US ARMY GARRISON DARMSTADT
HOUSING DIVISION

HOUSING CLOSURE HANDBOOK

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HOUSING CLOSURE PROCEDURES

GENERAL

This section primarily provides guidance to military personnel on clearance and termination procedures for the different types of quarters managed through the Housing Division (i.e., government owned quarters, private rental housing (PRH), government rental housing program (GRHP), bachelor officer quarters (BOQ) and senior enlisted bachelor quarters (SEBQ). (BOQ, SEBQ, government leased and government owned quarters are all considered government quarters.) Transient lodging information and clearing procedures for hand receipt holders of the Centralized Furniture Management Office (CFMO) are also addressed in this section.

A mass counseling briefing will be conducted by Housing Division representatives to inform occupants of all necessary termination and clearance procedures This will make it easier for occupants to clear housing and avoid unanticipated requirements or surprises.

CLEARING AND TERMINATION PROCEDURES

GOVERNMENT QUARTERS

All occupants with ITT/PCS/ETS or retirement orders are eligible to receive government contracted cleaning of their dwelling unit; however, close coordination with the Housing Division is required to determine if the dwelling unit will be further assigned. If follow on assignment is made, contract cleaning will be scheduled. If the current resident is the last to occupy the unit, contracted cleaning will not be scheduled. In either case, the current occupant is required to clean quarters as outlined in Table I-1.

The following policies apply to government contracted cleaning for clearing government quarters when your unit is scheduled for future occupancy. Residents are responsible for fully complying with the provisions set forth in this guideline.

Preparing Quarters for Cleaning at Government Expense

Quarters will be swept clean and free of all trash and miscellaneous items. Stoves and refrigerators will be free of excessive grease and dirt. Refrigerator will be defrosted, unplugged and the door left open. Toilet will be brushed out and free of foreign matter. All personal items will be removed from the refrigerator, cupboards, closets, and medicine cabinets. Additional cleaning requirements may be made by the inspector at the pre-termination inspection. Minimum cleaning standards for family housing residents and contractor's responsibilities are outlined in

Table I-1.

Self Help

All self help repairs/replacements must be completed and replaced prior to final inspection. Self help items not available for repair(s)/replacement(s) require a statement of non-availability from the SELF HELP Center manager.

Damages

Damages to quarters or furniture must be reported for correction as they occur. It is the responsibility of the occupant to ensure that maintenance is performed correctly and all items are in acceptable condition prior to final inspection.

Occupant Installed Equipment

Items such as shelves, coat racks, towel holders, can openers, etc., may be left in quarters provided they are clean, serviceable, and do not detract from the appearance of the quarters. These items will be brought to the attention of the Inspector during the pre-termination inspection and a decision will be made at that time as to whether the Item may remain in place. Stickers and appliqués on tubs, sinks, closet doors and walls (to include contact paper) will be removed prior to final inspection. Damage caused by the removal of items considered unacceptable must be corrected by the occupant or restitution will be made to the U.S. Government.

Keys

The occupant must account for all keys on his/her hand receipt (plus any additional keys he/she has made) prior to final inspection. Please refer any questions to the Housing Division, Family Housing Branch, DSN: 348-6102/6808/7423/6187.

Refrigerators/Ranges

These items will be fully operational and complete with all accessories. Additionally, they must be surface clean (i.e., remove any burned/dried food on range, etc.).

Window/Screens

If damaged, will be repaired or replaced prior to final inspection. Damages caused by occupant negligence will be charged appropriately. Window screen repairs may be performed through self help.

Drapes

Occupants have the opportunity to have these items cleaned annually at government expense at the Quartermaster Laundry. Drapes will be turned in to the CFMO.

Storage Areas/Balconies/Parking Areas

Areas must be swept clean. All trash and personal items must be removed. Any smoke residue on balcony walls must be cleaned. All grease and oil stains (or other matter) must be cleaned from the parking area. If oil stains are not removed, the occupant will be charged for the required cleaning by a private civilian contractor.

Furniture Appliances

Furniture and appliances will be inventoried at final inspection. In accordance with USAREUR Regulation 210-6, Section IV, paragraph 28, turn in of government furniture is possible only within 30 days of departure from your unit. Determination of any charges on the above items will be made by the Housing Division, Furniture Branch, located at Building 4106, Nathan Hale Depot, Darmstadt, DSN 344-6150.

Painting/Re-doing Floors

A Housing Inspector will determine on pre-inspection whether quarters need to be painted or the floors need to be re-done in accordance with regulations. If quarters are determined to be in need of painting out of cycle, the occupant may have the opportunity to correct the damages thru Self Help if the material/paint is available. If the material/paint is not available, the occupant will be charged appropriately.

CLEARING STEPS

GOVERNMENT OWNED QUARTERS

Upon receipt of assignment instructions, the Soldier will:

- Arrange for housing pre-inspection. The inspection will include:

- Detailed clearing briefing on quarters cleaning requirements, telephone service termination and further clearing procedures.

- Inventory of government furniture. Soldier will be briefed on the option to purchase the government furniture in his/her quarters if authorized by IMA-E.

- Schedule household goods (HHG) pick up with the Installation Transportation Office (ITO).

- Request (in writing) disconnection of your telephone service. Assistance can be obtained from the TKS Telecom Liaison at DSN: 483-5053/5051/5054 or 06151-918648.

- Schedule a final inspection and out-check of your quarters with the Housing Office, Bldg. 4029, In Processing Facility (IPF), Room 105. The check-out should be scheduled 3 days prior to the Soldier's departure date.

- Arrange for the issue of any government loaner furniture you may require with CFMO (DSN: 344-6150 or 344-7113).

- Arrange for the issue of loaner items (i.e., kitchen items, linens, etc.) from ACS (348-3647 or 3847).

- Ensure that quarters entrance door keys are tagged and given to the DPW Housing Inspector during the out-check inspection.

- Pick up housing termination orders and get clearance stamp from the Family Housing Office (Bldg. 4029, Room 105) at the IPF.

- If Soldier elected to purchase government furniture in his/her quarters, pays for the furniture.

- If all housing clearance requirements are fulfilled, the Housing Inspector will clear the Soldier at his/her quarters during the checkout. If the Soldier is not cleared at his/her quarters, the Soldier must receive his/her clearance stamp at the Family Housing Office (Bldg. 4029, Room 105) at the IPF.

- After the Soldier has received the clearance stamp from the Family Housing Office, the Family Housing Office will forward housing termination orders to the Finance Office.

PRIVATE RENTALS

TERMINATION PROCEDURES

Upon receipt of assignment instructions the Soldier will:

Review his/her rental contract with the Housing Referral Office (HRO) to determine the required termination notice for the landlord If the service member is fluent in the German language or does not have problems communicating with the landlord, he/she may choose to handle this process without the assistance of the HRO.

- Prepare and submit his/her termination notice to the landlord. In accordance with German Rental Laws, the termination notice must be submitted in writing and must be received by the landlord NLT the third work day of a month to be valid. Pre-printed termination notice

forms are available at the HRO. It is strongly recommended that the termination notice be sent to the landlord by registered mail or hand carried. In addition, request a return receipt of acknowledgement from the landlord.

- Ensure you are fully aware of the renovation agreement in your rental contract and know what is expected of you regarding renovations. If possible, invite the landlord to conduct a pre-check with you so you may discuss what cleaning, renovation(s) and repairs are necessary.

CLEANING PROCEDURES

Personnel with government furniture and appliances will follow applicable minimum cleaning standards found at Table I-1. The same cleaning standards will be followed for any landlord owned furniture and appliances. The landlord expects that his/her rental property will be returned in a clean condition. Use the following guidelines for cleaning private rental units:

- Thoroughly clean all woodwork to remove dirt, finger marks, crayon/pencil marks, smudges, stains, etc.

- Clean floors to remove dust, dirt, streaks and food spots.

- Clean bed springs (including coils) to remove dirt and dust.

- Clean all bath tubs, wash basins, commodes, sinks and plumbing fixtures. Remove calcium deposits, stains, soap scum, etc.

- Clean all windows (inside and outside). Clean edging around window frames.

- Empty and clean all drawers, cabinets, cupboards, closets, etc.

- Remove all trash, bottles, papers, etc. from storage areas/garages and sweep clean.

- Wipe down all radiators to remove dust and dirt.

- Clean and remove any stains from carpet(s). Check with the landlord about commercial cleaning.

After the rental property is returned to the landlord in satisfactory condition and all outstanding bills are paid, the landlord will sign a statement saying that all obligations have been fulfilled and he/she has no further claims against the occupant. This also applies to the utility companies. Verification that all debts are paid is required in order to clear HRO.

CLEARING STEPS

Upon receipt of assignment instructions, the Soldier will:

- Report to the Housing Referral Office (HRO) at the IPF (Bldg. 4029, Room 105 DSN: 348-6887) to arrange for an out-check appointment of your rental unit. The Soldier will be briefed on Temporary Lodging Allowance (TLA) entitlement and temporary lodging itself. A termination form, clearance form and cleaning instructions are also issued.

- Contact CFMO (DSN: 344-6150 or 344-7113) to arrange an appointment for government furniture pick up or purchase.

- Terminate in writing TKS telephone service connection. Assistance can be obtained from the TKS Telecom Liaison (DSN: 483-5051/5053/5054 or CIV 006151-918648).

- Make arrangements and reservations for temporary lodging (when needed).

- Pick up claim form (AE Form 3652) for TLA from the HRO.

- During the check out of your rental unit, the Soldier must present to the HRO statements from the landlord/utility companies stating financial obligations are fulfilled. Additionally, all keys must be turned over to the landlord at this time.

- Obtain clearance stamp from the HRO at the IPF prior to reporting for your final out processing appointment at Finance and Personnel.

In the event you are moving into temporary lodging and require TLA, the following steps must be taken:

- Get approval from the Housing Division before moving into temporary lodging.

- Pay the hotel or guest house in advance and retain your receipt.

- Turn in your TLA claim with your hotel receipt to the HRO two (2) days prior to your final Finance out processing appointment.

NOTE: TLA is authorized for a maximum of **10 days** for personnel clearing economy quarters.

GOVERNMENT RENTAL HOUSING PROGRAM (GRHP)

GENERAL

If applicable, the cleaning requirements and standards for GRHP are the same as those outlined under the Government Quarters section. Clearing procedures are the same as outlined under the Private Rental section.

TRANSIENT LODGING

As a general rule, only private rental occupants will move into temporary lodging and receive TLA. Requests for temporary lodging submitted by those living in other housing categories will be considered on a case by case basis.

The Unit Housing Liaison Officer will provide the Housing Division with a complete list of temporary lodging requirements for soldiers' in his/her unit. This list must be all inclusive (i.e., number and names of soldiers, spouses, children, pets, etc.). This list should be forwarded to the Housing Division at the earliest possible time and be reconciled periodically to ensure temporary lodging arrangements are made accordingly.

Based upon total temporary lodging requirements for the unit, the Housing Division will make the determination as to the appropriate lodging (i.e., guest house, contract, etc.).

When temporary lodging arrangements have been made, the service member will be responsible for making final room arrangements and obtaining/filing the necessary TLA paper work.

Pets generally are allowed at the Patriot Inn transient facilities. Contact the Patriot Inn for details regarding pets (348-1700). It is ultimately the responsibility of the pet owner to locate temporary accommodations for their pet(s). Possibilities include leaving pets with friends who are remaining in Babenhausen or Darmstadt or making arrangements at a local boarding facility.

CENTRALIZED FURNISHINGS MANAGEMENT OFFICE

CLEARANCE PROCEDURES

Troop Billets Furniture

A date for a joint inventory between the Centralized Furnishings Management Office (CFMO) and unit representatives can be established during the initial briefing provided by DPW;

however, the unit representative may contact CFMO (344-6150) at any time to arrange an appointment.

The following steps will be accomplished jointly between the CFMO and unit representatives:

- Perform initial physical inventory.

- Initiate adjustment actions with CFMO.

- Close out adjustments.

- Perform final inventory.

- During the final inventory and clearance, all keys to the billets will be collected by the CFMO PBO. All keys must be tagged.

Procedures for Hand Receipt Close Outs

- Ensure that commanders/hand receipt holders conduct the required change of command/hand receipt holder inventory.

- Provide CFMO with updated signature cards, appointment orders and any discrepancies in the inventory.

- Notify the CFMO of any significant increase or decrease in support requirements or change in location.

- Identify and classify excess Unaccompanied Personnel Housing (UPH) property. Assistance and instructions in proper disposition will be provided upon request.

- Coordinate requirements for classification, disposition, transportation or lateral transfer of all UPH property a minimum of 90 days from E-Date. Authenticate total clearance using the example provided at Figure I-1.

- Turn in/dispose of excess serviceable and unserviceable property as support requirements decrease and drawdown progresses.

- **BOTTOM LINE**: All UPH property must be accounted for and moved **only** with authorizing documentation.

COMPANY/TROOP LEVEL
HOUSING LIAISON OFFICER

Duties and Responsibilities

- Provide the Housing Division with requested unit data/information (i.e., list of unit members, PCS orders, number of pets, unit calendar of events, transient lodging requirements, etc.).

- Assist the Housing Division with the scheduling of mass briefing sessions.

- Coordinate logistical activities pertaining to mass briefing sessions (i.e., locations, equipment, etc.).

- Monitor unit activities to ensure that all personnel have attended briefing sessions, assist in arranging schedules for housing inspections, lease terminations, clearing debts, etc.

- Ensure that all questions and problems pertaining to housing activities are forwarded to the Housing Division in an expeditious manner.

- Assists and supports Housing Division in solving problems with soldiers who have already departed this command and have disregarded housing regulations, policies, cleaning standards and property accountability and liability.

- Provide and reconcile periodically with the DPW Housing Manager a complete list of temporary lodging requirements. This list should include as a minimum unit members, spouses, children, pets, etc.

TABLE I-1

MINIMUM CLEANING STANDARDS FOR FAMILY HOUSING

RESIDENT AND CONTRACTOR RESPONSIBILITIES

ITEMS/AREAS	RESIDENT	CONTRACTOR
FLOORS, RUGS, INSTALLED CARPET		
Sweep or vacuum.	X	
Remove stains, wax, and dirt sediment.		X
Damp mop floors.		X
Wax tile and wood floors evenly (without streaks).		X
Clean area rugs and installed carpeting to remove dirt and spots.		X
WALLS AND CEILINGS		
Remove dirt, cobwebs, crayon marks, pencil marks, food, etc. from walls.	X	
Remove all nails and hooks.	X	
Remove all dirt, smudges and other spots.	X	
WINDOWS		
Clean inside and outside surfaces of all windows and window frames so they are free of spots, streaks or film.		X
Clean window sills, curtain rods and blinds.		X
Remove screens; brush and wash to remove lint and dust; re-install.		X
DOORS		
Remove all dirt and stains on both sides.	X	

TABLE I-1

Clean interior and exterior doors and frames so they are free of dust and stains on both sides.		X
LIGHT FIXTURES		
Ensure all fixtures have operating bulbs.	X	
Clean all components (including incandescent bulbs) to ensure there are no insects, dirt, lint, film or streaks.		X
Remove, clean, and replace globes and lamp shades.		X
CABINETS, CLOSETS, DRAWERS, SHELVES		
Remove all shelf paper, tape, staples, tacks.	X	
Remove all food particles, trash and personal items.	X	
Clean and wash all surfaces so they are free of dirt and stains.		X
MIRRORS		
Clean and shine; no streaks.		X
RADIATORS, PIPES, HEATING VENTS		
Wash radiators, pipe and vent registers.		X
Remove dirt, sediments, and stains.		X
REFRIGERATORS AND FREEZERS		
Defrost and wipe doors.	X	
Remove all food particles.	X	
Unplug and leave door open.	X	
Clean thoroughly on the inside and outside (include doors, door gaskets, sides, top and area around coils).		X

TABLE I-1

Clean and replace drain pan		X
Clean surface beneath, above and behind appliance.		X
Move appliance away from wall for cleaning and move back after cleaning.		X
RANGE		
Remove all burned/crusted on food from accessible surfaces; wipe down range.	X	
Clean all areas inside and outside to remove grease, dust, rust food, tarnish and cleaning streaks.		X
Move range for cleaning areas under, above, behind and on both sides.		X
VENTILATION, AIR VENTS, RANGE HOODS		
Wipe down range hood.		X
Wipe down air vent grills and replace filters.		X
Completely remove grease, stains and dirt sediments inside and outside.		X
Clean or replace permanent filters.		X
SELF HELP		
Accomplish all self help items per local requirements.	X	
MISCELLANEOUS		
Remove all personal items before final inspection.	X	

FIGURE I-1

SAMPLE OF CERTIFICATION OF HAND RECEIPT CLOSEOUT

OFFICE SYMBOL

MEMORANDUM THRU Commander, 1/27th Field Artillery Battalion,
APO AE 09175

FOR Commander, US Army Garrison Darmstadt, Unit 29500, APO AE 09175

SUBJECT: Certification of Hand Receipt Closeout

1. I certify that all Centralized Furniture Management Office (CFMO) property within my unit has been properly disposed of IAW AR 710-2, UR 210-6, and DA PAM 710-2-1, and my CFMO hand receipt is at zero balance.

2. I further certify that a search has been conducted of all buildings and storage areas within my area of responsibility to ensure that no government property has been overlooked or improperly disposed of and all actions required by AR 735-5 have been completed.

3. Buildings to which this applies are as follows:

VERIFIED:
Joachim Helmstaedt
Centralized Furnishings
Management Officer

Commander
CPT, FA
Commanding

CF:
CFMO, USAG-D
UPH Building File

TABLE I-2

OCCUPANTS CONDITION CHECKLIST FOR RETURNING GOVERNMENT UPH HOUSING

1. Clean walls in all rooms; remove signs, posters, pictures, etc.; patch large holes; painting is not necessary.

2. Clean floors; sweep and mop; vacuum rugs.

3. Wash windows and sills (inside and outside).

4. Thoroughly clean plumbing fixtures (i.e., commodes, wash basins, tubs, showers, faucets, kitchen sinks).

5. Dust radiators; if necessary, wash radiators to remove dirt or dust streaks.

6. Dust cabinets, closets, drawers, and shelves.

7. Clean light fixtures; ensure any insects, dirt, etc. are removed.

8. Clean all appliances within your quarters. Remove all grease residue and stains.

9. Remove all personal, unit and/or DEH property from storage areas/basement. Broom sweeps these areas.

10. Remove bulk trash and regular trash from the dwelling unit, basement and storage areas.

11. Arrange in advance with CFMO Property Book Officer for government furniture disposition instructions. (Normally, all furniture must be removed; however, if purchased, the furniture may be moved with your household goods. A statement authorizing shipment of the furniture with your HHG can be obtained from the CFMO.)

12. Request (in writing) telephone disconnection. The TKS Telecom Liaison (PX Sound Center, Bldg.4038, CFK) is available for assistance.

TABLE I-2

CONTINUED

13. Schedule final housing clearance inspection with Housing Division (IPF, Bldg. 4029), 348-6102/6808/6187/7423.

14. Close windows and turn down radiators (depending upon weather conditions).

15. Properly dispose of used oil, anti-freeze and battery acid through DRMO and DEH. For a minimum fee, AAFES will accept your old car battery or tires for disposal.

16. Interior door keys must be left in door lock. Keys for the entrance door must be tagged and provided to the Housing representative.

17. After the check out inspection, return all keys (including any extra keys you had made) to the Housing representative.

TABLE III-1

HOUSING CLOSURE TIME LINE

COMMANDER'S ACTION	COMPLETION TIME FRAME
1. Ensure housing occupants receive briefings from the Housing Division.	E-150
2. Provide Housing Division with a unit roster of departing personnel. Roster must indicate anticipated departure dates for personnel and current place of residence (i.e., government family housing (FH), billets, bachelor officer quarters (BOQ), senior bachelor enlisted quarters (SEBQ), private rental housing (PRH) or government rental housing program (GRHP) units). Roster should also show the destination for each individual (i.e., ITTs within USAREUR or PCS to CONUS). Include new addresses and assignment orders for departing personnel.	E-120
3. Ensure that personnel living in PRH report to the Housing Referral Office (HRO) and provide termination notification to landlords, utility and telephone companies.	E-120
4. Ensure occupants take appropriate actions to dispose of all hazardous materials/wastes IAW German law and USAREUR directives. Ensure that occupants receive instructions for proper packaging methods and disposal of hazardous material/waste from DPW.	E-90
5. Ensure occupants living in FH, BOQ or SEBQ arrange for a Housing pre-inspection with Housing Division personnel to determine existing facility conditions and identification of areas for self help repair.	E-80

TABLE III-1

6. Appoint a single point of contact for Housing Division from each unit/company to assist in the termination/clearance of each type of housing for members of their unit.	E-80
7. Provide necessary vehicle/personnel support to assist CFMO with the turn-in of furniture/appliances and/or delivery of loaner furniture in case Drayage Contractor is unable to perform.	E-80
8. Ensure soldiers in PRH coordinate with the HRO to properly clear PRH IAW terms of their rental contract and arrange for return of their security deposit.	E-60
9. Ensure personnel who will ship HHG have made arrangements for loaner furniture from the CFMO (as required).	E-60
10. Coordinate with Housing Division and MWR to ensure sufficient temporary lodging (guest house, hotel, etc.) is available for personnel required to vacate living quarters.	E-60
11. Ensure that occupants turn in all Self Help hand receipted equipment and tools utilized for grounds maintenance and self help repairs.	E-45
12. Ensure that all personnel residing in PRH and GRHP units arrange for pick up of government furniture and appliances.	E-45
13. Ensure that all occupant installed equipment is disconnected and removed.	E-40
14. Ensure that unit POCs coordinate with building coordinators to inspect all	E-30

TABLE III-1

accessible areas (i.e., crawl spaces, attics, etc.) for possible concealment of unit equipment and material. Remove all discovered items.	
15. Assist Housing Division in settlement of lost or damaged government property in living quarters.	E-30
16. Ensure personnel living in FH, BOQ, and SEBQ schedule a final housing clearance inspection.	E-30
17. Ensures occupants terminate telephone service as required by local telephone company. The Telecom liaison in CFK, Bldg. 4038 is available for assistance.	E-20
18. Ensure that hand receipt holders turn in UPH/barracks/family government furniture and clear their hand receipt.	E-20
19. Ensure complete turn in of all DPW retained equipment.	E-10

Notes:

1. E-date is the projected date of unit inactivation or redeployment. It is assumed that the main element of the unit departs on E-date. Public announcement of a unit's inactivation or redeployment will normally be made 180 days prior to E-date. If an announcement is not made to allow 180 days for inactivation, dates for completion of specific actions may require adjustment from this list.

2. Target date is for scheduling appointments only; furniture turn in and quarters clearance dates must be based on household goods pick up schedules and port calls. Many families often leave much earlier than E-date. Scheduling for household goods pick up and quarters inspection should be done at least 45 days prior to each individual's port call.