident's responsibility to notify the Housing Office of any changes in personal status, (e.g. rank, unit, DEROS, phone number) and other pertinent information.

# 2-2 Priority of Assignment:

1. Assignment to UH is **mandatory** when housing is available. SM must remain in UH housing for a minimum of six months from the date of assignment; this stabilizes the new inbound SM, shortens the SM in-processing time, and greatly reduces the costs for constant change of occupancy and unnecessary Overseas Housing Allowances.

# 2. Priorities for assignment to UH are as follows:

Priority	Personnel category (see note 1).
I	Key and essential personnel (military and civilian) who must reside on post due to military necessity.
П	PP military personnel assigned or attached for duty at the installation including PCS students who are entitled to BAH at the without dependent rate; eligible unaccompanied civilian personnel OCONUS (see para 3–20 <i>h</i> (4)); personnel or a Family member restricted tour; unaccompanied personnel serving "all others" tours (excluding Hawaii and Alaska); and RC service members in medical holdover (MHO) status exceeding 30 days.
Ш	unaccompanied military personnel receiving BAH for support of Family members due to divorce or separation (court ordered decree or OSJA separation agreement), or individuals with legally supported Family members, for example, children or parents (see note 2).
IV	Service members in OCONUS, excluding Hawaii and Alaska, entitled to BAH at the with dependent rate who are voluntarily separated from their Family members for personal reasons (that is, geographical bachelors) (see note 2).
V	Title 32 AGR assigned or attached for duty within commuting distance of the installation; and foreign military personnel (see paras 3-18g and 3-18i, and note 2, below).
VI	Military and civilian personnel not otherwise eligible (OCUNUS only) (see note 2, below).

#### Notes

- 1. Title 10 soldiers whose duty assignments are within 1 hour commuting distance of the installation will be treated the same as those members assigned to the installation.
- 2. Personnel in priorities II through VI are assigned on a space-available basis. They are not required to participate in a waiting list for UH (PP), not required to occupy UH (PP), and not required to obtain a certificate of non- availability (CNA). Minimum standards of adequacy do not apply to residents in these categories. Prior to assignment, these individuals should be advised in writing they may be required to vacate housing for personnel in priorities I and II upon 30-day notice. The maximum period that a Title 32 member may reside in Government housing is 4 years.

# 2-3 Assignment of UH:

- 1. Centralized management of the UH program is under the direction of the Chief, Housing Division.
- 2. The Bachelor Officer Quarters (BOQ) and Senior Enlisted Quarters (SEQ) are designated for service members in the grades of E7 and above. Barracks are designated for SM in the grades of E6 and below. Ensure the minimum space adequacy and privacy standards are met IAW AR 420-1.
- 3. UH applies for all unaccompanied personnel occupying BOQ and SEQ at USAG Daegu.
- 4. Ensure maximum utilization of adequate UH space.
- 5. Establish and enforce the Building Coordinator Program.
- 6. Provide counseling to members on entitlements and responsibilities as a resident of UH.
- 7. Incoming unaccompanied SM in the enlisted grade of E-7 thru E-9 and officer grade of O-1 thru O-6 will report to the UH Management Office the next duty day for room assignment.
- 8. SM must provide the following information to complete the application and assignment process to UH:
  - a. PCS Orders.
  - b. Pin Point Orders to USAG Daegu Area IV.
  - c. DD Form 1746 (Application for Assignment to Housing).
  - d. DA Form 31 (Request and Authority for Leave).
  - e. DA 137-3 (Installation Clearance Record).
- 9. UH counselor will brief the SM on entitlements and responsibilities, create a file, and input all personnel data into the Army's official housing database system. They will provide the following:
  - a. UH Rules and Standards for occupancy of UH.
  - b. Appointment Letter for joint assignment inspection date.

- c. Liability memo for damages to assigned Government housing and property.
- d. Furnishings hand receipt.
- e. Inspection of Housing Clearance and Assignment Condition.
- f. General Information (e.g. Service Order process, Emergency POC, Energy Saving).
  - g. Tips, Mold Prevention, and Unattended Cooking.
  - h. UH assignment letter and key(s).
- 10. Priority Assignment. Unaccompanied personnel will be assigned UH to maintain optimum occupancy rate of 95%. SM will be informed of UH housing availability and mandatory assignments. UH assignment priorities are as follows:
- a. Priority 1: Key and essential personnel (military) who must reside on post due to necessity.
  - b. Priority 2: Permanent party assigned or attached to the installation for duty.
- c. Priority 3: Permanent party unaccompanied personnel receiving BAH support for family members as a result of divorce or separation agreement.
- d. Priority 4: SM in OCONUS entitled to BAH at the with dependent rate but unaccompanied for personal reason.
- 11. Assignment Procedures. UH assignment is mandatory for all unaccompanied personnel when housing is available and occupancy is below 95%. No exceptions to this policy will be granted. Upon arrival, SM must report to the Housing Office; if after hours or holidays, report the next duty day.
- a. UH service member in the grades of E6 and below will be assigned to their respective barracks managed by their units.
- b. UH service member in the grades of E7 and above will be assigned to UH managed by the Housing Office.
- c. SM who are housed in UH are considered to be adequately housed until their DEROS. SM who attain promotable status while occupying UH are authorized to go on the waiting list for their promotable grade. However, UH cannot be assigned until rank becomes official. All costs associated with the move will be borne by the SM.

d. UH assignments are permanent and relocation will not be authorized except in the case of health and safety as directed by the Garrison Commander. A joint check-in inspection will be performed with the resident and housing inspector at assignment to UH. The condition of the room and the government owned furnishings and appliances will be inventoried and recorded.

# 12. Furnishings and Appliances:

- a. UH rooms are furnished and all furnishings and appliances will be inventoried and inspected.
- b. SM are required to clean, polish, and maintain government furnishings and appliances.
- c. SM may call Furnishing Management Branch (FMB) at 768-8110/7537 for repair of government furnishings while occupying UH.
- d. All furniture and appliances will be cleaned and accounted for upon termination. **During the final inspection,** if items are damaged or missing, **SM will be charged**. SM will be required to pay the charges prior to clearing housing and the installation.

# 13. Cooking Facilities:

- a. Cooking is not permitted in any UH facility that does not have an installed kitchen. Cooking can only be performed in rooms specifically designated and approved as kitchens. The practice of cooking on a hot plate or electric frying pan in areas where no kitchen exists is strictly prohibited.
- b. Residents are responsible for all costs associated with damages caused by unauthorized cooking.
- c. The use of BBQ or gas grills in external stairwells, porches, and patios is prohibited. Grills must be at a minimum of 10 feet from the building. Storage of lighter fluids or LPG tanks is prohibited. Charcoal grills will not be used inside buildings or on porches. When cooking has been completed, hot coals will be quenched with water or covered with a noncombustible cover. Charcoal will be properly disposed.
- d. Outdoor cooking equipment not labeled with resident information will be removed and disposed of by the Housing Office.

#### 14. Fire Prevention:

a. All UH rooms are equipped with smoke detectors. Residents are not authorized to disconnect or disable the smoke detectors. If a smoke detector is malfunctioning, contact the Fire Department or DPW for assessment and/or repair.

- b. Fire alarms are installed for the protection of all personnel. Malicious actions or horseplay with fire alarms, smoke detectors, or fire extinguishers are subject to punishment under the UCMJ as adverse administrative action.
- c. All residents should be familiar with exit routes in their building in case of fire or any type of emergency situation.

# 15. Building Coordinator Program:

- a. Each UH building will have a Building Coordinator. The most senior person in the building will not necessarily be the Building Coordinator based on several factors, such as position, time remaining on tour, etc. The USAG Daegu Commander will issue appointment orders.
- b. All residents of UH will be required to participate in maintaining the cleanliness and appearance of their building. The Building Coordinator is responsible for ensuring that all personnel are advised of their duties and managing the duty roster.
- c. Residents who fail to participate in the cleanup will be reported to their chain of command and the USAG Daegu Commander for action.

#### d. General.

- (1) Maintaining high standards of discipline, cleanliness, and sanitation in UH is the primary responsibility of the USAG Daegu Commander. To obtain these high standards, the housing chain of command is established as follows: USAG Daegu Commander; Director of Public Works (DPW); Chief, Housing Division; UH Branch Chief; and Building Coordinator.
- (2) Building coordinators will be appointed in writing by the Garrison Commander.
  - (a) Appointment orders cannot be refused or further delegated.
  - (b) Appointments will remain in effect until DEROS or upon housing termination.
- (c) It is the Building Coordinators responsibility to notify the Housing Division within <u>60 days</u> of departure to make arrangements to clear housing and appoint another Building Coordinator.
- e. Building Coordinators are the primary hand receipt holders for common use property (e.g. appliances, dayroom furniture, tools, etc.) and will not be cleared from the installation until their hand receipt is reconciled.

- f. Responsibilities.
  - (1) Housing staff will:
- (a) Inform individual of his/her appointment and provide Building Coordinator appointment orders within five working days.
- (b) Provide Building Coordinator a copy of the UH Building Coordinator Program Policy and USAG Daegu UH Standard Operating Procedures (SOP).
  - (2) Building Coordinators will:
  - (a) View the fire prevention video within 10 days of assignment.
- (b) Report to the Self-Help Store within 10 days of assignment, with a copy of appointment orders to establish an account.
  - (c) Sign for all common use furnishings and appliances.
- (d) Ensure common areas are clean, sanitary, and in good repair at all times. Building Coordinators are authorized to assemble occupants as they deem necessary to perform cleaning and maintenance of common areas, as well as coordinate activities that will improve living conditions.
- (e) Report any maintenance and/or repair problems immediately. If the repair cannot be resolved through use of the Self-Help Store, report service orders to DPW Service Order Desk at 768-7969/7066.
- (f) Ensure compliance with fire and safety regulations; this includes occupants and property. Call the Daegu Fire Department at 764-5911 (Walker/Henry) or 765-4911 (Carroll) to address any noted deficiencies (i.e. inspection of fire extinguishers, fire alar ms and detector problems).
- (g) Ensure occupants adhere to rules of shared living. Occupants should not operate TVs, stereos, radios, etc. at a volume level that will <u>infringe upon the rights</u> of the other occupants or neighboring dwelling units. All occupants will observe quiet hours between **2200-0600 daily**; **2400-0800** weekends and holidays.
- (h) Settle disputes among residents, guests, or housemates. Report disputes that cannot be settled to the UH Chief for final resolution.
- (i) Ensure that the building and/or individual rooms are not occupied by personnel other than those assigned by the UH office. For questions concerning the authorization of temporary overnight guests (e.g. family, friends) refer to the UH SOP.

- (j) Schedule pre-termination inspection at least **45-60 days** before departure. Housing personnel will brief the Building Coordinator on the final termination inspection and cleanliness standards.
  - g. Clear Self-Help store prior to final termination inspection.

# 16. Maintenance / Self-Help:

- a. Residents are responsible for minor maintenance and repair of UH rooms. As a minimum, residents are expected to replace fluorescent light bulbs, cracked/ broken switch plates/covers, unclog minor drain stoppages, replace air conditioning filters and replace torn window screens. These items can be signed for through the Self-Help Store (located on Camp Walker).
- b. Residents are required to report maintenance service calls to the DPW Service Order desk at 768-7969/8322. When reporting, state the problem; building and room number; and contact information.
- c. Residents are required to be present when DPW maintenance repair work is being performed. The Housing Office will not issue a room key to DPW to perform maintenance unless it is an emergency. Housing personnel will not stand by in place of the resident while maintenance is being performed unless it is an emergency to save the property of the U.S. Government.

#### 17. Housemaids:

- a. A resident who elects to hire a housemaid does so at their own risk. The resident must complete all necessary paperwork associated with providing the housemaid with a pass for the installation. The resident is responsible to ensure that the housemaid's pass is terminated prior to their departure from USAG Daegu. Housemaids do not have any legitimate right to use government provided services. Housemaids who restrict access to laundry facilities to other residents while performing maid service will be barred from the installation. No exceptions will be granted.
- b. Residents may request an additional key be issued for their housemaid; however, the second key must be turned in at the final inspection. If not, the SM will be charged for changing the lock for the room.
- 18. Washers and dryers located in UH are government property and are provided for the sole use of personnel who reside in UH. Any private hire maid that provides laundry services for unauthorized personnel or family members are in violation of this Army policy.

- 19. UH residents who observe private hire maids using the laundry room for unauthorized personnel should report it to the building coordinator, who in turn, will report the incident to the Housing Manager to investigate.
- 20. Continued abuse of government furnished property will result in removal of the private hire maid from the installation.

# 21. Smoking:

- a. Smoking is **prohibited** in individual rooms in UH facilities.
- b. Smoking in common areas to include laundry facilities, dayrooms, hallways, and within 50 feet of buildings is **prohibited** IAW Policy Letter #97, Smoking in Government Owned and Leased Housing.
- c. Building coordinators will ensure that outdoor designated smoking areas will be at least <u>50 feet</u> from common points of ingress/egress and will not be located in areas that are commonly used by non-smokers. These smoking areas will have appropriate trash receptacles available and will be properly policed. Appropriate smoking signs will be posted.
- d. Smoking electronic cigarettes (e-cigarettes) is not permitted in any location where smoking of traditional tobacco products is prohibited.

# 2-4 Termination of UH:

- 1. For termination of UH, residents will contact the Housing Office at least <u>45-60 days prior</u> to DEROS. A pre-inspection will be performed with the housing inspector to inform the resident of cleaning requirements, check for any damages to government property to include the furnishings and appliances inventory, and annotate any maintenance and repairs that need to be performed prior to assignment of the next occupant.
- 2. Resident's personal items and trash must be removed prior to final inspection.
- 3. SM may hire a cleaning team to perform the required cleaning prior to the final inspection.
- 4. SM is required to be at the final inspection. The Housing inspector will provide a Clearance Letter once the room has passed final inspection.
- 5. If SM fails the inspection, a re-inspection will be performed the next working day. **If SM fails the second inspection**, charges will be assessed for cleaning of the room. SM will be required to pay the charges prior to clearing Housing and the installation.

# 2-5 <u>UH Furnishings Management:</u>

- 1. This section addresses the furniture and equipment in individual rooms as well as dayrooms/common areas and laundry rooms.
- 2. UH consists of barracks, Bachelor Officer Quarters and Senior Enlisted Quarters. SM are authorized furniture support in their rooms in accordance with CTA 50-909 and their pay grade at time of arrival. Personnel may arrange for changes to their hand receipt by contacting the furnishings representative at 768-8110/7537.
- 3. UH Furnishings Support.
- a. Unit Commander will be the primary hand receipt holder (PHRH) for UH furnishings and appliances in common areas. The Unit Commander will provide the following information:
  - (1) Assumption of Command Orders.
  - (2) Signature Card.
  - (3) Memorandum designating the Supply Sergeant (E-5 or above) as PHRH.
- b. Requests for barracks furnishings and appliances must be submitted in writing by the Unit Commander. The request must state the quantity, type of items requested, and date of intended pick-up or delivery. FMB will pick-up or deliver barracks furnishings and/or appliances based on the availability of funds.
  - c. The Unit Commander will.
- (1) Conduct a 100% physical inventory prior to updating hand receipt and provide inventory results to the Furnishings Management Branch (FMB).
- (2) Update hand receipt by conducting a 10% cyclic inventory of designated line items monthly or as directed by FMB.
  - (3) Care for, properly use, and secure all Government furnishings.
  - (4) Monitor cleanliness and proper use of appliances as well as requesting repairs.
  - d. Procedures for Change of Command or PHRH inventory:
- (1) Notify FMB at least **30 days** in advance of change of command or PHRH change. Unit commander or PHRH will schedule an appointment to change hand receipt accountability.

- (2) Conduct joint physical inventory between incoming and outgoing commander and PHRH. Report discrepancies and initiate appropriate actions in accordance with AR 735-5.
- (3) If a joint inventory is not conducted, the incoming Commander must complete the inventory within **30 days** of assumption of command.
- 4. Inventory and inspection of all furnishings and equipment in the UH will be conducted annually.
- 5. Accountability will be maintained by the UH office on a Furnishings Custody Receipt and Condition Report.
- 6. Upon assignment or termination of the UH room, SM and UH Inspector will perform a joint inventory to account for and determine condition of all government furnishings and appliances.
- 7. Unaccompanied personnel authorized to reside off post are entitled to furnishings support. Furniture support is dependent upon basic allowances in accordance with their pay grade.
- 8. Unaccompanied personnel who choose to bring their family members to USAG Daegu (non-command sponsored) will receive their basic UH entitlement listed in Appendix A. Furniture support may be provided for family members, if excess furniture is available, for the duration of SM's tour. The SM must have permission to reside off post.
- 9. Department of Defense (DoD) civilian employees while traveling under full or Elective Joint Federal Travel Regulation (JFTR) weight allowance will be provided appliance support for their entire tour. Temporary furniture support (90 day loaner sets) will be provided while waiting for household goods to arrive. Types and amounts may be limited and may not consist of complete furniture sets as authorized by CTA 50-909. Maximum time for use of loaner furnishings sets is **90 days inbound and 60 days outbound**. Department of Defense (DoD) civilian employees must process their lease through USAG Daegu Housing Division to qualify for furniture support. If a home is purchased, furniture and appliances will not be authorized.
- 10. All personnel that are issued furnishings must inform the Furnishings Management Branch of any changes in status (e.g. PCS, ETS) or off post address changes. Personnel must also clear their hand receipt prior to clearing post.

# 2-6 Common Area Custodial and Grounds Maintenance:

Units assigned to UH facilities are responsible to maintain common areas to include dayrooms, hallways, stairwells, and balconies. Units must maintain grounds to include all areas within 50 feet of the building and any ancillary structures such as picnic areas

(outdoor grills, tables, benches), sidewalks, grass areas, and parking areas.

- a. General policing of buildings and grounds for trash, litter, and emptying of building trash containers/receptacles.
  - b. Care and maintenance of trees and shrubbery within 50 feet of the building.
- c. Care and maintenance of any free standing lighting fixtures, signs, or bulletin boards within 50 feet of the building.
  - d. Mowing and trimming of grassed areas within 50 feet of the building.
- e. Removal of snow and ice from sidewalks, steps, stairwells, and entry in and around the building.
- f. General grounds/landscaping maintenance ensuring a positive water flow away from the building foundation.
- g. Routine entomological and rodent preventive maintenance of the building and grounds.

# 2-7 Off-Post Housing Request:

- 1. Unaccompanied SM in the enlisted grade of E-7 thru E-9 and officer grade of O-1 thru O-6 will be assigned to <u>UH</u> when space is available. <u>SM who desire to reside off post is required to submit an exception to policy (ETP) through the housing <u>office.</u> SM must have at least 12 months left on station from the effective date of the off-post lease <u>contract.</u> The Garrison Commander may direct the assignment of housing to all grades if this is necessary to maintain Army mission requirements and standard occupancy rate which is at least 95%.</u>
- 2. In order to enter into an off post <u>lease contract</u>, a counselor will validate that the occupancy rate is at 95% or above and the SM has at least **12 months remaining on station**. After validation, the counselor will provide the off-post Housing **briefing**.
  - a. The SM is responsible for:
    - (1) Scheduling and completing the UH pre/final termination appointments.
    - (2) Scheduling off post health and safety inspection.
    - (3) Scheduling lease signing appointments with Housing/Landlord/Realtor.
    - (4) Scheduling unfunded Government Furniture delivery/pickup.

- b. When SM is moving off-post due to their personal convenience, they are not entitled to the following:
  - (1) Certificate of Non-Availability (CNA).
  - (2) Dislocation Allowance.
  - (3) Government funded move to include furnishings and appliances.
  - (4) Move In Housing Allowance (MIHA).
- 3. SM may submit an ETP request if they feel their situation warrants additional consideration due to unique or extenuating circumstances. Approval of an ETP by SM chain of command **does not entitle** SM to reside off post and receive housing allowances; approval for OHA is at the discretion of the Garrison's Housing Chief with final approval from the Garrison Commander.

# 2-8 Relocation Between Housing (Promotion):

SM may elect to move to appropriate housing upon promotion, if space is available. The SM must relocate within three (3) working days upon assignment to new housing at their own expense.

2-9 <u>Dual Occupancy – On-Post Housing and Off-Post Private Housing</u>:

If approval is granted for SM to <u>reside off post</u>, the SM <u>is required</u> to vacate <u>UH</u> within five (5) days of assignment to off-post housing. The Housing Office will not assign onpost UH housing to SMs who are authorized to reside <u>off-post</u>. **SMs are not** authorized to maintain both off-post housing and on-post UH.

#### 2-10 Pregnant Soldiers (E6 and Below):

1. Pregnant SM are authorized to move off post and collect OHA w/out dependent rate at 24 Weeks (6 Months). SM must provide the Housing Office with proper medical documentation and the 1SG/Company Commander approval prior to moving off post. Once child is born, the single SM must provide a birth certificate to the Housing Office to change OHA rate from "without" dependent to "with" dependent rate. A Certificate of Non Availability (CNA) will not be issued and government furniture will be authorized.

NOTE: This applies if the SM is a bona fide single SM not collecting OHA/BAH entitlements. If the SM is single and collecting dependent rate OHA/BAH then the entitlement will be the same as "Married Pregnant SM on UH Orders."

2. Married pregnant SMs are authorized to move off post at their own expense. A CNA is not authorized. If a SM has dependents residing elsewhere collecting "with" dependent rate OHA or BAH; and once the child is born (additional dependent), the SM must decide whether she wants to continue to collect "with" dependent rate OHA or BAH as the SM is authorized only **one (1) entitlement**.

#### **SECTION 3: HOUSING SERVICES OFFICE (HSO)**

#### 3-1 Responsibilities:

- 1. All military and DoD civilian personnel are required to process off-post leases through HSO. Personnel who enter leases without the assistance of HSO will not receive any other housing services such as furnishings, mediation etc. The HSO Branch will provide housing referral services to eligible US military and civilian personnel. Contractors are not authorized housing referral services unless the US Government has specifically stated in the contract that housing and logistical services will be provided. This requirement must be verified in writing by the Contracting Officer.
- 2. All SM, when entering into a new lease, must obtain a lease for the full duration of their assignment to USAG Daegu. This will allow the Garrison to fully support stabilization of our command-sponsored families.
- 3. HSO will not approve or process Overseas Housing Allowance (OHA) entitlement for private rental agreements that do not reflect the full duration of a SM's assignment.
- 4. SM must inform the realtor, agent, or landlord of their assignment duration when viewing private rental property. Rentals should only be shown to SM that can meet their tour duration.
- 5. Realtors, agents, and landlords who are unwilling to offer private rental agreements that correspond with a SM's tour of duty will not be afforded the opportunity to list or rent their property to US personnel.
- a. The United States Army is looking for long term rentals. Some landlords are simply not renewing leases in an attempt to receive more money. This has caused a tremendous hardship on our customers, causing them to pay to **relocate** their household goods to another **home**.
- b. Landlords that do not renew the lease for our customers will be <u>removed from</u> the Army Housing Market. Homes that are <u>removed</u> due to non-renewal <u>will remain</u> off the Army Housing Market for **12 months**. Exceptions will be sent to the Housing Manager for review and forwarded to the USAG Daegu Commander for consideration.

#### 3-2 Required Attendees for Off Post Lease Signing:

All SM and civilians will process through the Housing Office prior to signing an off-post lease agreement. At the time of signing a lease agreement in the Housing Office, owners or person representing the owner, the realtor, and the prospective tenant are required to attend.

#### 3-3 Off Post Services Provided:

The HSO personnel will:

- a. Maintain an open-referral system via realtors that ensures customers receive **current** information on nondiscriminatory rental properties.
  - b. Review and process **lease** contracts.
- c. Mediate disputes (customers must submit a completed Off-Post Housing Complaint form to the Housing Office, Appendix B-1).
  - d. Refer to legal assistance when necessary.
  - e. Liaison with tenant, landlord, and real estate agency.
  - f. Provide language interpretation services when **communicating** with landlord.
  - g. Provide US Government lease agreements in English and Korean.
- h. Provide housing relocation information services to incoming and outgoing personnel.
  - i. Perform life, health, and safety property inspections.
  - j. Conduct assignment and terminations inspections.

#### 3-4 Off-Post Housing Briefing:

- 1. All US military and civilian personnel will be briefed on off-post housing and will receive an off-post housing briefing packet prior to actively seeking off-post housing.
- 2. The HSO Branch will brief:
  - a. Temporary Lodging Allowance (TLA).
  - b. Housing Allowances:
    - (1) Overseas Housing Allowance (OHA)/Move-in Housing Allowance (MIHA).
- (2) Living Quarters Allowance (LQA) (DoD civilians should obtain LQA entitlements through their serving CPAC office).
  - c. Management Fees.
  - d. Different Dwelling Types (General Apartment vs Business Type Apartment).

- e. Security Requirements.
- f. Daegu American School Transportation Policy.
- g. Damages to Property and Government Furniture.
- h. Utility Consumption.
- i. Furnishings Availability.
- j. 45-Day Termination Notice (Appendix B-2).
- k. Fire Extinguisher, Smoke Detector, and Carbon Monoxide.
- I. Refuse/Recycling Program in Korea.
- m. Renter's Insurance.
- n. Property Condition Inspection.
- 3-5 Categories of Economy Housing Applicants:
- 1. Command Sponsored (24 or 36 month tour).
- 2. Joint Domicile (24 or 36 month tour).
- 3. Unaccompanied (12 or 24-month tour).
- 4. DoD Civilian Personnel (12, 24, or 36 month tour).
- 3-6 Restrictive Sanctions:

The Housing Office, through the Garrison Commander will impose restrictive sanctions on landlords and real estate agencies that engage in unscrupulous or unfair business practices, and who charge or attempt to charge excessive rent to U.S. personnel. When imposing restrictive sanctions, such as placing apartments off limits for health and safety reasons, the Housing Office will follow procedures as outlined by the Armed Forces Disciplinary Control Board. The Housing Office will prominently display restrictive sanctions lists.

#### 3-7 Housing Allowances:

1. Overseas Housing Allowance (OHA) is for military personnel and Living Quarters Allowance (LQA) is for DoD civilians.

- 2. OHA is administered by the serving Finance Office.
  - a. Rent. A recurring set payment based on the rental rate of the property.
  - b. Utility Allowance. A recurring monthly payment to pay for utilities.
- c. Move-In Housing Allowance (MIHA). A onetime authorization to off-set the expenses associated with setting up rental property and approved for SM who are authorized to reside off-post. The Housing Division Chief is the approving authority for all OHA entitlements.
- 3. LQA is administered by the Civilian Personnel Office and varies depending on location within Korea. LQA fluctuates every two weeks and is comprised of:
- a. Rent. A recurring set payment for the monthly rental payment or a lump sum payment as requested by the civilian employee.
- b. Utility Allowance. A recurring payment requested by the employee based on the Living Housing Allowance used to pay for utilities.

#### 3-8 Off Post Bus Commuting Area:

- 1. School commuting areas show where transportation will be provided at U.S. Government expense for eligible students to attend Department of Defense Dependents Schools (DoDDS). The commuting areas are developed by DoDDS in accordance with DoD Regulation 4500.36R, and in coordination with military communities.
- 2. The commuting areas for this community are shown on maps available at the Camp Henry and Camp Carroll HSO. Students who reside within the commuting area will be provided one round trip per day transportation between an established school bus stop closest to the domicile and school.
- 3. If SM elect to reside in housing outside the designated commuting area, the school age dependents will not be eligible for transportation at Government expense from domicile to school. SM will be responsible for transporting their student dependents to school or to an established school bus stop within the commuting area at their own expense.
- 4. DoD Regulation 4500.36R requires that Installation Commanders advise each incoming sponsor of the school commuting area and of the consequences of accepting housing outside of the commuting area. SM are required to certify on this memorandum that they have been advised of the commuting area and that they understand the information provided.
- 5. Students requiring transportation to school must be registered with the DoDDS Student Transportation Office located at Daegu American School, Bldg #3210, Room #108, DSN: 768-7722.

#### **SECTION 4: FURNISHINGS MANAGEMENT BRANCH (FMB)**

#### 4-1 Responsibilities:

The Furnishings Management Branch is responsible for the management of government owned AFH and UH furnishings and appliances.

#### 4-2 Eligibility for Government Furnishings:

- 1. Eligible US military and civilian personnel are authorized an issue of government furnishings and appliances in accordance with JFTR weight authorizations. Personnel in the below categories are eligible for government furnishings and appliances support as follows:
- a. Command-sponsored military personnel and their family members who are on the sponsor's PCS orders and travel to Korea are authorized 50 percent of their JFTR weight allowance. SM will be issued appliances and loaner furniture for duration of their tour or up to 90 days while waiting for their household goods.
- b. DoD civilian personnel and their family members who are on the sponsor's PCS orders and travel to Korea are eligible to receive LQA. DoD civilians are authorized their full JFTR weight allowance of 18,000 lbs and will only be issued appliances for the duration of their tour and temporary loaner furniture up to **90 days** while waiting for their household goods.
- c. SM serving an unaccompanied tour and who reside in UH, or who have received a CNA to reside off post, are authorized UH furnishings and appliances for the duration of their tour.
- 2. Unit Commanders are the primary hand receipt holders of barracks furnishings and appliances assigned to their units.

#### 4-3 Non-Eligibility for Government Furnishings:

1. Contractors, Local Hire, Non-Command Sponsored, and Retirees are not authorized government furnishings and appliances support.

### 2. <u>Personnel who privately own their off post home are not authorized government furnishings and appliances support.</u>

#### 4-4 Temporary Loaner Furniture:

- 1. Loaner furnishings and appliances may be issued for up to:
  - a. 90 days to eligible in-bound personnel.

- b. **60 days** to eligible out-bound personnel.
- 2. FMB will schedule a pick up appointment within 90 days from the date of issue. Under no circumstances are civilian personnel allowed to have government loaned furnishings beyond 90 days.

#### 4-5 Issue of Furnishings:

- 1. Once a customer accepts an assignment to government housing or enters into a lease agreement, the customer may request government furnishings support and schedule a delivery. Furnishings will not be issued to an off-post residence unless the lease agreement has been processed by the Housing Office.
- 2. FMB will maintain waiting lists of items not in stock and shall contact customers when items become available.
- 3. The scheduled delivery date and time must be kept by customers. If customers fail to keep the appointment, they will be placed at the bottom of the service list. Customers will be charged for all costs associated with delivering or picking up government furnishings/appliances.
- 4. Government furnishings and appliances will be serviceable and clean. Selection of color, type, age, or style of furnishings is not authorized.
  - a. Items that are not on the waiting list will be on a first come first serve basis.
  - b. Furniture will be issued based on the number of authorized family members.

#### 4-6 Furnishings Transportation:

Eligible personnel are authorized one-issue and one-turn-in of government furniture and appliances at government expense. Personnel who request additional furnishings must provide their own transportation. Early pick up of excess furnishings for turn-in are at the customer's expense and transportation of items will be arranged by the customer.

#### 4-7 Hook-up of Government Appliances:

All costs associated with the installation of appliances shall be paid for by the user. SM are required to use their Move-In Housing Allowances (MIHA) or PCS Miscellaneous Expense to cover these costs.

#### 4-8 Repair of Appliances:

Appliances will be repaired by the government at no cost to the customer unless damage was due to resident's misuse or neglect. Residents of AFH, UH, and off-post housing are responsible for scheduling appointments by contacting the FMB Branch at 768-8110/7537.

#### 4-9 Turn-in of Furnishings:

- 1. Turn-in schedule of Government furnishings may be arranged by contacting FMB **30 days** prior to DEROS or termination of the lease. Customers may be liable for transportation charges IAW contract provisions if turn-in appointments are missed.
- 2. Housing personnel will brief customers on their requirement to clean government issued furnishings. All items shall be ready for turn-in on the date and time of the customer's scheduled appointment. Failure to abide by cleaning requirements may result in customer being charged for cleaning and/or transportation costs.
- 3. Customers are liable for loss, damage, or destruction of Government furnishings and appliances caused by negligence or misconduct of family members, guests, or pets beyond **normal** wear and tear.
- 4. Preparation of items for turn-in or transfer is the responsibility of the sponsor or primary hand receipt holder. All furnishings must be made ready for reissue. The following is required but not limited to:
- a. Refrigerators: Defrosted, cleaned and all drip pans must be emptied. All components (e.g. ice trays, butter trays) must be cleaned and secured inside the appliance. Door seals must be completely cleaned and refrigerator control level turned to 1.
  - b. Ranges: Thoroughly cleaned. All food particles, grease spots, and stains removed.
  - c. Washer and Dryer: Drained, exterior/interior cleaned, and lint removed.
- d. Upholstered Furniture: Spot or complete cleaning to remove soil. Soiled or dirty furniture will not be accepted.
  - e. Varnished Wood: Clean the surface to remove scuffs or marks.
- f. Mattresses and Bedsprings: Do not attempt to wash the mattress but ensure all spots and/or stains are removed.

#### 4-10 Responsibilities of Warehouse Operations:

1. Segregate AFH and UH furnishings by serviceable, repairable, and unserviceable conditions in the warehouse.

- 2. Minimize storage of furnishings by disposing of items that are beyond economical repair or that is excess to installations need.
- Warehouses will be clean at all times.
- 4. Stored furniture, especially upholstered items will be covered at all times.
- 5. Unserviceable furnishings will not be stored in warehouses for extensive periods. Goal is to expeditiously dispose of unserviceable items.
- 6. Contractors must be supervised by FMB employees when receiving and turning in furnishings to the warehouse. Housing employees will verify each item in the contractors' possession against issue and turn-in documents.
- 7. Safety regulations and policies will be used for warehousing. Customers are not authorized to be in the warehouse working areas without permission of the FMB Chief or Housing Division Chief.
- 8. Hazardous materials (e.g. paint, paint thinner, and paint remover) will be stored in outdoor storage containers.
- 9. Personal household goods or items are not authorized in FMB warehouses.

#### SECTION 5: HOUSING INSPECTION PROGRAM

#### 5-1 Responsibilities:

AFH and UH inspectors are responsible for ensuring that daily inspections are conducted and that maintenance of housing, both government and leased, are completed in a timely manner. Major duties include short and long range planning, programming, coordinating, monitoring maintenance, modifications, improvement, and minor/major housing construction projects to include Quality Assurance of all service and construction contracts. The following responsibilities will be completed by Housing inspectors:

- a. Submit service orders to DPW work order desk for work request less than \$2500 and less than 40 hours.
- b. Prepare project scopes of work and submit Facility Engineering Work Requests (FEWR), DA Form 4283, on projects over \$2500 but not to exceed \$20K.
- c. Coordinate with and add input to DPW for the preparation of DA Form 1391 on a project submitted over \$20K.
- d. Prepare a Cash Collection Voucher, DD Form 1131, for damages caused by a resident and/or guests residing in government or leased housing.
- e. Maintain and update facility maintenance records in the official housing database system.
- f. Maintain liaison with all DPW Divisions, Corps of Engineers (CoE), IMCOM-P, Contract Command-Korea (CC-K), and Contractors.
- g. Submit an Inventory Change Request (ICR) to IMCOM HQ when housing units are under renovation or down for an extended amount of time.

#### 5-2 Government Dwelling Units (DU) Inspections:

- 1. Inspectors will ensure housing inspections are conducted for both AFH and UH in accordance with AR 420-1, DA PAM 420-1-1, and the inspection checklist.
- 2. The following inspections will be conducted in AFH/UH dwelling units:
- a. Quality Assurance-Inspections. DU will be inspected **3 days** prior to ensure cleanliness before assignment.
- b. Assignment Inspections. Assignment inspections will be conducted at the time of the resident's move-in. Residents have **15 calendar days** from date of the assignment to provide the Housing Office a list of additional discrepancies in their DU, which will be retained in the resident's file.

- c. Pre-termination Inspections. Residents must request a pre-termination inspection by contacting a Housing Counselor **45-60 days** prior to anticipated departure.
- d. Termination Inspections. Termination inspections will be scheduled **3 days** prior to SM port call.

#### 5-3 Occupancy of Dwelling Units:

The Housing Division will brief and encourage UH/AFH residents to use the self-help program and be informed about:

- a. Service Orders. The Housing Division will brief residents on the service order process and will provide contact information.
- b. Fire Protection. The Fire and Emergency Services Division will ensure that residents have serviceable fire extinguishers and smoke detectors and will conduct annual fire/safety inspections on government housing assets. Residents are responsible for monthly inspection to ensure these items remain operational during their occupancy of housing. If any discrepancies are noted, residents must call Fire & Emergency Services Division for correction.

#### 5-4 Cleaning of Dwelling Units:

All UH/AFH residents will ensure minimum cleaning standards meet cleanliness standards established in DA Pam 420-1-1, Table 2-4. If these standards are not met prior to final inspection, residents will not be cleared from the residence. A re-inspection will be conducted at a later date. Residents failing to clean housing prior to PCS will be liable for cleaning charges to prepare housing for next occupancy.

#### 5-5 Assignment and Termination Inspections:

If residents fail to keep the scheduled appointments without cause, they will be referred to their chain of command for corrective action. Repeated no shows may result in the SM repaying associated labor and equipment cost to the government.

#### 5-6 Relocation Between Dwelling Units:

Housing personnel, in coordination with inspection personnel, will thoroughly brief SM on their responsibilities when relocating from one set of housing to another. Residents need to understand that there may be substantial costs involved in the relocation such as painting, cleaning, and movement of household goods and personal property. All residents will complete a Relocation Memorandum of Understanding.

#### **SECTION 6: TEMPORARY LODGING ALLOWANCE (TLA)**

#### 6-1 TLA Manager and Approval Authority:

The Housing Chief is the TLA manager and will ensure that TLA is managed prudently. The Housing Chief shall employ good business practices to manage TLA payments, to shorten the period of entitlement, and to reduce the amount payable when possible. The Housing Chief has the authority to authorize <u>up to 60 days of incoming TLA and 3 to 10 days of outgoing TLA</u>. TLA in excess of 60 days incoming or 10 days outgoing will be forwarded to the Garrison Commander for adjudication.

#### 6-2 Service Member's TLA Entitlements:

SM have no statutory or regulatory right to TLA. TLA is based on the non-availability of adequate housing, as determined by the Housing Office. TLA extension requests for personal reasons will be disapproved.

#### 6-3 TLA Briefing:

The Housing Office will brief incoming and outgoing SM on their TLA authorization and discuss reasons for termination of TLA. Housing staff will use TLA information sheet to brief SM (Appendix C-1).

#### 6-4 Certificate of Non-Availability (CNA) for On-Post Housing:

The Housing Division will issue a CNA when:

- a. On-post housing is not available, occupancy exceeds 95 percent, or housing is not available within 60 days.
  - b. SM has an approved exception to policy by the Garrison Commander.

#### 6-5 Normal TLA Periods:

- 1. Incoming personnel authorized TLA reimbursement:
- a. Command sponsored/Joint Domicile SM, with G1 orders, who are authorized concurrent travel with family members, accompanying them to USAG Daegu Area IV, may remain on TLA until housing becomes available. SM will not exceed the authorized 60 days.
- b. If housing is not projected to be available within 60 days of the SM arrival, SM must aggressively seek economy housing.

- c. In bound TLA will be given in **15-day increments**, with the first 15 days being granted at the Housing Office level of authority with instructions to the SM that they must have a valid reason for any extensions.
- d. SM living outside the permanent duty station is authorized TLA but will be required to follow the TLA guidelines of their permanent duty station.
- e. Additional TLA **over 60 days** will only be granted by the GC and the SM must present documentation that they are aggressively seeking economy housing.
- f. All exceptions to policy will be processed through the Housing Office to the GC for signature.
- 2. Outgoing personnel: SM residing in UH/AFH will be scheduled for termination inspections three (3) working days prior to port call. Provided the SM clears UH/AFH at that time, TLA will be authorized for up to three (3) days. Housing unit must be cleared prior to the start of TLA. TLA cannot be paid when assigned to government housing.
- 3. Incoming personnel who are not authorized to receive TLA: Non-command sponsored families or families with other area's Command Sponsorship number.

#### **SECTION 7: EXCEPTION TO POLICY (ETP)**

#### 7-1 Authority to Adjudicate Requests for ETP:

The Garrison Commander is the approving authority for all ETPs.

#### 7-2 Processing an ETP:

ETP requests must be initiated by the SM. Requests initiated by anyone other than the SM will be returned without action. The following procedures apply to processing an ETP:

- a. SM will prepare a memorandum which explains the reason for the request and must include all supporting documentation.
- b. SM request, with supporting documentation (e.g., doctors statement, HHG inventory list), must be reviewed and endorsed by the Battalion Commander or first O5 in their chain of command and forwarded to the Housing Office.
- c. Requests based on medical reasons must include a statement from a military medical doctor that confirms that the requirement is valid, explains the impact on the patient if disapproved, and provides specific recommendations. Requests that require modifications to housing to accommodate physically handicapped family members must include an explanation as to why other housing assets are unacceptable. All medical requests must be reviewed and endorsed by the military Hospital Commander and/or the EFMP coordinator as applicable (Appendix D-1).

#### **ACRONYMS**

AF Armed Forces

AFH Army Family Housing

AIP Assignment Incentive Program

APF Appropriated Funds
AR Army Regulation

BOQ Bachelor Officers Quarters

CG Company Grade

CNA Certificate of Non-Availability
CONUS Continental United States
CSM Command Sergeant Major

CSPN Command Sponsorship Position Number

CTA Common Table of Allowance
CTE Concurrent Travel to Economy

CTG Concurrent Travel to Government Housing

CWO Chief Warrant Officer
DA Department of the Army

DEROS Date Estimated Return Overseas

DLA Dislocation Allowance
DoD Department of Defense
DPW Directorate of Public Works
DSN Defense Service Network

DTG Deferred Travel to Government Housing EFMP Exceptional Family Member Program

ETP Exception to Policy

FMB Furnishings Management Branch

FRAGO Fragmentation Order

G1 General Staff (Administration Section)

GFOQ General/Flag Officers Quarters

HSO Housing Services Office IAW In Accordance With

ICCS In-Country Command Sponsorship IMCOM Installation Management Command Joint Staff (Administration Section)

LQA Living Quarters Allowance

LTC Lieutenant Colonel MACOM Major Command

MCA Military Construction Army
MIHA Move-In Housing Allowance
NAF Non Appropriated Fund
NSN National Stock Number

OCONUS Outside Continental United States
OHA Overseas Housing Allowance
PCS Permanent Change of Station
SEQ Senior Enlisted Quarters

SF Standard Form SGM Sergeant Major SM Service Member SO Senior Officer

SOFA Status of Forces Agreement
SOP Standard Operating Procedures
TLA Temporary Lodging Allowance
UH Unaccompanied Housing
USFK United States Forces Korea
VTF Veterinary Treatment Facility

# DEPARTMENT OF THE ARMY US ARMY INSTALLATION MANAGEMENT COMMAND HEADQUARTERS, UNITED STATES ARMY GARRISON DAEGU UNIT #15746 APO AP 96218-5746

**IMDA-PWH** MEMORANDUM FOR Housing Residents SUBJECT: Relocation Memorandum of Understanding \_\_\_, Rank/SSN (last four),\_\_\_\_ been thoroughly briefed on the USAG-Daegu Housing Relocation Policy. By requesting to relocate to a \_\_\_\_\_ bedroom unit, I agree to the following: a. I will relocate to new housing within 3 days. b. I will schedule a pre-termination inspection of my current housing. c. I will thoroughly prepare my current housing for final inspection. d. I am responsible for any and all costs associated with clearing of my current housing, damages, and painting (if required). e. I will notify the Housing Office immediately if I am unable to keep my appointments or if my family member status changes. 2. I understand that the move is at no cost to the US Government. Occupant Signature/Date Housing Counselor Signature

APPENDIX A-1

#### **Visitation Authorization Request (Part I)**

1. I	(Print Name and Rank)	ng visitation authorization for <u>AFH/UH</u> . (Circle One)
auth	It is the policy of this command to permit visitation in thorized dependents and guests for a period of 30 ca ringe on the rights of other residents.	
ехре	<ul> <li>a. Sponsors are responsible for the whereabouts a spected to enforce high standards of conduct of their ave a valid ID card must be escorted while on the inst</li> </ul>	guest(s) at all times. A guest who does not
of th	<ul> <li>b. Guests who fail to adhere to established regulating this pass and may be barred from future access to the operly control their guests may face administrative access.</li> </ul>	ne installation. Sponsors who fail to
men that exte	At no time will dependent spouses/children or other ember's command sponsor orders be allowed to take at exceeds 30 calendar days and without the Garriso tensions beyond 31 calendar days, will be considered the to the housing office to change their housing states.	e up residency in AFH facilities. Any time n Commander's written approval for d residency and the service member must
resid 30 c 31 c	At no time will dependent spouses/children or other sidency in UH facilities (SOQ, BOQ, or SEQ) with the calendar days and without the Garrison Commande calendar days, will be considered residency and the fice to change their housing status.	e service member. Any time that exceeds rs written approval for extensions beyond
Divi	Written permission for visitation of dependent(s)/gud vision Chief for 30 calendar days or less. Visitation f ritten permission from the Commander, USAG Daegu	or 31 calendar days or more requires
I un	understand the policy set forth above:	Signature/Date

NOTE: Complete the attached Visitation Authorization Request (Part II). The form must be signed by your Company and Battalion Commander per USAG-Daegu Policy Letter #80, Visitations in Army Family Housing and Unaccompanied Housing. Once signed, bring back to Housing for processing.

APPENDIX A-2

### **Visitation Authorization Request (Part II)**

1			
(Print full N	Name/Rank/Organiz	ation/Ph	one Contact)
2. I am command sponsored/	unaccompanied.		
3. I reside in Building guest(s) listed below to visit m :			Request permission for thedays from to
Name (Last, First, MI)	Date of Birth	Sex	Relationship to Sponsor
4. I understand that I am NO	———— Γ authorized govern	 iment fur	nishing to support my visitors.
(Signat	ure/Date)		_
Company Commander Approv	val/Disapproval	(Prin	nted Name and Signature)
Battalion Commander Approve	al Disapproval	(Prir	nted Name and Signature)
DPW Housing Division Approv	val/Disapproval		FREDO G. MOORE ef, Housing Division
Garrison Commander Approva	al/Disapproval	COL	ED STEPHENS -, AR nmanding

## USAG Daegu Pet Registration Form

DETAIL	<u>S OF OWNER</u>	<u> </u>							
Last/Fir	st Name:								
Sponso	or's Rank:								
Unit As	signed:								
Address	s:								
Contact	t Number:		Work)	)				(Cell)	)
Email A	ddress:								
DETAIL	S OF PET/S								
PET TYPE (Dog, Cat, Bird, etc.)	PET NAME	REGISTRATION #	WEIGHT	ВІ	REED	COL	-OR	BIRTH YEAR (if unknown, age)	GENDER
RABIES TAG#	TAG EXPIRATION	QUARANTINE FROM	QUARANT TO	INE	MICROC	HIP	MIC	CROCHIP#	SERVICE ANIMAL
growling, sı	napping).	s) to disturb neigh							
	ng. I understar	t owned or leased nd that I will be lial							
		ndlord may termir able for all damag							
			Signature	e:					
			Dato:						

**APPENDIX A-3** 56

## OFF-POST HOUSING COMPLAINT FORM USAG DAEGU HOUSING DIVISION BLDG 1304 - DSN 768-7009 BLDG 127 - DSN 768-8305

NAME	F	Received by Housing Office (Date/Name):
ADDRESS	CONTACT PHONE N	NUMBER(S)
	EMAIL	
DETAILS		
Date(s) of Incident: (if relevant)		Time:
Name of Realtor / Landlord	Realtor / Landlord Contact Phone #(s)	Have you contacted your realtor / landlord?  □ Yes □ No
documentation you would like to submi	e as detailed as possible. Include names it, such as utility bills, receipts, etc., plea elp us investigate and respond to you in	s, dates, times, locations, etc. If you have supporting se be sure to attach a copy to the complaint form: The a timely manner.

APPENDIX B-1 57

What did your realtor / landlord do to resolve the issue? Provide dates/times realtor/Land Lord responded to your complaint. Housing Office must have this information in order to validate your complaint!
RESOLUTION
As a result of making this report, is there any outcome you would like? What would you suggest to fix this problem/complaint?  □ Yes (If yes, please provide details below.)  □ No
Housing Office Comment/Solution

45-Day	<b>Termination</b>	Notice
--------	--------------------	--------

해지 통지서

Date: \_\_\_\_\_

통지 날짜

Lessor (Full Name/Phone) 임대인 (성명/전화번호)

Off-Post Address 영외 주소

I hereby give a written 45-day notice for termination due to the following reason. 계약서의 제 2 항에 따라서, 다음과 같은 이유로 퇴거 45 일전 해지 통지를 합니다.

- O Assignment to Government Housing 미 정부 관리 숙소로 입주하게 되었음
- O Reassigned to CONUS 미 본토로 재배치 되었음
- O Transferred to another area in South Korea 한국 내 다른 지역으로 전속되었음
- O Voluntary relocation to another apartment 다른 집으로 이주함
- O Government / chain of command directed termination of Lease Agreement

미 정부가 계약서를 해지하였음

Lessee (Full Name) 거주자 이름	
---------------------------	--

Organization/Unit 소속 부대

계약 만기 일자

Duty Phone Move Out Date Lease Expiration Date 이주 날짜 전화번호

Signature (Lessee) 서명\_\_\_\_\_\_ Date 날짜 \_\_\_\_\_

I hereby acknowledge receipt of a 45-day termination notice from occupant. I further understand if there are foreseeable problems with termination (e.g. utility excess, property damage, etc) I will notify the lessee immediately. 본인 임대인은 거주자로부터 45 일 해지 통지서를 받았습니다. 만약 계약 해지에 예견될수 있는 문제(예, 공과금 초과, 임대물 손실 등등)가 있을 경우, 임대인은 즉시 거주자에게 통보하겠습니다.

Signature (Lessor) 서명\_\_\_\_\_ Date 날짜

SPECIAL NOTE: Failure to provide this document to your landlord/realtor may result in all or partial forfeiture of your security deposit. 이 서류를 집주인 또는 부동산에게 통지하지 못했을 경우 보증금의 손실을 가져올 수 있습니다

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#### **MILITARY VERIFICATION OF CLEARANCE**

<b>~</b>	ANT NAME Rank/Last/First)						
	-POST DDRESS:				TV HONE:		
	GANIZATION: OS:						
	VE-OUT DATE:				NL		
			ITEM		AMOUNT		SUM
1			CURITY DEPC				<del></del>
			RE-PAID REN				
<u> </u>		LUNG IEN	.M/COMMON	AKEA FEE			
	ITEM			AMOUN	NT	SU	M
	PARTIAL RENT						
2	BASIC UTILITY + ELECTRICITY	Y + CITY WATE	ER				
	CITY GAS INTERNET		_				
	CABLE						
<u> </u>	1						
3		BALANCE	(1-2)				
П	KEYS						
l –	-	2K ( EA	A), 3K (	EA)			
	OTHER						
5	DAMAGE CLAIM		<u> </u>				
<u> </u>							
6	тс	OTAL BALAN	CE ( 3-4/5 )	)			
The	e above named individual succ	cessfully clear	red their ho	use/apartm	ent/villa and ha	s paid in-full all out	standing bills.
Fur	thermore, I've verified the ab	oove named in	ndividual ve	erification of	clearance/out-	processing docume	nts and the lessee
	eived the security deposit fro				anautu ia alaana	I for novt occupance	
1110				=	-		=
세달	입자가 사용한 모든 공과금을 경			=	-		=
세일				=	더 이상의 이해곤	·계가 없음을 확인하	=
	입자가 사용한 모든 공과금을 ? LANDLORD	정리하고 보증	동금을 반환힘	함과 동시에 C REALTO	더 이상의 이해곤 R	ŀ계가 없음을 확인히 TE	h는 바입니다. NANT
NA	입자가 사용한 모든 공과금을 ? <b>LANDLORD</b> .ME :	정리하고 보증	등금을 반환함 NAME :	함과 동시에 <sup>C</sup> REALTO	더 이상의 이해곤 R	:계가 없음을 확인하 TE NAME :	h는 바입니다. NANT
NA DA	입자가 사용한 모든 공과금을 ? LANDLORD .ME :	정리하고 보증 <sup>N</sup>	S금을 반환함 NAME : DATE :	함과 동시에 C REALTO	더 이상의 이해곤 R 	'계가 없음을 확인하         TE         NAME :         DATE :	h는 바입니다. NANT
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NA DA <sup>-</sup> SIG	입자가 사용한 모든 공과금을 ? LANDLORD .ME :	정리하고 보증 N S HOU	NAME : DATE : SIGNATURE JSING OF	REALTO FICE VER 택과 확인	더 이상의 이해곤 R	NAME : DATE : SIGNATURE :_	h는 바입니다. NANT 
NAI DA <sup>*</sup> SIG	입자가 사용한 모든 공과금을 전 LANDLORD .ME : .TE : GNATURE :	정리하고 보증	NAME : DATE : SIGNATURE JSING OF 주	REALTO FICE VER 택과 확인	더 이상의 이해곤 R	NAME : DATE : SIGNATURE :_	h는 바입니다. NANT 
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NAI DA' SIG The 위	입자가 사용한 모든 공과금을 전 LANDLORD  ME: TE: GNATURE: e above named individual has 임차인은 정부 가구를 모두	정리하고 보증 HOU sturned in all s	NAME : DATE : SIGNATURE JSING OF 주 government 니다.	REALTO FICE VER 택과 확인 t furnishings	대 이상의 이해관 R RIFICATION s and has prope	IM가 없음을 확인하 TENAME : DATE : SIGNATURE :_ rly cleared the hand	h는 바입니다. NANT

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#### **Army Temporary Lodging Allowance Information Sheet**

(Reference – Joint Federal Travel Regulation, Volume 1, Uniformed Service Personnel, Chapter 9, USFK Regulation 37-57)

#### **BACKGROUND:**

Temporary Lodging Allowance (TLA) is an allowance designed to partially reimburse Service Members and their Families for the more than normal living expenses incurred during occupancy of temporary lodging and the expenses for meals obtained as a direct result of the use of temporary lodging at overseas permanent duty stations.

The TLA manager for the area will ensure that TLA is managed prudently. The TLA manager shall employ good business practices to preclude the necessity for payment of TLA, to shorten the period of entitlement, and to reduce the amount payable.

Service Members, regardless of branch, do not have a statutory or regulatory right to TLA. Service Members need to report to the Housing Office within 48 hours to in-process. TLA is based solely on the availability of housing, as determined by the Housing Division staff.

#### **IN-PROCESSING TLA:**

Command Sponsored Inbound: If Service Member arrive first unaccompanied, E6 and below will be housed in unit barracks, E7 and above will be housed in UPH quarters. No TLA inbound is authorized for Service Members or Family Members that do not travel together/concurrently on approved command sponsored concurrent dependent travel orders.

#### On-Post Housing:

Required documents: PCS Orders, Pin Point Orders, Command Sponsorship Orders (if applicable), Amended Orders (if applicable), and Lodging Receipts.

The initial TLA period will be up to 15 days or less if adequate available quarters are offered.

Subsequent extensions to initial TLA period must provide a justification statement regarding availability of on-post quarters from the Housing staff.

TLA will be processed in intervals of 15 days and will be paid out in 15-day increments.

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#### **Army Temporary Lodging Allowance Information Sheet (cont.)**

TLA reimbursement from Finance can take up to 30 days.

TLA is not authorized when government quarters are declined.

#### Off-Post Housing:

Required documents: PCS Orders, Pin Point Orders, Command Sponsorship Orders (if applicable), Amended Orders (if applicable), and Lodging Receipts.

The initial TLA period will be up to 15 days or less.

TLA extensions will not be automatically authorized. After the first 20 days, the Service Member must request an extension from the Chief of Housing. To request an extension, you must provide the Off-Post Housing Search List to show you are aggressively seeking housing. Final approval/disapproval is based on this form.

Service Member must provide a justification memorandum stating reason for extension that is signed by either company commander or battalion commander. Approval or disapproval will be determined by the Housing Chief.

Failure to comply with the diligent search requirements will result in termination of TLA.

TLA claims will be filed every 15 days and will be paid out in 15-day increments.

#### **OUT-PROCESSING TLA**:

Lodging receipt must show a zero (0) balance and itemized list of days. Finance will not accept the receipt unless it has a zero (0) balance. You can ask Lodging to send a copy of your zero (0) balance receipt to the Housing Office or you can email a copy of your zero (0) balance receipt to the Housing Office at:

usarmy.henry.imcom-korea.list.usag-daegu-tla-housing.mail.mil.

**On-Post Housing:** TLA is only authorized for up to 3 days.

**Off-Post Housing:** TLA is only authorized for up to 10 days

Per USFK Regulation 37-57, 6f(3), and JFTR Vol 1, U9155-D, Military Members who elect to bring Non-Command Sponsored dependents are not authorized any TLA entitlements.



#### **DEPARTMENT OF THE ARMY**

US ARMY INSTALLATION MANAGEMENT COMMAND HEADHOUSING, UNITED STATES ARMY GARRISON-XXX UNIT #15746 APO AP 96218-5746

#### Your Unit's Letterhead

#### Your Unit's Office Symbol

Date

MEMORANDUM FOR Chief, Housing Division, US Army Garrison Daegu, APO AP 96218-5746

SUBJECT: Exception to Policy (Rank, Last, First, MI, Last Four SSN)

- 1. State reason for request.
- 2. Full Justification. (State why you feel your request should be approved, and if disapproved, what is the impact on you and/or your family/command).
- 3. Any additional information you wish to add to your request. Include all supporting documentation (e.g. financial, medical, AIP, orders, etc.).
- 4. Point of contact for additional information (if other than self, include their phone number, email, etc.).

Your signature block and signature

Approve/Disapprove

\*BN Commander's or first O5 in your chain of command's signature block and signature

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