

PRE-DECISIONAL DRAFT

FIRST SERGEANTS BARRACKS PROGRAM 2020 HANDBOOK

A guide to Property Management and
operations of Army barracks

PRE-DECISIONAL DRAFT

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1. Introduction.

1.1. Purpose.

The information in this Handbook upholds the basic standards for barracks as detailed in Army Regulation (AR) 420-1, which serves as the primary reference material to matters pertaining to the management and operations of all forms of Unaccompanied Housing (UH) world-wide. For the purposes of this handbook, the term “UH” refers to permanent party, transient, and training barracks. The AR 420-1 applies to all types Army barracks facilities and property management processes and procedures, whether the barracks are for permanent party, transient, training, Army Reserve or Army National Guard.

This handbook is intended to serve as a resource for references and information specific to providing property management of permanent party and Wounded Warrior UH, however, it does not replace statutes or regulations pertaining to UH, Army standards, entitlements, or other policies. In the event the handbook contains information that conflicts with regulations or statutes, the regulations and statutes will be followed.

A Soldier’s living environment is an essential building block in preserving and enhancing the quality of life for our All-Volunteer Force. The “FSBP 2020 Handbook” is designed to serve as a reference tool to assist all stakeholders by providing a road map that will endure beyond any individual’s tenure in managing, overseeing, or otherwise involved with UH. Stakeholders include the Garrison Command Sergeant Major, Company First Sergeants and Commanders, Battalion and Brigade leaders, Better Opportunities for Single Soldiers (BOSS), Army Community Service (ACS), Directorate of Public Works (DPW), Housing Division, Transportation Office, Contracting Office, Defense Military Pay Office (DMPO), Military Personnel Office, Family Support Group (FSG), and any other organization that has an interest in unaccompanied Soldiers and UH. The unwavering support and commitment of all stakeholders is critical to successfully delivering the services and safeguarding the Army’s investment in a holistic management program designed to provide quality services and facility programming and planning to the Army’s single/unaccompanied personnel.

1.2. Unaccompanied Housing Goals:

- Improve and maintain the quality of life and well being of single Soldiers living in the UH
- Improve the overall utilization of the Army’s UH
- Manage Certificates of Non-Availability (CNAs) and reduce excess Basic Allowance for Housing (BAH)
 - Manage vacant UH space during deployments
 - Manage Between Occupancy Maintenance (BOM) and other maintenance for the UH
 - Reduce damage to real property and furnishings by holding individuals financially accountable
 - Extend the life of furnishings and facilities through prudent, diligent management and oversight
 - Foster a working team of military leadership and garrison staff at all levels to ensure the goals of UH are realized

1.3. Roles and Responsibilities.

1.3.1. Military Unit’s Roles and Responsibilities.

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Military units will execute the day-to-day operations of UH. Garrison Housing Managers will provide military units with the technical assistance to effectively and efficiently perform those functions. The unit's primary responsibilities in UH include:

Facility Management Inspections/Maintenance and Repair (M&R):

- Preventive Maintenance Building Inspections
- Maintenance Self-Help
- Grounds Maintenance ($\leq 50'$ from Building)
- Initiate & Track Work Orders / Service Orders

Housing Program Management Administration:

- Participate in Routine Partnering Sessions with Garrison & Unit Leadership
- Maintain Barracks Good Order & Discipline
- Health & Welfare Inspections
- Command and Control (C2)

Property Management Administration:

- Initiate collections for facility & furnishings damages and loss
- Furnishings serviceability actions
- Furnishings replacement requests
- Initiate Certificate of Non-Availability (CNA) requests
- Common area hand receipt holder
- Building and furnishings hand receipt holder

Property Management Service Member Services:

- Room assignments and terminations
- Issue room furnishings hand receipts
- Furnishings 1 for 1 Replacement Moving and Handling
- Coordination for quarters assignment outside of unit footprint
- Issue room keys
- Lockout room access
- Common area custodial (except Warrior in Transition)
- Quarters check-in/out inspections

1.3.2. Housing Division's Roles and Responsibilities.

The garrison Housing Manager serves as the primary point of contact and subject matter expert for UH. Trained and proficient in UH operations, management, budget development and execution, contract and database management, training, and regulatory guidance, the Housing Manager's expertise is critical in supporting the Garrison DPW and Directorate of Plans, Training, Mobilization, and Security (DPTMS) in the following tasks:

- Conducting recurring inspections of UH
- Coordinating with Unit leaders and stakeholders as Units deploy and redeploy
- Assisting the Furnishings Management Office (FMO) in managing the furnishings and equipment in the UH
- Facilitating monthly partnership meetings with Unit and garrison leaders

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- Overseeing the CNAs to maximize UH utilization
- Continuing to reduce excess payments of housing
- Executing customer satisfaction surveys

The Housing Division's primary responsibilities for UH include:

Facility Management Planning:

- Develop the Unaccompanied Housing Master Plan
- IJO Work Order Review
- Review of Diversion / Conversion Requests

Housing Program Management:

- Determine Construction & Leasing Requirements
- Analyze & Review Units' Barracks Footprints
- Budget Sub Activity Group (SAG) 131

Housing Program Administration:

- Housing Policy (Permanent Party, Training & Transient)
- CNA Processing
- Geographical Bachelor Management
- Temporary Lodging Allowance (TLA) / Temporary Lodging Expense (TLE) Processing
- Barracks Utilization Reporting
- Training Units on UH program, policies, and eMH system
- Installation Status Report – Services (ISR-S) Evaluation
- Lead Routine Partnering Sessions with Garrison & Unit Leadership
- Contracting Officer's Representative / Quality Assurance for Furniture, Appliances & Drayage
- Furnishings Management – Requisition, Issue, Turn-in, Repair, Disposal, Warehousing, Accountability, etc.
- Cyclical Furnishings Inventories (warehouse, Hand Receipts)
- Whole Barracks Furnishings Replacement
- Provide Replacement Furnishings Requirement to HQ IMCOM,
- Furnishings Budget & Future Programs

Property Management

- UH Management for Senior NCO and Officers

1.3.3. Directorate of Public Work's (DPW) Responsibilities.

The DPW is responsible for the planning, programming, sustainment, maintenance and repair of UH. Facilities sustainment provides resources for maintenance and repair (M&R) activities necessary to keep a typical inventory of facilities in good working order over a 50-year service life. This includes regularly scheduled adjustments and inspections, preventive maintenance tasks, and emergency response and service calls for minor repairs. It also includes major repairs or replacement of facility components that are expected to occur periodically throughout the facility

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life cycle. This work includes regular roof replacement, refinishing wall surfaces, repairing and replacing electrical, heating, and cooling systems, replacing tile and carpets, and similar type of work. It does not include repairing or replacing non-attached equipment or furniture or building components that typically last more than 50 years (such as foundations and structural members). BOM is included in the DPW's responsibilities; it is funded through the Sustainment, Restoration and Modernization (SRM) funding allocation.

The DPW's primary responsibilities in UH include:

Facility Management Planning:

- Prepare Annual & Long Range Work Plans
- Barracks Major Project Management / DD1391
- Master Planning
- Installation Status Report – Infrastructure (ISR-I) Inspections
- Budget Sub Activity Group (SAG) 132

Facility Management Administration

- Inspections Oversight
- Issue Training & Transient Barracks Facility Hand Receipts
- Facilitate Leasing Execution (with Headquarters, US Army Corps of Engineers (HQ USACE))
- Diversion / Conversion Processing
- Collection Processing for Facility Damages
- Key Control

Facility Management Inspections / M&R

- Service Order Execution
- Work Order Execution
- Supplies or Funding for Maintenance Self-Help

Property Management

- Common Area Custodial of WTU Barracks

1.3.4. Soldiers Roles and Responsibilities.

Soldiers are responsible with assisting and supporting the Unit in executing the custodial tasks associated with the Unit's footprint. Soldiers are wholly responsible for the housekeeping and maintenance of their quarters. Housekeeping includes the general cleaning and up-keep of the barracks room and protecting the Army's facilities investment by ensuring maintenances tasks are identified and reported, and reporting incidents of vandalism and neglect of facilities, furnishings and equipment are promptly reported to the Unit Representative or military leadership.

The Resident Soldier's primary responsibilities in the UH include:

- Regular cleaning of the latrine (including shower/tub, commode, sink, floors, windows)
- Regular cleaning of the kitchenette
- Keeping the kitchenette free of debris and/or trash
- Regular cleaning of the floors
- Regular cleaning of the interior and exterior of all appliances
- Clearing and cleaning of drain pipes under the sinks and filters
- Regular dusting and wiping down of furniture
- Organizing and storing personal items

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2. Property Management – Business Rules

2.1. Unit Integrity

Unit integrity will be managed at the lowest level whenever possible but will not result in a Soldier being issued a CNA for lack of adequate space who would otherwise be assigned to UH. See Section 8 for more information about CNAs.

Units must avoid “swapping rooms” and arbitrarily moving Soldiers as this affects Soldiers’ quality of life, causes unnecessary wear and tear on facilities, increases management workload, and can impact utilization reporting. Military Units will be responsible for the costs associated with reassigning Soldiers to UH for the purpose of keeping a Soldier within their unit’s footprint, maintaining unit integrity, or reassigning the Soldier within the Brigade. Costs include, but are not limited to:

- Cable television and telephone reconnection charges
- Between occupancy maintenance, as determined by the DPW
- Movement of personal household goods

The DPW Real Property office will coordinate with Military Units, the Garrison Commander and the Senior Commander when reallocating Brigade footprints, barracks buildings, floors, or modules as required and will ensure fair, efficient and effective utilization of UH on the garrison and within Brigade areas.

Garrison Commanders are charged with the responsibility for maintaining adequate UH and ensuring effective utilization of all adequate barracks.

2.2. Enterprise Military Housing (eMH)

Enterprise Military Housing (eMH) is the Army’s single application for day-to-day housing management, asset oversight, furnishings accountability and utilization reporting. Military Units responsible for property management, including UH for Permanent Party, Transient/Training, Trainee, and Warriors in Transition (WT), shall fully utilize all functionality of eMH for all aspects of asset and data management. All other forms of software used in performing property management functions for the Army are prohibited.

The eMH data program connects to DEERS, which contains personally identifiable information (PII). Unit leaders will designate specific personnel that need an eMH account to access, use, and view data and provide that information to the garrison Housing Manager. Personnel must have a Common Access Card (CAC) and have access to an Army-owned computer.

The eMH furnishing module is designed for barcoding individual items. All UH furnishings and appliances will be individually barcoded (serialized), which will provide the Army the information and control functions needed for total accountability. It will also provide the details necessary to project, justify and program for additional, replacement and future furnishings requirements, cross-level inventories, and collect for missing or damaged items. The garrison housing office will develop procedures for processing the barcoding of furnishings as a special printer and barcode scanner are required.

The garrison Housing Division staff are the eMH subject matter experts and the proponents for teaching personnel to use this web based property management program. The eMH training

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modules, available on the eMH website, are an excellent resource that will allow users to quickly learn the functions, operations and reporting tools eMH offers.

3. Quarters Assignments and Terminations.

3.1. Determining Eligibility for Quarters and In-processing.

Military Unit personnel are responsible for determining a Soldier's eligibility for UH, quarters assignment, and performing inspections when a Soldier signs for their quarters.

The first step is to verify the Soldier's eligibility to live in UH. Factors to consider for eligibility include rank, marital status, type of tour (OCONUS) BAH entitlement. There are various ways to verify this information:

- Ask the Soldier.
- Review the Soldier's orders.
- Review the Unit Commander's Finance Report (UCFR). This report may be obtained through the Garrison budget office.
- Ask for a copy of the Soldier's latest Leave and Earnings Statement.

The next step is to identify available barracks space. While assigning Soldiers within their Company or Battalion is preferable, the goal is to maintain at least Brigade-level Unit integrity. If space is not available within the Brigade footprint, military Units will coordinate with the Housing Manager and other Military Units to locate quarters for Soldiers. Assignment to quarters outside a Soldier's Unit footprint does not warrant issuing a CNA. Once a Soldier is assigned to quarters, even if outside the Soldier's Unit footprint, every effort should be made to allow the Soldier to remain in those assigned quarters for the duration of their assignment to the installation.

Enter the Soldier's information into eMH and generate an Assignment to Quarters letter and schedule a joint move-in inspection between the Unit Representative and Soldier to review the condition of the quarters and furnishings inventory and condition using an "Inspection Report". Use of this will help generate maintenance requirements necessary to sustain the quality of rooms and living standards for all Soldiers. Soldiers will sign for the furnishings in their room via hand receipt at the time of room assignment.

The Unit Representative will provide the new Soldier a package containing:

- A copy of the Assignment to Quarters letter
- A copy of the barracks rules/regulations (see Appendix 7.1 and 7.2 for examples)
- A copy of the signed furnishings inventory hand receipt
- A copy of the condition report
- A copy of the Liability Statement

3.2. Geographic Bachelors.

If the Unit permits a geographic bachelor (a Soldier who receives BAH at the "with dependent rate") to reside in the barracks, the Soldier is not entitled to the minimum space criteria.

Assignment of geographic bachelor personnel will not result in a CNA being issued to a bona fide Soldier who would otherwise be required to reside in the barracks.

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3.3. Soldiers stationed in the Continental United States, Hawaii and Alaska.

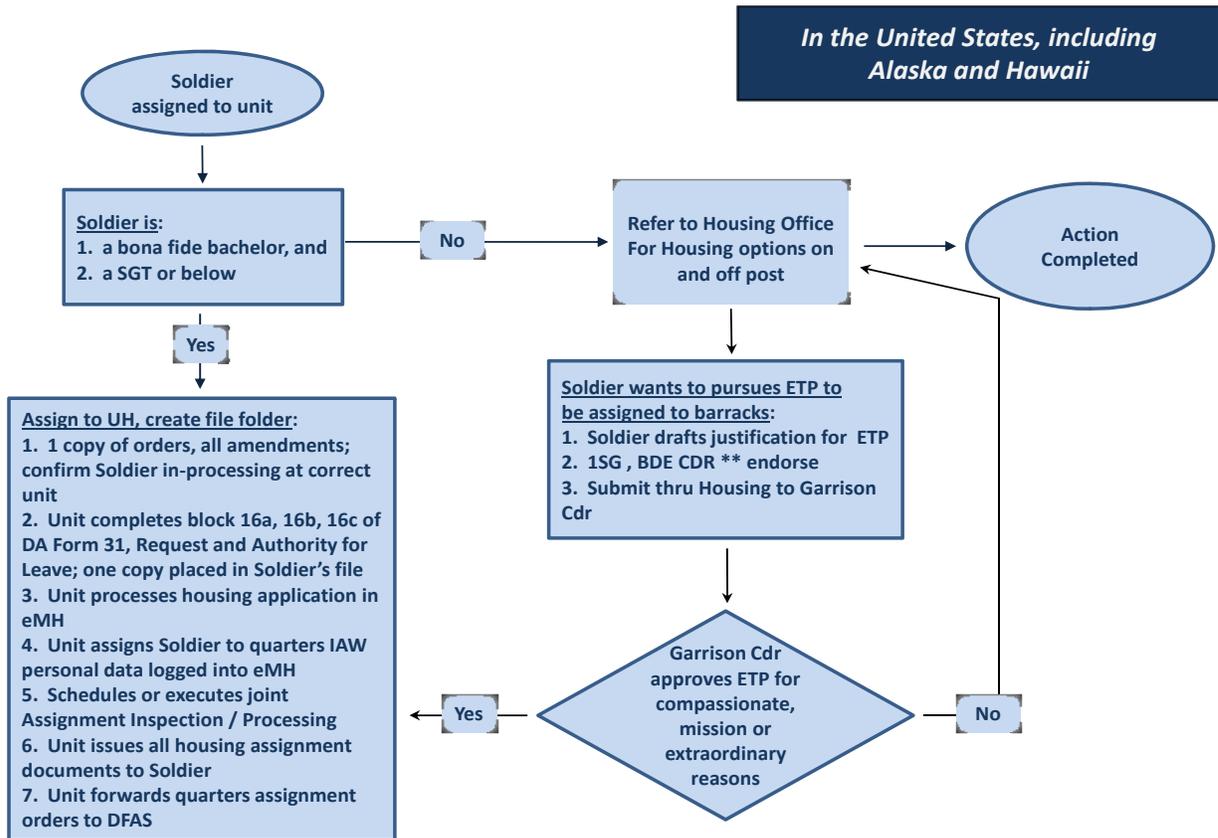
Bona fide bachelor Soldiers in the ranks of private through sergeant are required to live in the barracks. A bona fide bachelor is a Soldier who is entitled to BAH at the without dependent rate. To confirm this, the unit representative should review the Soldier's Leave and Earnings Statement or the UCFR.

3.4. Soldiers stationed in foreign areas.

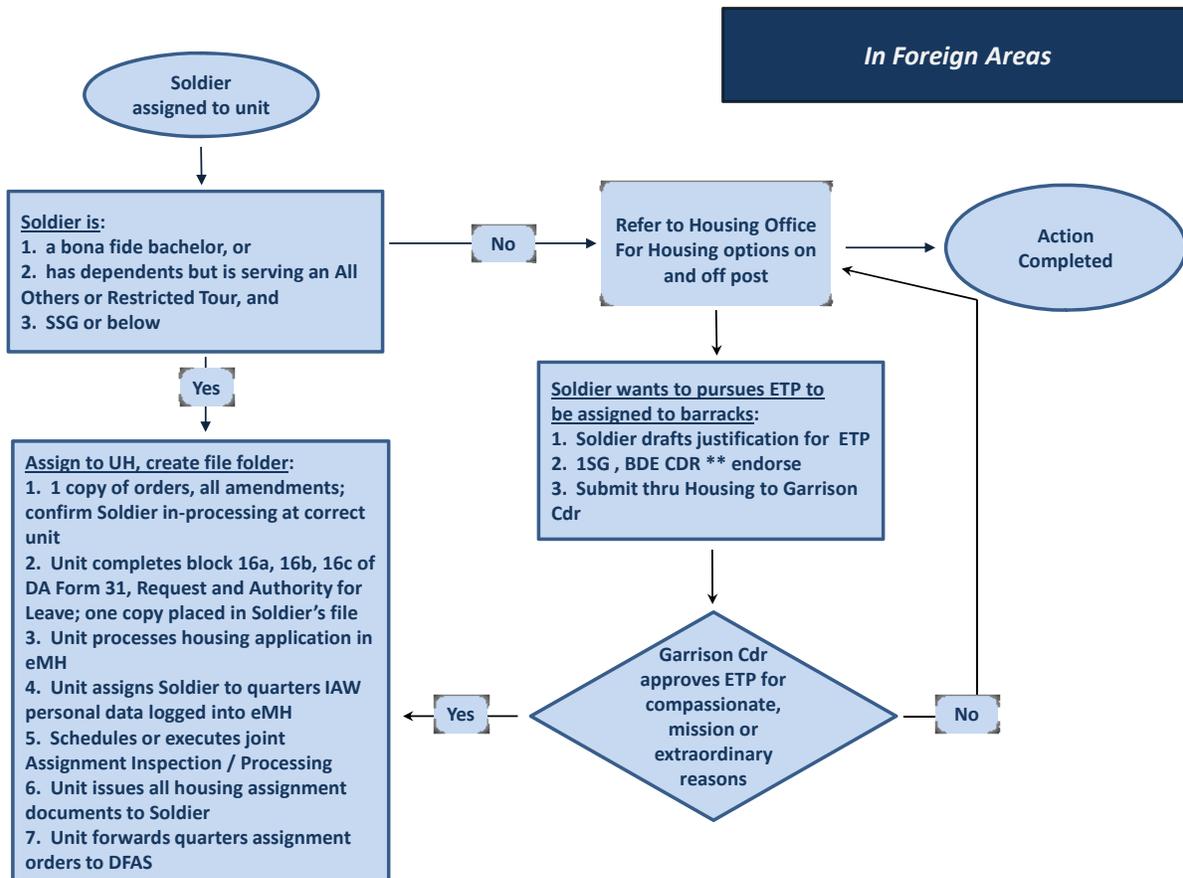
Soldiers in the ranks of private through staff sergeant who are either bona fide bachelors or are geographic bachelors serving a Dependent Restricted or All Others Tour (families are not authorized to accompany their Soldier), are required to live in UH.

Soldiers with dependents assigned to UH who are serving a Dependent Restricted or All Others Tour will not forfeit their BAH.

The flow charts on the following pages outline the processes in determining the appropriate steps to assign Soldiers to quarters.



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3.5. Quarters Inspections.

In order to standardize the inspection process, Unit and Garrison staff may want to use the familiar “Green – Amber – Red” system to define “Outstanding”, “Satisfactory”, and “Unsatisfactory” used in eMH. While conducting an assignment, pre-termination or termination inspection the inspector (Unit representative) will assess all components of the room, determine the condition of each area and / or item inspected, and assigning it a rating of “Outstanding”, “Satisfactory”, or “Unsatisfactory”. At the end of the inspection an overall rating will be given to the room based on the collective conditions.

3.5.1. Assignment Inspection.

The sample quarters inspection form provided in this section uses the green-amber-red rating system. During the joint inspection with the Soldier, the inspector will check the general condition of each item. This also ensures new residents are not held responsible for preexisting conditions. Conditions would be annotated using the following codes:

- Outstanding = Green
- Satisfactory = Amber
- Unsatisfactory = Red

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The inspector will specify defect or shortcoming and if the item needs repair or replacement, and a description of the maintenance required in the “Description of Maintenance Condition” column. The joint inspection report should be signed by both the inspector and resident, who should receive a copy of the inspection report and the original placed in the resident’s file. The sample quarters inspection reports on the following pages can be modified to meet the unit’s needs.

Units are responsible for submitting and tracking service order requests generated from these joint inspections. The inspection is essentially pointless if this step is ignored when there are deficiencies present.

The Furnishings Inventory form is then completed. This inventory report lists the nomenclature, stock number, quantities, condition, and replacement cost for each item the Soldier will be responsible for, which the Unit representative will ensure is entered into the eMH database.

By informing the Soldier of these costs from the start and his potential liability as outlined in the Liability Statement on page 31, he or she will take better care of the quarters and furnishings.

Samples of an Inspection Reports are provided on the pages 18 and 19 and can be altered to meet the needs and reporting requirements or desires of unit leaders.

3.6. Termination of Quarters.

Terminating quarters includes inspection scheduling procedures, cleaning and maintenance inspection protocols, assessing for damages, document control, and coordination for financial transactions to be processed with the Garrison Finance Office. Soldiers are responsible for cleaning their own quarters and will leave their quarters in a condition suitable for immediate reassignment to incoming personnel. Exceptions exist for personnel assigned to Wounded Warriors Units (Section 6 of this FSBP 2020 Handbook).

Quarters Clearing Checklist and Room Cleaning Standards. When scheduling a termination inspection with the resident, the Unit Representative should provide copies of a Room Clearing Checklist and Room Cleaning Standards, which guide the termination inspection. Providing these to the Soldier in advance will enable him or her to understand the criteria for the inspection and increase the chances of passing the first time. Examples of these forms can be found on pages 20 through 21.

Self-Help Requirements. Self-Help tasks are fairly routine maintenance chores that any prudent home owner would complete rather than hire a professional to do for them. Section 9.3 is a list of standard Self-Help tasks that Soldiers should be responsible for completing before clearing his or her quarters if the DPW has a Self-Help program.

3.6.1 Termination Inspection

Conditions Inspection Documents. When performing the termination inspection, the inspector should use the check-in inspection documents to determine if damages exist or furnishings are missing.

Accounting for Furnishings and Equipment. At the quarters termination inspection, the inspector must have a copy of the Soldier’s most recent eMH Assignment Order, which includes the furnishings inventory for their quarters and use this form to compare the quantities, types, and condition of all items the Soldier signed for to determine if any damages or missing inventory.

Between Occupancy Maintenance (BOM) Checklist. The inspector will complete the “Between Occupancy Maintenance Sheet” which utilizes the former “green-amber-red” which now reflects the

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“Outstanding”, “Satisfactory” and “Unsatisfactory” scoring system is on page 19 of this guide. This sheet will help the inspector generate the service orders necessary to maintain the facility.

If the quarters do not meet the clearing standards, the Soldier must reschedule the inspection to ensure sufficient time to correct deficiencies. Sample inspection report is on page 18 and can be modified to meet the Unit’s specific needs.

3.7. Collecting for Damages

Units are responsible for ensuring Soldiers reimburse the Army for damages and losses to quarters, common areas of UH, barracks furnishings, and barracks equipment when the damage is not considered normal wear and tear. The Unit Representative must objectively assess the condition of both the quarters and furnishings prior to clearing a Soldier from quarters. The garrison DPW is the best source to identify costs for repairing damages to quarters and the Housing Manager is the best source for determining costs for damages to furnishings and appliances.

Army Regulation (AR) 735-5, Policies and Procedures for Property Accountability, Chapter 13 details the procedures for accounting for lost, damaged, or destroyed U.S. Army property. AR 735-5 is available online at <http://www.apd.army.mil/AdminPubs/BrowseRegulations.asp> and includes samples and step-by-step instructions for completing a DD Form 362, Cash Collection Voucher/Statement of Charges as well as a DD Form 200, Financial Liability Investigations of Property Loss (FLIPL).

If there are damages to the quarters or furnishings the Unit Representative will calculate the costs and complete a DD Form 362 which will allow the Soldier to pay the Defense Military Pay Office (DMPO) for the damages in cash or by money order or check. The Soldier must provide the Unit Representative a copy of the receipt issued by DMPO showing he or she has paid for the damages before clearing his or her quarters.

If the Soldier would prefer to have the charges deducted from his or her pay, the Unit Representative should complete a DD Form 139, Pay Adjustment Authorization, have the Soldier sign the document, provide him or her a photo copy, and then the Soldier may be cleared from his quarters. The Unit Representative will be responsible for ensuring the signed DD Form 139 is received by the DMPO.

3.7.1. Financial liability investigation of property loss versus the report of survey system.

Army Regulation 735-5, Chapter 13, outlines when a FLIPL investigation must be initiated. The garrison Housing Manager is responsible for initiating a FLIPL (AR 735-5, paragraph 14-12). The FLIPL will be processed through the chain of command of the individual.

3.7.2. Final Clearance from Quarters.

Once the Unit Representative is satisfied the Soldier is ready to be cleared from his or her quarters, the Unit Representative will provide the Soldier with a copy of the barracks clearance form and their Termination of Quarters Letter, which will allow the Soldier to proceed to DMPO which will determine their BAH entitlement.

The Unit Representative will contact the DPW to submit service or work orders based on the results of the termination inspection. Based on the service orders needed and the time it will take for the DPW to respond to those service orders, the Unit Representative will update the quarters status in eMH.

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3.8. Assessing the Condition of Quarters.

Periodically, quarters need to remain vacant to allow maintenance to be completed. Maintenance may include multiple minor repairs that require a few days to major repairs requiring the quarters remain vacant for an extended period of time.

Units may want to consider developing a “down-time” estimate for each type of repair based on conditions using the Green, Red, Amber color codes discussed earlier in this handbook. This can help the Unit Representatives and DPW understand the severity of maintenance problems and assist in planning necessary maintenance.

The down-time estimate should be coordinated with the DPW, who is responsible for planning, scheduling, executing, and overseeing maintenance in the barracks. The sample table on the next page describes the meaning of each color and should help set expectations for all stakeholders. Contact the installation DPW Maintenance Division to get assistance in using this or a similar table to define the color-rating system employed at the installation.

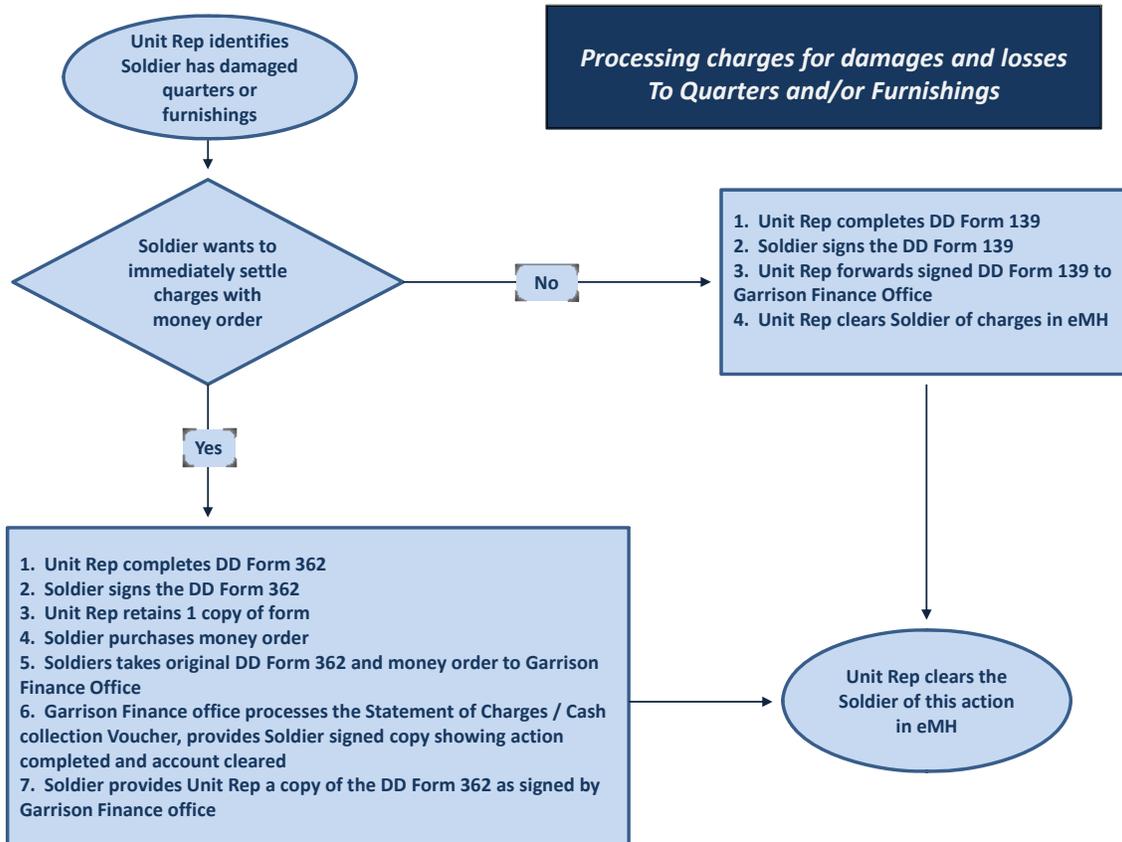
	Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
Condition	Good	Fair	Poor
Assignable?	Yes	No	No
# of Days Offline	Up to 3	Up to 4	Up to 7

Both the Unit Representative and the DPW maintenance team can benefit from the Green-Amber-Red system since it:

- Assists the DPW in quickly understanding the magnitude of work required
- Assists the DPW in determining the amount of time required for a specific room
- Assists the A&T Clerk in determining how long the room will be off-line
- Acts as an effective barracks management tool that will aid in maintaining the barracks in good condition
- Assists the Unit Representative in projecting when quarters will be ready for assignment

While this may initially appear to be a major task for every move-out inspection, the Unit Representative will become increasingly familiar with the standards and will develop a working relationship with the garrison staff experts and proponents.

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ROOM CONDITION RATING GUIDELINES

FIRST
SERGEANT'S
BARRACKS
Program **2020**

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
DIRECTORATE OF PUBLIC WORKS (Installation Name)
Street Address
City/State



		Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
K I T C H E N	CEILING	<i>Not gouged, stained, or broken; No missing pieces.</i>	<i>Needs minor repairs; Some gouged, stained, broken, missing pieces; Not more than 25% area.</i>	<i>Needs major repairs; More than 25% of ceiling is damaged.</i>
	WALLS	<i>Walls are in good condition; Not gouged or stained; Conduits are concealed or covered.</i>	<i>Minor gouges, small nail holes, minor chips or stains requiring minor patches; Only spot/touch-up painting; Conduits exposed.</i>	<i>Needs major repairs; Large hole needing patching/repair; Gouges needing patching/repairs; Walls need painting.</i>
	FLOOR	<i>Floors are in good condition; No stains, missing or cracked/chipped tiles.</i>	<i>Floors have minor gouges, chips, cracks or stains; No tiles missing/need replacement.</i>	<i>Floors need major repairs; Tiles missing, loose, curling/cupping, have major cracks, or impose a tripping hazard.</i>
	LIGHT FIXTURE	<i>90% of overhead and task lighting works.</i>	<i>75%-95% of the overhead and task lighting works.</i>	<i>Less than 75% of the overhead and task lighting is working.</i>
	SWITCHES/ OUTLETS	<i>All outlets grounded/GFI-rated where water may be present; All outlets work safely.</i>	<i>All outlets grounded/GFI-rated where water may be present, but some outlets are loose or provide erratic</i>	<i>Ungrounded outlets or outlets not GFI-grounded where water may be present; Some outlets do not work/shock user.</i>
	CABINETS	<i>Cabinets are in good condition and do not need repair; Ample space provided.</i>	<i>Cabinets are in fair condition; May need minor repairs such as burn marks/minor chips less than 1/2";</i>	<i>Cabinets need major repair or replacement; Large chips, burn marks, worn-off finish; Inadequate space.</i>
	SINK (Incl. Fixtures)	<i>Dependable & adequate water pressure and hot water; No faucet or drain pipe leaks; Water is clean.</i>	<i>Water pressure is low and "hot" water is lukewarm; 10%-25% of faucet leaks; Water is clear.</i>	<i>Very low water pressure and/or not hot water; More than 25% of faucets leak; Water is not clean/clear.</i>
	COUNTERTOP	<i>Countertops are in good condition and do not need repair; Ample space provided.</i>	<i>Countertops are in fair condition; May need minor repairs such as burn marks/minor chips less than 1/2"; Limited space.</i>	<i>Countertops need major repair or replacement; Large chips, burn marks, worn-off finish; Inadequate space.</i>
	VENTILATION/ EXHAUST FANS	<i>Ventilation integrated into forced air system; No signs of rust evident on ventilation grills.</i>	<i>Fans provided and working but not integrated into forced air system; Small amount of rust apparent on grills.</i>	<i>Fans provided but not working; Poor/no ventilation; Rust evident on ventilation grills; Mildew or mold evident.</i>
	APPLIANCES	<i>All appliances are operating properly and in good condition; No repairs needed.</i>	<i>Appliances are used and some wear is evident, but they function properly.</i>	<i>One or more appliances do not function properly, need frequent repair, or are missing.</i>
DOORS/ WINDOWS	<i>Fully functional w/ lever handles and push/kick plates; Less than 10% damage w/ dents, gouges or stains; Hardware operates smoothly w/o difficulty; Glass, weather stripping & vapor seal between panes are intact and in good shape.</i>	<i>Lever handles and kick/push plates show wear, gouges, and/or chips; More than 10% but less than 25% of door/window shows dents, gouges or stains; 10%-25% of hardware does not operate smoothly or is damaged; Glass intact but weather stripping or vapor</i>	<i>Levered handles or push/kick plates need repair; More than 25% of the door shows dents, gouges or stains; More than 25% of hardware is difficult to operate or fails to latch properly; Window panes are cracked; Weather stripping or vapor seals need replace</i>	

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ROOM CONDITION RATING GUIDELINES

FIRST
SERGEANT'S
BARRACKS
Program **2020**

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
DIRECTORATE OF PUBLIC WORKS (Installation Name)
Street Address
City/State



		Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
B A T H R O O M	SHOWER/TUB <i>(Incl. Fixtures)</i>	<i>Shower/tub tile or surround is in good condition; No gouges, cracks, stains, or loose/missing/broken tiles; Drain works properly and is secured in place; Faucets operate properly with good water pressure & adequate hot water.</i>	<i>Minor gouges, cracks or stained tiles in shower/tub surround; Drain works adequately; Faucets do not leak; Water pressure of low and "hot" water is lukewarm.</i>	<i>Shower/tub surround has missing, cracked or stained tiles; Drain does not close or stay open; Water pressure is very low and there is no hot water.</i>
	MIRRORS	<i>Mirrors are in good condition with no cracks, stains, or distorted areas; Mirrors are secured to the wall.</i>	<i>Minor mirror distortion or small crack in corner; Adequately secured to the wall.</i>	<i>Mirror has crack in place other than corner(s) and/or large area of distortion; Not adequately secured to the wall.</i>
	LAV/CABINETS	<i>Bathroom accessories for soap, toilet paper and towels are present, in good condition, and accessible; Less than 10% need repair.</i>	<i>Bathroom accessories for soap, toilet paper and towels are available but difficult to access and/or 10%-25% need repair.</i>	<i>More than 25% of bathroom accessories for soap, toilet paper and towels are missing, broken, or loose, and need major repairs.</i>
	COMMODE	<i>Sanitary waste system is in good condition; Commode operates well, free of cracks/stains; Does not run excessively long after flushing.</i>	<i>Sanitary waste system is in adequate condition; Commode operates adequately and does not run for more than 30 sec. after flush; Only has minor stains or cracks.</i>	<i>Sanitary waste system shows evidence of seepage or back-up; Commode has major cracks/stains and continues to run for more than 30 seconds after flushing.</i>
	SINK <i>(Incl. Fixtures)</i>	<i>Faucets operate properly and do not leak; Adequate water pressure and ample hot water; Drainage system does not leak and sink stopper works; Sink is not cracked, chipped or stained; Water is clear.</i>	<i>Faucets operate without excessive leaks; Low water pressure; "Hot" water is lukewarm; Sink stopper allows some water to drain; Drainage system has minor dripping; Minor cracks/stains.</i>	<i>More than 25% of faucets leak at the handles or under the sink; Water pressure is very low and there is no hot water; Sink stopper does not hold water; Drainage system leaks under the sink; Cracks and/or stains present; Water is discolored/non-potable.</i>

INSPECTOR'S SIGNATURE	DATE OF INSPECTION
X:	

PRE-DECISIONAL DRAFT

FIRST
SERGEANT'S
BARRACKS
Program **2020**

Room Inspection
DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
DIRECTORATE OF PUBLIC WORKS (Installation Name)
Street Address
City/State



Soldier's Name & Grade: _____

Inspected By: _____ Bldg/Room #: _____

		Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)	Condition Code 1/	Needs Repair?	Description of Maintenance Required
K I T C H E N	CEILING						
	WALLS						
	FLOOR						
	LIGHT FIXTURE						
	SWITCHES/OUTLETS						
	CABINETS						
	SINK (Incl. Fixtures)						
	COUNTERTOP						
	VENTILATION/EXHAUST FANS						
	APPLIANCES						
B A T H R O O M	CEILING						
	FLOOR						
	WALLS						
	DOOR						
	TRIM						
	EXHAUST FAN						
	HARDWARE (Towel bar, soap)						
	SHOWER/TUB (Incl. Fixtures)						
	MIRRORS						
	LAV/CABINETS						
COMMODE							
LIGHT FIXTURE							
SINK (Incl. Fixtures)							
SWITCHES/OUTLETS							
B E D R O O M	CEILING						
	WALLS						
	FLOOR						
	DOOR (INCL. LOCKS)						
	TRIM						
	WINDOW						
	SCREENS						
	LIGHT FIXTURE						
	SWITCHES/OUTLETS						
	CURTAINS/BLINDS						
BASEBOARDS/WOODWORK							
CLOSET SHELVING							
COMMUNICATIONS OUTLETS							
SMOKE DETECTOR							
CEILING FANS/S							

1/ BR=Broken; BU = Burned; CH = Chipped; CR = Cracked; D = Dirty; DA = Damage; FWT = Fair Wear & Tear; MI = Missing; MO = Mold; NH = Nail Hole;
NP = Needs paint; O = Other; S = Soiled; SC = Scratch; SP = Spot; ST = Stained; TO = Torn; WA = Warped

THE ABOVE AREAS/ITEMS WERE INSPECTED JOINTLY WITH OCCUPANT AND BUILDING MGR.

OCCUPANT'S SIGNATURE	DATE OF INSPECTION	FACILITY MANAGER'S SIGNATURE
X:		X:

PRE-DECISIONAL DRAFT

BETWEEN OCCUPANCY MAINTENANCE INSPECTION



DEPARTMENT OF THE ARMY
 INSTALLATION MANAGEMENT COMMAND
 DIRECTORATE OF PUBLIC WORKS (Installation Name)
 Street Address
 City/State



Building/Room #: _____

Inspected By: _____

Directions: Check or circle the appropriate condition upon inspection.

	Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
PAINT	Clean	Partial Room Needs Paint	Entire Room Needs Paint
CLEANING	No Cleaning Required	Moderate Cleaning Req'd.	Complete Cleaning Req'd.
FURNISHINGS: # of Pieces to Repair	None	Minimal	> 10%
FURNISHINGS: # of Pieces to Replace	None	Minimal	> 10%
APPLIANCES	Clean & Fully Operable	Working - Cosmetic Dmg.	Repair or Replace
SMOKE DETECTOR	Fully Operable	Repair/Replace	-
COMMODE	Clean & Fully Operable	Minor Repair	Replace
TUB	Clean & Fully Operable	Minor Repair	Replace
VANITY	Clean & Fully Operable	Minor Repair	Replace
CABINETS/COUNTERS	Clean	Minor Repair	Replace
WINDOW TREATMENTS	Clean	Minor Repair	Replace
HVAC	Fully Operable	Minor Repair	Replace
ELECTRICAL SWITCHES/OUTLETS	Fully Operable	Minor Repair	Replace
PLUMBING FIXTURES	Fully Operable	Minor Repair	Replace
FLOORING	Clean	Minor Repair	Major Repair or Replacement

# of Service Orders (Minor Repairs)	0 - 2	3 - 5	5+
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# of Service Orders (Major Repairs)	0	0	1+
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OVERALL ROOM RATING	Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
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Room should be rated "Outstanding" if less than 3 service orders for minor repairs AND no service orders for major repairs.

Room should be rated "Satisfactory" if there are 3-5 service orders for minor repairs AND no service orders for major repairs.

Room should be rated "Unsatisfactory" if there are more than 5 service orders for minor repairs AND/OR 1+ service orders for major repairs.

INSPECTOR'S SIGNATURE	DATE OF INSPECTION
X:	

PRE-DECISIONAL DRAFT

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CLEANING STANDARDS FOR UNACCOMPANIED HOUSING

LDG:		RM #:		Floor #:	
Date:			Time of Inspection:		
Type Inspection:	Assignment: _____	Pre-Termination: _____	Termination: _____	Special: _____	
Residents Name (print)		Last Name:		First Name:	
Item #	Check When Complete	Task	Area		
1		Clean inside/outside of windows to include seals and screen	ENTRY		
2		Clean entry door and frame inside and outside			
3		Clean lights / globes / lights are working / replace if needed	TOILET / TUB		
4		Flush toilet and Clean inside / outside			
5		Clean tub / stopper and shower walls to include soap dish and ceiling			
6		Clean faucet to include shower head			
7		Clean light switch covers (do not saturate with water)			
8		Clean floors/corners/baseboards/ sweep and mop			
9		Clean bathroom door and frame inside and outside			
10		Clean lights / globes / lights are working / replace if needed	BATH SINK		
11		Clean plug / light switch covers			
12		Clean mirror to strike free shine using a glass cleaner			
13		Clean counter top / sink / stopper to include faucet with wet rag using bathroom cleaner			
14		Clean drawers / cabinets			
15		Clean walls and vents			
16		Clean floors/corners/baseboards/ sweep and mop			
17		Clean door and frame			
18		Clean room door and frame	"A" SIDE "A" ROOM IF APPLICABLE		
19		Clean light switch covers			
20		Clean walls and vents starting from the left and working around to include outlet covers and baseboards			
21		Clean window / frame dust curtains and ensure curtains are hung properly, lock window			
22		Clean ceiling/vents/fans/ and fan blades			
23		Clean closet/dust shelves			
24		Clean lights/globes/ceiling fans and fan blades/ lights are working / replace if needed			
25		Clean furniture / Accountability & Serviceability			
26		Clean floor /corners/baseboards/c sweep and mop and vacuum carpet/rugs			
27		Clean room door and frame	"B" SIDE "B" ROOM IF APPLICABLE		
28		Clean light switch covers			
29		Clean walls and vents starting from the left and working around to include outlet covers and baseboards			
30		Clean window / frame dust curtains and ensure curtains are hung properly, lock window			
31		Clean ceiling/vents/fans/ and fan blades			
32		Clean closet/dust shelves			
33		Clean lights/globes/ lights are working / replace if needed			
34		Clean furniture / Accountability & Serviceability			
35		Clean floor /corners/baseboards/c sweep and mop and vacuum carpet/rugs			
36		Clean light switch covers/lights/globes/lights are working/replace if needed	KITCHEN IF APPLICABLE		
37		Clean cook top/hooded vent/clean or replace vent filter			
38		Clean upper cabinets			
39		Clean counter top / sink / stopper to include faucet			
40		Clean lower cabinets			
41		Clean refrigerator inside and out / pull racks and crisper tray out to clean / rubber seal/do			

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		not unplug	
42		Clean microwave inside and out and under / plug in	
43		Pull refrigerator from wall and clean floor behind and sides of refrigerator / plug in/set thermostat	
44		Clean floor/corners/baseboards/clean and mop	
45		Clean washer and dryer inside and out	LAUNDRY ROOM <i>IF APPLICABLE</i>
46		Clean dryer vent	
47		Move washer and dryer and clean underneath	
48		Clean ceiling, walls, baseboards and vents	
49		Clean lights and fixtures / lights are working / replace if needed	
50		Clean floor /corners/baseboards including inside closets, clean and mop	
51		Clean all windows to a strike free shine using a glass cleaner	Other
52		Clean all mirrors to a strike free shine using a glass cleaner	
53		Clean all trash cans removing all debris	
54		Remove all nails, thumb tacks and gently remove adhesive from walls	

Note: Use appropriate cleaning material for each type of article, i.e. use furniture polish on wooden furniture wiping all surfaces and removing and residual cleaning fluids.

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4. Assignment and Terminations When Units are Deploying.

4.1. Adjusting Processes During Deployment.

Army Regulation 420-1, paragraph 3-137 authorizes Mission Commanders to use the reduced space allocation standards / barracks Emergency Expansion Capacity when recalling Soldiers into the barracks in preparation for deployment or redeployment.

Minimum standards of adequacy do not apply to Soldiers in categories III through VI, Table 3-7, AR420-1 (geographical bachelors are included in this category as ETP by GC) and are housed "space available".

Deploying Soldiers will completely clear their barracks room/space upon deployment. Line Leaders must ensure this happens either as the Soldier/Unit deploys or immediately thereafter by the Rear Detachment. These rooms will be made available for assignment to other Soldiers.

4.2. Mass Assignments for Redeploying Units.

The process for making mass assignments to redeploying units varies from the process for assigning a space to an individual Soldier. Generally, 120 days prior to redeployment, the forward deployed Unit Representative should provide the Rear Detachment Commander with a prioritized list of Soldiers that will be moving into the barracks upon their return. This will allow the reattachment to pre-assign Soldiers based on established priorities and availability of quarters, reducing overcrowding and minimizing the need for CNAs.

The following mass assignment and termination method is one efficient way to carry out this task, as there is an application available in eMH to serve this function:

- Send the forward deployed Unit Representative an outline of the available quarters on each floor so they can determine where individual Soldiers should be assigned.
- Each Soldier requiring quarters must have an application for housing on file in eMH. Blank copies of the application can be sent to the forward deployed Unit Representatives to have each Soldier complete and return them to the Rear Detachment.
- Two weeks prior to the Soldiers' projected arrival date the Rear Detachment Unit Representative should assemble a team of personnel to assist with the assignment process and creating move-in packets for each Soldier. The packets should include a move-in inspection sheet, hand receipt, liability statement, resident regulations and policies, and room key. The team should also identify additional spaces and prepare additional move-in packets to accommodate extra Soldiers that may unexpectedly need a space.
- Approximately 24-48 hours before the Unit returns, Rear Detachment Unit Representative should perform a walk-through of all quarters to ensure they are ready for occupancy, confirming the quarters are actually vacant, keys work, quarters are clean, maintenance issues have been resolved, and the furniture is in satisfactory condition. While redeployments warrant flexibility, it is important that the Rear Detachment Unit Representative, in close coordination with leadership, makes every attempt to arrange a joint inspection of quarters

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with each returning Soldier within a reasonable amount of time after redeploying but generally within 5-10 days after arrival.

- Units have the flexibility to allow geographic bachelors or personnel above the grade of E5 to temporarily reside in the barracks upon return deployment while the Soldier works with the garrison Housing Services Office (HSO) to locate private rental housing in the local community. These temporary accommodations are for short durations and will not result in a bona fide bachelor receiving a CNA or receiving less than their minimum space requirement. Geographic bachelors should be housed together in reduced space allocations.

4.3. Terminating Barracks Spaces Assigned to Units/ Clearing Redeploying Units.

The process for inspecting quarters for Soldiers preparing to deploy is similar to the out-processing of individual Soldiers. The Unit Representative should meet the Soldier at his or her quarters to conduct a move-out inspection, following the steps outlined in Sections 4.6 through 4.8.

5. Warriors in Transition (WT) Barracks

The Army is committed to providing quarters for the WT population commensurate with their service and the duration of their recovery. The policy consolidates and provides further guidance from several Army policies and identifies special considerations and differences in management, assignment, and standards for WT UH. Because of the fluid nature of the WT population, their needs, dependency status at their duty location, and possibility for non-medical attendant (NMA) requirements, the WT chain of command requires flexibility in housing their unaccompanied WTs. Married and single Soldiers up to the grade of O-6 may reside in WT UH.

Warrior Transition Units (WTU) are responsible for ensuring WTs are housed in facilities conducive to their healing and transition requirements. The Army will provide UH specifically designed or adapted for the WTUs. The WT UH is considered permanent party barracks and will meet the DoD Housing Inspection Standards and the facility condition will be the best available at the installation. New construction housing specifically for the use of WTs will adhere to the permanent facility standards for WTUs specified in Memorandum, DAIM-ZA, 30 June 08, subject: Change 1 to Army Standard for Warriors in Transition Barracks.

Excess WTU quarters are considered adequate UH for permanent party personnel and may be assigned to other personnel eligible for UH when not required for by the WTU. These individuals will be notified, in writing, that they may be required to relocate on short notice accommodate a WT in the event a housing requirement exists and there are no alternative quarters available that would meet the needs of the WT.

Cleaning services will be contracted by the garrison for all UH WT common areas. When the WTU Commander validates, in writing, that quarters cleaning will assist in the recuperation of a specific WT or that the WT is unable to perform cleaning requirements the garrison will provide for standard room cleaning of the individual WT's room. MEDCOM will be responsible for providing cleaning in the event a WT requires a hospital grade/infectious level cleaning or when requirements exceed the cost for standard room cleaning. Standard room cleaning would be the same as that which is provided in Army Lodging.

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6. Key Management and Key Control.

Key management describes the process of issuing keys on a permanent basis and the management of where and to whom those keys are permanently issued. Key control describes the physical control of the physical keys. While these are two different functions, they are not mutually exclusive. It is the responsibility of the unit to effectively manage the keys since the one who manages the keys manages the barracks spaces.

Key management is the issuing and record keeping of keys given to the Soldier. This is a permanently-issued key and would only be re-issued/replaced in the event the Soldier lost control of the key. Key management would also apply to keys permanently issued to a Brigade Headquarters for their barracks to provide the Brigade leadership with 24/7 access to their Soldiers. The unit exercises key management and should consider implementing the following rules:

- Not issuing Master keys for extended periods of time
- Make provisions for Unit leadership to gain controlled access to keys at all times.
- Make provisions for Fire and Police Emergency access to be part of the key control and management process.
- Have key control management processes address lockouts and lost keys for both during and after duty hour operations. Units are responsible for lockouts and temporary issuance of keys.

Key control describes the actual control of the key(s). A Soldier exercises key control over his or her assigned quarters. A Brigade Headquarters Command Sergeant Major exercises key control over the barracks keys that are permanently issued to the Brigade. Unit leaders and individual Soldiers exercise key control over keys that were issued on a temporary basis.

When a Soldier loses control of his or her room key, it is the Unit's responsibility to provide the Soldier with access to the Soldier's room by issuing a temporary key to the Soldier or by requiring the staff duty NCO provide the access to the room. The principle of key control is a leadership issue. Keys must be secured and accounted for on a continual basis.

When a Soldier loses a key due to negligence or willful misconduct, he or she will be responsible for the cost of replacing the lost key, replacing a locking device, or replacing the door. Replacement cost includes both the cost of the parts and the cost of the labor to install. Reference AR 735-5, section 14-22.

The Garrison staff, Unit leaders, the Installation Provost Marshal, and the Fire Chief need to coordinate a plan to arrange for developing local policy for securing master keys, identifying individuals authorized to sign for keys and master keys. This will give the Command access while allowing retention of security and control. The Garrison must be meticulous in managing this method though as keys signed out may take some time to return or get lost in the process.

7. Certificates of Non-Availability (CNAs).

In accordance with AR 420-1, paragraph 3-18 k(2) Garrison Commanders may authorize single Soldiers in the grade of sergeant (E5) and below to reside off post under the following conditions:

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- When adequate housing is not available and military necessity is not a factor.
- When the Soldier is pregnant.
- When the Soldier has purchased a home near the installation prior to notification of assignment to that installation.

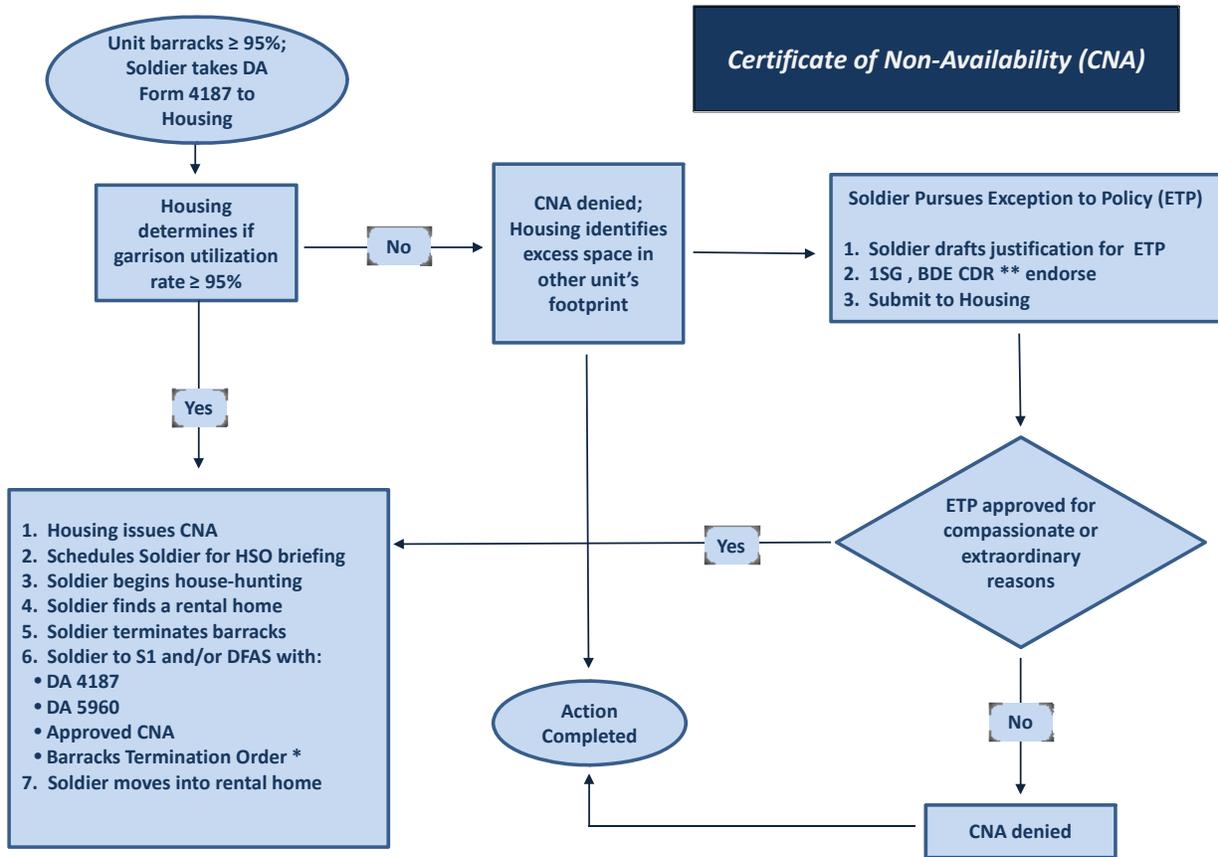
A Soldier married to another Soldier without Family members residing off post will not be ordered to return to permanent party housing if one Soldier departs on a separate tour (AR 420-1, paragraph 3-18k(3)).

The Garrison Housing Manager will review all requests for exception to policy for a CNA. Requests will include the following documents:

- Completed DA Form 4187, Personnel Action Form
- Completed DA 5960, Stop, Start, Change Basic Allowance for Housing
- Soldier's written request for a CNA with his or her First Sergeant's/Commander's endorsement
- Endorsement by the Brigade Commander or the first O6 in the Soldier's Chain of Command.
- Garrison Housing Manager's recommendation to the Garrison Commander for decision.
- The Garrison Commander may delegate their authority to grant CNAs to the Garrison Housing Manager. If a CNA is not approved, a written response explaining the reasoning should be issued through the Soldier's chain of command. The flow chart on the following page provides a map of the CNA process.

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* Date barracks are terminated, as indicated on eMH Barracks Check-out Letter, is the earliest date BAH will begin.

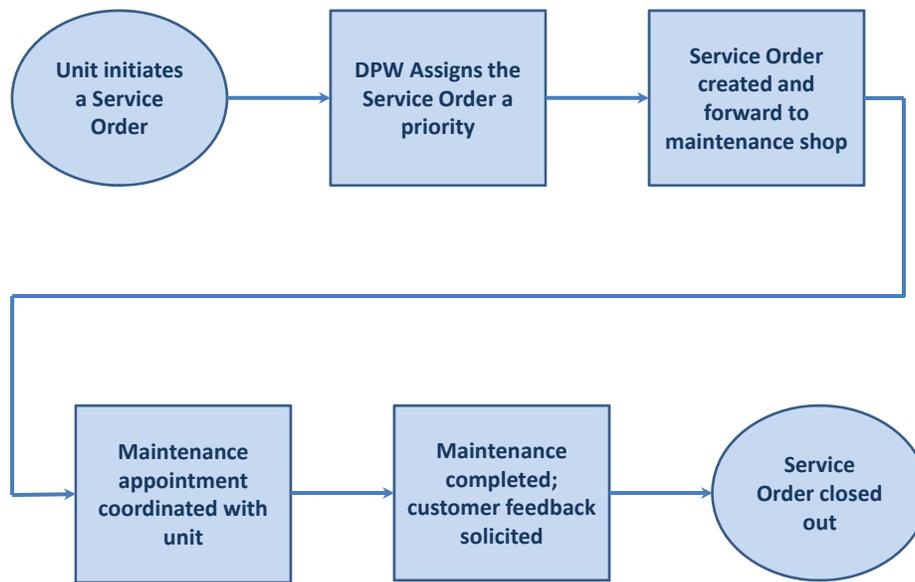
** Or first colonel in Soldier's chain of command if Brigade is not collocated.

8. Maintenance.

8.1. Service Orders

The DPW is responsible for providing all maintenance and repair (M&R) to UH. Units do not pay for maintenance to their facilities. Minor or simple maintenance repairs are called **service orders** and consist of M&R that would normally be accomplished by a single shop and generally does not cost the garrison more than \$2,000 for labor and material, depending upon garrison policy.

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Priority 1 (Emergency) – Consists of work required to correct an condition that, if not addressed quickly, may be detrimental to the mission, cause a reduction in operational effectiveness, is a hazard to human life, safety or health, will cause significant damage to a facility or infrastructure, or compromise security or safety, or negatively affect the mission or productivity for an entire operation or group. It includes, but is not limited to, the failure of a utility, fire protection, security alarm system, stopped-up sewer, and fire hazards. Response time: 1 hour.

Priority 2 (Urgent) – This category includes work required to correct a condition which could become an emergency, seriously affect morale, or has command emphasis. It includes, but is not limited to, situations that, if left uncorrected will measurably reduce productivity, cause discomfort or inconvenience to the customer, waste resources, create the need for additional minor repairs or may escalate to an emergency. Response time: 7 days.

Priority 3 (Routine) – Consists of maintenance issues that are a low priority and will be performed after higher priority Service Orders are completed. If left uncorrected, the Service Order may cause measurable discomfort or inconvenience to the customer, waste resources, or create the need for additional minor repairs. Response time: 30 days.

The DPW will coordiante with Units to establish processes and procedures for addressing maintenance requirements. The Unit Representative should review maintenance records and conduct spot checks frequently to ensure the DPW is tracking the Service Orders and the Unit Representative is aware of the most current status. While the DPW is responsible for actually performing maintenance, the Unit Representative is responsible for submitting, tracking, and following-up on maintenance work as well as providing escorts for DPW maintenance personnel when conducting maintenance in the barracks.

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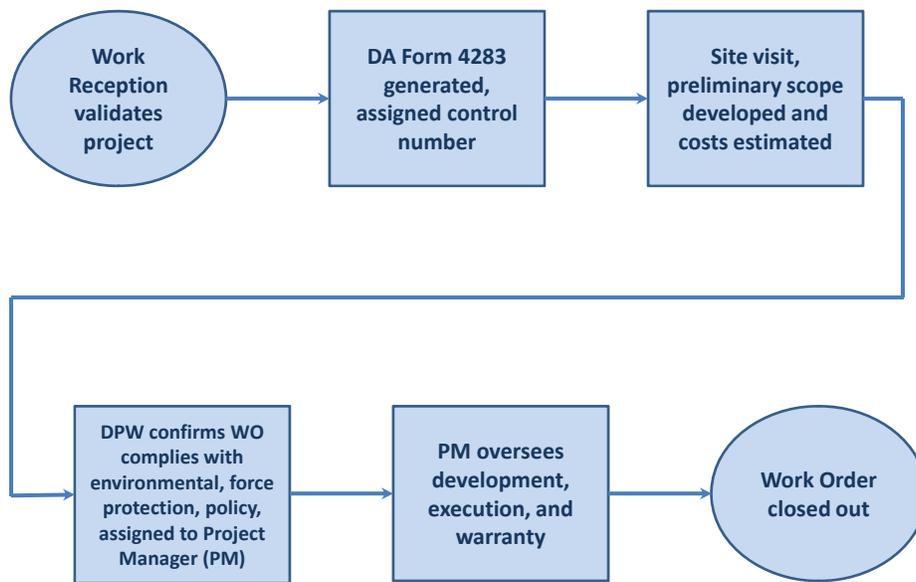
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8.2. Work Orders (WO)

Work orders (WOs) are created by the DPW for planned sustainment, restoration and modernization (SRM) projects or customer requests for expensive or complex maintenance or construction. After an initial review by the Work Reception Clerk, valid requests are converted to a WO (via a submitted DA Form 4283) and processed through the DPW for validation and processing, which may include a site visit to develop a preliminary scope and cost estimate.

At this point, the WO is submitted for clearance by subject matter experts within the various DPW branches to ensure the proposed work is in compliance with environmental, force protection, and other regulations. Once cleared, the WO is assigned to a Project Manager (PM) with the appropriate skills and responsibility to oversee project development and execution. Upon satisfactory work completion, the PM is responsible for project warranty oversight and closeout by completing and updating the applicable systems and records, as appropriate for the type of work, customer, and method of execution.

In general, WOs are typically used for M&R and construction requirements over \$2,000 in labor and material costs. The flow chart below depicts a sample of the WO process, the specifics of which may vary by garrison.



8.3. Self-Help Issue Point (SHIP)

The basic Self-Help Program, which is in concert with the prudent landlord concept, optimizes the use of scarce resources and gives users a sense of ownership. The DPW is responsible for the garrison Self-Help program and, based on available resources, will determine whether or not to staff and supply a Self-Help operation. Minor routine repairs such as changing light bulbs, spot painting, and fixing hinges can be performed by Unit personnel through the Self-Help program if one is available. Units should coordinate with the DPW to determine what support is available at Self-Help and look for opportunities to maintain and improve facilities using the expertise available.

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8.4. Dedicated Maintenance Teams

While it would be ideal to have maintenance teams dedicated solely to addressing the needs of UH, such a decision is resource-driven. Some installations have DPW maintenance teams dedicated to the barracks. Other installations have contracts for barracks maintenance teams (usually through installation-level contracts), while others use conventional maintenance teams from the DPW shops that are not specifically dedicated to barracks. Maintenance is an area where building good relationships between garrison directorates is important.

8.5. Escorts

The need to escort DPW maintenance staff requiring access to a Soldier's quarters to execute a service order will be established at the garrison level. Units will be responsible for providing an escort or arranging for the Soldier to be available when maintenance is scheduled.

8.6. Maintaining Common Areas and Grounds Maintenance.

Units are responsible for the common areas custodial and grounds maintenance within 50 feet of the barracks building and all ancillary structures, such as picnic areas, outdoor grills, tables, benches, sidewalks, green space, parking areas, common lavatories, dayrooms, hallways, stairwells, and balconies. Common tasks included in this are:

- Sweeping paved areas such as sidewalks and parking areas
- Care and maintenance of trees and shrubbery
- Care and maintenance of any free standing lighting fixtures, signs or bulletin boards
- Mowing and trimming green space
- Removal of snow and ice from sidewalks, entry steps, stoops, drive ways
- General grounds and landscaping maintenance to ensure positive water flow away from the building foundation.
- Routine entomological and pest preventive maintenance
- Policing of trash and litter, emptying of building trash containers/receptacles (does not include dumpsters)

9. Furnishings Management

9.1. Importance of Quality Furnishings

The argument can be made that despite a quality and well-maintained barracks, Soldiers will not be happy if their furnishings and equipment are damaged, falling apart, missing, or substandard. Soldiers handle their room equipment and furniture every day, so it should be no surprise that their level of satisfaction with living in the barracks parallels the quality and condition of the furnishings provided for them.

9.2. Barracks Furnishings Management Functions

The garrison Housing Manager has responsibility for barracks furnishings *programming*, which includes:

- Development of furnishings and equipment life-cycle replacement plan
- Warehouse operations
- Inventory control
- Acquisition, disposal, transport, set up of initial issue large inventory exchange

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- Provide whole building replacement furnishings

The military units have responsibility for barracks furnishings *management*, which includes:

- Barracks furniture and equipment inventory and condition management through move-in/move-out inspections
- Common area furnishings management
- Identification and management of replacement furnishings and equipment requirements

10. General Facility Condition Inspections.

There are multiple facility inspections designed to protect the Army's assets, assure the Soldiers' quality of life, and produce the necessary documentation to develop plans for facility improvements. The most common, recurring reports include:

- ISR (Booklet 32)
- Annual Work Plan (AWP) (AR 420-1)
- Long Range Plan (LRP) (AR 420-1)
- Units have on-site expertise of building conditions (services/work orders, complaints, upgrade recommendations)
- Quarterly inspections create a built-in check and balance of facilities, conditions, quality, and an opportunity to coach, teach, mentor
- Random inspections performed by garrisons provide an assessment and allows for more accurate input to the AWP, LRP, and the development of major M&R projects.

These inspections and the reports they generate provide the best opportunity for situational awareness of the condition of barracks as all stakeholders have a role in the data that is submitted, what is reported, the format it is reported, and what is done with the information that is reported.

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Liability for Damages to Unaccompanied Housing

Public law makes military residents of Government housing legally responsible for damage to the facility, including Government owned appliances, furniture and damage to key cores or loss of keys. Lack of cleaning or failure to clean when a resident clears and moves out of an assigned room is considered damages to the facility. This notice explains rules which apply to residents of Unaccompanied Housing.

Soldiers can be held pecuniary liable when the Government owning housing, appliances and furnishings you are responsible for are lost, damaged or destroyed as a result of negligence or abuse. A Soldier is negligent if the individual acts carelessly or if aware that guests or those that you allow on the premises are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing, appliances and or furnishings.

The Army has limited a Soldier's liability to an amount equal to one month's basic pay unless the damage or loss is caused by gross neglect or willful misconduct. In such cases individuals may held liable for the full amount for the damage or loss, which could amount to thousands of dollars. An individual is grossly negligent if the individual acts in a reckless or wanton manner, or if they are aware that family members or persons the individual allows on the premises are likely to act recklessly and the individual does not take the steps to prevent or minimize such conduct. In other words, if a Soldier knows that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and despite such knowledge, fails to exercise available opportunities to prevent or limit damage; the Soldier may be found to be grossly negligent and may be charged for the full amount of the loss.

Soldiers are not liable for damage consisting only of fair wear and tear, or caused by an act of God or by the acts of persons other than family members or guests.

Special rules for housing-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interests of the United States. This waiver authority is similar to forgiveness of debt. Soldiers whose request for a waiver is denied can appeal the matter through Report of Survey channels. If unsuccessful, Soldiers may seek redress through the Army Board of Correction of Military records.

The purpose of the housing liability law is to set limits for your liability and to waive claims in appropriate circumstances. The potentially great liability, created by the law, makes a question of insurance very important. However, only a Soldier can decide whether the potential risks warrant the purchase of insurance. The Army does not require it, but Soldiers may want insurance for their own protection and peace of mind.

The parties assigned to each living area or space are collectively responsible for damages or to furnishings and appliances that may be located in a common use or shared area. Both parties will assume a **50/50** monetary responsibility to replace or repair any damage to the property. During single occupancy the lone occupant will be responsible for the **complete** room inventory.

I have read and understand the policy contained herein.

Soldiers Printed Name

Date

Soldier's Signature

Quarters Address

12. Acronyms

A&T	Assignment & Termination
ACS	Army Community Service
AAPL	Area Priority Project List
ARFORGEN	Army Force Generation
AWP	Annual Work Plan
BAH	Basic Allowance for Housing
BOM	Between Occupancy Maintenance
BOSS	Better Opportunity for Single Soldiers
Budget SAG	Budget Sub Activity Group
BOR	Barracks Occupancy Report
C2	Command and Control
CAC	Common Access Card
CLS	Common Levels of Support
CNA	Certificates of Non-Availability
COR	Contracting Officer's Representative
CSR	Customer Service Representative
DAC	Department of the Army Civilian
DD	Department of Defense
DFAS	Defense Finance Accounting Office
DMOP	Defense Management Operations Pay
DMPO	Defense Military Pay Office
DOL	Director(ate) of Logistics
DPTMS	Directorate of Plans, Training, Mobilization and Security
DPW	Director(ate) of Public Works
eMH	enterprise Military Housing
ETP	Exception(s) To Policy
FLIPL	Financial Liability Investigation and Property Loss
FMO	Furnishing Management Office
FSG	Family Support Group
FTE	Full Time Equivalent
HQ USACE	Headquarters, United States Army Corps of Engineers
HSO	Housing Services Office
IDIQ	Indefinite Delivery - Indefinite Quantity
IFS	Integrated Facility System
IMCOM	Installation Management Command
ISR	Installation Status Report
ISR-I	Installation Status Report - Infrastructure
ISR-S	Installation Status Report - Services

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JOC	Job Order Contract
JPAS	Joint Personnel Adjudication System
LRP	Long Range Plan
MATOC	Multiple Award Task Order Contract
MDEP	Management Decision Evaluation Package
MILCON	Military Construction
NCO	Non-Commissioned Officer
NMA	Non-Medical Attendant
PII	Personally Identifiable Information
PM	Project Manager
PM	Preventive Maintenance
PP	Permanent Party
PTE	Permission to Enter
RDF	Rapid Deployment Facility
RTA	Ready to Advertise
SJA	Staff Judge Advocate
SME	Subject Matter Expert
SNA	Statement of Non-Availability
SO	Service Order
SSH	Single Soldier Housing
TDA	Table of Distribution and Allowances
TLA	Temp Lodging Allowance
TLE	Temp Lodging Expense
TO	Task Order
UCFR	Unit Commander's Finance Report
UPH	Unaccompanied Personnel Housing
USACE	United States Army Corps of Engineers
WO	Work Order
WT	Warrior in Transition

13. Definitions.

BASIC ALLOWANCE FOR HOUSING (BAH) – A pay allowance to uniformed Service Members based on geographic duty location, pay grade, and dependency status. BAH is intended to provide accurate and equitable housing compensation based on housing costs in local civilian housing markets, and is payable when government quarters are not provided.

Better Opportunities for Single Soldiers - The Army's **BOSS** program is a Morale, Welfare, and Recreation (MWR) program designed to be the collective voice for single Soldiers through the chain of command. Through its three core components, quality of life, recreation and leisure, and community service, the program serves as a tool by which commanders can gauge the morale of single Soldiers, increase Soldier retention, and sustain combat readiness.

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BRIGADE FOOTPRINT – Grouping of UH buildings that are primarily occupied by Soldiers from a brigade-sized unit and for which the unit delivers property management support to residents.

CERTIFICATES OF NON-AVAILABILITY (CNA) – Authorization to begin payment of BAH to a Service Member. CNAs will be issued only when installation UH occupancy is above 95% or when a regulatory exception exists, as outlined in AR 420-1, Section 3-18.

FACILITY MANAGEMENT – Services focusing primarily on the maintenance of the facility, which include preventive maintenance building inspections, preparing annual and long range work plans, master planning, grounds maintenance, and processing diversions/conversion requests.

FIRST SERGEANTS BARRACKS PROGRAM (FSBP) – Program implemented in 2007 that centralized the property management of barracks under garrison operation.

FURNISHINGS MANAGEMENT – A component of housing program management that provides furniture and appliances ensuring all UH are furnished to a standard that provides a healthy, comfortable environment for residing Soldiers.

HOUSING PROGRAM MANAGEMENT – Services that support and facilitate operation and maintenance of housing facilities, which include providing housing policy expertise; CNA processing; teaching, coaching, and mentoring mission units and garrison staff on housing procedures and policies; leading routine partnering sessions with Garrison and unit leadership; requirements planning for UH facilities; and health and welfare inspections.

PROPERTY MANAGEMENT – Perform daily accountability for upkeep of facility and furnishings reporting using the enterprise Military Housing (eMH) data management application to include: room assignment and termination, space and key management.

UNACCOMPANIED HOUSING (H): Army-owned or leased housing assets for bona fide bachelor personnel, personnel assigned to a “Dependent Restricted Tour”, or personnel serving an “All Others Tour” overseas. Assets include:

- Barracks
- Senior leader quarters (SLQ)
- Warrior in Transition (WT) barracks
- Training and transient unaccompanied housing
- Bachelor Officer Quarters (BOQ)
- Senior Non-commission Officer housing (SEBQ)

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