

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON DAEGU
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Installations
Responsibilities of Occupants of Government Housing

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1. Purpose. To establish and prescribe procedures and responsibilities for personnel occupying government controlled housing and to establish guidelines for senior occupants.

2. Applicability. This circular is applicable to all service members and their families assigned to government controlled housing within USAG Daegu.

* This circular supersedes USAG Daegu Cir 210-16-2, 1 Nov 16

3. General.

a. A copy of this circular will be kept in all government owned/leased housing. It will be treated as an item of Government property and signed for by each occupant.

b. High standards of policing, sanitation, and discipline in all housing areas are the primary responsibility of the USAG Daegu Commander. To maintain these high standards, a chain of authority is established as follows: USAG Daegu Commander, Director of Public Works, Housing Office, senior occupant, and occupant.

c. All personnel must vigorously discharge their assigned responsibilities to prevent or correct unsightly or unsanitary conditions in the housing areas, and to ensure the appearance of their home and grounds reflect favorably upon themselves and the American community.

d. Sponsors are responsible for informing members of their families and guests of relevant portions of this regulation and supplemental directives that may be published elsewhere.

e. Failure by occupants or users of community facilities to comply with this circular and other applicable directives may be cause for administrative action, to include termination of assignment to government housing, early return of family members to CONUS and/or the early termination of a sponsor's overseas assignment.

f. To resolve minor problems, senior occupants are authorized direct communication with the sponsor's unit commander or supervisor.

g. The following personnel will be exempt from occupying senior occupant positions:

- (1) Chaplains.
- (2) Lawyers.
- (3) Inspectors General Staff Colonels.
- (4) ROKA Personnel.
- (5) Commanders of company size and larger units.
- (6) Special Agents.
- (7) Civilians.
- (8) Staff Doctors.

(9) 19th Command Group Personnel (CG, DCG, CofS, Command Sergeants Major).

(10) Personnel assigned duties in Housing Offices.

(11) Personnel with less than 6 months remaining in command.

(12) 1st Sergeants.

h. Appointments to senior occupant positions will be for a minimum period of one year after which higher ranking personnel, if present will be appointed. USAG Daegu Commander may approve exceptions on a case-by-case basis.

i. The Housing Office will advise newly assigned sponsors to contact their senior occupant within 72 hours after occupancy.

4. Responsibilities.

a. USAG Daegu Commander will:

(1) Appoint senior occupants and outline specific duties and responsibilities as prescribed in this circular.

(2) Promote the general welfare, morale, and safety of housing area residents and ensure high standards of sanitation, cleanup and beautification are maintained throughout the housing areas.

(3) Inform senior occupants of administrative/disciplinary actions and procedures that may be taken in the event of reported incidents of sponsor or family member conduct that are contrary to current directives.

(4) Investigate and resolve incidents of alleged family member's or guest's misconduct or conduct appearing contrary to the best interests of the military community. Use of Community Family Members Conduct Review Board to investigate and advise on such matters is encouraged. The imposition of corrective penalties must be supported by substantial evidence of wrongdoing. If corrective action, more stringent than counseling or a letter of warning (such as termination of housing) is to be employed, the proceedings must provide the respondent/sponsor with minimum due process to include an opportunity to review, rebut, and the right to appeal.

(5) Recognize that the host nation has exclusive criminal jurisdiction of matters involving US family members or guests if the conduct is criminal in nature. This does not bar administrative sanctions by the Commander, but where such measures are contemplated that could cause the family member's or guest's departure from the local jurisdiction (as by an advance return to CONUS), the servicing SJA or legal liaison officer will be contacted for necessary clearance.

b. Senior Occupant will:

(1) Promote harmonious relationships and coexistence among residents, encourage communication, disseminate information to residents, and provide periodic updated reports to the Housing Manager or USAG Daegu Command Sergeant Major items of significant interest in terms of housing status. Must act on behalf of the Command Sergeant Major to mitigate minor problems and refer controversial issues to the Housing Manager.

(2) Be a principal proponent in maintaining a high standard of appearance and beautification in the housing area and encourage area beautification through self-help efforts to include the following:

- (a) Sanitation, general hygiene, cleanup, and policing of the area.
- (b) Repair and maintenance of common areas and exteriors.
- (c) Proper use of facilities.
- (d) Submit timely requests for assistance to the Housing Office as necessary.
- (e) Ensure that discipline is maintained among personnel housed in their area of responsibility.
- (f) Conduct meetings with all occupants at least once every three months to discuss and/or reemphasize occupant's responsibilities and resolve common problems.
- (g) Periodically inspect buildings to ensure occupants comply with this and other applicable regulations.
- (h) Request appointment of a new senior occupant one month prior to termination of his/her housing.
- (i) Conduct meetings with sponsors to form committees and accomplish programs providing the highest standards of living conditions and community relations. All newly appointed senior occupants are directed to hold a meeting with all occupants within seven days after appointment.
- (j) Inform Housing within 24 hours of any family members being returned to CONUS or no longer living with the sponsor, as well as sponsors no longer residing with their family members. Housing will inform USAG Daegu Commander of the situation.
- (k) Ensure proper policing of the area adjacent to his/her area (includes abandoned and non-operational vehicles and other personal property).

c. Sponsors will:

(1) Be responsible for the action and conduct of their family members, guests, domestic employees, and pets.

(2) Ensure **excessive noise** (e.g. loud parties, music, slamming of doors, etc.,) is avoided. The volume setting of radios, stereos, and television sets will not be such that the noise can be heard outside the building or disturb other building occupants. Loudspeakers, radios, etc. will not be positioned in open windows or on balconies.

(3) Report immediately to the Housing Office and Senior Occupant when family members no longer reside with the sponsor or vice versa in excess of 90 days.

(4) Ensure utilization of playgrounds in family housing is restricted to family members' children and their authorized guests. A responsible adult **will supervise** activities of children utilizing the playgrounds. Parents are liable for the destructive acts of their children. **Control will be exercised over children at all times.** Posted rules in the playground areas are applicable and are strictly enforced.

(5) Will ensure their children do not engage in any unreasonable risky activities which may result in injury to themselves or others. Caution children against any activity which is liable to cause damage to property, public or private. Sponsors will be ultimately responsible. These activities include, but not limited to, the following:

- (a) Play in areas not established as play areas.
- (b) Dirty, damage, or deface buildings.
- (c) Dig in or otherwise damage landscape and lawn areas.
- (d) Leave bicycles, wagons, sleds, or other vehicles or toys in entrances, stairwells, or hallways.
- (e) Enter maid's areas.
- (f) Climb trees, balconies, or drain pipes.
- (g) Play baseball, football, or other ball games in the housing areas between or near the buildings.
- (h) Play in parking areas and parking lots.
- (i) Fire air rifles, pellet guns, bow and arrows, etc., in and around housing areas.
- (j) Play in or around garbage containers.

(k) Gather around or obstruct emergency vehicles (fire trucks, police vehicles, or ambulances).

(l) Interfere with grass cutting operations.

(6) Domestic Pets in Army Family Housing.

(a) Each resident of Army Leased Housing is authorized no more than two (2) domestic pets per dwelling unit.

(b) Sponsors will ensure that: Pets will be controlled in such a manner that they do not become a public nuisance or menace. Excessive barking, defecating, and urinating by pets on playgrounds, lawns, and elevators is considered a nuisance. All solid matter excreted by pets other than in approved designated areas will be immediately removed and disposed of by the pet's owner. Pets are not authorized in established playground areas.

(c) All pets will be accompanied by an individual capable of controlling the pets. Pets running loose in the housing area will be picked up by the Military Police. Pets that have a tendency to attack or molest persons or other animals will be muzzled and kept on a short leash when out of sponsor's home.

(d) Sponsors will understand local law and civil proceedings pertaining to their pet(s). Liability insurance is recommended.

(e) Pets kept in US Government housing is vaccinated against rabies upon reaching three months of age. Cats will be revaccinated annually. Dogs will be revaccinated annually when nervous tissue vaccine is used, or every three years when chicken embryo vaccine is used. For information concerning rabies vaccination, contact the local veterinary clinic.

(f) Pets will be registered with the installation veterinarian within two weeks of arrival in Area IV, USAG Daegu. The owner must present evidence the pet is currently vaccinated against rabies. The owner will obtain a registration tag and the pet must wear this tag on a collar.

(g) Pets will not be left unattended for extended periods in the home. The breeding of pets and "kennel" type operations is prohibited in the housing area.

(h) Uncontrolled pets will be removed from the housing area.

(7) Parking Policy:

(a) Priority of parking spaces will be for one car per family. Multiple car owners will park extra cars outside the parking area or as directed by the senior occupant in cases where insufficient parking spaces exist.

(b) Parking areas are to be used only for parking and making minor vehicle repairs. Draining of oil, anti-freeze, brake fluid, etc., onto streets, parking areas, lawns, or in storm drains are prohibited.

(c) Parking of unregistered and/or non-operational vehicles in the housing area is prohibited.

(d) Vehicles will be locked when unattended. An unlocked vehicle is a violation of security regulations and invites theft or vandalism. Violators will be cited.

(e) Vehicles will not be parked where they block access to local container pads, interfere with traffic, parking space, fire hydrant, emergency vehicles, nor will vehicles be parked on lawns or seeded areas.

(8) Nameplates on main entrance door in AFH will be used. Occupants should contact the Housing Office for the installation of name signs.

(9) Garbage will be placed in the garbage cans/containers. Garbage and other refuse will not be left in hallways and stairwells. Cardboard boxes will be flattened prior to placing them into garbage cans/containers. Cleanliness and police of the garbage area and garbage can/containers is the joint responsibility of all occupants. Garbage must be wrapped prior to being placed in the can/container. Paper bags or newspapers, are not considered to be suitable wrapping. Extremely heavy or bulky items will not be placed in garbage containers. Lids on garbage containers must be closed after depositing refuse. It is the sponsor's responsibility to make arrangements for removal of privately owned items. Occupants will insist that contractors remove all furniture and baggage shipping cartons and materials so as to eliminate unnecessary cost to the Government for refuse collection and disposal.

(10) Utilities will be conserved by turning off unnecessary lights and appliances.

(11) Rugs, mops, laundry, and other such items will not be shaken out of or hung from windows or balconies.

(12) Outside radio, television antennas, or satellite dishes will not be installed without written permission of the Chief of Housing.

(13) Loose objects will not be placed on outside windows or balcony ledges. Flower boxes may be suspended from balconies provided the method of installation has prior approval of the Chief of Housing and the Korea Housing Management (KOHOM) Office.

(14) Sponsors will report violations of regulations, acts of vandalism, and misconduct to the senior occupant, military police, or to KOHOM, 768-7655.

(15) Sponsors will report directly to the Housing Office, Assignment & Termination section, 768-7715, all personnel actions affecting housing records (e.g. promotion, demotion, change in DEROS, unit, contact number, change in marital status, change in family size, and departure of dependents).

(16) Entrances, hallways, and stairwells will be kept free of such items as brooms, shovels, baby buggies, bicycles, toys, boxes, dirty shoes, etc. and other such items which constitute an unsightly appearance or safety hazard.

(17) Boiler rooms are OFF LIMITS to all occupants.

(18) Sponsors must request approval for use of government housing for commercial endeavors. (AR 210-50, Chapter 3, para 3-24 & 25).

(19) Sponsors will comply with post fire regulations and may be liable for damages to government property caused by violation of these regulations.

(20) Replacement of lost keys will be made at the sponsor's expense. Report lost keys to KOHOM, 768-7655.

(21) It may be necessary for either Government employees or contractor personnel to enter occupied housing for the purpose of accomplishing emergency or urgent maintenance and/or repair work to attain timely performance and completion of a contract. To the extent practicable, such work will be deferred until change of occupancy. If, however, in the judgment of DPW or his authorized representative such work cannot be reasonably deferred, the occupant must permit entrance so the work can be accomplished. The judgment that deferral of work would be impracticable is solely that of the DPW or his representative. Examples of situations where deferral of maintenance and/or repair would be impracticable include, but should not be limited to:

(a) Work required for health, welfare, or safety of the occupants or others.

(b) Work required for the protection of the structure or appurtenances.

(c) Work required, pursuant to a contract where, under the circumstances, orderly contract administration or proper utilization of Government funds render it impracticable to defer the needed work. Government employees/contractor personnel are only required to sweep up the area. Additional cleaning, waxing, buffing, etc, will be the responsibility of the occupant.

d. Occupants of Government Housing are responsible for:

(1) Maintaining property in a clean, orderly, and proper condition. This will minimize deterioration due to fair wear and tear.

(2) Conserving energy, following good housekeeping practices, and exercising judgment in doing homeowner handyman tasks.

(3) Notifying the Housing Office immediately when situations arise which could endanger health, constitute a fire hazard, or damage U.S. Government property.

(4) Requesting authorization through KOHOM and the Housing Office for work to be performed beyond the scope of the program and work which is beyond the occupant's capability.

(5) Moving or relocating personal property from the immediate vicinity of location where work will be performed. This is to prevent potential damage to occupant's personal property.

(6) Having a responsible person to allow access to contractors, sign work order forms, and secure dwelling unit upon completion.

e. Occupants of Mountain View Village (M.V.V): M.V.V housing are leased by the U.S. Government. The owner has operation and maintenance responsibilities. Occupant's responsibilities, as established by the lease, are listed in Appendix E. The owner's responsibilities, pertaining to response and repair priorities, as established by the lease, are listed in Appendix D.

5. Maintenance workers may be required to enter the house during the occupant's absence to perform time sensitive repairs. Workers will leave a note stating date and time of entry and nature of work performed. This will be done only on rare occasions and approved by the Chief of Housing.

6. Self-Help Program. The self-help program is designed to obtain maximum use of available manpower resources by encouraging occupants to conserve utilities, to follow good housekeeping practices, and to perform simple minor maintenance and repair work. The general purpose of this program is to develop the attributes of pride, control, and discipline customary in a prudent homeowner. Supply items issued by the Self-Help Issue Point (SHIP) may include but not be limited to: filters, light bulbs, nails, and etc. Video tapes and training are available upon request at the self-help store.

7. Alterations. All alterations, modifications, or changes to any existing structure, including moving of installed property, must be approved by the Chief of Housing. A Job Order Request must be initiated and signed by the sponsor and sent to the Housing Office for processing. Self-help painting will require prior approval of the Chief of Housing.

8. Privately Built Structures.

a. This circular is not meant to prohibit buildings of private structures (e.g. benches, picnic tables, BBQ pits, etc.) in housing areas, but rather to control the erection and maintenance of such structures.

b. Procedures.

(1) If occupants desire to erect above listed types of structures, the following procedures must be adhered to:

(a) Proposed design must be submitted to the Housing Office. Approval will be based on the criteria of appearance, function, and maintainability.

(b) All material must be obtained by occupants.

(c) The Housing Office will arrange for the facilities engineer to inspect the final product to ensure that it has been built in a manner similar to the proposed design.

(d) Occupants will remove privately owned/installed equipment and/or built-in improvements and restore the structure to its original configuration and condition prior to clearing Housing. With the approval of the Housing Manager, these items may be left in place and become government property. M.V.V requires that Air Conditioners with 220V with no less than 9.0 rating be installed. Departing occupants that do not have the authorized AC cannot transfer or sell their AC's to other occupants in M.V.V. They must remove the AC's and ship with their household goods.

(e) Occupants will not install radio, television antennas, or satellite dishes on government housing unless the following conditions are met:

(1) Authority for installation and removal of antennas will be requested, in writing, to the Chief of Housing. Requests will include the building number and the time work will start. All installations are subject to inspection and approval by the facilities engineer.

(2) All expenses of installation, maintenance, and removal of antennas, including property restoration costs and facilities engineer inspections, are the responsibility of the sponsor.

(3) Amateur radio operators must ensure their antenna installations do not cause interference with other occupant's radios, TVs, or stereo sets.

(f) The erection of tents on lawns will not exceed 48 hours in order to protect the grass area. Play houses, sheds, or any structure not an original part of the dwelling when assigned may not be built within the housing area because of unsightly appearance and possible damage to the grass area.

(g) The sponsor is responsible for identifying requirements for maintenance and repair of privately built structures.

(h) Any structure approved thru “exception to policy” must be in conformance with all existing policies, such as prior approval of request by the Chief of Housing or DPW engineers, submission of plans, drawings, types of material, safety requirements and others. Removal of said addition, when required, as well as the restoration of remainder to its original condition will be at the expense of the occupant.

9. Household Furniture and Appliances.

a. The sponsor and the Housing Manager's authorized representative will:

(1) Establish a hand receipt account at time of assignment to Housing.

(2) Validate the quantities and condition codes annotated on the hand receipt by the housing inspector prior to signing for government owned furniture and appliances. Subsequent loss, damage, or destruction other than fair wear and tear will be the hand receipt holder's responsibility.

(3) Sign the hand receipt for government issued furniture and appliances after verifying all entries are complete and correct.

(4) Ensure government owned furniture and appliances is afforded adequate maintenance and protection to preclude any loss, damage, or destruction thereof.

(5) Subsequent to housing termination, clear the hand receipt account.

b. Maintenance and Repair.

(1) Occupants desiring routine repair, major or minor, of housing appliances will request such services during duty hours from the Furnishings Management Branch (FMB), Housing Division.

(2) Emergency repairs requested during normal working hours will be reported to the facilities engineer work order section.

(3) Emergency repairs required on weekends, holidays, and after duty hours will be reported to the Fire Department.

(4) Occupants desiring repair or replacement of housing furniture will request such service from FMB.

c. Accountability for Government-Owned Washers and Dryers. Accountability for washers and dryers will be as follows: The Housing Manager will maintain accountability and identify the person responsible for receipt of issues of individual machines.

10. Change of Occupancy.

a. Assignment: Declination of an offer of appropriate and adequate housing, due to personal convenience (e.g., excess furniture, unacceptable size, location, unattractive dwelling, etc.,) will result in termination of Temporary Lodging Allowance (TLA).

b. Termination: Sponsors occupying government housing must clear through the local housing office upon departure. Government Housing must be cleared before Basic Allowances for Housing (BAH) is reinstated. The Housing Office must be notified at least 45 days prior to date of desired termination or upon receipt of official orders.

11. Cleaning Prior to Departing.

a. The Daegu area is authorized to provide AFH cleaning at government expense. Only those personnel on PCS/ETS/retirement orders or who are directed to move for the convenience of the government are authorized contract cleaning at government expense. Standards for cleaning at government's expense are listed in Appendix B. Standards for cleaning at sponsor's expense are listed in Appendix C.

b. Occupants are responsible for returning the dwelling unit in a clean, orderly, undamaged condition upon termination of occupancy. To accomplish the cleaning responsibility, occupants may clean the house themselves or by means of personal hire employees or by means of a contract cleaning service. Occupants who clean the dwelling unit themselves or by means of personal hire employees must accomplish cleaning of all interior areas in accordance with standards listed in Appendix C, and pass a final inspection by a Housing Inspector before housing is terminated. Occupants who employ a contract cleaning team may be cleared from Housing and depart Area IV prior to a final out inspection upon delivery of a signed cleaning contract to the Housing Office.

c. Cleaning service will only be provided for Command Sponsored families at government expense.

d. Regardless of who cleans the house interior, the following are occupant's responsibilities:

(1) All modifications and/or additions to the house (e.g., enclosures, antennas, etc.,) must be removed if so directed by the Chief of Housing and the house returned to the original condition and/or configuration. Any damages caused by removal of modifications will be repaired.

(2) Furniture. All government furniture and appliances will be cleaned.

(3) Discrepancies in condition or quantity of government furniture and appliances must be resolved at Furnishings Management Branch prior to final clearance.

e. Sponsors may contact the Housing Office for information and forms on the government approved contract cleaning program.

12. Pecuniary Liability.

a. In accordance with applicable standards and procedures prescribed for Report of Survey processing (AR 735-5), sponsors may be held pecuniary liable for loss or damage to U.S. property caused by their negligence or misconduct (see Article 108 of the Uniform Code of Military Justice (UCMJ) which makes certain instances of willful or negligent destruction or loss of Government property by personnel subject to the UCMJ a criminal offense). The following are some examples of conditions that normally are not considered fair wear and tear, and may indicate willful damage or neglect on the part of the sponsor:

(1) Tears, burns, stains on drapes, mattresses, furniture, etc., which were not noted or present upon signing hand receipt.

(2) Damage by pets.

(3) Moth damage, if insect and rodent control records shows that preventive measures were not permitted by the sponsor.

(4) Mold damage. If records show that preventive measures were not taken by the sponsor to report or clean mold causing additional damage, occupants could be held liable for damage.

(5) Lost items.

b. All damages will be made a matter of record for the protection of the incoming occupant. A Statement of Charges (DD Form 362) or Cash Collection Voucher (DD Form 1131) may be used in lieu of Report of Survey except as provided in AR 735-5.

13. Energy Conservation.

a. The USAG Daegu Commander is responsible for the establishment and effective implementation of the Energy Conservation Program. However, it is incumbent upon each individual occupant in government housing to make a continuous and maximum effort to conserve energy through positive support of the local program.

b. All occupants are requested to assist the Energy Conservation Program by:

(1) Turning off all unnecessary lights and electrical appliances. Lights remaining on in unoccupied housing can be the basis for disciplinary action.

(2) Eliminating wasteful use of water. Domestic hot water will not be used for washing POVs.

(3) Reporting promptly to KOHOM malfunctions on utility systems of an emergency nature, such as leaking faucets, faulty electrical switches, broken windows, etc.

(4) Opening windows during heating season only as required for ventilation.

(5) Portable heaters will not be used in government housing except under emergency conditions, i.e. failure of heating system. Portable heaters must be approved by the Housing Office before use.

(6) Freezer temperature should be set to keep food frozen. Refrigerators need to keep food cold. Contact the DPW Service Order Desk if refrigerators are not working properly.

14. Complaints.

a. General Complaints. Problems or complaints arising as a result of community living can be resolved in a routine manner.

b. The sponsor will consult this circular to determine if the solution is contained herein.

c. The sponsor will present their complaint to the Senior Occupant who will attempt to resolve the problem in accordance with their authority.

d. If there is no reply or decision within one (1) week of the initiation of the complaint, the sponsor may submit their written, fully documented complaint directly to the Housing Manager for resolution.

15. Smoking.

a. Smoking is prohibited in all 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.

b. Building coordinators will ensure that outdoor designated smoking areas will be at least **50 feet** from common points of ingress/egress and will not be located in areas that are commonly used by non-smokers.

c. Smoking electronic cigarettes (e-cigarettes) is not permitted in any location where smoking of traditional tobacco products is prohibited.

d. 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 off-post **without any Housing entitlements** for service members residing in government owned and leased housing.

16. Fire Prevention.

a. Residents will comply with posted fire regulations and may be liable for damages to government property caused by violations.

b. The sponsor is responsible for life safety and familiarizing family members with life safety procedures. As a minimum, family members must know how to report a fire and how to evacuate the building.

c. Stoves and cooking ranges will never be left unattended when in use, and will be maintained by the occupant in a clean condition, free from grease.

d. Kitchen exhaust hood filters will be kept clean and free from excessive grease accumulation.

e. Hazards and violations most commonly encountered during fire inspections in housing areas are:

(1) Unattended cooking.

(2) Children left unsupervised.

(3) Unauthorized combustible openly stored materials in stairways and hallways.

(4) Improper use and installation of electric appliances.

(5) Accumulation of litter, refuse, and combustible or hazardous materials.

(6) Accumulation of lint in the dryer.

f. Smoke detectors will not be tampered with, nor will they be removed from their installed locations.

g. For all fire emergencies dial "911" or 0503-364-5911.

**APPENDIX A
SAMPLE**

IMDA-PWH

MEMORANDUM FOR

SUBJECT: Appointment of Senior Occupant

1. Welcome to Daegu, Korea and our housing community. You are hereby appointed as Senior Occupant for Building A.

a. As a Senior Occupant on Camp George, you will be acting on my behalf in notifying all occupants of their joint responsibilities, appointing occupants within assigned buildings to assist you, and assuring compliance with the standards contained in USAG Daegu Circular 210-17-2. The USAG Daegu Command Sergeant Major is in charge of this program with staff assistance from the Housing Division.

b. You are to monitor and report to the Housing Manager any issues concerning grass cutting, building repairs, and ground maintenance.

2. The chain of command for communicating and resolving problems will start with you as the Senior Occupant. If you cannot resolve the problem at your level, report it to the Housing Manager. If the problem cannot be resolved at this level, it will be referred to the USAG Daegu Command Sergeant Major for resolution. Any assistance required in accomplishing your duties as Senior Occupant will be provided by either the Housing Manager or the USAG Daegu Command Sergeant Major.

3. You are asked to notify the Army Family Housing Branch of any changes in your duty assignment or contact information.

4. We appreciate the extra effort involved in serving as the Senior Occupant. Your support will assist in maintaining the quality of life for service members and their families residing on Camp George.

5. POC is the Chief of Housing at 768-9032.

K TED STEPHENS
COL, AR
Commanding

A-1

APPENDIX B

**MINIMUM CLEANING STANDARDS
FOR OCCUPANTS
RECEIVING GOVERNMENT CONTRACT CLEANING
(GOVERNMENT DIRECTED MOVES)**

B-1. FLOORS

Floors will be swept.

B-2. WALLS AND CEILINGS

All dirt, cobwebs, crayon marks, pencil marks, food, etc., will be removed. All nails, tape, and hooks will be removed.

B-3. WINDOWS

No requirements.

B-4. DOORS

All dirt and stains will be removed on both sides.

B-5. LIGHT FIXTURES

All light bulbs must be installed and working.

B-6. CABINETS, CLOSETS, DRAWERS, AND SHELVES

All shelf paper, tape, staples, and tacks will be removed. All food particles, trash, and personal items will be removed.

B-7. MIRRORS

No requirements.

B-8. RADIATORS AND PIPES

No requirements.

B-1

B-9. REFRIGERATOR

The refrigerator must be defrosted and wiped down. All food particles must be removed. Unplug refrigerator and leave door open.

B-10. RANGE/STOVE

All burned/crusted-on food must be removed from accessible surfaces. Top must be wiped down.

B-11. KITCHEN AND BATHROOMS

All equipment must have stains, lime and mineral deposits, and soap residue removed.

B-12. VENTILATORS, AIR VENTS, AND RANGE HOODS

Wipe down range hood. Wipe down air vent grills and replace filters as necessary.

B-13. FURNISHINGS

Wipe down and remove stains. Remove pet hair.

B-14. TRASH CANS

Must be empty and clean.

B-15. SELF-HELP

All self-help items must be accomplished IAW local requirements.

B-16. OUTSIDE AREAS

Balconies must be swept and clear of all debris. Any oil or grease must be removed from assigned parking space.

B-17. MISCELLANEOUS

All personal items must be removed by occupant prior to final inspection.

B-2

APPENDIX C

MINIMUM CLEANING STANDARDS

FOR OCCUPANTS

NOT RECEIVING GOVERNMENT CONTRACT CLEANING

(PERSONAL CONVENIENCE MOVES)

C-1. FLOORS

Stains, wax, and dirt sediments must be removed. All floors will be damp mopped. Tile floors will be waxed evenly without streaks.

C-2. WALLS AND CEILINGS

Dust, smudges, and other spots will be removed.

C-3. WINDOWS

The inside and outside surfaces of windows including window frames will be cleaned and free of spots, streaks or film. Window sills will be cleaned.

C-4. DOORS

Interior and exterior doors and frames will be cleaned and free of dirt and stains on both sides.

C-5. LIGHT FIXTURES

All components, including incandescent bulbs will be cleaned of insects, dirt, and lint. Globes and lamp shades will be removed, cleaned, and replaced.

C-6. CABINETS, CLOSETS, DRAWERS, AND SHELVES

All surfaces will be washed, cleaned, and free of dirt and stains.

C-7. MIRRORS

Mirrors will be cleaned and streak free.

C-8. RADIATORS AND PIPES

Radiators and pipes will be wiped down.

C-1

C-9. REFRIGERATOR

The refrigerator will be cleaned thoroughly on the inside and outside to include doors, sides, top and areas around coils in back. The drain pan will be cleaned and replaced. Door seals will be cleaned. Surfaces beneath, above, and behind refrigerator will be cleaned. Refrigerator will be moved away from wall for cleaning and moved back after cleaning. Unplug refrigerator and leave door open.

C-10. RANGE/STOVE

All areas will be cleaned inside and out to remove grease, dust, rust, food, and streaks. Range/Stove will be moved to clean area under, behind and on sides.

C-11. UPHOLSTERED FURNITURE

Upholstered furniture will be cleaned to remove lint, dust, pet hair, and dirt. Spots and stains must be removed to the maximum extent possible.

C-12. WOODEN FURNITURE

Wooden furniture must be cleaned to remove dust, dirt, food particles, and streaks. Outside surfaces must be polished. Doors and drawers will be free of dust, dirt, or other foreign matter. Drawers should be completely removed so that frames and rollers can be cleaned of dust and dirt.

C-13. BEDSPRINGS, BOX SPRINGS, AND MATTRESSES

Bedsprings, box springs, and mattresses will be cleaned to remove dirt, dust, and other loose matter.

C-14. KITCHEN AND BATHROOMS

All equipment including bathtubs, bathroom sinks, toilet bowls, showers, mirrors, medicine cabinets, towel racks, kitchen sinks, cabinets, countertop, wall tile, and floor tile will be cleaned. All equipment and tiles will be wiped down and streak free.

C-15. VENTILATORS, AIR VENTS, AND RANGE HOODS

Grease, stains, and dirt sediments will be completely removed inside and outside. Permanent filters will be cleaned or replaced.

C-2

C-16. TRASH CANS

All trash cans will be empty and clean.

C-17. SELF-HELP

All self-help items must be accomplished IAW local requirements.

NOTE: Prior to commencement of work, contractor must submit to the COR a list of cleaning materials being used. Only approved cleaning materials will be used.

C-3
APPENDIX D

REPAIR PRIORITY RESPONSE TIME

Response and repair time is defined as the interval between receipt of notification of a defect by a representative of the Lessor at his maintenance office, and its correction, or the elimination of the defect. Maximum response and repair time limits for each priority of defect shall be determined jointly by the Lessor and the Government's housing officer. Following are required response priorities for certain classes of defects:

a. Priority 1, Time Limit -4 Hours (maximum):

(1) Emergency deficiencies resulting in basic unfitness or seriously endangering the security of the dwelling unit for occupancy.

(2) Any serious safety hazard.

(3) Malfunctioning of heating equipment causing inadequate or interrupted space heating.

(4) Stoppage of plumbing fixtures or line, or interrupted water service to dwelling units (i.e., broken water line, serious tank leaks, etc.,).

(5) Plumbing or roof leaks that may produce damage to building or household goods.

(6) Electrical power outage caused by breakdown in the lessor's electrical system.

(7) Other defects of a similar emergency type.

b. Priority 2, Time Limit -24 Hours (maximum):

(1) Malfunctioning of water heaters and/or hot water supply.

(2) Malfunctioning of plumbing fixtures and fittings including lavatories, water closets, bath tubs, showers, and kitchen and utility sinks (excluding stoppage).

(3) Broken electrical fixtures, switches, or receptacles.

(4) Broken (exposed edge) or cracked window panes considered to be hazardous.

(5) Broken exterior door locks.

D-1

(6) Damaged steps, stairs, and terrace rails considered hazardous.

c. Priority 3, Time Limit -7 Calendar Days (maximum):

(1) Slow plumbing and/or leaks.

(2) Broken cabinets, closet, interior or exterior doors, screens, and windows.

(3) Broken shower enclosures.

(4) Water damaged walls and ceilings.

(5) Damaged steps, stairs, and terrace rails considered non-hazardous.

(6) Non-hazardous cracked window panes.

(7) All other defects not mentioned needing repairs or removal.

d. KOHOM will continuously operate a maintenance/repair shop, and will provide Priority 1 emergency repair services after normal duty hours, on weekends, and on holidays.

e. In case of an emergency and occupant or occupant's representative cannot be reached, a Housing representative will be contacted. KOHOM will be allowed to enter occupant's premises to make necessary repairs.

D-2

APPENDIX E

OCCUPANT'S RESPONSIBILITY

E-1. GENERAL.

It is the responsibility of the occupant to report any defects, malfunctions, breakages, leaks, or other faults and discrepancies as soon as possible after they are noticed. All reports will be made to KOHOM. The occupant is responsible for the normal care and upkeep of their home.

E-2. MAINTENANCE.

The occupant is responsible for:

- (a) Windows. Periodic cleaning of the inside of windows.
- (b) Pictures, Mirrors and Shelves. The hanging or installation of these items is the occupant's responsibility.
- (c) Light bulbs. Light bulbs are provided at the Self-Help store for replacement.
- (d) State of cleanliness. The occupant will maintain and leave the premises, furnishings, fixtures, or anything pertaining or connected therewith in the same state of cleanliness that existed at the time the occupant signed for the premises.

E-3. UTILITY SYSTEMS AND SERVICES.

- (a) Garbage and Trash Collection. All trash and garbage will be wrapped and placed in the garbage recyclable containers. Under no condition will any trash or refuse be burned in the area by the occupant.
- (b) Heating and Hot Water Systems. The occupant is responsible for the periodic vacuum cleaning of all radiators, filters, or vents in all rooms.

E-4. MODIFICATION AND ALTERATIONS.

Occupants will make no alterations, modifications, improvements, or substantial repairs to the building or to installed equipment or appliances without prior written approval.

E-1

E-5. OTHER.

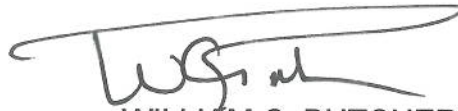
(a) Occupants will permit maintenance personnel reasonable access to the premises to perform their maintenance and other responsibilities under this lease. Access to the interior of dwelling units for performing inspections, maintenance, repairs, replacements, and servicing, shall be generally limited to accomplishment during Monday through Friday, except for emergency services. KOHOM shall give reasonable notice in advance to the occupant of scheduled visits. Maintenance personnel shall be properly identified and required to display such identification for right of entry to dwelling units.

(b) Due to time, essential repairs, or maintenance, contractor may be required to enter the quarters in the absence of occupants. If entry is required in absence of occupants, a note will be left reflecting the date and time of entry with nature of work performed. Entry to the premises in absence of occupants must be approved by Chief of Housing or his representative.

(c) The occupant will accept full responsibility for any damage caused by their pets to the leased premises.

The proponent of this circular is the USAG Daegu, DPW. Users are invited to comment and suggest improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to USAG Daegu (IMDA-PWH), Unit #15746, APO AP 96218-5746.

FOR THE COMMANDER:



WILLIAM C. BUTCHER
Deputy to the Garrison Commander

OFFICIAL:



INGRID WALSH-BROWN
Director, Human Resources

DISTRIBUTION:
C, D, & E