

United States Army Garrison Hohenfels

**First Sergeant's Barracks Program
(FSBP)**



Standard Operating Procedures (SOP)

15 March 2010

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1. REFERENCES:

- a. AR 420-1, Army Facilities Management, 12 Feb 08.
- b. AE Suppl 1 to AR 420-1, Army Facilities Management, 28 Apr 08.
- c. UR 612-1, Community Central In- and Out-Processing, 15 Jul 05.
- d. AER 37-4, Providing Temporary Lodging Allowance in USEUCOM, 25 May 05.
- e. CTA 50-909, Common Table of Allowances.
- f. AR 190-11, Physical Security of Arms, Ammunition, and Explosives, 15 Nov 06.
- g. AER 190-6, Registration and Control of Privately Owned Firearms and Other Weapons in Germany, 20 Jul 06.
- h. AE Command Policy Letter 11, Soldiers Barracks, 18 Apr 06.
- i. AE Command Policy Letter 24, Chain-of-Command Visits to Soldiers Quarters, 18 Apr 06.
- j. Joint Federal Travel Regulations, Change 247, 1 July 2008.
- k. USAREUR Regulation 600-1, 20 May 2009.

2. PURPOSE: To provide guidance to the USAG Hohenfels First Sergeant's Barracks Program (FSBP) team in managing and maintaining rooms that are comfortable, adequate, and clean for single Soldiers by using the following standard operating procedures. By following the provisions of this SOP, USAG Hohenfels will be able to provide improved customer service to single Soldiers. This SOP governs all single Soldiers barracks, Senior Enlisted Bachelor Quarters (SEBQs), and Bachelor Officer Quarters (BOQs).

Daily operations include:

- Assigning and terminating barracks rooms/spaces
- Key Management
- Clearing of Soldiers
- Collecting for damages
- Updating and reporting the Barracks Utilization Report (BUR) and printing Graphical Assignment Report
- Identifying unserviceable furnishings and arranging for exchange/turn-in utilizing the Centralized Furnishings Management Office (CFMO)
- Identifying, tracking, and reporting facility maintenance issues/requesting work orders through the Directorate of Public Works (DPW)
- Customer Feedback Survey distribution and collection
- Resolving customer complaints

3. SCOPE: Applies to all personnel charged with the management of Unaccompanied Personnel Housing (UPH) and military personnel requiring services; and consists of assignment & termination; pre- and final out-check inspections; other inspection types; maintenance and repair of real property and government furnishings; government furniture and appliances issue, turn-in, acquisition and disposal; recovery of costs for damages to real property and government furnishings.

4. RESPONSIBILITIES:

a. Garrison Commander. Garrison Commander provides adequate facilities and services and manages the UPH management program per AR 420-1 and other referenced regulations.

b. Garrison Command Sergeant Major (CSM). The principal advisor to the Garrison Commander on all housing issues involving enlisted personnel. He/she will work with commanders and other agencies and individuals as needed in resolving complaints or problems.

c. Unit Commanders.

(1) Be actively involved in monitoring living conditions and be responsible for the management of utilized UPH.

(2) Allow appointed individuals for barracks management sufficient time to perform their duties. Upon request, provide guidance and assistance in resolving complaints, problems and disputes.

d. Area Coordinator/Barracks Manager (AC/BM).

(1) The AC/BM will be the Unit First Sergeant with assigned Soldiers residing in that area/barracks. The AC/BM is responsible for the following:

(a) Ensure that UPH utilization standards are met.

(b) Ensure that assigned UPH spaces are not directed for other usage such as training rooms, administration office space, day rooms and storage rooms without first obtaining approval of conversion or diversion of the barracks space. Authority to divert adequate UPH or substandard UPH (upgradeable) buildings or parts of buildings to other UPH use is held by the IMCOM with copy furnished to HQDA (DAIM-FD).

(c) Coordinate with the FSBP office to obtain furnishings support and to update the required sub-hand receipt for the common used furnishings in buildings under his/her control.

(d) IAW reference 1.i., conduct regular inspections of facility concentrating on safety, security, health and welfare conditions, and facility/furnishings accountability and conditions.

(e) Inform the housing office of arriving and departing personnel in advance of arrival/departure to allow for coordination of inspection and maintenance processes.

(f) Maintain a high standard of appearance and beautification in the barracks area and champion area beautification through self-help efforts.

(g) Be constantly informed of disciplinary procedures and policies and consult, as necessary, with unit commanders and the Garrison CSM to develop mutually acceptable improvements in disciplinary matters affecting barracks residents.

(h) Resolve disciplinary/misconduct problems that cannot be handled by Building Coordinators (BCs). Ensure that problems exceeding their authority are reported to the Commander and Command Sergeant Major, USAG Hohenfels.

(i) Supervise security, safety, police, and sanitation of area. Ensure that there is a harmonious living environment in the billets area.

(j) Coordinate the spring and fall clean-up campaigns within their assigned areas.

(k) Ensure that BCs conduct weekly inspections of building and common-use areas.

(l) Ensure that BCs maintain common-use areas (i.e. laundry rooms, attics, storage rooms, stairwells, hallways, dumpster areas, lawns and parking areas) in satisfactory condition.

(m) Ensure BCs correct deficiencies in the policing of grounds, parking areas, streets and sidewalks surrounding their assigned building. Report individuals responsible for simple neglect or willful damage/destruction to the FSBP Manager for appropriate action.

(n) Brief BCs, to include emphasis on energy conservation and recycling.

(o) Inform the FSBP Manager of any contemplated absence in excess of 14 days, advising him/her of the name, rank, and address of the Acting BC to perform duty during BCs absence.

(p) Maintain the billets area chain of command for their assigned billeting area to include appointing temporary replacements during times of absence of the primary.

(q) Ensure that the names of the billeting area chain of command are prominently posted in each stairwell/floor. As changes are made in the appointments, the posted billeting area chain of command will be updated. See appendix L for billeting area chain of command list.

(r) Ensure that Stairwell (SC) and Floor (FC) Coordinators and alternates are appointed as required by this directive.

(s) Ensure that BCs counsel and meet with SCs/FCs and residents as outlined within this directive.

(t) Meet with Assistant AC/BM and BCs, and ensure detailed inspections of common-use areas are conducted at least monthly.

(1) The checklist provided in appendix M should be used for this purpose.

(2) Copy of the checklist should be provided to the concerned BC and one copy retained on file.

(u) Promote the community Separate or Recycle Trash (SORT) Program in paragraph 23e.

(v) Coordinate meeting and attend Town Hall meetings.

(w) Limit Soldier moves to the fullest extent.

e. Building Coordinators/Fire Wardens.

(1) BC will normally be the senior occupant assigned to a multiple dwelling. He/she is also automatically appointed building fire warden. Appointment will be in writing from the housing office. A copy of the appointment letter will be retained by the housing office. BCs are responsible to the AC/BM for the performance of all assigned duties.

(2) BCs will contact their AC/BM within two working days after assuming responsibility.

(3) The BC is responsible for the following:

(a) Appoint SCs/FCs in writing. The senior occupant in the stairwell/floor should be the coordinator for that stairwell/floor. See appendix N for sample Stairwell Coordinator Appointment. Counsel SCs/FCs quarterly regarding their responsibilities. See appendix O for sample Counseling Checklist.

(b) Inspect stairwells, laundry rooms, general police (dumpsters), etc., weekly.

(c) In coordination with the FSBP Team(s) and AC/BMs, is the first line in the chain of command concerning complaints, problems and disputes involving UPH residents.

(d) In coordination with the FSBP Team(s), assist UPH residents in utilizing the Self-Help operation to complete minor repairs to the barracks building/room/space.

(e) Coordinate activities of occupants in programs aimed at improving living conditions. All newly appointed BCs should hold a meeting with all occupants as soon as possible after appointment.

(f) Familiarize new billeting occupants, with regulations and policies governing USAG Hohenfels operations of the building and stairwell/floor within 72 hours of their arrival.

(g) Survey the building and surrounding area to determine work necessary to achieve cleanliness and attractiveness, including eliminating mud holes, seeding lawns, repairing and policing garbage area, fences, and removing mud from exterior walls. Material not available through the Self Help Store may be obtained by submitting a Facilities Engineering Work Request (DA Form 4283) to the DPW.

(h) Appoint an Acting BC if you will be absent for seven days or more. A SC/FC may

be appointed as a temporary BC. The AC/BM and FSBP Manager will be advised of such action by providing them with a copy of the temporary assignment order. See appendix P for sample Temporary Building Coordinator Appointment.

(4) Specific duties of the BC are:

(a) Enforce the provisions of this directive and all other lawful regulations. Issue Housing Citations to residents that are not in compliance with this directive and/or other appropriate guidance. See appendix Q for sample Housing Violation.

(b) Inspect common areas and storage rooms at least monthly to ensure the elimination of fire, health, safety hazards. Use the checklist at appendix M for building inspections and forward a copy of all completed checklists with the monthly report to the AC/BM the first week of each month.

(c) Ensure that electrical distribution, heat exchange, and stairwell storage closets are not used as storage rooms under any circumstances.

(d) Report all unauthorized or unregistered personnel living/visiting billet rooms to the AC/BM and FSBP Manager. Refer to paragraph 25 of this SOP for visitation policy.

(e) Call in work or service orders to DPW Work Order Section, DSN 466-2752 or 466-2552 for all deficiencies in the common use areas, to include washers and dryers. Call 466-2858 for emergencies.

(f) Coordinate the police and cleaning of common areas with SC/FCs and/or residents. If deemed necessary, schedule the use of common areas such as laundry rooms to ensure equitable availability to all occupants.

(g) Institute utility conservation practices, i.e., turning off lights when not needed, closing doors and windows in cold weather, and controlling outside faucets to eliminate waste. Enforce recycling procedures and proper use of recycling containers.

(h) Ensure that the police and maintenance of areas surrounding the building including the garbage area is conducted. Prepare and conduct a continuous building and grounds beautification program. Ensure that snow and ice are removed from the entrance steps and sidewalks as soon as possible.

(i) Post the Billeting Chain of Command and the building SOP, if applicable, on the first floor landing of each stairwell, post changes as soon as they occur. See appendix L for sample Chain of Command.

(j) Report privately owned vehicles belonging to US personnel that do not bear USAREUR license plates or are apparently/obviously abandoned to the provost marshal so that appropriate actions may be taken.

(k) Conduct written counseling for any occupant who refuses to abide by the rules, to

include failing to ensure the cooperation of his/her guests in his/her absence and report it to the AC/BM.

(l) Sign hand-receipts for government-furnished common area furnishings.

(m) Sign for and control keys and usage of common-use areas.

(n) BCs will receive from the FSBP Staff, Housing Office, all keys to common use areas. Departing BCs will return all keys to the FSBP Staff.

(o) Entry into utility and mechanical room is prohibited. Doors to these rooms must be locked at all times. In the event of an emergency or to report unusual noise from these rooms, contact the DPW work reception at 466-2752 or 466-2552.

(p) Coordinate a roster for common area cleaning and grounds maintenance, or collect a fee from residents to pay a private contractor for the completion of these responsibilities. Coordinate the cleaning and maintenance requirement with the SCs/FCs. Minimum areas to be cleaned/maintained are as follows:

(1) Building Exterior: Concrete sidewalks, outside steps, building entrances, rear and side steps, parking lots and dumpster areas will be swept weekly. Ensure lawns are mowed regularly to enhance the appearance of the area. BCs are responsible for maintaining grounds within a distance of 50 feet from their assigned building, or half-way to the next single Soldier building, whichever is more. Outside glazed surfaces of stairwells will be cleaned weekly. In winter, sidewalks will be shoveled and a minimum sanding/salting done to avoid ice accumulation.

(2) Building Interiors: Ensure that all common areas are kept clean, including stairwell railings, door entrances, hallways, stairwell steps, common floors, laundry rooms, kitchens, and dayrooms. BCs will ensure that stone floors/staircases are not waxed; even non-slip wax products are prohibited from use on stairways and floors in billets.

(q) Enforce the Community Separate or Recycle Trash (SORT) Program. Your local environmental office will provide you with a guide to sorting or recycling. The guide will also tell you where to pick up additional yellow and/or blue bags.

(r) Control Resident POV Parking.

(1) Privately owned vehicles will not be parked in any manner that will impede the emptying of trash contains.

(2) Trailers, camping trailers and/or others recreational vehicles are to be parked in an area designated by the AC/BM.

(s) Receive and resolve complaints and problems. See paragraph 26 on procedures for complaint resolution.

(t) Complaints based on unsanitary or other unsatisfactory conditions in single Soldier

billets beyond resolution by the BC will be reported in writing to the AC/BM, along with all available information.

(u) Inspect all fire extinguishers monthly. Turn in fire extinguishers due for annual inspection or those that have been discharged to the Hohenfels Fire Department for service.

f. Stairwell/Floor Coordinator (SC/FC).

(1) SCs/FCs will assist the BC in performing all his/her responsibilities and duties as stated in paragraph 4e. The tenure of the SC/FC will be indefinite, until departure from the unit, reassignment to a different stairwell/floor, or until properly relieved for cause by the BC. SCs/FCs and alternates will be appointed in writing by the BC. A current roster of all SCs/FCs will be maintained by the BC and provided to the AC/BM. The SC/FC is responsible for the following:

(a) Establish and post clean-up rosters eight weeks in advance. Rosters should be in weekly intervals (Monday through Sunday).

(b) Inspect stairwells/floors and general police daily. Supervise grass cutting and snow removal as needed.

(c) Enforce the provisions of this directive and all other lawful regulations. Issue Billeting Citations to residents that are not in compliance with this directive and/or other appropriate guidance and provide a copy to the BC. See appendix Q for a sample billets violation.

g. Tenants.

(1) Tenants are responsible for the actions and conduct of their guests. They must instruct and impress upon the minds of their visitors the importance of harmonious living. Occupants will give the BC and SC/FC their fullest cooperation in all matters concerning the common welfare of the occupants of their building.

(2) Tenants will report directly to the FSBP office all personnel actions affecting their billeting records (i.e. promotions, demotions, change in command sponsorship status, and receipt of PCS/ETS).

(3) Tenants will ensure his/her actions adhere to the following to ensure cooperation and consideration of other occupants:

(a) Storage areas will be kept clean, locked and free of material constituting fire hazards.

(b) Tenants will adhere to laundry and cleaning schedules established by the BC.

(c) Laundry room will be kept clean and free of empty boxes/bottles, excess cleaning

equipment/components and/or cleaning solutions. Laundry rooms will not be used to store privately owned laundry appliances and other materials. Guests are not allowed to use the laundry facility. Washers will not be utilized to dye clothing or other fabrics.

(d) Comply with the community Separate or Recycle Trash (SORT) Program. Garbage will be placed inside dumpsters and will not be left in hallways, stairwells, or other common areas. Cleanliness and police of the garbage areas and garbage cans is the joint responsibility of all residents.

(e) Bedding, rugs, mops, laundry, and other such items will not be shaken or hung out of windows. Trash and other items will not be thrown out of the windows.

(f) Outside radio, television, or satellite antennas will not be installed.

(g) Security, police, sanitation, and maintenance of buildings and grounds, laundry rooms, and all common areas are the joint responsibility of all residents.

(h) Damage to shrubs, flowerbeds, grassed areas, fences, sidewalks, or common areas of buildings will be reported immediately to the BC.

(i) Loose objects will not be placed outside windows.

(j) Tenants will report problems, complaints, violations of regulations, acts of vandalism, and misconduct to his/her SC/FC, or BC if no appointed SC/FC.

(k) Tenants are responsible for maintaining the interior of their billets and all government property in good condition. No additions or alteration to the exterior/interior of billets will be made.

(l) Maintenance deficiencies in billets will be reported to the Work Order Section (DSN: 466-2752 or 466-2552). Call 466-2858 for emergencies.

(m) The installation of window air conditioning units are not authorized in single Soldier housing unless a valid medical need exists and approval is obtained in writing from the FSBP Manager. If a valid medical need exists, a request along with substantiation from a medical doctor must be submitted to the FSBP Manager. All costs for the installation and the removal of the unit will be at the cost of the tenant.

(n) The installation and use of personally owned waterbeds in single Soldier housing is prohibited.

(4) Observe 2200 – 0600 quiet hour. At no time will sound equipment be turned up loud enough to disturb anyone in adjacent rooms, quarters or buildings. Car stereo systems will not be operated in a manner that produces excessive noise. Excessive noise is defined in USAREUR Reg 600-1 as sound louder than that needed by an operator of normal hearing.

(5) Sound equipment will not be played outdoors or in public places on post unless

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approved by the USAG Hohenfels Commander. The sound will not be so loud as to disturb other persons.

(6) Use of any type of fireworks and/or firearms (including BB and pellet guns) in single Soldier housing is strictly forbidden.

(7) Complaints. In general, problems or complaints arising as a result of community living may be resolved in a routine manner. The following procedures will be strictly adhered to:

(a) The tenant will consult regulations referenced herein to determine if the solution is provided.

(b) The tenant will submit problems and complaints to the appropriate SC/FC (or BC if no SC/FC appointed) for resolution.

(c) Unresolved problems will be submitted fully documented, giving date, time, witness, etc. in writing to the BC. He/she will review the documents and attempt to resolve the problem. If unsuccessful, he/she will add his/her comments and forward all data to the AC/BM.

(d) Complaints that cannot be resolved at a lower level will be endorsed to the USAG Hohenfels Commander/CSM. These complaints will be initiated by the tenant, endorsed by each individual in the billeting chain of command, and will contain recommendations concerning possible solutions and a list of actions taken. Complaints based on unsanitary conditions within single Soldier housing that cannot be resolved by the BC will be immediately reported to the AC/BM.

h. Directorate of Public Works (DPW).

(1) In coordination with the FSBP Team(s) responsible to determine requirements and allocate barracks space among units for optimum space utilization. Assign building(s)/space to brigade/battalion and turn over master keys to FSBP Team(s). Appropriate documents are kept and maintained at DPW.

(2) Input accurate Real Property Data in the Integrated Facilities System (IFS) and keep data up-to-date to ensure that inventory assets are correctly identified.

(3) Identify, track, order and coordinate requirements for maintenance, repair, improvements, self-help, flagship projects, renovations, and grounds maintenance.

i. DPW Housing Division.

(1) Responsible for the effective management of UPH, Single Soldier Housing (SSH) Program IAW FSBP principles.

(2) Control issuance of Certificates of Non-availability (CNAs) and Temporary Lodging Allowance (TLA) claims.

(3) Maintain key control. Procedures for emergency access and after duty hour's entrance for persons who have locked themselves out, as well as the procedure for damaged and lost key(s) can be found in paragraph 21 of this SOP.

(4) Manage, operate, and maintain the UPH facilities and equipment in coordination with the Barracks Manager and other appropriate offices.

(5) In conjunction with military leadership and barracks residents, fully supports the BOSS program relating to UPH issues.

(6) Maintain utilization statistics, prepare reports IAW AR 420-1, and maintain automated occupancy data.

(7) Coordinate with the Unit Commanders for routine minor maintenance and repair.

(8) Assign and terminate rooms in HOMES, housing's automated data system, including furniture and equipment; conduct inspections as required.

(9) Report and coordinate with units for statements of charges and Financial Liability Investigation of Property Loss (FLIPL) for damaged facilities, equipment, and furnishings. Collect for damages beyond fair wear and tear and increase accountability.

(10) Provide pertinent information in regards to UPH Management to the Master Planning Office as well as other appropriate offices.

(11) Submit required UPH service order requests to DPW Work Reception and maintain accountability of submitted and completed work requests.

(12) Limit Soldier moves to the fullest extent.

5. HOURS OF OPERATION AND LOCATION:

a. The FSBP office is open during normal working hours Monday thru Friday from 0730 – 1600 hrs located in building #85.

b. After duty hours, for emergencies, contact the Department of Emergency Services (DES) at 466-2858.

c. Building #16 will be assigned as temporary quarters for incoming personnel after duty hours, on weekends, or holidays. Incoming Soldiers must report to the FSBP office on the next work day for assignment to permanent quarters. Keys will be issued by the In-processing Training Center (ITC) located in building #10.

6. ASSIGNMENT (Individual/Routine):

a. FSBP Management or his/her representative will receive the manifest of arriving Soldiers from the ITC as soon as it is available and will assign room(s)/space in coordination with the Unit's First Sergeant or his/her representative on the date of arrival if arriving during normal

working hours. Those arriving outside of working hours will be assigned temporary quarters. Assignments will be based on priority IAW AR 420-1, Chapter 3, gender and rank of applicants and the type and availability of facilities.

b. All newly arriving Soldiers must provide a copy of the Permanent Change of Station (PCS) orders and any amendments to the FSBP office to verify eligibility to reside in the barracks. The Soldiers will receive a briefing on current policies and procedures and an assignment package that contains the following documents:

- (1) Application for Barracks Assignment (Appendix C).
- (2) UPH Assignment Information and In-processing Checklist (Appendix B).
- (3) UPH Inventory and Condition Report (I&C) (Appendix G).
- (4) Liability Statement for Damage to Assigned Quarters (Appendix E).
- (5) Government Funding for Local Moves (Appendix F).
- (6) Temporary Lodging Allowance (TLA) Policy Information (as applicable).
- (7) Customer Feedback Survey/Comment Card (per Appendix K).
- (8) Barracks Assignment Guidelines/Checklist (Appendix D).
- (9) Cleaning Standards (Appendix I).
- (10) Copy of FSBP Handbook.

c. The FSBP staff adds Soldier's data into the Housing Management Electronic System (HOMES), and prints out the hand receipt (Appendix H is used when HOMES generated hand receipt is not available).

d. The inspector and the Soldier conduct the in-check inspection jointly, documenting the initial condition of the room(s)/space and its contents on the condition report and the furnishings hand receipt, then the Soldier is issued a room key and other keys as needed on the KeyTrak systems automated hand receipt. The Soldier is briefed on replacement costs and procedures if the key is lost or stolen or becomes unserviceable in case of card key. The inspector signs and dates the documents. The Soldier must verify the initial condition and signs the forms as well. These documents are used when the room/space assignment is terminated to determine liability for possible damages to the facility and/or furnishings and equipment.

e. The FSBP staff will prepare the HOMES generated assignment order and include it with the transmittal document. These will be submitted to the servicing finance office; a copy of both will be kept in the housing office.

f. A file folder is prepared, filed and kept, and must contain Soldier's PCS orders and copies of all signed and dated documents.

g. All SSH is non-smoking. Only smoke in designated areas outside SSH facilities.

h. If permanent quarters are not available, the applicant will be assigned to temporary quarters and will be placed on the waiting list until permanent quarters become available. A telephone connection will not be established; household goods (HHG) will not be delivered until assignment to permanent quarters. Costs incurred will not be reimbursed if this rule is disregarded. Should temporary quarters not be available, applicants will receive authorization for TLA.

i. Occupants must inform the housing office of any change in status that may affect eligibility for UPH such as marital status, promotion, pregnancy, or assignment to family housing.

j. Pets, of any kind, are not allowed in UPH.

k. IAW applicable regulations, unit integrity must be maintained at battalion level when housing Soldiers.

l. Refer to the applicable/referenced regulations when assigning Chaplains, Law Enforcement personnel and the different type of Reserve Component (RC) Soldiers and Overseas Duty Tour (ODT) Soldiers.

m. Once a Soldier has been assigned a room/space, the Soldier will not be relocated to another room/space during the tenure of the Soldiers tour except for one of the following circumstances:

(1) Relocation due to personal/physical roommate/suitemate conflicts where all other alternatives have been exhausted.

(2) Change of rank from junior enlisted to NCO or NCO to junior enlisted when the current roommate/suitemate is not of the appropriate grade per AR 420-1.

(3) Change of a Soldiers position that causes that Soldier to become the direct supervisor of another that currently occupies a shared suite/room.

(4) This list is not all inclusive; exceptions are considered on a case by case basis.

n. PCSing or transferring a Soldier from one company to another within the same battalion is not cause for relocating Soldiers as long as battalion integrity is maintained, nor is it allowed to relocate Soldiers simply because another room/space has become available. Exceptions to this must be requested through the SSH office for the Garrison Commander's final approval/disapproval.

7. ASSIGNMENT (Pregnant): Unaccompanied pregnant military personnel, otherwise without Family members, will reside in single Soldier billets. The Soldier may be placed on the Family housing waiting list once the Soldiers pregnancy has been confirmed by medical authority and the Soldier becomes six months pregnant. If government owned/leased Family quarters are not available at the time the Soldier becomes six months pregnant a statement of non-availability will be issued and a private rental will be offered.

8. TERMINATION (Individual/Routine):

a. The SSH office will query HOMES on Soldiers' date expected to return from overseas (DEROS) information at least three months in advance of DEROS to identify personnel scheduled to depart the area. DEROS rosters will be verified by the responsible First Sergeant.

b. The SSH inspector will perform a pre-termination inspection with the resident 30-45 days in advance of final clearance and record the inspection in the HOMES; provide the resident with a copy of the Barracks Room Clearing Standards Sheet (Appendix J). During periods of increased FSBP requirements (due to deployments/re-deployments/re-stationing actions) pre-termination briefing(s) may be given at the SSH office. The following areas will be covered during the pre-termination inspection/briefing:

(1) Resident cleaning requirements (Appendix I & J).

(2) Furnishings Inventory.

(3) Self-Help requirements (Self-Help should be used to the greatest extent possible for minor repairs).

c. For termination of room assignment, the resident must schedule an appointment for inspection of the room with the housing office at least 14 days prior to the desired termination date.

d. The final inspection will be scheduled IAW the Soldier's final out-processing appointment.

(1) A SSH inspector will conduct the final inspection with the tenant, which includes clearing the furnishings hand receipt. The occupant's first line NCO supervisor, or his/her NCO representative, will be present at the final inspection. All government furnishings will be in the room prior to the termination inspection. This inspection will ensure that the occupant has performed the tasks identified at the time of the pre-termination inspection/briefing. The condition of the room(s)/space must allow follow-on assignments without delay.

(2) After passing the final inspection, the housing inspector will sign the clearing papers and provide the Soldier with his/her termination orders. The Soldier will not be required to proceed to the housing office for any reason if he/she has a successful final inspection.

(3) The Housing Division will notify the Soldier's chain of command if he/she fails to meet their responsibilities.

e. Soldiers will remain in their quarters until their departure whenever possible or be moved to transient rooms. If this is not an option outgoing TLA may be authorized by the housing office for not more than three days.

f. It is required for those Soldiers allowed to remain in their quarters until their departure date that the Soldiers first line NCO supervisor, or his/her NCO representative, be responsible for ensuring the Soldier properly clears his/her room and takes possession of the room key on the Soldiers day of departure. Upon the Soldiers departure, the Soldiers first line NCO Supervisor

will make an appointment with the SSH office to conduct a joint inspection to ensure the room is cleared of personal possessions, furniture and room key present, no room damage, and room clean. NCO supervisor will be held responsible for allowing the departing Soldier to depart without properly clearing the room.

g. Residents that are held liable for damaged facilities or missing/dirty equipment or furnishings will be instructed to report to the housing office to initiate a Statement of Charges, Cash Collection Voucher, or a Financial Liability Investigation of Property Loss (FLIPL) before receiving final clearance from the SSH office.

h. The FSBP staff will prepare the HOMES generated termination order and include it with the transmittal document. These will be submitted to the servicing finance office; a copy of both will be kept in the housing office.

9. MASS ASSIGNMENT AND TERMINATION

a. Mass assignments: for mass assignments, FSBP management provides the unit with blank grids for the unit to determine where they would want the Soldier assigned. The FSBP team will make every effort possible to accommodate the military leadership with the room assignment requests. The FSBP team and/or 1SG or unit representative places the in-processing packets at the foot of the bed of the pre-assigned rooms for all in-coming Soldiers. All the Soldiers are briefed as a group (either on the bus, a dayroom, or based on the number of Service Members and the weather conditions, a parking lot) on the FSBP policies, procedures, and in-processing paperwork. The Soldier proceeds to the pre-assigned room and completes the in-processing paperwork including the furniture hand receipt print out. Upon completing the required paperwork, the Soldier **MUST** return the documents to the FSBP office NLT 48 hours after receipt; otherwise it is understood that the Soldier accepts the provided condition report and the furniture inventory list. Any later claims concerning the condition of the room or furniture inventory will **NOT** be honored. The in-processing paperwork is later entered into HOMES.

b. Mass terminations: FSBP management receives a list of deploying Soldiers (one week or earlier, NLT 48 hours) prior to the departure date from the unit. On the departure date, the FSBP team personnel will meet each Soldier at their assigned room. Each Soldier is required to stand the final inspection unless prior arrangements have been made with the command. The clearing inspection is then completed. Damages will be assessed by using the Barracks Room Clearance Standards Checklist (Appendix J) which the service member will be required to sign. Upon return to the office, the FSBP team will go through the barracks room clearance standard checklists and process the collection of damages via DD 139. At that time, if it is a re-lock or re-key, a memo is sent to DPW Real Property Office and the DPW Lock Shop for processing. During the termination process, the FSBP team can identify any fair wear and tear during the inspection and initiate service orders at this time. If there are furnishings that need to be replaced, it's annotated on the hand receipt and sent to the Furnishings Management Office. Rooms that are not cleaned to current standards are identified and submitted to the custodial staff to be professionally cleaned at the expense of the service member.

10. TRANSIENT ROOMS

a. Transient rooms are temporary facilities assigned to unaccompanied Soldiers. Overall management of transient room space is the responsibility of the FSBP management office. Contingent upon requirements and availability of space, the FSBP management office will reserve approximately one percent of the barracks space for transient rooms. FSBP management will maintain issue and termination responsibility of transient rooms during regular duty hours, however, keys for these rooms will be provided to the ITC for issuance of temporary quarters for after duty, weekend, and holiday arrivals. Gender and rank will always be considered in all assignments of transient rooms. Some examples of requirements for transient room assignments are:

(1) In-bound unaccompanied personnel arriving after duty, on weekends, or during US and German holidays.

(2) In/out-bound unaccompanied personnel unable to find/afford facilities while awaiting permanent assignment or following quarters' termination due to PCS moves.

(3) 72 hour "cooling off period" for domestic issues.

(a) Individual 72 hour cool off period room assignments between the hours of 0730 and 1600, except US/German holidays and weekends, are managed by FSBP management.

(b) **Unit leadership must first contact FSBP management to identify the need.** Individuals in need, or supervisor, will then report to building #85, verify his/her identity, and sign for a cool off period room key. At the end of the 72 hour period, occupant will clear assigned room and turn-in room key to FSBP management.

(c) An extension of the 72 hours must be cleared with FSBP management by the occupant's unit leadership.

(d) Individual 72 hour cool off period room assignments between the hours of 1600 and 0730, including US/German holidays and weekends, are managed by the MP station. Unit leadership must report to building #358 or call DSN: 466-2812 CIV: 09472832812 for assistance. At the end of the 72 hour period, occupant will clear assigned room and turn-in room key to FSBP management.

(e) At no time is a 72 hour cool off period room occupant authorized to directly use the key control services of the DPW Key Control Section for room assignments, key issue/replacement, or room lock-outs.

(f) Other unforeseen circumstances (case by case basis).

b. Rules and requirements for residing in transient rooms.

(1) Maximum stay will not exceed 72 hours without prior approval from FSBP Management personnel.

(2) All occupants will maintain cleanliness of facility. Cleaning supplies are provided for this purpose. Trash will be placed in the provided trash container and disposed of IAW recycling guidelines. Transit rooms will be cleaned and emptied of all personal property before assignment to permanent quarters.

(3) Excessive personal property will not be permitted. Delivery of personal property to transit rooms will not be allowed, Soldiers will delay shipment of hold baggage and household goods until assignment to permanent quarters.

(4) No overnight guests will be permitted. Visitation is only allowed between the hours of 1000 – 2200. Visitors must be at least 18 years of age and must be accompanied in the quarters at all times by the Soldier being visited.

(5) Occupants of transit quarters will conduct themselves so they do not disturb others. Quiet hours are 24 hours a day to accommodate shift workers. Noise must not be heard outside the room or through the walls. Social gatherings are not allowed in transit rooms.

(6) No pets of any kind will be permitted.

(7) No smoking will be allowed in transit quarters. Smokers will only smoke in designated smoking areas outside of the facility and properly dispose of cigarette butts, i.e. ensure they are extinguished and placed in a trash container.

(8) Occupants causing damage to furnishings, supplies, equipment, and/or facilities will be assessed charges for the damages.

(9) Lost or stolen room/locker keys will be immediately reported to the FSBP management office. Occupants will be held financially responsible for the cost of replacing keys or locks.

(10) Soldiers command will be notified of occupants who fail to follow established rules and requirements which may result in removal and/or disciplinary action.

(11) All unresolved issues should be reported to the FSBP office, building #85, and phone 466-2509/3637.

11. BARRACKS UTILIZATION REPORTS (BURs): Ideally, the FSBP team managers should update the garrison's BUR data sheets daily. The garrison's BUR data shows the building number, room number, service member's name, brigade, rank, gender, and priority as defined in AR 420-1, Chapter 3. The garrison's BUR data also shows what rooms are down for maintenance and what rooms are designated transient spaces. FSBP Management compiles the data weekly to obtain the current barracks occupancy for the entire installation. BUR data is required to be submitted to IMCOM Europe Region on a quarterly basis. BUR input is collected via a custom software package, which looks like the following:

Eventually HOMES4 may replace this procedure.

12. DOUBLE OCCUPANCY: Double occupancy (i.e. occupying two billets rooms, two housing units, or one billet room and one housing unit is strictly prohibited. Exceptions to this restriction are:

a. During periods of transition between Family housing units to single Soldier billets or single Soldier billets to Family housing units a 72 hour exception is allowed to allow the transitioning Soldier the opportunity to move out and clear occupied quarters/billets without putting undue financial hardship on the Soldier or his/her Family.

b. During periods of Early Return of Dependents (EROD), Soldier is allowed 30 days in single Soldier billets while maintaining Family quarters to complete proper EROD paperwork and clear Family quarters.

(1) If the Soldier, at any time during the 30 days, has a change of status that results in not proceeding with an EROD, the Soldier will be required to immediately terminate single Soldier billets.

(2) If the Soldier, at the end of the 30 days, does not complete the EROD requirements, the Soldiers will be required to immediately terminate single Soldier billets, unless there is a delay in the EROD approval through no fault of the Soldier. If this is the case, Soldier will be allowed to remain in single Soldier billets until the delay is resolved.

A standard report similar to the following is provided to the Team Leader(s) weekly (below is a sample from a large UPH operation having multiple FSBP Teams within the organization):

Team Occupancy Report (FSBP Only)						
FSBI	Assigned To	Total	Maint	Divert	Occupy	Available
1	1/4 HBCT	320	12	0	275	33
1	4 SUST	132	0	0	117	15
1	4ID HQ	132	0	0	95	37
1	FIRES	744	172	2	529	41
2	1/4 HBCT	1080	3	0	1001	76
2	36 ENG	224	0	0	205	19
2	4/5 ADA	336	0	0	234	102
2	FIRES	224	0	0	163	61
3	36 ENG	468	0	0	448	20
3	3ACR	956	1	2	943	10
4	1/4 HBCT	24	0	0	8	16
4	3ACR	456	30	0	424	2
4	4CAB	976	104	0	822	50
5	1/1 HBCT (Rear)	480	0	0	406	74
5	2/4 HBCT	704	0	0	565	139
6	2/4 HBCT	1084	0	0	980	104
6	3/1 HBCT	136	0	0	0	136
6	3ACR	136	0	0	120	16
7	2/4 HBCT	488	0	0	364	124
7	4/4 HBCT	608	10	0	518	80
8	4/4 HBCT	1285	4	0	965	316
11	1/1 HBCT (Rear)	408	30	0	160	218

13. GOVERNMENT FURNITURE AND APPLIANCES

a. Upon assignment of UPH room/space, each occupant will sign a hand receipt for furnishings and will be held liable for the accountability of the items and any damages or loss due to negligence that occur while the property is in their possession.

b. The FSBP Office, in coordination with the Furnishings Management Office (FMO) in the housing division will maintain hand-receipt files for furniture and appliances issued to UPH room/occupant(s) and common use areas. Furnishings accountability shall be maintained via HOMES. A hard copy of the hand receipt for the individual space assigned will be maintained in the applicable customer file; copy provided to tenant.

c. Basic allowance for each occupant is one bed platform/dbl slat bed with mattress and cover, one night stand, one table lamp, one three drawer chest of drawers, one TV stand, one Desk, one mirror, one bookcase desk, one chair straight, and one wardrobe (unless a built-in closet is in the room/module). Maintaining rooms in a standard configuration is not required; however, setting up personal furniture is limited due to room size restrictions. Occupants may turn in furnishings

that is in excess to their needs at any time before reaching six months of termination date. Requests for issue and/or turn-in of government furnishings are processed at the FSBP Office in coordination with the FMO. Rooms must have the basic issue government furniture at the time of the out-check inspection.

d. Common used Government property in any room or module will be on the hand receipt of the senior occupant (HOMES3). Once HOMES4 is implemented, common use furniture will show on each occupant's hand receipt. Should common use property become damaged or lost and the person responsible cannot be determined, a Financial Liability Investigation of Property Loss (FLIPL) will be initiated.

e. Rooms are set up with furniture in accordance with number of spaces allowed. Should one Soldier be assigned to a room with more authorized spaces, migration into the adjoining space, i.e. bed, wall locker, chest etc. is not allowed. The room must be kept clean and in order for immediate assignment of additional personnel.

f. FMO will conduct inspections/inventories of common area furnishings in coordination with the common area furnishings hand receipt holder at least once every six months.

g. Exchange/turn-in of unserviceable furnishings.

(1) After unserviceable furnishings are discovered, the FSBP Office personnel will contact the FMO to check status of the furniture in-stock. If the furniture is not in-stock, the FMO clerk fills out the "in-house" furniture request form as a reminder to request the items as soon as they are in-stock.

(2) If the furniture is in-stock, a HOMES Furniture Request for Delivery or Pick-up is requested through the FMO. When the FMO has the furniture in-stock, a date and time is coordinated with the FSBP office by the FMO to pick-up and replace the furniture. The FMO has its own local contractor who utilizes their own vehicles to transport, deliver, and pick-up both serviceable and unserviceable furniture. It may take up to four work days to replace the furniture depending on the FMO schedule and funding. Therefore, close coordination is required with the FMO for all issues of this nature.

14. RESIDENTS LIABILITY FOR DAMAGE TO GOVERNMENT PROPERTY:

a. Soldiers assigned UPH and issued government furnishings are legally responsible for any damages to the dwelling unit and for damage, loss or destruction of government furnishings and equipment as a result of negligence or abuse.

(1) A resident is negligent when steps are not taken to prevent or minimize careless conduct that is likely to result in damage, loss or destruction of government property.

(2) Abuse means willful misconduct or the deliberate unauthorized use of quarters (e.g., allowing unauthorized personnel to reside in quarters).

(3) The resident is not liable for damage due to fair wear and tear (FWT) (as determined by a qualified technical inspector), or caused by an act of God or by the acts of persons other than

guests. Residents are liable for damage, loss or destruction of government property caused by themselves and their guests.

(4) The resident's liability is limited to an amount equal to one month's basic pay, unless the damage or loss is deemed to be the result of gross negligence or willful misconduct. In such cases, the resident may be liable for the full amount of the damage or loss.

b. Depreciation is authorized IAW AR 735-5 and used when the item is in less than new condition. The rate of depreciation is based on normal use, and may be increased or decreased based on facts showing more or less than average use.

(1) Painting is normally on a three year cycle. Charges will depend on the cost and will be prorated over the number of years/months remaining in the cycle if painting is required before the three year cycle due to neglect. Occupants are not allowed to paint UPH facilities, the DPW or contracted painters will conduct UPH painting.

(2) Government Furniture and Appliances. Depreciation is authorized when an individual willingly pays for loss or damage to item(s). Depreciation will not be applied if the individual disputes a claim and a FLIPL finds the individual monetarily liable.

(3) IAW AR 735-5, nonperishable items will be depreciated up to 75 percent at a rate determined by a straight-line method of depreciation. This method is based on an item's normal useful life expectancy and its current cost. For perishable items (e.g., mattresses, mattress pads, curtains), a standard depreciation of 25 percent is allowed.

c. Damage, loss or destruction of government property may be settled by one of the following documents:

- Statement of Charges, DD Form 362
- Cash Collection Voucher, DD Form 1131
- Pay Adjustment Authorization, DD Form 139

(1) If payment is disputed, a FLIPL will be initiated by the appropriate housing section and submitted to the Garrison Commander for appointment of a survey officer. In order to ensure that Soldiers are held liable for negligent damages, the appointed survey officer will not be from the Soldier's unit of assignment.

(2) Personnel will receive a thorough explanation by the Housing Division/FMO regarding costs and the methodology for determining costs. Personnel who acknowledge liability but who question costs/methodology will have their cases referred to the Chief of Housing. If the situation cannot be rectified, a FLIPL will be initiated.

d. Collecting for damages and cleanliness charges.

(1) The collection process begins when the FSBP inspector clears the room or when the damage/key loss is known. Damages are assessed by using the Barracks Room Clearing Standards Checklist which the Soldier will be required to sign. The FSBP counselor fills out a DD 139 in order to have the charges deducted from the service member's pay.

(2) All DD 139s are added into HOMES3 Damage Report and for HOMES4 users on a master list (serves as a record for FSBP office) and turns those into the individual division finance offices, with the appropriate accounting classification codes for structure/facility damage charges and damages to furniture, equipment, and cleaning. The finance offices use the accounting classification and routing codes to electronically, through the Defense Management Operations Pay (DMOP) system, place the money into the appropriate DPW account. A designated individual checks back with the finance office for a status report. A copy of the status report is provided to the FSBP office and to the DPW budget office. Since DFAS processes the charges in lump sums, there is no way of tracking from which customer the money was acquired.

(3) All documented charges are kept on file in the FSBP office.

15. DEPLOYMENT/REDEPLOYMENT:

a. During periods of deployments of 90 days or more, Soldiers residing in UPH are required to terminate their room(s)/space prior to deployment. Personal property will be packed and stored during deployment. Reimbursement of telephone and cable TV reconnection fees will be at government expense. Separate instructions will be provided if this option is implemented.

b. During periods of deployments of less than 90 days, Soldiers residing in UPH who do not share their quarters with a roommate are not required to terminate their room(s)/space during deployment; however, the following procedures are mandatory:

(1) Soldiers residing in a one person room will have their personal property inventoried by a Unit Supply NCO (or by other unit appointed authority), government furnishings and equipment will be inventoried and their rooms secured.

(2) Only the rear detachment will have access to the Soldiers' rooms for emergency purposes.

c. Soldiers who share their quarters with a roommate are required to terminate their room(s)/space prior to deployment regardless of the length of the deployment. They will have their personal property inventoried, packed and stored at government expense at a commercial storage facility. The second occupant of the room will sign and become responsible for all government furnishings assigned to that room.

d. Single Soldiers in grades E-6 and below will return to UPH upon redeployment.

e. A Soldier's personal property that was packed and stored at government expense during deployment; will be returned to the Soldier's quarters at government expense.

f. Soldiers who were directed to terminate their UPH room(s)/space are authorized reimbursement of telephone and cable TV reconnection fees. Paid receipts are required for reimbursement. Soldiers may contact their FSBP office to obtain information regarding this process.

g. Unit leadership is required to provide the SSH office a list of those Soldiers deploying at least 30 days before their departure to ensure proper clearance procedures are followed.

- h. See paragraph 20, Physical Security, for storage requirement during periods of TDY.

16. REPAIR (SERVICE ORDERS) & EMERGENCY REPAIR PROCEDURES:

a. Occupants are responsible for routine housekeeping functions including minor maintenance and simple repair necessary to keep their assigned quarters and any assigned government furnishings in good condition. Occupants are expected to make all self-help repairs that a prudent homeowner would undertake personally, e.g. correcting plugged sinks or commodes, cleaning filters, or replacing filters available through the Self-Help Issue Point (SHIP). Non-emergency problems beyond the scope of self-help which occur after duty hours should be tolerated until corrective action can be taken on the next duty day.

b. Occupants are also responsible to promptly report defective, broken, damaged or malfunctioning components, equipment, furnishings or fixtures which the occupant cannot repair and would require a service order.

- c. Service Orders / Emergency Service Orders:

(1) Service Orders: During duty hours, to obtain repair services, call the DPW work reception at 466-2752 or 466-2552.

(2) Emergency Service Orders: An emergency exists when there is immediate danger to life, health, security, or government property. Examples of emergency situations are broken water or steam pipes, broken electrical components, stopped up toilets (when only one is available), etc. An inoperative range or refrigerator is not an emergency. During duty hours, emergency service orders are directly reported to the DPW work reception. After duty hours, the phone line is forwarded to emergency services or call directly at 466-2858.

d. FSBP staff is required to review, monitor and track all service and work orders produced for each UPH facility under the control of the FSBP office. FSBP staff is required to work closely with the DPW work reception and maintenance shops to effect timely completion of service/work order requests to insure all QOL standards are met. Weekly, the FSBP team(s) receives an "IFS Dump" which contains all of the service order activity for the past 90 days for the barracks within their team area(s). This allows the team leader to work with the DPW maintenance staff to effectively close out old service orders.

e. FSBP staff will stand ready to assist UPH residents with service/work request issues and will perform, as required, as liaison between the resident and DPW staff.

17. SELF-HELP:

a. The self-help program is designed to obtain maximum use of available manpower by encouraging occupants to conserve utilities, follow good housekeeping practices and perform simple minor maintenance and repair work. The purpose of this program is to develop the pride, discipline, and responsibility customary in a prudent homeowner.

b. The local DPW is responsible for providing technical advice to occupants for work they can realistically perform. This assistance includes furnishing "as required" hand tools and

equipment on temporary hand receipts, and replacement parts and supplies. The local SHIP can provide supply items; e.g. weather stripping, toilet seats, small plumbing items, small hardware, fluorescent bulbs and starters. Occupants should check with the local SHIP to see what is available.

c. Occupant Responsibilities.

(1) Maintain property assigned to or used by them and the immediate surroundings in a clean and orderly condition.

(2) Conserve energy, follow good housekeeping practices, and exercise judgment in performing homeowner handyman tasks.

(3) Request the DPW, through the barracks manager or representative to the FSBP office, if appropriate, to perform work beyond the scope of the occupants capability.

(4) Self-help improvements will be coordinated with the barracks manager and DPW prior to commencement of work. Failure to receive written approval could result in failure to pass final clearing inspection and requirement to return quarters to original condition and charges to the Soldier.

(5) Cooperate with DPW personnel by complying with instructions on care and maintenance of the dwelling unit and its components.

18. CLEANING AND MAINTENANCE:

a. All personnel residing in UPH are responsible for the clean up and maintenance of the stairways and complex areas. The BC will post a duty roster. Personnel on leave/pass or field duty will find a replacement or notify the appropriate person maintaining the roster so duties can continue efficiently. All common areas will be cleaned daily by 0900 hours.

b. All luggage and boxes will be properly marked with individual's last name and last four digits of social security number and stored in the storage cages located in the individual buildings when available.

c. Room furnishings will not be removed from any room without prior approval of the FSBP Office. Room furnishings will not be disassembled for any reason.

d. Trash from rooms will be placed in the dumpsters, not in the basement, or in the laundry rooms.

e. The privacy of all occupants will be respected and noise levels, to include playing of television, stereo equipment, and radios will be kept at a level to preclude disturbing other occupants. Failure to comply with this provision may result in individuals forfeiting the privilege to have the noise-producing equipment in their rooms. Noise may be considered to be excessive if occupants of adjoining rooms or suites complain.

f. Individual suites, as a minimum, will meet these daily standards:

(1) Rooms must be maintained in a "clean, safe, functional, secure, and neat" condition. Clean as necessary to assure that proper sanitation level is maintained. Rooms must meet the "clean, safe, functional, secure, and neat" standard at all times.

(2) Valuables will be put away and the closet locked.

(3) Electrical appliances will be disconnected, i.e., irons, hair curlers, and blow dryers, when not in use.

(4) Remove any trash containing discarded food. Immediately take all trash to a dumpster. Clean trashcans as required.

(5) Wipe down microwave after use.

(6) Sweep, mop, vacuum floor.

(7) Clean sinks, mirrors, toilet and shower/bathtub. Water deposits, soap scum, and mineral deposits will be removed. Shower curtains will be checked for mildew and cleaned/replaced as required.

(8) No food will be left out.

g. Residents may decorate their rooms as long as the decorations are not offensive to others and the room is returned to the standards in AR 420-1 and as designated by the installation and organizational commander before they out-process.

19. SOLDIER COMMON AREA

a. Soldier Common Area (SCA) is for the convenience and relaxation of the Soldier and for use by occupants only.

b. Keep free of trash at all times.

c. Clothes will not be left unattended in the laundry rooms. Unattended personal belongings are not the responsibility of the garrison, FSBP management or the AC/BM.

d. The use of the kitchen will be coordinated with other residents and will be cleaned after use and inspected daily by the AC/BM, his/her representative, or the Building Coordinator (BC).

e. Game room equipment will be signed out from the barracks manager, his/her representative, or the BC.

f. Use of grills must comply with all local garrison safety and fire prevention guidelines and will be coordinated with the barracks manager, his/her representative or the BC.

g. No private parties/meetings will be held in the SCA.

h. There will be NO SMOKING or CONSUMPTION of ALCOHOL within the SCA.

20. NON-HOUSING INSPECTIONS

- a. All unit commanders, first sergeants, and immediate supervisors will make random checks (on a regular basis) of their Soldiers' rooms/living areas for the purpose of maintaining a standard of health, cleanliness, functionality, neatness, and security.
- b. Visibility of unit leaders within Soldiers quarters will enhance morale, foster teamwork, and improve living conditions and the well being of all barracks residents.
- c. MP, MPI, and CID agents will be allowed to search Soldier quarters common areas pursuant to their official duties upon presentation of their credentials. Search of Soldiers' rooms will only be allowed if, upon presentation of a search warrant, the Soldier consents, or evidence relating to a crime is being or about to be committed. The Chief of Housing, Garrison Command Sergeant Major, and Unit Commander will be promptly notified of the request to search and the use of military working dogs.
- d. Periodic inspections and inventories will be announced at least 24 hours in advance whenever possible.
- e. Unannounced health, welfare, safety, and security inspections may be conducted with military unit leadership. However, these types of inspections will be held to a minimum.
- f. Whenever possible, at least 24-hour notice will be given prior to maintenance/repair personnel entering the room.

21. PHYSICAL SECURITY

- a. Personnel going TDY for a period of 90 days or longer will be required to terminate room assignment. If the occupant so desires, the name may be maintained on a waiting list with the anticipated date of return. The transportation office requires, IAW JFTR Para U4770, b., that the TDY orders for storage of personal items at government expense during that period state special storage of HHG authorized.
- b. Personal property within the quarters is the responsibility of each individual who resides there. Individuals must ensure that personal property is secured at all times. Residents should padlock their storage cage, cabinet(s), bed drawer, and similar; however, padlocks are not government provided.
- c. Residents are responsible for ensuring that personal high value items are recorded on DA Form 4986 and the form is on file at the individual's unit. Items that do not have a serial numbers should be marked with the last four digits of his/her social security number.
- d. FSBP team(s) will ensure keys are not marked in any manner which will assist an unauthorized individual in matching a key that was lost, stolen, or misplaced to a specific building/room lock when issuing keys. Unauthorized locks are not permitted. Assigned Soldiers will not give their key or key card for their room to a non-resident.

22. KEY REPLACEMENT AND LOCK-OUT

- a. US Government keys are not authorized to be reproduced commercially.

b. Damaged hard keys will be given to FSBP management who will then submit a work order thru DPW for a replacement.

c. Room keys will be replaced only by the FSBP management team. New keys will only be issued if the key was lost. Duplicate keys will only be issued for damaged keys, expired keys, or non working keys. If the Soldier cannot produce the damaged key, etc. then a new key will be issued and appropriate action (statement of charges, cash collection, etc) will be initiated.

d. Master keys can only be made and issued by FSBP management.

e. Individual room lock-outs of unaccompanied housing between the hours of 0730 and 1600, except US/German holidays and weekends, are managed by FSBP management. Individuals must report to building #85, verify his/her identity, temporarily sign for a replacement key, gain access to his/her room, and immediately return the replacement key to FSBP management.

f. Individual room lock-outs of unaccompanied housing between the hours of 1600 and 0730, including US/German holidays and weekends, are managed by the MP station. Individuals must report to building #358 or call DSN: 466-2812 CIV: 09472832812 for assistance.

g. At no time is an unaccompanied housing occupant authorized to directly use the key control services of the DPW Key Control Section for individual room lock-outs, replacement or reproduction.

23. SAFETY

a. Safety is of utmost importance within single Soldier quarter's facilities. Doors that cannot be properly secured will be reported to the DPW.

b. Windows with broken handles, broken hinges, and broken glass will be reported to the DPW immediately for corrective action.

c. Stairs will be kept free of trash and liquids.

d. Residents who come in contact with explosives, i.e.; firecrackers, gunpowder, and flammables, will not bring these items into the UPH quarters for any reason.

e. Electrical cooking appliances, which are authorized for use in the UPH quarters, are microwave ovens, crock pots, coffee pots, air type popcorn poppers, or any item that does not use oil or produce extreme heat. All others, to include hot plates and deep fryers, are strictly prohibited.

f. Lit candles, incense, or oil lamps are strictly prohibited in SSH.

g. Electrical appliances that have a heating element, other than electric irons, curling irons, hair dryers, coffee pots, or air type popcorn poppers, are prohibited.

h. There will be absolutely NO SMOKING in SSH.

- i. Occupants should acquaint themselves with the location of fire extinguishers.
- j. During a fire alarm, occupants must evacuate the building, closing windows and doors as they exit, disconnecting appliances, and turning off all lights.
- k. BBQ Grills:
 - (1) Never use a portable grill within 50 feet of any structural wall or flammable materials.
 - (2) When cooking in authorized areas never leave the grill unattended.
 - (3) Never add lighter fluid or flammable liquids to the fire after it is lit.
 - (4) Never wear loose clothing around the grill when it is in use.
 - (5) Make sure that the coals are completely extinguished before disposal.
 - (6) It is a good idea to have a fire extinguisher in the area as an added safety.
 - (7) BBQ grills are not authorized to be stored anywhere in single Soldier billet buildings.
- l. Mopeds, motorcycles and other motorized vehicles or their repair parts (i.e. batteries, fenders, tires, engines etc.) are not authorized to be stored anywhere in or around any part of UPH living areas, to include private rooms, dayrooms, kitchens, laundry rooms, hallways, etc. Storage of repair parts is only allowed in the UPH building storage rooms or unit storage facilities.

24. ENVIRONMENTAL

- a. Privately Owned Vehicle (POV) Maintenance. In accordance with German environmental laws, discharge/spillage of water-endangering liquids is not allowed. Occupants are not allowed to perform any POV maintenance involving liquids; for example, radiator work, brake work, oil or transmission fluid changes, fuel tank repair, etc. in or around single Soldier billets. Various auto craft shops are available for use by military personnel at a nominal charge.
- b. POV Washing. German law regulates POV washing. Washing or rinsing POVs in/on public areas is strictly prohibited. Public areas include city, state or federally-owned roads, parking areas or grounds, e.g., parks. POVs may be washed in housing areas, provided the area is concrete or asphalt and the POV is washed with plain water only. Use of detergents or soaps is strictly prohibited. Numerous carwash facilities, which comply with German laws, are available on and off the installation.
- c. Parking of privately owned vehicles is authorized in designated parking areas only, occupants will not park on seeded areas or areas designated as fire lanes, bicycle areas or sidewalks.

d. No automotive parts will be stored in or around any part of UPH living areas, to include private rooms, dayrooms, kitchens, laundry rooms, hallways, etc. Storage of this kind is only allowed in the UPH building storage rooms or unit storage facilities.

e. Trash Disposal. German law requires that occupants sort household waste, including metal, glass, paper, and cardboard. Occupants must use recycling bins and trash dumpsters for their intended purpose by excluding recyclables and hazardous wastes from trash dumpsters. Your local environmental office will provide you with a guide to sorting or recycling. The guide will also tell you where to pick up additional yellow and/or blue bags.

25. ENERGY CONSERVATION

a. All lights and water faucets will be turned off when not in use.

b. Practice prudent usage of water. Domestic hot water will not be used for washing POVs.

c. Promptly report all malfunctions of utility systems to the DPW, Service Order Desk.

d. Portable heaters will not be used except under emergency conditions, i.e., failure of heating system as approved by the DPW.

e. Transformers will be unplugged when not in use.

f. Freezer temperature should be set at 0 degrees F; set refrigerator temperature at 40 degrees F.

26. PRIVILEGES:

a. No visitor limitations, except:

(1) Soldiers may have visitors in their rooms during the day (0600 to 2400 hours); but before a Soldier may have overnight visitors (2400 to 0600 hours), the company commander and the Soldier's roommate must approve the visit. Guests are not permitted to stay in excess of one overnight visit per seven day period. The unit commander may further restrict this policy. Soldiers are responsible for the conduct of their guests at all times. Soldiers hosting guests and their guests will respect the privacy of roommates and other Soldiers in the barracks.

(2) Parent or guardian must accompany visitors that are under 18 years of age.

(3) No cohabitation is permitted.

(4) Roommate must consent to visitors if more than one Soldier occupies the room.

(5) Guests are not authorized to use common area kitchens, washrooms, or otherwise infringe upon other occupants' right or privileges.

(6) Unauthorized personnel found loitering in unaccompanied personnel housing will be detained by appropriate authorities.

b. Occupants may set furnishings according to personal taste as long as placement does not encroach on another person's space or create a safety hazard in exiting. Personal furniture is not encouraged but is allowed. Issued furniture must be removed to make space and be replaced upon move out. Waterbeds are not authorized.

27. MISCONDUCT IN SINGLE SOLDIER HOUSING AND REPORTING PROCEDURES:

a. Types of Misconduct in Single Soldier Housing.

(1) The Billet Chain of Command (see appendix L) single Soldier housing. Tenants are required to cooperate with the Billet Chain of Command to ensure order and solve problems at the lowest level possible. Cooperation with the Billet Chain of Command will preclude unnecessary involvement of the Military Police, potentially leading to avoidable administrative or legal action against tenants and/or their guests. The Billeting Chain of Command should solve routine and minor discipline problems, including but not limited to, the following:

- (a) Minor breach of the peace (i.e. excessive noise).
- (b) Littering.
- (c) Parking disputes.
- (d) Minor disputes between tenants.
- (e) SORT/Recycling violations.
- (f) Minor infractions of this directive.
- (g) Failure to properly care for/clean single Soldier quarters common use areas.
- (h) Failure to cooperate with the Billeting Chain of Command.

(2) The Billeting Chain of Command should immediately refer the below listed types of problems (the list is not intended to be all inclusive) to the Military Police:

- (a) Assaults.
- (b) Domestic disturbances.
- (c) Damage or personal injury caused by tenants and/or their guests.
- (d) Interactions with seriously intoxicated persons.
- (e) Other incidents believed to require trained professionals and/or the possibility of physical confrontation.
- (f) Vandalism to personal property. Residents in billets may in some cases be entitled

to file a claim for vandalism damage to their personal property. Claims procedures require claimants to submit a copy of a Military Police report to substantiate their claims. For this reason, the Military Police should be notified in all cases of vandalism to personal property to properly document the incident and to ensure that the claimant's interests are protected.

b. Reporting Procedures for Misconduct in Single Soldier Housing.

(1) Problem resolution for items listed above, without Military Police intervention, and problems of similar magnitude should generally follow the steps outlined below:

(a) Discussion by affected SC/FC with those involved to achieve voluntary cooperation/resolution.

(b) Unresolved problems should be immediately brought to the attention of the BC before bringing to the attention of the AC/BM. Situations presented to the AC/BM will be submitted in writing along with an evaluation by the SC/FC and/or BC concerning the incident and recommendations for resolution. The AC and BC could issue a Billeting Violation Memorandum to the offender and counsel him/her regarding the violations. See appendix Q for sample Billeting Violation.

(c) AC/BMs will forward still unresolved problems, particularly difficult and/or sensitive problems, to their Unit Commander. A copy of the correspondence will also be provided to the USAG Hohenfels CSM and FSBP Manager. Likewise, incidents involving repeat offenders should be handled in the same procedure.

(2) Utilizing the problem resolution steps outlined above, the following remedies are available:

(a) Counseling by the Billeting Chain of Command. Many problems only need an unbiased party to mediate disputes.

(b) Directing compliance by any responsible official in the Billeting Chain of Command.

(c) Issuance of Billeting Violation Citation by AC/BM or BC.

(d) Issuance of a Billeting Violation Citation by the Garrison Commander or CSM. See paragraph 28 for information on the USAG Hohenfels 3-Strike Rule.

(e) Recommending punitive action for Soldiers under the Uniform Code of Military Justice (UCMJ).

28. USAG HOHENFELS 3- STRIKE RULE

a. USAG Hohenfels uses the 3-strike rule to ensure that occupants of single Soldier housing follow the standards of police, sanitation, and discipline set forth in this SOP.

b. Citations are issued by the garrison commander upon receipt of documentation that a

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Soldier or his/her guest has failed to comply with the standards of conduct for billeting. Documentation normally consists of military police reports, notification from building coordinators, or inspections by housing personnel. Copies of all citations are forwarded to the chain of command.

(1) First Offense Citation (Strike 1). Upon receipt of documentation of a failure to comply with billeting standards on a Soldier or his/her guest, the garrison commander will issue a citation memorandum to the tenant. The FSBP Office will forward copies to the BC, AC/BM, and chain of command.

(2) Second Offense Citation (Strike 2). Upon receipt of documentation of a second failure to comply with billeting standards, the garrison commander will issue a second citation memorandum. The battalion CSM will also be notified by the garrison CSM.

(3) Third Offense Citation (Strike 3). Upon receipt of documentation of a third failure to comply with billeting standards, the garrison commander will issue a final citation memorandum and notify the Soldier that a recommendation to his/her chain of command will be made for UCMJ action. The brigade CSM will also be notified by the garrison CSM.

c. Tenants are responsible for the actions of their guests at all times.

d. There are times when allegations are made between tenants and specific violations cannot be substantiated. When actions such as these occur and fault cannot be determined, all involved tenants will be issued citations for failing to live harmoniously.



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