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FAMILY HOUSING MANAGEMENT

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This instruction supplements DoD 4165.63-M, *DoD Housing Management*, September 1993, and implements AFPD 32-60, *Housing.* It provides guidance for establishing and operating a government-controlled family housing program. This instruction applies to all major commands (MAJCOM) and installations except Air National Guard (ANG) and Air Force Reserve (AFRES). Maintain and dispose of records created as a result of prescribed processes in accordance with AFMAN 37-139, *Records Disposition Schedule.* If there is any conflict between statements in this AFI and AFMAN 37-139 regarding retention of records, AFMAN 37-139 applies.

(22ARW) AFI 32-6001, *Family Housing Management*, 23 Jan 2002 is supplemented as follows. It provides guidance for establishing and operating a government-controlled family housing program and lists designated key/mission-essential positions.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This revision aligns this instruction with AFPD 32-60 and incorporates AFH 32-6009, Housing Handbook, which is rescinded effective the date of publication of this instruction. All chapters have been substantially changed. A "|" indicates revised material since the last edition.

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Chapter 1

RESPONSIBILITIES

1.1. HQ USAF/ILEH - Deputy Chief of Staff, Installations and Logistics,The Office of the Civil Engineer, Housing Division. HQ USAF/ILEH formulates housing policy and procedures and provides guidance to accomplish the following:

1.1.1. Determine who may live in Military Family Housing (MFH).

1.1.2. Establish procedures to assign and terminate MFH.

1.1.3. Develop standards for maintaining houses.

1.1.4. Determine construction and improvement requirements.

1.1.5. Approve MAJCOM requests for temporary or total exemption of an individual base from participating in the "retention program."

1.1.6. Establish reporting requirements associated with utilization of MFH.

1.1.7. Validate and provide leasing authority to MAJCOMs. Forward waivers to exceed square footage limitations for leased housing to HQ USAF/ILE for approval.

1.1.8. Forward case files of substantiated discrimination to the Office of the Judge Advocate General (HQ USAF/JA) for review and determination of legal sufficiency.

1.2. Major Commands (MAJCOM). MAJCOMs have responsibilities to implement Air Force policy, execute procedures, and assist installations in determining MFH assignments. MAJCOMs:

1.2.1. Approve occupancy extensions beyond 60 days after retirement or separation.

1.2.2. Authorize additional command positions.

1.2.3. Approve command quarters to remain vacant beyond 90 days.

1.2.4. Certify installation Economic Analyses (EA).

1.2.5. Approve exceptions to house contractor employees, technical representatives, and bank employees.

1.2.6. Approve/disapprove installation Family Housing Master Plans

1.2.7. Review, get MAJCOM legal review, and forward substantiated discrimination case files to HQ USAF/ILEH within 20 days from the date a case is forwarded from the installation.

1.3. Installation Commander . The installation commander (referred to as "commander" in this instruction) is responsible for housing programs and has broad authority to plan, program, and determine the best use of resources. The commander uses this instruction to manage and administer all MFH facilities and mobile home spaces under his or her control or jurisdiction. The commander should:

1.3.1. Rely upon the local community to provide housing for Department of Defense (DoD) families assigned to continental United States (CONUS) installations. However, when there is a shortage of adequate and affordable housing, as determined by the Housing Market Analysis (HMA) and the

Housing Master Plan, the commander should make every effort to provide adequate housing facilities at or near the installation.

1.3.2. Maintain reasonable occupancy of MFH. Use ninety-eight percent as a goal for measuring occupancy of existing assets and determine management actions when occupancy fails to meet that goal. Do not force families to live in government housing at CONUS locations.

1.3.3. Determine if a base supplement to this instruction is required.

1.3.4. Review and approve annual redistribution surveys completed by the housing flight chief.

1.3.5. Approve/disapprove retention, termination, and hardship requests. Disapproval authority may be delegated to support group or equivalent group level commanders.

1.3.6. Approve/disapprove waivers to 12-month requirement for residency to relieve bona-fide hardships.

1.3.7. Approve/disapprove involuntary relocations.

1.3.8. Determine key and essential positions.

1.3.9. Approve/disapprove requests for commercial activities in MFH.

1.3.10. Approve/disapprove priority placement under hardship circumstances.

1.3.11. Approve/disapprove reapplication to MFH for evicted members.

1.3.12. Approve/disapprove permanent redistribution of MFH.

1.3.13. Approve/disapprove exceptions to 30-day limit of social visits in MFH.

1.3.14. Direct government-funded moves for reasons of military necessity.

1.3.15. Approve/disapprove Family Housing Master Plan's Installation Plan

1.3.16. Decide whether to permit personal preference options.

1.4. Base Civil Engineer (BCE). The BCE ensures sufficient resources are available for the management, maintenance, and improvement of MFH assets. This includes:

1.4.1. Ensuring MFH position authorizations are filled in a timely manner.

1.4.2. Ensuring adequate material support for maintenance and self-help.

1.4.3. Ensuring local supplemental MFH guidance meets Air Force standards and ensuring compliance with standards.

1.4.4. Ensuring budget requirements are identified and obtaining program-level funding for required maintenance and improvement projects.

1.4.5. Reviewing and validating General Officer Quarters (GOQ) facility cost data and obtaining approval from GOQ residents.

1.4.6. Certifying carpet newer than 7 years of age in non-GOQs as worn out prior to replacement.

1.4.7. Keeping records of construction and improvements costs for government-owned mobile home parks.

1.5. Housing Flight Chief. The Housing Flight Chief administers the Housing Program, serves as the property manager for the Air Force, and is responsible for:

1.5.1. Ensuring all DoD personnel and their families receive equal housing opportunities regardless of race, color, religion, national origin, gender, familial status, or handicap.

1.5.2. Ensuring quality housing referral and relocation services are provided; working with government agencies, public utilities, civic organizations, and community leaders to provide adequate housing assets to DoD members.

1.5.3. Assisting eligible DoD personnel in finding adequate community housing that meets Air Force standards.

1.5.4. Managing FH assets and mobile home park spaces.

1.5.5. Ensuring maintenance requirements are identified and requesting adequate funding for the work needed.

1.5.6. Mediating housing complaints.

1.5.7. Ensuring residents are briefed on DoD and Air Force FH management standards regarding tenant liability and responsibilities for maintenance and repair of their units during occupancy.

1.5.8. Ensuring that appropriate action is taken against responsible personnel when damages occur to FH as a result of negligence and/or misuse.

1.5.9. Ensuring incoming and outgoing management and resident inspections are conducted.

1.5.10. Preparing AF Form 594, **Application and Authorization to Start, Stop, or Change Basic Allowance for Housing (BAH) or Dependency Redetermination**, to notify the financial services office (FSO) when an individual changes housing status.

1.5.11. Coordinating with FSO to provide a list of members residing in government controlled MFH annually (September).

1.5.12. Working with individuals from other base agencies to meet housing objectives.

1.5.13. Assisting the Army Corps of Engineers (CoE) in administering the Homeowners Assistance Program (HAP).

1.5.14. Participating in the development of the Housing Market Analyses (HMA), Housing Community Profiles (HCP), Family Housing Master Plan, Dormitory Master Plan, privatization initiatives and GOQ Master Plans.

1.5.15. Ensuring planning and programming, replacing, improving, operating, maintaining, repairing, and leasing of MFH are accomplished.

1.5.16. Completing an annual (January) redistribution of assets survey to determine if housing assets are distributed equitably among all MFH eligible members.

1.5.17. Briefing incoming personnel on community and MFH status and programs at installation newcomer orientation briefings.

1.5.18. Participating in preparation and verification of GOQ cost reports; validating work requirements generated through housing monitored maintenance programs including International Merchant Purchase Authorization Card (IMPAC) card purchases.

1.5.19. Approving retention, termination, and hardship requests, with written approval by the commander. Disapproval authority is the exclusive responsibility of the commander but can be delegated to Support Group level or equivalent.

1.5.20. Budgeting, controlling, and authorizing expenditures for MFH program.

1.5.21. Budgeting, controlling, and authorizing expenditures for drayage and storage of household goods, furnishings management requirements, and unaccompanied housing.

1.5.22. Developing an installation-specific housing brochure following the format provided by HQ USAF/ILEH or the Headquarters Air Force Civil Engineer Support Agency (HQ AFCESA) web site.

1.5.23. Recommending personal preference housing options for commander's approval.

1.5.24. Monitoring advertising of rental or sale property appearing in official media under the control of the commander.

Chapter 2

POLICY MANAGEMENT

2.1. Family Housing Categories. All housing under Air Force control is assigned to eligible personnel without regard to race, color, religion, sex, familial status, handicap, or national origin. MFH identified on real property records is not used or assigned as temporary housing. Housing assets are categorized by grade as in **Table 2.1.**

Table 2.1. Military Family Housing Category.

	Housing Categories	Military Grade
General Officers	General Officer	0-7 thru 0-10
Colonels	Senior Grade Officer	0-6
Lt. Colonels and Majors	Field Grade Officer	0-4 and 0-5 W-4 and W-5
Officers below Major	Company Grade Officer	0-1, 0-2, 0-3 W-1, W-2, W-3
Master Sergeant, Senior/ Chief Master Sergeant	Senior NCO	E-7 thru E-9
Enlisted	Enlisted/Junior NCO	E-1 thru E-6

2.2. Equitable Use of Housing Assets. Changes in housing factors and conditions may reflect changes to the base mission, force structure, population distribution, and availability of off-base assets. For these reasons, commanders must reevaluate the distribution of existing housing assets among the various categories at least annually to ensure an equitable allocation.

2.3. Temporary Redistribution. Installation commanders should consider temporary redistribution of FH when there is an imbalance of existing assets but circumstances do not warrant change of property records through permanent redesignation. This procedure should not be used when permanent redesignation is clearly warranted.

2.3.1. Compare the current distribution of FH assets to requirements using ACES-HM occupancy report data. Housing Flight Chiefs submit recommendations to the commander.

2.3.2. Commanders consider the following in determining the need for temporary redistribution:

2.3.2.1. Housing requirements within each category, by bedroom count, including current, projected, and programmable changes.

2.3.2.2. Recent or projected mission changes.

2.3.2.3. Approved and programmed new construction, on- and off-base.

2.3.2.4. Separation of officer and enlisted families.

2.3.2.5. Disparity of waiting times among categories.

2.4. Permanent Redistribution:

2.4.1. Installation commanders authorize the permanent redistribution of MFH units on real property records to align units with requirements by evaluating the need whenever there is a significant change in any of the following:

2.4.1.1. Base mission.

2.4.1.2. Base population.

2.4.1.3. Available on- and off- base housing assets.

2.4.1.4. Constant temporary redistribution changes to maintain equity balance.

2.5. Conversions (Change in Use). FH identified on real property records cannot be permanently converted to other use without prior approval of The Office of the Deputy Assistant Secretary (Installations) (SAF/IEI) (reference AFI 32-9002, *Use of Real Property Facilities*). The MAJCOM Civil Engineer (MAJCOM/CE) may approve temporary conversions for up to three years (the MAJCOM/CE may delegate this authority to the installation commander). Requests are usually approved when the facilities are excess to housing requirements. Operation and maintenance (O&M) costs of temporarily converted units to bachelor quarters are charged to the MFH account.

2.6. Leasing and Subleasing. Leasing or subleasing of FH is not authorized (Comptroller General Decision B-140917 and 39 Comptroller General Decision 401).

2.7. Social Visits. FH units are appropriated for use as single-family dwellings; therefore, occupancy by more than one family is not authorized. Relatives of the member or the member's spouse are considered normal residents of the household (as defined in **Attachment 1**, under the term "Dependent") and are not social visitors, regardless of the period of stay.

2.7.1. Bona fide social visits of 30 days or less by guests of persons to whom quarters are assigned do not constitute joint assignment of quarters. The commander may authorize exceptions. When such visits by personnel authorized to receive BAH or Living Quarters Allowance (LQA) exceed 30 days, that joint occupancy is considered to be occurring for purposes of BAH and LQA forfeiture.

2.7.2. Social visits of military personnel assigned to the installation and civilians residing outside the commuting area are limited to 30 days. Social visits by personnel residing within the commuting area are limited to no more than two days.

2.8. Live-in Childcare Provider (Nanny). Civilian or military childcare providers are not authorized to reside in FH.

2.9. Host-Tenant Agreements. A host-tenant agreement can be established between Air Force commands, organizations, units, or elements, and between an Air Force organization and another military department (Interservice Support Agreement) or another Federal government department (Interdepartmental Support Agreement). As part of the agreement, the commander allows personnel covered in the agreement to live in Air Force-controlled housing on the same basis as Air Force members. The commander follows procedures described in AFI 25-201, *Support Agreements Procedures*, and DoDI 4000.19, *Interservice and Intragovernmental Support*, 9 August 1995, for non-Air Force units**.** The Office of Regional Plans and Issues **(**HQ USAF/XOXX) must approve housing agreements with another country.

2.10. Family Housing Master Plan:

2.10.1. The Air Force Family Housing Master Plan (FHMP) provides a corporate housing investment strategy that integrates and prioritizes traditional construction and O&M funding with private sector financing within a single "road map." It identifies the most cost-effective investment option for each installation to meet MFH requirements consistent with Congressional and Office of the Secretary of Defense (OSD) constraints and directives. The FY99 Appropriations Conference Report tasked OSD to prepare an integrated FH strategy that included "maximum reliance on local community housing … and appropriate use of privatization and traditional MILCON." The Air Force goal is to "revitalize, divest through privatization, or demolish inadequate housing by or before FY2010." The Air Force FHMP identifies:

2.10.1.1. Installation FH requirements.

2.10.1.2. FH required to meet needs not satisfied by the local communities.

2.10.1.3. Necessary actions, including deficit reduction, and associated costs to bring the required Air Force housing at each installation up to modern standards.

2.10.1.4. The most cost-effective means of implementing these actions (i.e., new construction (P-711), improvement (P-713) or privatization as permitted by the 1996 National Defense Authorization Act).

2.10.1.5. Years in which these actions are implemented.

2.10.1.6. Funds to properly operate and maintain housing that remain under Air Force control.

2.10.1.7. Years in which surplus housing units are disposed.

2.10.1.8. BAH requirements associated with units conveyed using privatization authorities.

2.10.2. The Air Force FHMP integrates HMA and HCP planning tools to produce installation, MAJCOM, and Air Force projections that are used to prepare and prioritize Program Objective Memorandum (POM) requirements.

2.10.3. The initial Air Force FHMP was approved 16 June 1999 and will be updated annually.

2.11. Housing Market Analysis.

2.11.1. An HMA is accomplished using a civilian contractor for each Air Force installation to determine housing requirements. This detailed study determines the housing availability in the market area to meet current and projected housing requirements for military personnel authorized at the installation. Housing in the market area includes homes and apartments in the surrounding communities that meet Air Force standards. Each installation which provides housing maintains a current (consistent with manpower projections and not older than 3 years) HMA. Additional information and guidance for conducting an HMA are available in *The Air Force Housing Market Analysis Guidance Manual*.

2.11.2. The HMA estimates the housing surplus or deficit for the current year and projected five years and is used to support the planning for Air Force housing programs. The analysis is developed to determine housing needs for accompanied and unaccompanied military members. Data from the HMA helps managers determine the adequacy, availability, and affordability of community housing. Data is also used to validate programming with respect to:

– Acquisition/replacement housing.

– Excess housing units.

– Short term FH leasing.

– Unit and mission changes.

2.12. Housing Community Profile. The HCP is a long-range planning document, normally accomplished by a civilian contractor, which addresses all aspects of the FH community, from individual unit floor plans to overall development of the entire housing community. Since HCPs play a significant role in project validation, it is important to keep the document up-to-date and to reflect the findings of the HMA. Each housing project, whether construction or acquisition of additional housing, should be supported by and in compliance with the base HCP.

2.12.1. Objectives of the HCP are to create a sense of FH neighborhood identity to ensure housing areas meet the needs of the residents and to create attractive housing areas that are a source of pride to the residents. These objectives are met by analyzing existing housing with Air Force housing standards (i.e., maximum living space); recommending the replacement of unsightly, outdated, or inadequate utilities; improving traffic control; and developing an overall landscape plan with recreation areas for the entire housing community.

2.12.2. Guidance for conducting an HCP is contained in AFI 32-6002, *Family Housing Planning, Programming, Design and Construction*, and *The Air Force Family Housing Guide for Planning, Programming, Design, and Construction.*

2.13. Economic Analysis (EA). Economic Analyses are required as part of the project justification process for FH improvement, replacement, and new construction projects. Congress in Section 2812 of the FY91 National Defense Authorization Act, and Section 2802 of the FY93 National Defense Authorization Act mandates EAs. According to the legislation, an EA is required for:

– All FH replacement projects.

– Improvement projects when the most expensive unit exceeds $50,000 with adjustments for the area cost factor taken into account.

– FH new construction projects with a total cost over $2 million.

2.13.1. EAs for FH are prepared in accordance with AFMAN 32-1089, *Air Force Military Construction and Family Housing Economic Analysis Guide*.

2.13.2. An EA should be initiated as early as practical during the project planning process and should be updated when significant developments occur which would invalidate or significantly alter the conclusions. Reviewers must document the EA to allow for complete replication. This includes costs that are traceable to their most basic inputs and units of measure.

2.13.3. DD Forms 1391 which are sent to OSD and Congress must contain a summary of the results of an EA for the applicable project.

2.13.4. EAs are prepared by the installation and certified by the MAJCOM. The methodology provides for cooperative analysis between the installation-level civil engineer (BCE) and financial manager (FM), the MAJCOM/CE and FM, and the Air Staff CE and FM, and assures selection of the most cost-effective alternative.

2.14. Standards for Air Force Family Housing. The goal of the Air Force is to provide its members with the highest possible quality housing within legal limits. At the time of publication, Congress has removed size standards for family housing, including General Officer Quarters (GOQs). New criteria reflecting these changes will be issued as a supplement to the AFI 32-6002.

2.14.1. The *Air Force Family Housing Guide for Planning, Programming, Design, and Construction* should be consulted for room sizes. Net floor area is the space within the interior faces of exterior walls and party walls of living units. The following areas are not included in the calculation of total net floor area:

2.14.1.1. Utility rooms.

2.14.1.2. Laundry rooms.

2.14.1.3. Interior bulk storage.

2.14.1.4. Exterior bulk storage.

2.14.1.5. Washer and dryer space, if not located in a separate utility or laundry room (not to exceed 30 square feet).

2.14.1.6. Furnace or boiler equipment.

2.14.1.7. Domestic water heater, heat pump, and solar equipment, if any, if not located in a separate utility room.

2.14.1.8. Stairways on each floor (including intermediate landings between floors).

2.14.1.9. Stair landings at each floor level above the first floor (not to exceed 10 square feet per floor).

2.14.1.10. Finished space under stairs with headroom less than 4 feet, 6 inches.

2.14.1.11. Unfinished attic space.

2.14.1.12. Unfinished basement or basement space that does not meet the fire or safety code.

2.14.1.13. Porches, open or enclosed, which are not heated or cooled and which retain the basic characteristics of a porch.

2.14.1.14. Arctic entries (not to exceed 20 square feet) in northern climates.

2.14.1.15. Terraces, patios, and balconies.

2.14.1.16. Carports and garages.

2.14.1.17. Common stairways, halls, and entries in multifamily dwellings.

2.14.1.18. Areas required solely for installed solar energy systems, including collection and storage equipment and mass walls, as well as interior spaces required by and designed specifically for passive solar energy systems.

2.15. Reporting Requirements. HQ USAF/ILEH establishes reporting requirements associated with the use of FH. At a minimum, data regarding the inventory, occupancy, waiting list, and overall occupancy rate is required. Specific reporting procedures are provided annually.

2.16. Homeowners Assistance Program. HAP provides benefits to eligible DoD military and civilian personnel and other eligible personnel of other Federal agencies at bases ordered closed subsequent to 1 November 1964. The closure action may include bases undergoing partial closure when a reduction in the scope of operations occurred on or after 28 October 1969. The program does not cover temporary employees serving under a time limit, non-appropriated fund employees, or independent contractors and their employees.

2.16.1. The Army Corps of Engineers Real Estate Office establishes, administers, manages, and executes the program.

2.16.2. Housing Management usually administers the program for military and civilian personnel assigned to the installation. The base staff judge advocate can provide appropriate legal guidance to other staff agencies and provides a legal assistance officer to assist individual claimants.

2.17. Housing Brochure. Housing management should develop a housing brochure and provide one to all housing residents. Consult **http://www.afcesa.af.mil** for the format and contents of *The Air Force Housing Brochure.*

Chapter 3

HOUSING REQUIREMENTS FOR DESIGNATED POSITIONS AND KEY AND ESSENTIAL PERSONNEL

3.1. Designated Positions. Incumbents of designated positions must reside in FH as a matter of military necessity or as a condition of employment. These positions should be managed wisely and kept to a minimum. They should be designated only when there is an overriding need for the military member to live on base. Abuse of this authority adversely impacts the overall waiting list. Commanders may waive the requirement for incumbents of designated positions to reside in government housing under the following conditions:

3.1. (22ARW) Designated Positions. The following listed quarters are designated command position quarters and are specifically designated for personnel in the positions indicated:

TITLE	QUARTERS
22d Air Refueling Wing Commander	3000 Winfield
22d Air Refueling Wing Vice Commander	3002 Winfield
22d Mission Support Group Commander	3003 Winfield
22d Operations Group Commander	3001 Winfield
22d Air Refueling Wing Command CMSgt	3131 Spicer Court

3.1.1. Adequate FH is not or will not be available to meet the incumbent's family size requirement.

3.1.2. The incumbent owns or is purchasing housing in the local community when selected for assignment to the designated position. Personnel who elect to reside off-base under the above policy and subsequently desire to occupy government housing are placed on the normal waiting list and compete with all other members for their category of housing. These personnel do not receive priority assignments as designated position personnel.

3.2. Special Command Positions (SCP). These are general officer positions specifically designated and approved by OSD as requiring special quarters and furnishings allowance. Positions are identified in AFI 32-6003*, General Officer Quarters.*

3.2.1. Specific housing units are designated for SCPs.

3.2.2. Special furnishings allowances are identified in AFI 32-6003.

3.2.3. SCP quarters may be held vacant for a period of 90 days pending arrival of incumbents.

3.3. Command Positions. These positions include the commanders and vice commanders of MAJCOMs (if not a designated special command position), commanders and vice commanders of numbered Air Forces, centers, wings, support groups, and deputies and Command Chief Master Sergeants (CCM) of the installation, numbered Air Force, and MAJCOM. MAJCOM commanders can authorize additional command positions for which specific housing units may be allocated. This authorization may not be delegated below the MAJCOM/CE.

3.3.1. Specific housing units may be designated.

3.3.2. Command quarters may be held vacant for 90 days pending the arrival of incumbent. MAJ-COM approval is required for periods beyond 90 days.

3.3.3. Commanders can assign members other than the intended incumbent to specifically designated quarters. When this occurs, the member receiving the assignment acknowledges, in writing, his or her understanding of:

3.3.3.1. The situation under which the assignment is permitted.

3.3.3.2. The member may be required to relocate at government expense to other on-base or off-base quarters compatible with member's grade and bedroom requirements (if the unit involved is required to house the incumbent for whom the unit is specifically designated).

3.3.3.3. The member will not be involuntarily relocated to civilian community housing, but will receive a move at government expense if the member elects that option.

3.4. Key and Mission Essential Positions. These positions are determined by the commander and identified in the base supplement to this instruction.

3.4. (22ARW) Key and Mission Essential Positions. The following positions are designated as key and mission essential and require the incumbents to reside on the installation unless approved by the 22d Air Refueling Wing Commander (for group /CC positions) or the applicable group commander (for group/CD and squadron/CC positions).

22d Medical Group Commander

22d Maintenance Group Commander

22d Mission Support Group Deputy Commander

22d Operations Group Deputy Commander

22d Civil Engineer Squadron Commander

22d Security Forces Squadron Commander

22d Aircraft Maintenance Squadron Commander

3.4.1. Specific quarters are not designated for every incumbent of a key and essential position. However, certain areas or groups of houses may be reserved for specific key and essential personnel as determined by the installation commander. Quarters in these areas should not be held vacant for greater than 90 days awaiting the arrival of key and essential personnel and vacant periods will be counted as "administrative down-time" for occupancy statistics.

3.4.2. When housing is not immediately available, incumbents of key and essential positions are placed at the top of the appropriate waiting list. This includes the freeze zone, without displacing those members who have received a firm housing commitment (paragraph **5.9.3.**).

3.4.3. Commanders should minimize the use of designated housing for those persons who are truly "key and essential." When doing so, consider these factors:

3.4.3.1. Whether the incumbent is required to respond to continual operational requirements, as well as emergency situations.

3.4.3.2. Whether off-base residency will adversely impact the installation's mission readiness, safety, and security or health and welfare of its people.

3.5. Unaccompanied Personnel and Designated Positions. When members assigned to special command, command, or key and essential positions are single or not accompanied by family members, and there are no other on-base facilities (i.e., VOQs, UOQs), FH may be temporarily changed to unaccompanied housing (AFI 32-9002). FH funds will be used to maintain these quarters designated as unaccompanied housing. Temporarily converted FH units are not exempted from maximum congressional maintenance and repair limits while in this status.

Chapter 4

HOUSING ELIGIBILITY

4.1. Eligibility of Military Members. All members of the military service who are commissioned officers, warrant officers, and enlisted personnel on active duty and eligible for BAH at the with-dependent rate (except military-to-military) and accompanied by dependents (or will be within 30 days) are eligible for FH. In overseas (O/S) areas, personnel as described above, who are serving the accompanied tour for the area and authorized to be joined or accompanied by command-sponsored dependents are eligible for FH. Housing management should refer to **Table 4.1.** for additional eligibility guidance.

4.1. (22ARW) Eligibility of Military Members. The following listed quarters are reserved for senior staff members (e.g. 22 MXG/CC, 22 MDG/CC and group/CDs) and are assigned by the 22d Air Refueling Wing Commander.

2802 Arnold Court

2808 Arnold Court

2812 Arnold Court

2816 Arnold Court

4.1.1. Military married to military, jointly assigned to the installation, are authorized to live in FH. In O/S areas, both members must be serving the accompanied tour for the area.

4.1.2. In a case of joint custody of common dependent(s) when both parents are military members, only the member who is receiving "with dependent rate BAH" is authorized housing, provided the dependent resides with that member at least 6 months per year. However, when physical custody is divided equally between the military members, only the member who is receiving "with dependant rate BAH" is assigned FH (DoD 4165.63-M*, DoD Housing Management*).

4.1.3. When a military member is separated from a civilian spouse and share custody of a common dependent, the military member must have custody at least 6 months of the year to be eligible for FH. When a single military member has dependents living with him/her, the member is authorized FH.

4.1.4. A single pregnant service member may apply for housing 30 days prior to expected delivery date. The member will not be assigned housing until authorized with dependent BAH (DOD 4165.63-M). A doctor's statement will serve as supporting documentation to certify pregnancy and the anticipated delivery date. The member must provide proof of command sponsorship and birth certificate at O/S locations prior to receiving housing assignment. When there is excess housing at the installation, the installation may temporarily convert the unit to Unaccompanied Personnel Housing (UPH) and the single pregnant member may occupy the unit 30 days prior to the anticipated delivery date. When the member is authorized with dependent BAH, the unit must be converted back to FH. FH funds will be used to maintain these quarters designated as unaccompanied housing. In O/S areas, the member must be serving the accompanied tour and have command sponsorship for dependents before being assigned to government quarters.

4.1.5. A member with a pending marriage date may submit an application for housing 30 days prior to the event. A written comment stating the member's intent to marry and the date of the event must be attached to the application. Members will not receive a housing assignment until proof of marriage

is shown. In O/S areas, the member must be serving the accompanied tour and have command sponsorship for dependent(s) before being assigned to FH units.

Table 4.1. Housing Eligibility Criteria.

RULE	WHEN THE PERSON IS	AND	AND	THEN THE COMMANDER
1	Permanently assigned or attached to the in-stallation and author-ized with dependent BAH and is joined or accompanied by family members, or family members are en route other than dependent college students (includes Independent Duty Personnel)	Is eligible and applied for adequate FH	Adequate housing is available	May assign housing
		Is eligible and has applied for sub-standard housing	Substandard housing is available	May assign housing
		Is assigned O/S area	Authorized to be joined or accom-panied by command-sponsored dependents	May assign housing
2	An eligible military member (includes Independent Duty Personnel)	Is unable to obtain private housing due to discriminatory practices in the community	Housing is available	May assign housing
3	An eligible civilian employee	Is an incumbent of a key/mission essential position	Housing is available	May assign housing
		Is authorized housing as a condition of employment		
		Is O/S	Adequate housing and support facilities are not available in the private community	
			Housing is excess to military personnel	

RULE	WHEN THE PERSON IS	AND	AND	THEN THE COMMANDER
4	A family member of an eligible military member, to include Unaccompanied Dependents Restricted (UDR) Tour	Military member is assigned to an unac-companied O/S tour (UDR) and family member is eligible to apply for FH; has approved follow-on or home basing assignment	Housing is available	May assign housing at the approved follow on or home basing assignment location according to **Chapter 5** of this AFI.
5	Red Cross Director	Is on duty with the Air Force	Housing is available	May assign housing on the same basis as for DoD/NAF civilian employees (Note 1).
6	Foreign Exchange Personnel		Housing is available	May make FH available on the same basis as for Air Force Personnel of comparable grade (Note 2).
7	Security Assistance Training Personnel		Housing is excess	May make FH available.
8	A non-US citizen employee	Assigned to an O/S Air Force installation	Housing is available	May assign housing at an approved ren-tal rate based on the applicable treaty or agreement with the host nation.
9	Military married to military who reside at the same or adjacent base	Neither spouse has dependents in his/her own right	Eligibility for avail-able FH rests with either member (at only one location)	May authorize them to live jointly in FH.
		Both spouses are officers or enlisted and have dependents in his/her own right	Eligibility for avail-able FH rests with each member	May authorize FH which is considered housing for both spouses and de-pendents (Note 3).
10	Military married to military who do not reside jointly	Neither spouse has dependents in his/her own right		Excludes them from assignment to FH.

RULE	WHEN THE PERSON IS	AND	AND	THEN THE COMMANDER
11	Military married to military who are legally separated or residing at different bases	Both spouses have dependents in their own right	Eligibility rests with the member who has legal custody of de-pendents (Notes 3 and 4)	Authorizes FH which is considered housing for spouse(s) having custody of dependents (Notes 4 and 5).

NOTES:

1. In O/S areas, Red Cross Director will not be assessed rental charges (see paragraph **12.7.**). In CONUS, the member will be assessed a fair market rental charge (see **Chapter 12**).
2. Foreign Exchange personnel will reimburse the U.S. Government rental costs in an amount equal to the BAH rate of U.S. military personnel of equal grade. Once established at the beginning of the tour of duty, the monthly rental amount will not increase during the exchange tour regardless of whether the foreign officer is promoted or U.S. officers receive an increase in BAH.
3. Entitlement to BAH for either/or both members is governed by *Department Of Defense Military Pay and Allowances Entitlements Manual* (DODPM), part 3, and *Title 37, United States Code*, Section 403.
4. Both members may be authorized housing if each member has dependents in his or her own right.
5. In case of joint custody of common dependents(s), only the member collecting the with-dependent rate BAH is entitled to FH.

4.2. Eligibility of Civilian Employees. Housing management should refer to **Chapter 12** of this AFI for additional eligibility guidance. Housing management will establish procedures with the local civilian personnel flight (CPF) to determine a DoD civilian employee's eligibility. A civilian's stay in FH is limited to 5 consecutive years, unless they are filling a key and essential position. When a civilian employee and the spouse work for DoD components at the same or adjacent installations and both meet eligibility criteria, only one employee is eligible for housing.

4.2.1. A US civilian employee within CONUS who is the incumbent of a designated key and essential position and is required by the commander to reside on base as a condition of employment (*Title 5, United States Code,* Sections 5911 and 5912 is authorized to occupy military housing. Civilian employees will be assigned to FH using the guidelines in **Chapter 12**.

4.2.2. A US civilian employee recruited from CONUS on a transportation agreement (or recruited locally under an employment agreement) who is entitled to travel or return to CONUS at government expense, accompanied by command-sponsored dependents and authorized LQA, is eligible for FH as provided in **Chapter 12**. These individuals may be US or third-country national bank employees and/or key contractor personnel who are accompanied by family members and serving a military installation in an O/S area with no adequate community housing support. The commander determines the assignment priority (DoD 4165.6-M).

Chapter 5

HOUSING APPLICATIONS AND WAITING LISTS

5.1. Applications To Family Housing. Eligible members must complete DD Form 1746, **Application for Assignment to Housing**, and provide a copy of permanent change of station (PCS) orders. Personnel acting on behalf of the military member must also include a copy of the appropriate power of attorney. Air National Guard or Reserve personnel must provide a copy of active duty orders. Housing management will assist applicants as necessary. Members must submit applications to the gaining installation at any time after receipt of PCS or active duty orders. Members with impending entitlements (e.g., expecting the birth or adoption of a child) must provide documented information with the application.

5.1.1. Eligible members may submit an advance application (DD Form 1746) to the gaining installation for FH any time after receipt of PCS or active duty orders. Members should provide any information regarding an impending promotion, an expected increase in the number of dependents, or a family member's maturation, which would qualify an eligible applicant for more bedrooms within the next 12 months. A physician's statement is required to confirm pregnancy. A written statement from the Military Personnel Flight serves as proof of selection for promotion. The housing office of the losing installation will review the information and forward the DD Form 1746 with any attachments to the gaining housing office within one work day. Housing management at the losing housing office will keep one copy on file for six months to verify submission. The member retains the third copy of the application form. Members ordered to "extended active duty" may submit advance applications; the effective date of application cannot pre-date the date of entry on active duty. Housing management sends all applicants a DD Form 1747 within two days of receipt of advance application.

5.1.1.1. Within CONUS, the effective date of advance application is the first day of the month prior to the month in which the applicant arrives at the gaining installation.

5.1.1.2. If the member arrives at the new duty station later than the stated arrival month, the effective date of application is adjusted to the first day of the month prior to the actual arrival month. The arrival date may be verified from a travel voucher.

5.1.1.3. If the member arrives at the gaining installation prior to the stated arrival month, the member has the option of retaining the original effective date of application, or assuming a "walk-in date."

5.1.2. Members are placed on the waiting list effective the date the member walks in to apply for FH. A "walk-in" is preceded on the list by all advance applications from members arriving the following month.

5.1.3. Members occupying FH and gaining an entitlement such as an increase in dependents, maturation of children, or promotion to a higher grade category within 12 months, can apply and be placed on the waiting list effective the date the member walks in the housing office.

5.1.4. Single pregnant members may apply for FH 30 days prior to the expected delivery date.

5.1.5. Members may apply for FH prior to a pending marriage. A member may apply 30 days prior to date of marriage.

5.1.6. Military married to military may apply for FH prior to approval of joint spouse assignment when one member arrives prior to the other. The military member already assigned to the installation

may remain on the waiting list for up to 3 months awaiting approval of joint spouse assignment. Remove the member from the waiting list after that period if the joint spouse has not joined the member at the gaining installation.

5.1.7. Military members departing O/S accompanied tours often perform extended TDY en route to a PCS location. Under these circumstances, the member's family may apply for and be assigned FH with a power of attorney duly executed by the military member. When the military member is attending Officer Training School, the family may accept enlisted quarters if available, but must move to officer quarters after the newly commissioned officer arrives at the new installation. The move would be at member's expense.

5.2. Unaccompanied Dependents Restricted Tour. Applicants transferring from UDR tours who are eligible for housing will receive priority placement on the gaining installation's waiting list when their applications are received (including members of other services). Housing management will give credit for the number of months for time spent on the UDR tour at the losing installation. Management will add these members to the appropriate waiting list the first day of the scheduled arrival month without bypassing members within the freeze zone if they apply within 30 days after arrival. When home basing or a follow-on assignment is authorized and the service member has departed the installation or is at the UDR location, family members may apply for (with an appropriate power of attorney) and occupy government housing in the member's absence. The application effective date is the date the family member applies as a walk-in. If the family member has not received a housing assignment at the completion of the sponsor's UDR tour, the application effective date will be adjusted to ensure it does not exceed the UDR tour length prior to the sponsor's return date. When both military married to military members return from a joint remote tour of duty, short tour credit is not given. Senior officer applicants, who are eligible for housing, will have their date of rank adjusted to reflect UDR credit. ***NOTE:*** The Status of Forces Agreement (SOFA) between the United States government and O/S countries may take precedence over Air Force housing policy. Members should determine SOFA restrictions before commitment to any action, which might leave family members unaccompanied. In some countries, family members may not remain in country when the military member is no longer assigned to the installation.

5.2.1. The following are excluded:

5.2.1.1. Service members acquiring dependents in the UDR tour area.

5.2.1.2. Service members having dependents travel with them at government expense or join them at the UDR location at government expense.

5.2.1.3. Family members relocating to other than the home basing or follow-on assignment.

5.3. Overseas Areas. The requirements and conditions for submitting advance housing applications for O/S areas are as follows:

5.3.1. PCS from CONUS to O/S Areas. The advance application date for FH at the gaining installation is the first day of the month prior to the month the member arrived from CONUS.

5.3.2. PCS from Long Tour O/S Areas. The advance application date for FH at the gaining installation is the first day of the month prior to the month the member arrives. However, if the member elects to complete a consecutive tour due to base closure or drawdown, his or her Date of Return from Overseas (DEROS) changes. If the transfer occurs within 30 months of the member's Date Departed CONUS (DDCONUS) or date of arrival in theater, the advance application date for housing at the

gaining installation is the first day of the month prior to the month departed CONUS or the applicant's arrival in theater, whichever is later. The DDCONUS must be confirmed using PCS travel orders.

5.3.3. Transfers Within or Between Overseas Theaters Prior to Completion of Tour. Advance applications from members involuntarily transferred prior to the completion of their O/S tour within or between O/S theaters can receive priority placement on the gaining installation's waiting list. The following rules apply:

5.3.3.1. The effective date of application is the same as that used at the losing installation. If no application was submitted at the losing installation, the application effective date is the date that the member arrived at the losing installation, provided the member was then eligible for FH. Otherwise, the effective application date is the date of eligibility for FH.

5.3.3.2. Maximum credit may not exceed the authorized tour length at the gaining installation.

5.3.3.3. The transfer must occur before the last six months of the member's current tour.

5.3.3.4. The member must apply for housing at the gaining installation within 30 days of arrival to obtain retroactive credit.

5.4. Base Closure Transition Personnel (CONUS). This includes Alaska and Hawaii. Eligible members currently occupying FH who are part of a base closure transition team that is placing the base in caretaker status may send their dependents to the next duty station in advance of their departure. The following conditions apply:

5.4.1. Housing is assigned to family members under normal conditions; the effective date of application is the walk-in date of the dependents.

5.4.2. The sponsor's projected arrival to the duty station is within 90 days.

5.4.3. The spouse must have a copy of the PCS orders and a letter signed by the sponsor's commander certifying that the member was delayed due to assignment to a transition closure team.

5.4.4. The spouse must present a valid power of attorney to conduct housing business.

5.4.5. The spouse's decisions on preferences, bedroom options, and housing acceptance are final and may not be overturned by the sponsor.

5.5. Short Notice PCS. If a member receives "short notice" PCS orders to report to the gaining base within 30 days of the date the PCS orders were received, and submits an advance application to the gaining installation, the effective date of application for CONUS bases is the first day of the month prior to the arrival month.

5.6. Unauthorized Applications. Members are not normally authorized to apply for assignment or be assigned FH under the following conditions:

5.6.1. When a member is notified of (a known date) impending PCS and has less than six months remaining on station, retirement, administrative separations, etc., except for reasons of military necessity or to relieve a hardship.

5.6.2. Member has been evicted from FH by the commander. Reapplication requires written authorization from the commander.

5.6.3. Member does not agree to occupy the quarters for a minimum of 12 months.

5.7. Availability Statements. Housing management forwards DD Form 1747, **Status of Housing Availability**, to the member outlining the housing situation at the gaining base. This is normally accomplished within two duty days of receiving an advance application for housing. Commanders may incorporate control rules into the installation in-and-out processing system to make sure that applicants report to the housing office in a timely fashion.

5.8. Waiting List Priorities. The following priorities apply in determining waiting list placement. ***NOTE***: On a case-by-case basis, commanders approve priority placement under hardship circumstances when justified.

5.8.1. Priority 1. Service members and civilians assigned to designated positions including SCPs.

5.8.2. Priority 2. Eligible service members and equivalent civilians (in O/S areas only) who are assigned or attached to the installation for duty, assigned to other installations served by the housing management office when housing support is authorized by an Interservice Support Agreement (ISA), and/or service members independently assigned to the area with no available housing support from their parent service.

5.8.3. Priority 3. All other service members and civilians not assigned or attached to the installation.

5.8.4. Priority 4. Unaccompanied dependents of service members. (An exception is made for unaccompanied dependents of members serving a UDR tour.)

5.9. Managing Waiting Lists. Housing management maintains specific waiting lists by grade, bedroom requirement, and type of housing requested. The basic DoD premise is each family member, exclusive of spouse, is assigned a bedroom if existing housing inventory permits. Otherwise, grade, family size, and composition determine requirements (**Table 5.2.**). A member's name may not be placed on more than one waiting list. Housing management keeps a current waiting list displayed in the housing office for public viewing. Lists may be posted at other locations making them accessible at other than normal duty hours.

5.9.1. Housing management determines the appropriate housing entitlements based on the service member's grade and family composition (**Table 5.1.** and **Table 5.2.**). In assigning houses, use the table that provides the largest number of bedrooms, unless the member voluntarily accepts less.

5.9.2. Members may voluntarily apply for and be assigned FH that has one bedroom less than their entitlement, provided such housing exists within their grade category. Members who volunteer to occupy housing with fewer bedrooms than their entitlement may apply for the larger quarters immediately after assignment. No more than two dependent children should be assigned to a bedroom unless the commander certifies the bedroom can accommodate more. The subsequent move is at no cost to the government. The application is as a "walk-in" unless the application is initiated within 30 days of the member's PCS arrival (the member maintains the original effective date).

5.9.3. Except for the assignment of key and essential personnel and hardship cases, the top ten percent of each waiting list is protected from bumping (frozen).

5.9.4. FH occupants gaining an additional entitlement, such as an increase in dependents or maturation of children (in this case, rules in **Table 5.2.** apply) or promotion to a higher grade category within 12 months, may apply for FH commensurate with the new entitlement before the effective date of the event. They will be bypassed for assignment until the event occurs. If the waiting list is exhausted,

they may be assigned housing prior to the event. ***NOTE***: Refer to **Chapter 10** to determine when a move is at government expense.

5.9.5. Members receiving and accepting a written commitment for assignment to housing are removed from the waiting list and the commitment must be honored.

5.9.6. Members on the waiting list should notify housing management when there is a change in their housing entitlement. Changes include: demotion; promotion; divorce; divorce followed immediately by remarriage; pregnancy; additional dependents; dependents no longer residing with the sponsor; or the sponsor no longer residing with the dependents. Also, in situations where the loss or gain of a dependent changes the bedroom entitlement, the member should be allowed to transfer to the new waiting list using the same date of application as the original waiting list from which being transferred.

5.9.7. Maintain senior and general officer (0-6 to 0-10) waiting lists in this order:

Grade

Date of Rank (DOR)

Length of service

Date of birth

5.9.8. All other grades, including field grade, company grade (O-1 to O-3, W-1 to W-4), senior non-commissioned officers (NCO) (E-7, E-8, E-9), and enlisted (E-1 to E-6), are sorted in this order:

Effective date of application

Grade

Date of Rank (DOR)

Length of service

Date of birth

5.9.9. If a member not occupying FH applies for housing and has more dependents than can be suitably housed in available on-base housing using **Table 5.2.**, then off-base housing should be the primary source for housing. Exceptions may be considered on a case-by-case basis if the member is in a key and essential mission position or the local community cannot support the family's housing requirement. In such cases, the commander may consider a temporary conversion of two adjoining housing units into one large unit or approve a waiver allowing more than two children to share a bedroom.

Table 5.1. Bedroom Authorization Based on Grade.

HOUSING CATEGORY	GRADE	2 BR[4]	3 BR	4 BR	5 BR[2]
General Officer	0-10 thru 0-7		X[1]	X	X
Senior Officer	0-6		X[1]	X	X
Field Grade Officer	0-5 thru 0-4		X	X	X
	W4-W5		X	X	X
Company Grade Officer	0-3 thru 0-1	X[1]	X	X	X
	W1 thru W-3		X[3]	X	X
Senior NCO	E-9 thru E-7		X	X	X
Junior NCO/Junior Enlisted	E-6 thru E-1	X	X	X	X

NOTES:

1. If such housing exists on an installation within these categories.
2. If available within grade category, entitlement to five-bedroom quarters is based on number of dependents.
3. W-4s are authorized a three-bedroom unit.
4. Members with a two-bedroom entitlement (spouse only) are placed on the two-bedroom waiting list but should be given the option to accept one-bedroom housing, when available and desired.

Table 5.2. Bedroom Requirements Based on Family Size and Composition.

NUMBER OF DEPENDENTS (Notes 1 through 4)	NUMBER OF BEDROOMS
None or one family member	2
Two, except as follows:	2
One, 10 years or older	3
One 6 years or older and other opposite sex	3
Three, except as follows:	3
Two, 10 years or older	4
One 10 years or older, and other two opposite sex with one 6 years or older	4
Four, except as follows:	3
One, 10 years or older	4
One 6 years or older, and other three opposite sex with one 6 years or older	4
Two 6 years or older of opposite sex, and other two same sex	4
Two 10 years or older, and other two opposite sex with one 6 years or older	5
Five, except as follows:	4
Two or more 10 years or older	5
One 10 years or older, with one 6 years or older and of the opposite sex of the other three	5

NOTES:

1. See **Attachment 1** for further explanation of "dependent."
2. The inventory does not permit one child per bedroom.
3. No child should share a bedroom with parents.
4. Not more than two children should share a bedroom.
5. A child of 6 years or older should not share a bedroom with a child of the opposite sex.
6. Children over 10 years of age should not share a bedroom.

5.10. Command Chief Master Sergeants (CCMs). The commander may designate specific FH units for CCMs. These units may be held vacant for up to 90 days pending the arrival of the incumbent. MAJCOMs can approve periods beyond 90 days; however; MAJCOMs may delegate this authority to the commander.

5.11. Prestige Housing. The commander may establish "prestige housing" and offer these units to E-9s or to the highest-ranking NCOs at the installation. Prestige housing may not be held vacant while awaiting the arrival of inbound E-9s or due to the absence of E-9s on the installation. A separate waiting list (with freeze zone) is maintained for this housing.

5.11.1. Maintain Prestige Housing waiting lists in this order:

Grade

Date of rank

Length of service

Date of birth

5.11.2. For members assigned to FH who become eligible for prestige housing and elect to move, the move is at their own expense. Housing management should not offer prestige housing to members with less than one-year retainability on the installation.

5.11.3. Installations initiating a prestige housing policy may offer such housing to senior NCOs who currently reside in FH as the first priority. When the waiting list of current residents is exhausted, remaining quarters and subsequently available quarters may be offered to other senior NCOs from the regular waiting list. Assign prestige housing according to the criteria in paragraph **5.11.1.** The offer assumes the applicant has retainability of at least one year and has not been notified of an impending reassignment. The move is at no cost to the government unless directed by the commander.

5.12. Substandard Housing. In 1973, HQ USAF identified Air Force housing units which are considered substandard. Congress declared no additional units may be identified as substandard; any housing which fails to meet the standard must either be disposed of or renovated. As of the date of publication of this Instruction, the USAF does not have any substandard housing left in its inventory.

Chapter 6

HOUSING ASSIGNMENTS

6.1. Assignment Priorities. Eligible members and their dependents are assigned to adequate housing according to the following priorities:

6.1.1. Designated Position Personnel. Designated personnel, identified to fill command, key and essential positions, are given precedence over all others when assigning uncommitted housing.

6.1.2. Assignment to Relieve Hardship. Housing Flight Chiefs, with the commander's written authorization, can approve out-of-turn assignment when hardship conditions exist. The member is assigned the next uncommitted unit in the appropriate category that satisfies the requirement. A turndown option is not allowed. Only the commander can disapprove hardship requests for out-of-turn assignments, unless delegated in accordance with paragraph **1.5.19.**

6.1.3. Eligible Volunteers Assigned or Attached for Duty at the Installation. This priority includes personnel assigned to units, organizations, and detachments or any service personnel such as recruiters and Reserve Officer Training Corps (ROTC), who are:

6.1.3.1. Located on the installation or attached to the installation for housing support.

6.1.3.2. Located in the vicinity or within commuting distance of the installation, when a support agreement includes housing support with the host installation. ***NOTE***: When an Air Force installation provides support to another branch of service as a result of an Interservice Support Agreement, Air Force housing policy holds precedence over other Service policy when conflicts arise.

6.1.3.3. Independent Duty (ID) personnel. ID personnel are service members operating and subsisting away from any military concentration areas of the parent Service, where a member could not reasonably expect to be supported by facilities (e.g., FH) of that parent Service. If there is more than one installation (with FH) within commuting distance of the independent duty site, the nearest one (by travel time in normal commuting hours) will be the FH provider unless another installation consents to a transfer of the responsibility.

6.1.4. Exhausted Waiting List. When a waiting list for a particular bedroom requirement within a category of housing is exhausted and there are no eligible members, the projected vacancy is offered to other members according to the priorities listed below. The most urgent housing need determines whether the vacancy is offered to a lower or higher category:

6.1.4.1. Members on the waiting list in the same category who are eligible for the next higher, then lower, bedroom requirement.

6.1.4.2. Members on the waiting list in the next higher, then lower category, who are eligible for the same bedroom requirements.

6.1.4.3. Members on the waiting list in the next higher, then lower, category and bedroom requirements.

6.1.4.4. Other members according to priorities set in paragraph **5.8.**

6.2. Family Housing Assignments. Housing management offers the first available uncommitted house to the first eligible member on the waiting list. If reasonable attempts to contact this person fail, make the

offer to the next member on the waiting list. The assignment is complete when the member receives keys for the housing unit. Members must have six months retention at the installation to receive housing assignment unless the installation has excess housing available. Assignment cannot be made until the member is present for duty at the installation with the exception of UDR families and base closure transition personnel.

6.2.1. All assignments to FH are made from the top of the waiting list (freeze zone) in descending order, with the following exceptions:

Designated personnel

Key and essential personnel

Approved out-of-turn requests

6.2.2. Members should receive a minimum 30 days' advance notice of assignment to FH. This allows them to notify landlords of their intent to move. In some cases, 30 days' notice may not be given due to a short notice of PCS assignment. If this is the case, the following options may apply depending on the local conditions:

6.2.2.1. The unit may be held vacant for up to 30 days for the first member on the waiting list who is physically present at the installation and accepts the offered quarters.

6.2.2.2. Housing management may offer the unit to applicants on the waiting list in succession until it is accepted.

6.2.3. Members may exercise a turndown option for any personal reason. In such cases, a turndown is assessed. If a member does not accept the offer for reasons beyond his or her control, he or she is bypassed on the waiting list and a turndown is not charged (i.e., to allow fulfillment of a lease commitment or short notice of housing availability). In the case of leases, bypassing should not extend beyond one year or the term of the lease, whichever occurs first. This provision does not apply to personal circumstances such as the sale of a house. To ensure compliance and maintain program integrity, housing flight chiefs must view member's supporting documentation.

6.2.4. Members who relocate from one on-base FH unit to another must complete the move within five duty days.

6.2.5. Assignments are recorded on AF Form 1326, **Change in Occupancy Record**. In addition, the following forms are completed at the time of occupancy and become a part of the resident's housing record folder:

AF Form 227, **Quarters Condition Inspection Report**

AF Form 228, **Furnishings Custody Receipt and Condition Report** (if applicable)

AF Form 3505, **Condition of Occupancy for Military Family Housing**

AF Form 3506, **Customer Initial and Final Evaluation of Quarters Inspection** (voluntary on the part of the member)

6.3. Personal Preference Options. When a wide variance in style, type, location, age, or design of adequate housing exists, commanders may permit personal preference options for the type of quarters desired. Members are only offered housing consistent with their recorded preference. Members express-

ing no preference for housing are offered any quarters that become available for assignment consistent with their grade and family size requirements. When commanders authorize this option, it is implemented according to this paragraph:

6.3.1. Housing Flight Chiefs should recommend the type and extent of the options for the commander's approval.

6.3.2. Approved options should be recorded in the base supplement to this instruction.

6.3.3. Members are permitted to exercise this option at the time they submit their application for FH or may elect to express their option on arrival at the installation. Further, housing preferences may be changed at any time. However, a change in preference option is not allowed in lieu of a turndown. A member who is assessed a turndown may change his or her options before being offered a second dwelling.

6.3.4. Separate waiting lists are not established as a means of accommodating this policy. The personal preference options are administered within the existing waiting list policies. Members with a preference option remain on the waiting list and are bypassed until quarters meeting their preference become available. Members exercising this option will not be notified of other available quarters. The exception to this rule is when a member is receiving Temporary Lodging Allowance (TLA). These members are required to accept adequate housing when available or forfeit their TLA.

6.4. Turn-Down Options. Except for incumbents of designated key and essential positions, personnel with approved hardships, and personnel on TLA, members may exercise a turndown option. This option should be exercised only once without the member being removed from the waiting list. A member is provided one duty day to accept or decline the unit offered. When a turndown option is exercised, the following rules apply:

6.4.1. The unit is offered to the next member on the list.

6.4.2. If the member offered housing exercises the turndown option for the first time, he or she is not removed from the waiting list.

6.4.3. If a member refuses housing a second time, he or she will be removed from the waiting list and is not permitted to reapply for 90 days. The 90-day restriction may be waived under exhausted waiting list conditions.

Chapter 7

RETENTION AND TERMINATION

7.1. Retention of Assigned Housing. The Air Force intent is that eligible members keep housing for the duration of their tour at the installation unless there are reasons which justify reassignment or termination. Requests for retention of FH are submitted in writing with supporting documentation to the commander through the Housing Flight Chief. Housing Flight Chiefs, acting on behalf of the commander, may approve such requests. Disapproval authority is the exclusive responsibility of the commander, but can be delegated to Support Group level or equivalent.

7.1.1. Members or their families are usually allowed to retain FH outside of normal occupancy periods under the following conditions:

7.1.1.1. Member in "Missing Status." The dependents of a military member who is officially reported absent in a "Missing Status" (includes members who are captured, interned, or detained involuntarily in a foreign country) are permitted to retain housing for up to 12 months. The member's BAH is withheld during the dependents' occupancy.

7.1.1.2. Member Incarcerated (Jailed/Imprisoned). Dependents may be permitted to retain housing subject to a written request when the member is entitled to BAH/OHA during the period of detention. The commander determines the period.

7.1.1.3. Temporary Duty (TDY). A member may be permitted to retain assigned housing at his or her home station while performing TDY in a duty or student status.

7.1.1.4. PCS With TDY En Route (Does Not Apply to O/S Areas). Members may retain assigned housing:

During the period of TDY.

While the sponsor is attending service or training school (PCS status) for a period of 1 year or less.

Until dependents commence travel on the member's PCS orders.

7.1.1.5. PCS From CONUS to Accompanied O/S Tour. If concurrent travel of dependents is not approved, and the anticipated delay for travel of dependents is less than 20 weeks, families can retain housing for a period of 20 weeks after the member departs. ***NOTE:*** The member must agree to serve the accompanied tour and apply for command sponsorship of dependents and for dependent travel to the new duty station.

7.1.1.6. Transfer to Hospital. A member transferred to a hospital may retain assigned FH for the period of hospitalization or such other period as agreed on by the commander, the surgeon, and the Housing Flight Chief.

7.1.1.7. To Relieve Hardship. Commanders are authorized to approve a written request for retention to relieve a hardship; e.g., unique or unusual circumstances that, in the commander's judgment, impose an extraordinary burden on a member not normally encountered by other members of similar grade at the installation.

7.1.1.8. Completion of School Term. Commanders are authorized to approve a written request for retention if a dependent student would lose credit if required to withdraw or transfer.

7.1.1.9. Dependents Unable to Accompany Sponsor Due to Medical or School Problems. Members whose dependents are denied travel to an accompanied tour O/S area due to lack of medical or school facilities in the O/S location may be permitted to remain in FH for two years. Members should request, in writing, permission for their dependents to retain assigned quarters during the member's stay overseas. A fully documented AF Form 1466, **Family Member's Medical and Education Clearance for Travel**, must support the request. Members must relocate their dependents, unless they are reassigned to the same installation where their dependents reside, within two months after returning from the O/S tour. A voluntary extension by the member beyond 24 months may not justify a longer retention of quarters by the family.

7.1.1.10. Unaccompanied Families. Families of sponsors of all services assigned to a UDR tour, home-basing tour, or follow-on assignment and who occupy government housing, including leased units, in CONUS, Alaska, or Hawaii, at the time of departure of the sponsor, are usually ensured continued occupancy until the sponsor returns or reports to the next permanent duty station (PDS). Commanders, at their discretion, may approve retention of FH by the dependents of the sponsors who extend their UDR tours. FH is usually terminated within 60 days of the sponsor's DEROS from the O/S location. This retention provision includes military members married to military members with no other dependents. ***NOTE:*** Residents may be encouraged to remain in FH for the duration of the sponsor's UDR tour.

7.1.1.11. Exceptions. An exception to retention of currently occupied housing occurs when designated quarters are involved, such as general officer quarters, wing or commander, or Command Chief quarters. Those family members who choose to keep FH are usually relocated to other "suitable quarters" based on family size and composition (may be out of grade category). The move is made at government expense.

7.1.1.12. Exempt Installations. MAJCOMs may request temporary or total exemption of an individual base from participating in the "retention program" when a severe hardship exists. An example is when there is no available housing in the community for incoming personnel. Lengthy waiting lists and scarce or expensive housing in the community is not sufficient rationale, as these conditions exist at most installations.

7.2. Termination of Family Housing. Military members may voluntarily terminate FH for personal reasons after fulfillment of the mandatory one-year tenancy. Military members must terminate occupancy of FH under the circumstances described in paragraphs **7.2.1.** through **7.2.9.** ***NOTE***: Members leaving FH should give the housing office at least 40 days notice.

7.2.1. PCS Reassignment. A member who receives orders for PCS reassignment to another installation must terminate housing before departing, except as stated in paragraph **7.1.1.**

7.2.2. Enlisted Member Commissioned as an Officer. An enlisted member who accepts an appointment and active duty as an officer with no interruption of active military service should relocate to officer housing, unless the member has less than six months' retainability at the installation. The move is at government expense.

7.2.3. Commissioned Officer Who Remains on Active Duty in Enlisted Status. A commissioned officer who is separated and re-enlists or who assumes an enlisted grade should relocate to enlisted housing unless the member has less than six months' retainability at the installation. The move is at government expense.

7.2.4. Family Separation. A member who no longer lives with his or her dependents (or dependents no longer live with the member) must terminate housing within 30 days from date of separation. When the member fails to comply with this requirement, the commander should direct the member to move. This move is at government expense.

7.2.5. Adverse Conduct or Behavior. Commanders may require a member to terminate FH with 30 days' notice when the conduct or behavior of the member or dependents is contrary to accepted standards or is adverse to military discipline. Such cases must be fully documented and retained on file. The move from FH is at government expense.

7.2.5.1. Unauthorized Child Care. When the member fails to ensure compliance with the Air Force Family Child Care policies, the commander should terminate the member's housing privileges.

7.2.6. Destruction or Abuse of Property. Commanders can terminate FH with a 30-day notice when the member, civilian employee, or dependents are responsible for willful, malicious, or negligent abuse or destruction of property. Such cases must be fully documented and retained on file. The move from FH is at government expense.

7.2.7. Appeal for Waiver to Commander. Commanders can waive the one-year requirement for residency when they certify in writing that it is in the best interest of the Air Force or the military member or is a hardship (see **Attachment 1**). Approval of such waivers may be delegated to the Civil Engineer or Housing Flight Chief.

7.2.8. Separation or Retirement. A member who is separating or retiring must terminate housing before or at the time of separation or retirement from active duty. The Housing Manager (with delegated approval authority) may approve an extension not to exceed 60 days to relieve a hardship that occurs after the member applies for separation or retirement when the conditions are beyond his or her control. MAJCOMs may approve extensions beyond 60 days when extenuating circumstances warrant. The member (separated or retired) must pay a daily rental charge equal to one-thirtieth of the combined BAH or OHA allowance. Rental fees may not be waived.

7.2.9. Retention of Quarters in Cases of Hardship. Commanders have the authority to permit active duty members and/or dependents to remain in assigned FH facilities based on hardship conditions and time periods listed in **Table 7.1.** below. Occupancy of quarters beyond the 60 days mentioned above may be extended on a case-by-case basis, as determined by the commander. In such instances, the occupant must pay rents and charges as stated. This does not apply to the transition assistance benefit. As provided in *Title 10, United States Code*, Section 1147, this benefit is to continue for not more than 180 days after the date of separation.

7.2.9.1. When dependents of a member who dies on active duty are occupying adequate government FH, other than on a rental basis, on the date of the member's death, they may be allowed to continue to occupy such housing without charge for a period of 180 days (Reference OSD Ltr, 16 Apr 95 and 37 U.S.C. 403).

7.2.9.2. Occupancy of quarters beyond the 180 days may be extended on a case-by-case basis, as determined by the installation commander. In such instances, the occupant shall pay rent and charges in accordance with DoD 4165.63-M and OMB Circular A-45.

7.2.10. Death of a Qualifying Dependent. Members should terminate occupancy of FH within 90 days following the death of the family member which qualified them for BAH at the "with dependents

rate". The occupancy period may be extended by the installation commander. The move from FH is performed at government expense.

Table 7.1. Retention of Housing.

Death of Active Duty Member Living in Adequate Housing	Death of Active Duty Member Living in Substandard Housing	Other Hardships as Determined by the Commander (see Attachment 1)	Former Federal Employees and Dependents or Dependents of Deceased Federal Employees	Transition Benefits (Involuntary Separations/SSB/ VSI)
Dependents may remain in housing for a period of 180 days.	Dependents may remain in housing for a period of 180 days.	Member and dependents may remain in housing normally not to exceed 60 days.	Employee and or dependents may remain in housing normally not to exceed 60 days.	Former members to continue to reside in military housing as a transition benefit for no more than 180 days after the date of separation.
Applicability of Rental Charges				
No charge for the first 180 days for dependents to reside in government quarters. For extensions beyond the 180 days, charge fair market rate.	Continue to charge rent at "fair market rate" as established/ paid prior to member's death.	Charge an amount equivalent to BAH.	Will continue to pay established rent.	Charge rent equivalent to BAH. Commanders may waive all or any portion of the rent.

7.3. Termination Procedures. Members should give at least 40 days' advance notice of intent to terminate FH upon PCS, separation, or retirement. The following procedures apply:

7.3.1. The occupant provides one copy of PCS, separation, retirement, or other similar orders to housing management.

7.3.2. When the occupant has met all clearance requirements and has settled property accounts, housing management should promptly relieve the resident of responsibility and terminate the housing assignment.

7.3.3. Housing management should prepare AF Form 594 to notify the FSO that a change in housing status has occurred. The member's BAH/OHA is reinstated upon satisfactorily clearing FH or upon physical departure from the station, whichever occurs first. Failure to provide appropriate advance notice of termination of quarters may effect the start date of BAH. See DoD 7000.14-R, *Financial Management Regulation,* Volume 7A, Chapter 26, Table 26-6, "Date to Start BAH - Members w/ Dependents."

7.3.4. DoD Civilians. Housing management should issue a dated and signed document as evidence of housing termination. Housing management should also provide one copy of the termination document to the FSO and the servicing CPF, if appropriate.

7.4. Involuntary Relocation Between Housing Units. Involuntary relocations may be required, for example, to complete a major renovation project. Commanders approve installation involuntary relocations to other FH, or from FH to the private community. Occupants are usually not involuntarily relocated due to the redesignation or redistribution of FH. In all cases, management officials should redistribute housing that has become vacant due to normal attrition instead of involuntarily relocating families. When occupants are directed to relocate, they are offered the next available (uncommitted) unit appropriate for their grade and family size. Normally there is no turn-down option under these circumstances. These moves are at government expense.

Chapter 8

FAMILY HOUSING INSPECTIONS

8.1. Overview. There are three inspections associated with the occupancy of FH: initial, pre-final, and final. The member and a housing management assistant jointly attend inspections. The inspector and the occupant should sign, and retain a copy of AF Forms 227 and 228 if government-owned furniture is provided. The inspections are accomplished as follows:

8.1.1. Initial Occupancy. This inspection is accomplished at time of occupancy or as soon as possible thereafter. Housing management records the condition of the quarters, furnishings, equipment, appliances, and grounds on AF Form 227 (and AF Form 228, if applicable) according to instructions on the reverse of the form. New residents are advised that if the condition of the housing unit or its equipment differs from the entries recorded on the AF Form 227, the resident submits the discrepancies in writing to the housing office within 15 days of the move-in date. AF Form 3505 is completed during the initial inspection. Housing management will brief residents on the issues, such as:

Housing brochure

Appliances and mechanical systems

Self Help program

Refuse and recycle

Resident responsibilities

Emergency reporting

Commonly used telephone numbers

8.1.2. Prefinal. Perform this inspection approximately 30 days before the resident vacates to schedule change of occupancy maintenance (COM) and other needed repairs. The condition of the unit should be compared to the initial inspection report as listed on the Air Force Form 227. Terminating residents should be informed of their responsibilities for damaged or missing property and of the various methods for making restitution. If there is damage and the resident does not agree to make repairs or reimburse the government, then management should request a report of survey.

8.1.3. Final. The final inspection clears the member of all responsibility for the unit. The housing management assistant should ensure that cleanliness standards are met; however, members should not be subject to a "white glove" inspection. Occupants should not be required to clean portions of the housing unit that will be repaired or replaced.

8.1.3.1. The departing member is responsible for cleaning the unit. He or she may personally clean the unit or have it cleaned at the member's expense. This does not relieve the member of responsibility for the cleanliness of the unit. Identical inspection standards should always be followed regardless of which cleaning method is used. The member is responsible for cleaning as outlined in local policy. ***NOTE***: The government performs the final cleaning of housing units at O/S locations to reduce TLA expenditures for outgoing members.

8.1.3.2. If the member fails the inspection, a re-inspection should be scheduled at the earliest mutually agreed date to prevent disruption to the departing member's schedule. Normally, deficiencies previously overlooked should not be identified during the final re-inspection.

8.1.3.3. If the sponsor abandons the unit without going through the normal out-processing procedures, housing management arranges for a commercial vendor to clean the unit and seeks reimbursement from the member using DD Form 139, **Pay Adjustment Authorization**. Ensure occupant damages are included for reimbursement.

8.1.4. Self-Help Work. When authorized self-help work is performed, occupants are responsible for returning the unit and surrounding grounds back to the original configuration unless housing management approves transfer of the self-help project to the next occupant.

8.2. Customer Evaluations. Housing management personnel must be very interested in ensuring the military member receives expedient professional service. Customers should evaluate their efforts and provide valuable feedback to the Housing Flight Chief and help to improve inspection processes. Provide each customer with a comment form (AF Form 3506 may be used) and encourage them to fairly evaluate the service they receive and give it to the housing management staff.

Chapter 9

COMMUNITY HOUSING AND RELOCATION ASSISTANCE

9.1. DoD Policy. DoD is fully committed to obtaining equal opportunity and treatment for all DoD personnel seeking housing, regardless of race, color, religion, sex, national origin, age, handicap, and familial status. This includes a commitment to eliminate discrimination against DoD personnel. Housing management provides eligible personnel with a personalized service to assist them in locating suitable, nondiscriminatory community housing, recognizing:

9.1.1. Service members will need to seek adequate housing within easy travel distance of the installation.

9.1.2. DoD personnel should receive an equal opportunity to occupy housing free from discriminatory practices of any kind. They should report immediately any suspicion of illegal discrimination to the Housing Flight Chief who has the responsibility for initiating a review of the circumstances in cooperation with local and installation staff members.

9.2. Housing Management Responsibilities. Housing management should offer complete referral service and a full range of personal assistance to all eligible personnel. Housing referral activities must be free from discrimination and provide equal opportunity and treatment for all personnel.

9.2.1. Members must retain freedom of choice in their selection of community housing, except where restrictive sanctions have been imposed or when there is a requirement to occupy FH. When mandatory assignment to FH is required, avoid placing a member in a hardship condition whenever possible. Mandatory assignment to housing will only occur for purposes of force protection, usually in O/S areas.

9.2.2. No other installation office or activity may operate or provide housing, home buyer-seller seminars, or information in competition with the housing office. This includes, but is not limited to, accepting lists of houses, apartments, housing projects, or information from realtors in the area; counseling incoming members; or allowing rental or sale listings to be posted on installation bulletin boards.

9.2.3. The Housing Flight Chief should be a member of the Relocation Assistance Coordinating Committee (RACC) per AFI 36-3011, *Air Force Relocation Assistance Program (RAP)*. The RACC coordinates, monitors, and evaluates the installation RAP. Housing Flight Chiefs can ensure full housing services are available to provide home finding, selling or rental, and property management. The RACC emphasis should be placed on locating adequate, affordable, temporary and permanent nondiscriminatory community housing. The RAP has a worldwide-automated network for installations' relocation information. Housing Flight Chiefs should provide current and accurate housing data at least quarterly for the network known as the Standard Installation Topic Exchange Service (SITES).

9.3. Rental and Sales Listings. The Housing Office usually maintains a number of data sources to assist incoming personnel with their search for a new home. Among these are:

9.3.1. Lists of housing units available for rent or sale that are obtained from owners, their representatives, or from real estate agents.

9.3.2. Other listings of shared apartments, subletting opportunities, transient housing, rooms and mobile home parks should be handled in the same manner as rentals and houses for sale.

9.3.3. Housing management should inform private housing agents to notify the Housing Office when the unit listed is rented, sold, or becomes unavailable for any other reason.

9.3.4. The Air Force endorses implementation of the Rental Partnership Program to acquire quality community housing for its members. This program promotes formal agreements between property managers/home-owners and the Housing Flight to give preferential referral of rental properties to military members. The property manager/owner agrees to reduce out of pocket move-in expenses such as damage and utility system deposits, as well as reference and credit checks. The military member is expected to pay normal rental fees by military pay allotment.

9.4. Counseling and Assistance. Members desiring to reside in the local community must receive housing referral counseling prior to negotiating a rental or lease agreement. Housing management should provide eligible personnel with the following services:

9.4.1. A list of housing facilities with restrictive sanctions.

9.4.2. A list of housing for rent or sale, and assistance in verifying by telephone the availability of the selected housing units.

9.4.3. Government transportation to inspect and view listings when public transportation is not available (normally in O/S areas only).

9.4.4. Assistance to members with maps and marking the listings chosen.

9.4.5. Counseling to members concerning the DoD policy regarding equal opportunity in community housing and advising them to immediately report any form of discrimination.

9.4.6. Counseling members concerning conduct while occupying community housing and informing them of assistance available to resolve complaints or disputes between residents and landlords; informing members that the military release clause should be included in lease agreements and legal assistance is available to review lease and sale contracts.

9.4.7. Information about personal sponsors designated by their squadron commander to assist them in getting settled in the new community.

9.5. Community Information. Housing management should maintain a file of information on schools, shopping areas, recreational facilities, transportation, and other facilities and services in the local community available to the military family.

9.6. Handling Complaints. Housing management is responsible for investigating and mediating complaints. The investigating person should obtain complete information from each party; the circumstances should be evaluated impartially. The aggrieved party should present the complaint in writing. Records of complaints involving community housing should be maintained.

9.7. Housing Discrimination. It is imperative for housing management, social actions office, staff judge advocate, Public Affairs, and military or CPFs to maintain open relationships with each other to effectively respond to and assist personnel who may have encountered discrimination during their search for housing.

9.7.1. DoD 4165.63-M directs that a suspected discriminatory act should be investigated with or without the complainant filing a formal complaint. After investigating a housing discrimination complaint, housing management should provide reports that include legal reviews and validations to the appropriate command officials for additional investigation. This action complies with DoD Instruction 1100.16, *Equal Opportunity In Off-Base Housing*, August 14, 1989 and DoD Directive 1020.1, *Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of Defense*, March 31, 1982.

9.7.1.1. Housing management should maintain lists of housing agents and facilities against which the commander has imposed restrictive sanctions. The office should provide personnel desiring community housing assistance with a copy of the restrictive sanction list. Personnel should acknowledge receipt of the list by signature. The receipt should be retained in the member's active file folder for at least one year following PCS from the installation or separation from service. Restrictive sanctions are imposed for a minimum of 180 days and continue until the agent for the facility has agreed in writing to a policy of nondiscrimination. Restrictive sanctions should be imposed against the agent, the identified facility, and all other facilities owned or operated by the agent.

9.7.1.1.1. Personnel moving into or changing their place of residence within the installation commuting area are prohibited from entering into a rental, purchase, or lease agreement with an agent of a facility that is under restrictive sanctions.

9.7.1.1.2. Restrictive sanctions should not apply to DoD personnel who are residing in a facility at the time the restrictive sanction is imposed, or who wish to renew or extend a rental or lease agreement that started before the restrictive sanctions were imposed.

9.7.1.1.3. A resident may not relocate to another unit within a restricted facility without the written approval of the commander.

9.7.2. Within three workdays after receiving a complaint of discrimination, the Housing Flight Chief should begin an inquiry. The inquiry should be detailed enough to determine if discrimination occurred. See **Attachment 2** for investigation procedures for housing discrimination.

9.7.3. If, after a reasonable amount of time, the complainant has not found housing because of discriminatory practices in the community, the commander may grant the complainant priority assignment to FH.

9.8. Conducting Community Housing Inspections. Inspections of rental property are usually performed to determine adequacy. Housing management should ask permission from the landlord to inspect the property if asked by the resident, or if there is reason to question the suitability of the housing based on environmental, health or safety considerations. Housing units that do not meet adequacy standards should be removed from the files. AFI 31-213, *Armed Forces Disciplinary Control Boards And Off-Installation Liaison And Operations*, provides guidance for placing a housing facility "off limits" for such reasons as safety, health, or morale (as distinguished from imposing restrictive sanctions for discriminatory practices).

9.9. Maintaining Community Liaison. To increase housing availability and obtain support and cooperation from the community, commanders and housing management should maintain continuous liaison with appropriate community offices, officials, and organizations. Every effort should be made to publicize

the need for housing in the community. Contacts include, but are not limited to, apartment and real estate associations, fair housing boards, and representatives of the Federal Housing Administration and Veterans Administration.

9.10. Approval of Advertising. Housing management should monitor advertising of rental or sale property appearing in official media under the control of the commander. Post a notice in official media occasionally concerning this restriction and obtain an understanding of this rule with those who maintain bulletin boards, newspapers, and other publications.

9.11. Standards of Conduct. All military and civilian employees in housing management must be familiar with DoD 5500.7-R, *Joint Ethics Regulation (JER)*, and must ensure business associations or financial interests are conducted without suspicion of partiality. They must avoid any action, whether or not specifically prohibited, which might result in or create the appearance of:

9.11.1. Using public office for private gain.

9.11.2. Giving preferential treatment to any person or business associate.

9.11.3. Making government decisions outside official channels.

9.11.4. Adversely affecting the confidence of the public in the integrity of the government.

Chapter 10

FINANCIAL MANAGEMENT

10.1. Basic Allowance for Housing. Military personnel with dependents, as defined in *Title 37, United States Code*, *Section 401*, are entitled to receive payment of BAH, except when they and their dependents (or their dependents only) occupy adequate government housing facilities. When military members are unaccompanied by their dependents, see AFI 32-6005, *Unaccompanied Housing Management*, for information governing housing and BAH eligibility.

10.1.1. The Housing Flight Chief prepares AF Form 594 annotating the applicable blocks associated with the date and address of the quarters assigned or terminated. The AF Form 594 is then forwarded to FSO for processing.

10.1.1.1. The FSO is responsible for certification of dependency and determining BAH entitlements. FSO records required changes on the AF Form 594.

10.1.2. When FH assignments are made to military married to military who are assigned to the same or adjacent installations, an AF Form 594 should be prepared for each spouse. The AF Form 594 is sent to the FSO for processing. In instances where one member arrives on station ahead of his or her spouse and is eligible for housing because of other dependents, the BAH for the member who arrives later is terminated when he or she arrives on station. If one military member departs the base and the other military member remains in housing, AF Form 594 is prepared identifying the date the member departed the installation.

10.1.3. For service members of the Army, Navy, and Marine Corps, housing management should prepare a DD Form 137, **Application for Basic Allowance for Housing for Members with Dependents**, to notify assignment or termination of government housing. Forward it with DD Form 114, **Military Pay Order**, to the appropriate FSO. Housing management keeps one copy of these forms in suspense pending receipt of acknowledgment from the other services' FSO.

10.1.4. The effective date of assignment to government FH is the date the member or his or her designated representative accepts or assumes responsibility for the housing unit.

10.1.5. FH occupied by the member or dependents is considered suitable and adequate housing according to grade and family size requirements.

10.1.6. The Housing Flight Chief initiates annual BAH certification process by providing FSO a list of military members residing in government housing.

10.1.6.1. The FSO uses this listing to validate the BAH status of military members.

10.1.6.2. When the FSO determines a member may be receiving BAH inappropriately, Housing Flight Chief cooperates in resolving the discrepancy.

10.2. Living Quarters Allowance. Housing management sends a written notice to the servicing civilian personnel office (CPO) to start or stop LQA when civilian employees terminate or are assigned to government housing. Civilian employees are not authorized LQA upon occupancy of FH.

10.3. Reimbursements to the Housing Account. Non-DoD Federal agencies, including Army and Air Force Exchange Service (AAFES) and the U.S. Coast Guard, will reimburse the FH account when their

members live in government-controlled housing. The amount charged is equal to the appropriate housing allowance, BAH (military) or LQA (civilian), for the member's equivalent grade. An alternative is to establish a local rental rate using current OMB Circular A-45, *Policy Governing Charges for Rental Quarters and Related Facilities.* Housing management coordinates billing and collection procedures with the appropriate FSO.

10.4. Temporary Lodging Allowance. Members in PCS status are authorized to receive TLA upon arrival and departure in O/S areas. Specific circumstances, conditions, and requirements of TLA are identified in the Joint Federal Travel Regulations, Volume 1, *Uniformed Service Members*, current edition.

10.5. Overseas Housing Allowance (OHA) and Move-In Housing Allowance (MIHA). For O/S areas only, individuals moving into O/S community housing may be eligible for OHA and MIHA. Specific circumstances, conditions, and requirements of OHA or MIHA are identified in the JFTR.

10.6. Disconnection and Reinstallation Charges. Provide reimbursement of telephone and cable reconnection fees when government-directed moves are required. Members are allowed reimbursement to restore service they had at their previous residence. There are no limits to the numbers of disconnections/ reinstallations, except that no more services or equipment will be provided than the member had at the previous residence. Disconnection and reinstallation charges occurring as a result of a government eviction are not authorized.

10.7. Local Drayage and Storage of Household Goods. When directed, personnel moving into, between, and from government housing may be entitled to drayage and storage at government expense, as authorized by JFTR, Volume 1, chapter 5, part D, paragraph U5355, section B. The Housing Flight Chief and counseling staff must be fully familiar with the policy formulated in the JFTR and apply it consistently. The Housing Flight Chief, working with the local traffic management office or Joint Personal Property Shipping Office, should budget and control the local drayage and storage funds (P-3400). Authority and citation of funds are usually accomplished on AF Form 150, **Drayage/Storage Authorization--Government Quarters**. Moves to, from, or between FH units for the convenience or morale of the member and his or her family are not authorized at government expense.

10.7.1. Drayage. The following are government paid moves:

10.7.1.1. Local moves from community housing to government-controlled or leased housing are paid on a one-time basis after PCS. Subsequent moves from FH to community housing or from community housing to government housing are paid only at the written direction of the commander. The exception is that the housing flight chief will authorize a local move from one unit on base to another to prevent more than two dependent children from sharing a bedroom.

10.7.1.2. Local moves to vacate government housing scheduled for major repair or renovation.

10.7.1.3. Local moves from government-owned or leased housing resulting from family separation, divorce, or when directed by the commander.

10.7.2. Storage. Household goods in excess to needs may be stored at government expense while the member occupies government-owned or leased quarters. Members request nontemporary storage (NTS) approval through housing management. When a member voluntarily vacates government quarters for personal reasons, NTS is not authorized.

10.7.2.1. Housing assistants brief newly assigned members on NTS matters. Residents must notify housing management of their desire to obtain storage authority within 30 days after housing assignment. This period may be extended when conditions warrant. After a member accepts an initial FH offer, do not offer a second home simply because oversized furnishings will not fit into the first one. Housing management should brief this policy to FH customers.

10.7.2.2. Items that are prohibited from government shipment (such as perishables, agricultural products, flammable items, vehicles) may not be stored at government expense. Contact the Transportation Management Office (TMO) with questions concerning this authorization.

10.7.2.3. Members should provide an inventory listing of household goods to be stored. Housing management reviews the list to ensure unauthorized items are not included.

10.7.2.4. Housing Flight Chiefs at CONUS bases should reassess the need for continued NTS when members move into larger FH (moves between units).

10.7.2.5. Out-processing checklists should include a reminder to the member to remove NTS items upon departure from the installation.

10.7.2.6. Ensure DoD civilians do not store household goods at government expense incidental to the occupancy of government housing. (This may be authorized and funded on a case-by-case basis by Civilian Personnel in the event of a directed move).

10.8. Dislocation Allowance. DLA is authorized by the Finance Officer after a member has completed a PCS move to an installation and has not used or been offered government quarters during the first 60 days after arrival at the duty location. The Finance Officer provides guidance for DLA approval to the member. The Housing Flight Chief verifies that government quarters were not used during the 60 day period when requested to do so.

10.9. General Officer Quarters. See AFI 32-6003, *General Officer Quarters*, for specific guidance and limitations on funds for GOQ procedures and policies.

10.10. Budgeting and Programming. See AFI 32-6002, *Family Housing Planning, Programming, Design and Construction,* for specific guidance regarding the construction, repair and renovation of FH.

Chapter 11

UNIT MOVES AND BASE CLOSURES

11.1. Unit Moves. Eligible DoD personnel who are identified for PCS reassignment with a unit move should receive equal consideration for available housing assets at the gaining installation. It is essential that members receive advance notice of the housing situation at the gaining installation (as it applies specifically to them) so they can make necessary plans and arrangements for their families. Such notification, open for public view, prevents disruptive rumors and improves the morale and efficiency of personnel, whether they are members of the advance party or are part of a subsequent staffing increment. Due to "time phasing" actions associated with unit moves (especially those involving multiple units), the effective merger date for waiting lists is usually agreed on by the respective commanders of the losing and gaining installations. The merger date should be fair for all concerned and is set up to ensure the shortest possible waiting lists. Unresolved issues are usually sent to MAJCOMs for resolution and, if then unresolved, to HQ USAF/ILEH for final determination. To meet these objectives, the following procedures apply.

11.1.1. Losing commander:

11.1.1.1. Identifies personnel selected for PCS reassignment with the unit.

11.1.1.2. Prepares and submits a list of unit move personnel who are eligible and wish to be considered for FH at the gaining installation. The list is arranged in grade categories according to the determined effective date of housing application for each member at the losing installation, and are considered advance applications. This list should be sent to the gaining installation not later than 45 days prior to the effective date of the unit move.

11.1.1.3. Submits a proposed list of key and essential personnel to the commander of the gaining installation.

11.1.1.4. Enters into host-tenant negotiations, if applicable, at the earliest practicable date in advance of the unit move.

11.1.2. Gaining commander:

11.1.2.1. Merges the incoming unit housing lists with the existing FH waiting lists.

11.1.2.2. Evaluates the impact the unit move has on existing waiting lists and revises housing assignment forecasts.

11.1.2.3. Enters into host-tenant negotiations, if applicable, with the commander of the incoming unit.

11.1.2.4. Makes other necessary plans and arrangements to accommodate incoming personnel.

11.1.2.5. Provides an effective housing service to all personnel, including expanded housing referral services as may be necessary.

11.1.3. Housing assignment commitments issued at the gaining installation before the waiting lists are merged will be honored.

11.1.4. The final housing lists of the incoming unit(s) are usually merged with the gaining base's existing housing lists not later than 30 days before the scheduled movement of the advance party of

the incoming unit. If the personnel strength of the incoming unit is altered before the effective date of the unit move, the merged housing lists are adjusted accordingly. The lists are merged on a pro rata basis; for example, the list from losing base "A" (300), when merged with the waiting list of gaining base "B" (100), is merged as follows: (B-A-A-A-B-A-A-A, and so forth. Members who are in a freeze status on the gaining base's waiting lists should not be bumped. For those bases with automated waiting lists, it is necessary to adjust the effective date of application to ensure positions are kept in the freeze zone.

11.1.5. Housing management should post the merged waiting lists in the housing office for public view from both the gaining installation and the incoming unit(s).

11.1.6. To provide information regarding forecasted waiting times, the gaining housing office issues a DD Form 1747 to incoming personnel. If appropriate, group statements may be issued to incoming unit personnel instead of individual DD Forms 1747.

11.1.7. Incoming personnel in key and essential positions should receive priority consideration for assignment to housing but should not displace members on the waiting list who have already received a firm commitment for housing assignment.

11.2. Base Closure. Commanders must ensure that military members and their families are moved on a scheduled basis. FH units must be closed consistent with the capability to provide essential support and services. Continuous coordination among all functional elements on the installation is essential. See paragraph **5.4.** concerning housing of base closure transition personnel.

Chapter 12

HOUSING OF CIVILIAN PERSONNEL

12.1. Basic Housing Concept for Civilian Employees. Commanders may provide housing to eligible civilian employees under the following conditions and circumstances:

12.1.1. When necessary for key and essential employees or required as a condition of employment (5 U.S.C. 5911, 5 U.S.C. 5912, and OMB Circular A-18).

12.1.2. In O/S areas when appropriate and adequate housing, support services, and facilities do not exist, are not readily available within the private community, or may not be used without restrictions (DoD Directive 1400.6, *DoD Civilian Employees in Overseas Areas,* February 15, 1980).

12.1.3. When housing is excess to the needs of the military personnel assigned, attached to the installation, or in the area (5 U.S.C. 5911).

12.2. Eligibility. Housing Flight Chiefs establish procedures with the local CPF to verify a civilian employee's eligibility. Eligibility for FH is limited to five consecutive years' occupancy at any given location (except for key and essential civilian employees). When both spouses work for DoD components at the same or adjacent installations and both meet eligibility criteria, they jointly decide whose "eligibility" to use, but may not apply at both installations. A comparison of military and civilian grades can be found in **Table 12.1.**

12.3. Pro Rata Distribution of Family Housing.

12.3.1. The pro rata distribution is based on total population of eligible military personnel combined with eligible civilian employees, without regard to housing categories or the size of the units (number of bedrooms) required. In computing the pro rata share, civilians residing in housing are counted as eligible regardless of how long they resided in housing. However, civilians who have terminated housing occupancy as a result of the five-year rule and those who have been served notice of termination, but are still residing in housing pending their physical relocation from housing as a result of the five-year rule, are not counted as eligible civilians. Use of the following formula for the pro rata share computation is recommended:

$$\frac{\text{Eligible Civilians}}{\text{Total Eligible (Military and Civilian)}} \times \text{Housing Assets} = \text{Pro Rata Share}$$

12.3.2. In determining the number of housing assets, exclude quarters set aside for command and key and essential positions. Incumbents of those positions are excluded from the total personnel count.

12.4. Waiting List. Key and essential civilian employees not immediately assigned to housing and other eligible employees should be placed on an appropriate housing waiting list.

12.5. Mandatory Termination. When there is a waiting list, termination notices are issued (60 days prior) to civilians who have occupied housing for over five years (exclusive of key and essential person-

nel). Installations where civilians were previously allowed to apply for or occupy housing may (at the discretion of the commander) require civilians to terminate quarters occupied five years or longer. This provision could be invoked if the community housing situation changed to be adequate or sufficient to house civilians.

12.6. Rental Charges. Within the United States and O/S locations, civilian employees assigned and occupying FH are required to pay a fair market rental charge for such housing, including heat, electricity, fuel, furniture, and other services provided (5 U.S.C. 5911 and OMB Circular A-45). In foreign areas, US civilian employees who are eligible to draw LQA may be assigned and occupy housing instead of drawing their LQA. ***NOTE***: DoD civilians are not authorized to store household goods at government expense incidental to the occupancy of government housing.

Table 12.1. Civilian Grade Group.

Military Grade Group	Senior Executive Service	Merit Pay Employee	American Red Cross Directors	General Schedule	Teachers (Schedules C, D, E, F) (20 U.S.C. 901-907)	Wage System
O-7 through O-10	SES-1 through SES-6	GS-16 through GS-18	Senior Director Field Ops.			
O-6		GM-15	Hub Mgr.	GS-15		
O-5 W-5		GM-13 GM-14	Station Mgr. I, II, III	GS-13 GS-14		WS-14 through WS-19, WL-15 and Production Support Equivalents
O-4, W-4			Assistant Station Mgr.	GS-12	Steps 11 and above	
O-3				GS-10 GS-11	Steps 1 through 10	WS-8 through WS-13, WL-6 through WL-14, WG-12 through WG-15 and Production Support Equivalents
O-2, W-3,				GS-8 GS-9	Class I Steps 3 and 4	
O-1, W-1 W-2				GS-7	Class I Steps 1 and 2	
E-7 through E-9				GS-6		WS-1 through WS-7, WL-1 through WL-5, WG-9 through WG-11
E-5 E-6				GS-5		WG-1 through WG-8

Military Grade Group	Senior Executive Service	Merit Pay Employee	American Red Cross Directors	General Schedule	Teachers (Schedules C, D, E, F) (20 U.S.C. 901-907)	Wage System
E-4				GS-4		
E-1 through E-3				GS-1 through GS-3		

NOTE: Civilian employees are not authorized storage at government expense.

12.7. Red Cross Director. This term includes Senior Director, Hub Manager, Station Manager and Assistant Station Manager. The commander may assign FH under the following conditions:

12.7.1. In the United States, its territories and possessions, the Red Cross Director pays an appraised rental amount based on the rates charged for comparable private rental housing in the adjacent area.

12.7.2. In O/S locations, the Red Cross Director may be assigned on a rent-free basis.

12.8. Contractor Employees and Technical Representatives. Contractor employees and contract technical representatives are not authorized to apply for or be assigned FH unless designated key and essential. Exceptions are approved by MAJCOMs.

12.9. AAFES Employees. AAFES employees in O/S areas are authorized to apply and be assigned FH on the same basis as civilian DoD employees. The rental rate is equivalent to DoD civilian LQA for equivalent AAFES grades.

12.10. Bank Employees. MAJCOM commanders may authorize US citizen employees of a bank located on an O/S installation to occupy FH on an appraised fair market rental basis, provided:

12.10.1. The bank employee is designated to be “key and essential.”

12.10.2. Suitable private housing and community support facilities are not available.

Chapter 13

FAMILY HOUSING LEASING AND PRIVATIZED HOUSING

13.1. Leasing Authority and Criteria. Congress authorizes leasing of FH under *Title 10, United States Code*, Section 2828, as a temporary measure to provide housing until a permanent source becomes available. The Air Force will use leasing until:

13.1.1. Other government housing programs or the local economy can provide sufficient adequate and affordable housing.

13.1.2. The cost of community housing does not exceed member's housing allowances plus the maximum out-of-pocket cost as specified in DoD 4165.63-M. Use the following steps when requesting lease-housing authority:

13.1.2.1. Installation housing management identifies the lease requirement to the respective MAJCOM. This applies to all leases regardless of cost.

13.1.2.2. MAJCOM housing validates the requirement, identifies the funding source, and forwards the request for lease authority to HQ USAF/ILEH.

13.1.2.3. HQ USAF/ILEH takes the following actions for high cost and regular cost leases:

13.1.2.3.1. For high-cost leases, HQ USAF/ILEH validates there is available leasing authority (lease points) to cover a high-cost lease point and provides this authority to the MAJCOMs. HQ USAF/ILEH also provides congressional notification through The Office of the Assistant Secretary (Financial Management and Comptroller (SAF/FM), after coordination with other Air Force agencies, on each new or renewal foreign high-cost lease. A 21-calendar day waiting period for Congress to respond is required before taking further action. If there is no requirement to provide additional information to Congress after the 21 calendar days have expired, HQ USAF/ILEH notifies the MAJCOMs to proceed with leasing the housing unit(s). For CONUS high-cost leases, HQ USAF/ ILEH provides quarterly notification after the lease contract has been executed.

13.1.2.3.2. For regular cost leases, HQ USAF/ILEH provides approval authority to the MAJCOM to lease the units, as congressional notification is not required. This applies to both foreign and CONUS leases.

13.1.2.4. MAJCOM housing office provides the leasing authority for the identified unit(s) to MAJCOM real estate to execute the lease contracts. The MAJCOM real estate office must follow instructions in AFI 32-9001 when executing the lease contract(s).

13.1.3. Square foot limitations that apply to government-owned housing also apply to government-leased housing. If adequate housing within the square footage limitations cannot be located, MAJCOMs must forward waiver requests through HQ USAF/ILEH for HQ USAF/ILE approval to exceed the limitations. MAJCOMs will maintain certification that no adequate housing facilities were available within the authorized square footage.

13.2. Domestic Leasing. Installation housing management leases housing units in CONUS using procedures in paragraph **13.1.** when a shortage of acceptable housing at or near an installation and at least one of the following conditions exist:

13.2.1. The requirement to lease is temporary and will be authorized for no more than five years; i.e., the first year contract and four option years.

13.2.2. Leasing would be more cost-effective than construction or acquisition of new housing (use standard procedures to compare costs).

13.2.3. FH is required for personnel attending service schools on PCS orders.

13.2.4. Construction of FH at the installation has been authorized by law but is not completed.

13.2.5. A military construction authorization bill that includes a request to construct FH is pending congressional authorization.

13.2.6. Housing management may use domestic leasing to assist in providing for housing junior enlisted families. It is limited to areas with housing deficits for military members, and will be used only until government housing programs or the local economy can provide sufficient housing at a reasonable cost (within the member's BAH rate plus authorized out-of-pocket expenses, if applicable).

13.2.7. The total annual lease cost will not exceed the statutory limits and the number of leases cannot exceed those authorized by HQ USAF/ILEH. A government-authorized agent is the proper authority to identify adequate leased housing units.

13.3. Foreign Leasing. Housing management leases housing units at foreign locations using criteria stated in paragraph **13.2.** Individual DoD military, civilian personnel, and incumbents of SCPs are authorized leased housing in countries where excessive costs of housing would cause an undue hardship or in countries that prohibit leasing. Leasing of FH units in foreign countries may not exceed ten years. The costs of such leases are paid from the annual appropriations for that year.

13.3.1. Managers must accomplish an EA to determine the most effective method to lease housing units when leasing 25 or more housing units. Accomplish the EA in accordance with Office of Management and Budget Circular No. A-94, *Discount Rates to be Used in Evaluating Time-Distributed Costs and Benefit,* October 29, 1992, DoDI 7041.3, *Economic Analysis for Decision Making,* November 7, 1995, and appropriate Air Force Instructions.

13.3.2. Make Ready Repairs. Limit alterations, repairs, and/or additions to work necessary to provide acceptable living accommodations; cost of such work will not exceed 25 percent of the first year's annual rent without waiver authority from SAF/MII. These repairs are made once during the life of the lease.

13.3.3. Congress requires notification prior to entering into new and renewed high-cost housing lease agreements or contracts. Notification must include documentation detailing the EA of the lease decision. Base housing management provides the high-cost lease information through their MAJCOM to HQ USAF/ILEH. That office notifies Congress upon receipt of the pertinent data. Managers must maintain copies of this information in their records for five years after the lease expires.

13.4. Privatized Housing (PH). Privatized Housing is authorized at many Air Force installations as another method to quickly revitalize aging FH assets. Approval to implement is based on scoring criteria determined during the development of the Installation Housing Master Plan. Scoring includes such considerations as the condition of existing inventories, geographical severability and the economic viability for attracting potential developers. PH is considered government-sourced housing. At the time of publica-

tion, an Air Force instruction providing privatized housing management policy is being developed. Refer to available policy guidance regarding Air Force responsibilities.

Chapter 14

MAINTENANCE OF FAMILY HOUSING

14.1. Maintenance and Repair Actions and Responsibilities. Installation Civil Engineering and housing management officials must ensure that FH units are maintained according to Air Force standards contained in *The Air Force Family Housing Guide for Planning, Programming, Design, and Construction*. This is accomplished by establishing routine preventive maintenance programs and by fostering an attitude of home ownership with residents. All work will be performed according to accepted engineering practice, experience, and manufacturer's recommendations.

14.1.1. Installation housing maintenance personnel may perform routine and preventive maintenance on both occupied and unoccupied housing units. Make every attempt to schedule maintenance tasks in occupied units at the convenience of the occupant. Maintenance personnel will take proper precautions to protect the resident's private property and to leave the unit in a clean and orderly condition. Occupants are expected to allow entry to the housing unit to perform necessary repairs.

14.1.2. Housing maintenance service call specialists receive requests from housing residents and schedule work to be accomplished with minimum disruption to housing occupancy.

14.1.2.1. Encourage residents to promptly notify the housing maintenance service call personnel when any FH structure, equipment, or fixture is defective, broken, damaged, or malfunctioning. The service provider completes urgent or emergency work within a time period consistent with the degree of urgency. Schedule nonemergency and routine work in the most economical and efficient manner. Housing management must ensure that all work is properly authorized and scheduled at the occupants' convenience.

14.1.3. Contractor and/or in-house personnel perform maintenance and repair of FH facilities. Recurring maintenance prevents excessive operating costs and helps to avoid major repairs to the unit structure and equipment.

14.1.4. Accomplish maintenance tasks during change of occupancy where possible to reduce disruption to the occupant. Accomplish make-ready cleaning at government expense using maintenance funds.

14.1.5. Housing management will identify requirements to improve or replace FH units, infrastructure, playgrounds and other common grounds in the housing area and mobile home parks. This work will be accomplished in accordance with AFI 32-6002 and program guidance letters. Playgrounds will be inspected annually and maintained by housing maintenance personnel in accordance with standards contained in the U.S. Consumer Product Safety Commission Publication No. 325, *Handbook for Public Playground Safety.*

14.1.6. These items are considered minor maintenance at change of occupancy:

Interior painting

Floor repairs

Wall repairs

Ceiling finishes

Electrical and plumbing fixture repairs

14.1.7. Major maintenance and repair work may include:

14.1.7.1. Restoration or replacement of structural members in their original locations, such as repairing or replacement of:

Foundations

Roofs

Exterior structures or walls

Interior partitions

Electrical, plumbing, heating, ventilation, and air conditioning systems

14.1.7.2. Complete painting of the exterior.

14.1.7.3. Landscaping and planting of tree or shrubs.

NOTE: For non-GOQs, carpeting should not be replaced in less than seven years unless certified by the BCE as worn out prior to replacement. For GOQs, refer to AFI 32-6003 for guidance. The HQ AFCESA internet site **http://www.afcesa.af.mil** lists carpet design criteria for easy reference.

14.2. Grounds and Landscaping. Grounds maintenance in the common areas of FH is usually the responsibility of installation maintenance personnel. For individual units, responsibilities are limited to erosion control, tree surgery, screening, and overall attractiveness. Low maintenance plants that do not require trimming should be used to replace shrubbery and hedges. The AF will not install in-ground yard sprinklers for any FH unit.

14.3. Family Housing Self-Help. Commanders and Housing Flight Chiefs should encourage and support a self-help maintenance program, which fosters pride of ownership for housing residents. This program is an opportunity for residents to accomplish minor work benefiting their living conditions and reduce maintenance costs to the government. Housing management provides guidance and funding to operate an FH self help program.

14.3.1. Residents may submit AF Form 332, **BCE Work Request**, to perform minor modifications to the housing unit and surrounding grounds.

14.3.2. Occupants also request government-furnished materials from other than the self-help supply store on the AF Form 332.

14.3.3. In most cases, residents must submit an AF Form 332 for yard improvements, especially when digging is required. In those instances, an AF Form 103, **Base Civil Engineer Work Clearance Request**, is required prior to starting the work.

14.3.4. Housing representatives will inspect all major self-help maintenance, repair, and improvement work. FH management maintains records on self help alterations, modifications, and new construction completed by residents.

14.3.5. Residents may not violate approval authority levels or exceed statutory space and improvement cost limits in the completion of self-help work. GOQ maintenance and improvement work is separately documented for review up to Secretary of the Air Force (SAF) level. Congressional limitations also apply to other than GOQs, and require close scrutiny by the Housing Flight Chief to prevent

violations. Such limits include the amount of funds spent on each FH unit annually. Refer to AFI 32-6003 for guidance.

14.4. Housing Self-Help Store. The Housing Flight Chief coordinates the store operations with the Operations Flight or provides for a contract-operated store if housing maintenance is contracted.

14.4.1. Self-help store management personnel must provide a list of stocked items available to housing residents. They should provide customers training and guidance regarding the completion of basic tasks and the use of tools.

14.4.2. Self-help stores may provide loaner hand tools and lawn equipment.

14.4.3. Materials for installation of in-ground lawn sprinklers will not be provided to FH residents.

14.5. Self-Help Work Supporting the Family Day Care Program. In most instances, modifications to FH dwelling units supporting an installation's Family Day Care Program are accomplished using donated self-help labor and materials. However, in extreme circumstances, the commander may authorize government-funded labor and materials to support Family Day Care Program home modifications. This option should not be executed unless clear evidence exists that the Family Day Care Program fails to provide adequate child care options because of the high cost of day care home modifications, and the installation mission is affected.

Chapter 15

FAMILY HOUSING RESIDENT RESPONSIBILITIES

15.1. Resident Responsibilities. Housing management personnel will brief housing residents of their responsibility for the prudent care and upkeep of the housing unit upon assignment. Residents acknowledge receipt of this information provided in the base housing brochure on the AF Form 227. This action must occur at the time of assignment. Residents' responsibilities include routine maintenance, minor repair, and housekeeping; e.g., changing light bulbs, replacing heat/AC filters, securing door stops, replacing sink stoppers, cleaning stove burners, plunging toilets/sinks, and basic insect control. (Installations will keep these tasks in their maintenance contracts so contractors may still perform the work when units are vacant or when deemed necessary by commanders.) Housing management will encourage residents to use the self-help store to obtain supplies when performing routine minor maintenance and repair. Commanders establish cleaning standards and ensure fair application of the standards regardless of the housing occupant's grade or position. Cleaning standards are normally published in the installation housing brochure (see paragraph **2.17.**). Management will minimize cleaning requirements for units scheduled for major renovation.

15.2. Resident Liability. Housing residents may be held liable for loss and/or damage to the assigned FH unit, equipment, and government-provided furnishings caused by the abuse or negligence of the member, dependents, and guests; and for failure to satisfactorily clean an assigned unit upon termination (*Title 10, United States Code,* Section 2775). Housing management will include a resident liability clause in every housing maintenance contract. The contract statement of work will require the contractor to diligently report any and all suspected maintenance tasks which are or could be consdiered abuse or negligence on the part of the resident. Housing management will require daily reports of suspected abuse or negligence and determine liability for each. Residents will be required to pay for damages other than fair wear and tear when the occupant is determined liable for the damages. Residents should be held liable for failure to perform homeowner maintenance as well as maintenance calls of a routine and repetitive nature should also be considered abuse or negligence. Housing management personnel will determine when such damage has occurred, inform housing residents of their liability and ensure the government receives restitution for needed repairs. When costs to collect for such damages are greater than the cost of repairs, the commander may waive the charges. Include this information in all maintenance contracts. Housing management personnel will brief the FH unit replacement cost and encourage residents to obtain renter's insurance.

15.2.1. Housing management personnel identify resident-caused loss or damage (beyond ordinary wear and tear), or cost of cleaning, and take appropriate action to collect reimbursement from residents. Liability is determined in accordance with 10 U.S.C. 2775 and AFMAN 23-220, *Reports of Survey for Air Force Property*. Residents may pay voluntarily. A report of survey is required if the reimbursement is involuntary. Subject to the approval of the Housing Flight Chief, or other officials designated by the commander, the resident may repair the damage or replace missing item(s) in lieu of a monetary payment. All self-help repairs must be accomplished in accordance with standards defined by housing management personnel.

15.2.2. Authority to reduce the salary of civilian employees for damages to FH units is found in DoD 7000.14-R, *Financial Management Regulations*, Chapter 8.

15.2.3. Money collected for loss or damage to FH units, or for cleaning, is credited to the installation's FH management account.

Chapter 16

COMMERCIAL ACTIVITIES FROM FAMILY HOUSING

16.1. Policy Concept. DoD 4165.63-M, *Housing Management*, Chapter 2, Paragraph F allows limited commercial activities that can be properly carried out from FH units. Commercial activities are defined as business enterprises conducted for profit by family member(s) assigned to the unit.

16.1.1. Activities may involve direct sales of products; offering of minor repair service on small items, or incidental services; limited manufacture of items, or tutoring service.

16.1.2. Sales of specific brand name merchandise not available to exchange patrons through the military exchanges should not be construed as competition with an installation's officially sanctioned commerce.

16.2. Requests. Members submit written requests to conduct commercial activities in assigned FH through the Housing Flight Chief. The commander must provide written approval prior to the onset of the business. Approval authority for commercial activities may be delegated in writing to the Housing Flight Chief.

16.3. Limitations:

16.3.1. In no case will commercial activities be authorized or continued at the expense of community tranquility, safety, or the installation mission.

16.3.2. Issues of local government licensing requirements, agreements, host country business practices, and prospective advertising practices will be taken into account as each request is considered. Obtaining necessary licenses is the responsibility of the member.

16.3.3. Childcare in FH units is a special category of commercial activities and is governed by AFI 34 -276, *Family Child Care.*

16.3.4. Minor modifications to FH units to permit commercial activities may be requested by occupants. If approved, modifications will be at the occupant's expense, and must follow self-help guidelines. Electrical and fire safety codes must be complied with.

16.4. Solicitation and Liability:

16.4.1. Solicitations. The provisions of DoDD 5500.7, *Standards of Conduct*, concerning solicited sales to personnel junior in rank or grade apply. Authorization of family member employment in government quarters should be conditioned upon agreement by the family member to comply with the provisions of this directive and any Services' regulations prohibiting solicited sales to subordinates.

16.4.2. Prohibition. The prohibition against door-to-door solicitation (in person or via printed material) applies (DoDD 1344.7, *Personnel Commercial Solicitation on DoD installations*, Section F, paragraph 4m, February 13, 1986).

16.4.3. Liability. Personal liability is possible when conducting a private business. Residents conducting a private business in their FH units could be held liable for loss or damage resulting from the business; therefore, residents should be told to consider obtaining personal liability insurance, which will

apply to legal actions brought by customers as well as covering the member for damages to government property.

Chapter 17

MOBILE HOME PARKS

17.1. Management Responsibilities: The Air Force does not consider mobile homes to be suitable permanent party housing and therefore does not purchase or maintain any of these homes. Bases that have mobile home parks only maintain the status quo of these parks and should not program for any major improvements or build any new parks. The cost of maintenance and repair is computed in the park rental charges (see paragraph **17.9.2.**) to the occupants. Standards for mobile home parks are contained in the *Air Force Family Housing Guide for Planning, Programming, Design, and Construction*, **Chapter 3**. The need for existing mobile home parks should be reevaluated annually.

17.1.1. Safety Inspections. The installation civil engineer, safety office, and medical personnel are responsible for safety inspections of mobile homes and spaces.

17.1.2. Utility Connections (Electric, Gas, Oil, Water, and Sewer). The installation civil engineer and the mobile home carrier, if a part of the contracted moving service, are responsible for utility connections and disconnects. In either case, the owner provides all materials for making utility connections. These materials must comply with established safety criteria and standards for utility connections. The installation civil engineer is responsible for inspecting the connection work to ensure that proper connections have been made.

17.1.3. Other services provided for mobile home parks include the following:

Management

Refuse collection and disposal

Entomology service (exterior grounds only)

Street cleaning

Snow removal

Maintenance and repair of streets, parking areas, mobile home pads, community facilities,

government-owned storage sheds, and common recreational areas

17.1.4. Housing management must maintain records of mobile home park activities. These records are usually subject to periodic audits, and include:

17.1.4.1. Licenses (original AF Form 1505, **License to Occupy Mobile Home Space**) and notices of revocation and termination.

17.1.4.2. Records of rental, utility, and service charges, billed and collected.

17.1.4.3. Copies of documentation proving ownership of the mobile home. Proof of ownership may include mortgage papers, copy of payment book/coupon.

17.2. Resident Responsibilities. The responsibilities of mobile home park residents are similar to those living in FH with a few unique exceptions:

17.2.1. Personnel who wish to live in a mobile home park must determine whether available spaces can accommodate the mobile home they own or intend to purchase. The owner will provide the mate-

rials necessary to make utility connections, as well as costs of modifying a mobile home to adapt to the available space.

17.2.2. Owners move mobile homes, provide and install ground anchors and tie-down straps to protect units, awnings, storage sheds and other accessories from high winds. Also, trailer "skirting" is required and must be installed at the owner's expense. Owners will obtain an approved construction permit, AF Form 103, from the installation civil engineer before installing ground anchors. Tie downs/ground anchors will meet, as a minimum, all state and/or local codes.

17.2.3. Owners must equip their homes with single station, local alarm, and residential type smoke detectors prior to residency. The detectors will comply with National Fire Protection Association Standards. Housing management personnel will conduct an operational inspection of the smoke detectors during the owner's initial in-briefing to ensure they are operational. Carbon monoxide detectors are required for mobile homes using fossil fuel systems.

17.2.4. Owners will maintain mobile homes and surrounding grounds in an attractive and orderly condition. Owners will provide skirts or landscaping to screen the frames and wheels of the mobile home from view within 30 days of siting. Privately owned materials and equipment may be stored within the mobile home or within exterior storage sheds which may be provided by the government. Encourage residents to maintain mobile homes and spaces consistent with policies established by the commander. Additions or accessories provided by residents are subject to approval of the installation civil engineer prior to installation.

17.3. Eligibility. Mobile home parks are constructed for use by eligible families assigned to the installation for duty and those assigned to units attached for housing support. Assign unaccompanied members only when waiting lists are absent of members with dependents. Sharing or subletting is not authorized.

17.4. Mobile Home Safety Features. Mobile homes in parks must meet the minimum health, safety (state or locally established), and aesthetic standards established by the commander.

17.5. Application for Mobile Home Space. Procedures established for FH also apply to mobile home parks. A member may be placed on the waiting list even if he or she does not currently own a mobile home. However, the member should be ready to accept assignment of a space when he or she rises to the number one position on the waiting list. Failure to accept an offered space automatically places the member at the bottom of the list. When an applicant reaches the top of the list the second time, he or she must move a mobile home onto the lot space or be removed from the list for 90 days. In-place purchase of a mobile home does not automatically allow the purchaser to retain that space unless he or she is first on the waiting list. Other members ahead of the purchaser on the waiting list may waive their right to their position to allow the mobile home to remain in place. The housing office is responsible for coordinating this action with those on the waiting list. Rented or leased mobile homes may not be permitted in base mobile home parks.

17.5.1. Commanders usually grant and revoke licenses (AF Form 1505) to military and civilian personnel to use mobile home spaces for privately-owned mobile homes. The term of a license is typically four years. The commander may delegate approval of licenses to the Housing Flight Chief.

17.5.2. The license establishes the mobile home owner's responsibilities and rights while occupying a mobile home lot space. A license to occupy a mobile home space is not issued to a single military member who has co-ownership with any other person. Housing management prepares the original

license for the commander or designee and the mobile home owner's signature and maintains it on file for the period of occupancy.

17.5.3. Government-funded movement of a mobile home to the PCS location (private property, leased space or government-owned mobile home spaces) is authorized in conjunction with a PCS move (*JFTR*, Part 1, Chapter 5). Generally, after initial arrival and setup, further movement of the mobile home to or from government-owned mobile home facilities within the area of the gaining installation is at no cost to the government. However, if the service member is ordered by the commander to vacate the mobile home park, the member is entitled to a government-paid move to the local vicinity (JFTR, Part 1, Chapter 5, paragraph U5530, Local Moves.

17.6. Retention. Personnel may retain their mobile home park space under the same conditions established for FH. Mobile home owners must notify housing management when the home will be unoccupied for periods greater than two weeks during TDY or other authorized absences.

17.7. Termination. Housing management uses the same procedures established for FH units. The Housing Flight Chief establishes procedures for mobile home park residents to ensure the collection of unpaid monthly charges prior to their departing the installation. The Housing Flight Chief notifies FSO to make collection of monthly charges. Housing management verifies that all indebtedness has been paid by a separating member prior to signing the member's base clearance sheet. A copy of the cash collection voucher or DD Form 139 may serve as evidence of payment.

17.8. Payroll Deductions. Members living in government-owned mobile home parks will pay space rental fees using payroll deductions.

17.8.1. The Housing Flight Chief determines space rental fees annually and bases the fees on operating costs for management, construction, improvements, utilities, maintenance and repair, alterations and refuse collection. The Housing Flight Chief works with the Resources Flight and the FSO to determine the correct charges.

17.8.2. The Housing Flight Chief determines civilian employee rental rates by using the fair market value of the assigned space.

17.9. Financial Administration. The Air Force recovers construction, improvement, maintenance, operations, and utilities costs from mobile home park residents through space rental fees.

17.9.1. Resident Rental Charges. Members living in mobile home parks should pay space rental fees using payroll deductions. The FSO processes the payroll deduction. The member signs an AF Form 1505 after validation by the commander. When mobile home park spaces are rented to civilian employees, the Housing Flight Chief must assess the employee full rent and other charges based on fair market rates using guidance in DoD 4165.63-M and OMB Circular A-45.

17.9.2. Fiscal Calculations. The Housing Flight Chief works with the Resources Flight and the FSO to ensure that the mobile home park rental fees cover the costs of management, utilities, major maintenance and repair, alterations, additions, and refuse collection.

17.9.2.1. Rental Charges. The Housing Flight Chief establishes a space rental fee to amortize the cost of construction and subsequent improvements over a 25-year period. The amortization period begins with the completion of construction. To determine a space rental fee, add the improvements

cost to the initial construction cost, divide these costs by 300 months (25 years), and multiply by the number of spaces in the park. The requirement to amortize the cost of construction and subsequent improvements expires at the end of the 25-year period regardless of the occupancy rate or the amount of rent collected. When a portion of a park is deactivated, no adjustment is made in the rents of the remaining residents. If additional spaces or improvements are made, separate rental fees should be established, amortizing construction and improvement costs.

17.9.2.2. O&M Charges. The calculation of O&M charges is for the next fiscal year (FY). The charge is based on the actual cumulative prior year O&M (services; e.g., street cleaning, snow removal, refuse collection, others as required) costs. A pro rata share of these costs is charged to each resident. The available contract rates for the new fiscal year are used for service collection under element of expense 721.22, *Management,* EEIC 533XX.

17.9.2.3. Mobile Home Management Costs (Element of Expense 721.11, *Management - Government Dwellings*). Housing Flight Chiefs will assume that 50 percent less management effort is required for a mobile home space versus an FH unit. The following example can be used for establishing the management costs accrued in the management of a mobile home park.

The number of MFH units = 1,000

The number of MHP spaces = 100

The yearly total management cost = $190,000

Then: $190,000/12 months = $15,388

Then: $15,388/1,100 (MFH units + MHP spaces) = $14.39 per month

Then: $14.39 X .50 = $7.19 per month management cost

17.9.2.4. Utilities Cost Provided by the Air Force. Charges are normally based on individually metered or measured consumption. Where not metered, the Housing Flight Chief charges the residents a pro rata share of the total costs for utilities provided to the park.

17.9.2.5. The BCE keeps records of construction and improvements costs until the Air Force no longer uses the mobile home park. For audit purposes, the BCE also retains records for amortizing costs until disposal of the park.

Chapter 18

FORMS USE AND SUBMITTAL

18.1. Housing Forms. Table 18.1. lists forms used by housing management. Instructions for completing selected forms can also be found in this chapter.

Table 18.1. Housing Management Forms.

Form	Use	Submitted By	Through	Submitted to:
AF Form 103	BCE construction/digging permit (request by owner to install mobile home anchors).	Owner		BCE Work Request
AF Form 150	Drayage/storage authorization - government quarters (allows movement/storage of excess items related to moves into/out of FH)	Resident	Housing Office	TMO
AF Form 227	Quarters condition inspection (establishes the initial, pre-termination, and final condition of quarters).	Housing Management		Housing Office; copy to FH Resident
AF Form 228	Furnishings Custody Receipt and Condition Report (used to record the issue and receipt of government-supplied property to a FH resident).	Housing Management and FH residents		Housing Office (Furnishings)
AF Form 332	BCE Work Request (to perform work or modify a housing unit or its appearance).	FH residents	Housing Office	BCE Work Request Section
AF Form 594	Start/Stop BAH on assignment or termination of FH. Housing initiates, FSO is action officer.	Housing Management		Financial Services Officer
AF Form 1326	Change of Occupancy Report (used to record changes in the occupancy data for FH).	Housing Management		
AF Form 1466	Dependents denied travel may retain assigned quarters during member's overseas assignment	Member	Housing Office	Commander
AF Form 1505	License to occupy mobile home space (formal acknowledgment by resident of requirements for mobile home park).	Commander	Housing Office	Mobile home park resident
AF Form 3505	Condition of occupancy for MFH (required FH care standards).	Housing Management		Housing Office copy to residents

Form	Use	Submitted By	Through	Submitted to:
AF Form 3506	Customer initial and final evaluation of quarters inspection.	Residents	Housing Office	Commander
DD Form 114	Military pay order. Used to transmit DD form 137 to appropriate FSO.	Housing Management		Financial Services Officer
DD Form 137	Application for BAH for members with dependents. Used to stop/start BAH for service members of the Navy, Army and Marine Corps.	Housing Management		Financial Services Officer of the parent Service
DD Form 139	Pay Adjustment Authorization (needed as proof of payment for mobile home charges for separating service members).	Housing Management		Financial Services Officer
DD Form 1607	Application for Homeowner's Assistance (for homeowners located at a base slated for closure or draw down).	Homeowner with assistance from Housing		Corps of Engineers office
DD Form 1746	Application for Assignment to Housing (data is used to assist members in obtaining FH and community housing).	Members		Housing Office
DD Form 1747	Status of Housing Availability (at gaining installation).	Housing Management (within 2 days of receipt of DD Form 1746)		Applicant (at losing instal-lation or at leave address).

18.2. AF Form 1326, Change of Occupancy Record. Housing management should use the AF Form 1326 or automated replacement to record change of occupancy data for FH. In addition, data from this form are used to provide the basis for summary data that is forwarded to the MAJCOM and HQ USAF annually. ***NOTE:*** Base Housing Flight Chiefs should establish local procedures to ensure the information is recorded on the form whenever there is a change of occupancy in FH units. Forms are completed in an original only. At the end of the annual reporting period (30 September), the forms for that period should be closed out and retained.

18.2.1. Front of Form:

18.2.1.1. GRADE CATEGORY. Enter the grade category of the housing unit as it appears on the current temporary redistribution listing.

18.2.1.2. NO. OF BEDROOMS. Self-explanatory.

18.2.1.3. MFH REAL PROPERTY CODE. Co-established for each housing area real property installation code. Housing Flight Chiefs may establish more subdivisions (separate sets) of the AF Forms 1326; for example, by category of housing (e.g., foreign source, leased, surplus commodity), grade category, or bedroom size.

18.2.1.4. INSTALLATION NAME. Self-explanatory.

18.2.1.5. REPORTING PERIOD. 1 October through 30 September of each fiscal year.

18.2.1.6. LINE NO. Enter a number for each entry. The numbers are sequenced within a given reporting period and set of AF Forms 1326.

18.2.1.7. ADDRESS. Enter the local housing unit identifying number.

18.2.1.8. VACANCY- HOUSING NOTIFIED. Enter the day and month that the current resident notified the housing office of the pending termination of government quarters. ***NOTE:*** When short notifications (less than 30 days) are received, recommend the notification date be entered in red or otherwise highlighted.

18.2.1.9. VACANCY - TERMINATED. Enter the date the current resident's housing assignment was terminated.

18.2.1.10. VACANCY - TO MAINT. Enter the date the unit was turned over to maintenance.

18.2.1.11. VACANCY – COM. Enter the number of days units were vacant for change of occupancy maintenance.

18.2.1.12. VACANCY - MAJOR REPAIR. Enter the number of days the unit was vacant for maintenance (major rehabilitation, repair, improvement, alteration, or conversion work), but do not include the day the house is available for assignment. If the repair days cross reporting periods, enter only the days appropriate to the reporting period; show the remaining days as a carryover in the new reporting period.

18.2.1.13. VACANCY - AVAILABLE. If the housing unit has been turned over to maintenance, enter the date the unit is returned and is available for assignment. If no maintenance is required, then enter the termination date.

18.2.1.14. VACANCY - ADMIN. Enter the number of days the unit was vacant, excluding days counted for maintenance. If the vacant days cross reporting periods, enter only the days appropriate to the reporting period; show the remaining days as a carryover in the new reporting period.

18.2.1.15. NEW OCCUPANT - PROJECTED. Enter the date the unit is projected to be assigned to the new resident. (Prior to present resident's termination, the availability date has not been determined.)

18.2.1.16. NEW 0CCUPANT - COMMITTED. Enter the date the unit was committed to the new resident.

18.2.1.17. NEW OCCUPANT - ASSIGNED. Enter the date the unit was assigned to the new resident and the resident's BAQ was terminated.

18.2.1.18. NEW OCCUPANT - NAME. Self-explanatory.

18.2.1.19. NEW OCCUPANT - WAIT TIME. Enter the number of days the new resident was required to wait for FH. Calculate the days from the new resident's effective date on the waiting list until the date assigned.

18.2.1.20. NEW OCCUPANT - REMARKS. Use this section for any comments pertinent to COM and the unit's occupancy rate. The following are examples of when explanations should be entered:

Vacancies exceeding five days

Turndowns of the specific unit

New resident's grade differs from the grade category shown in the "use" block

New resident's bedroom authorization differs from the number of bedrooms in the housing unit

18.2.2. Reverse of Form

18.2.2.1. LINE NO. Enter the line number of the data on the front of the form that requires supplementary remarks.

18.2.2.2. REMARKS. Enter additional remarks that would not fit in the "Remarks" on the front of the form. Refer to the appropriate line number.

18.3. Forms Prescribed:

AF Form 150, **Drayage/Storage Authorization--Government Quarters**

AF Form 227, **Quarters Condition Inspection Report**

AF Form 1326, **Change in Occupancy Record**

AF Form 1505, **License to Occupy Mobile Home Space**

AF Form 3505, **Condition of Occupancy for Military Family Housing**

AF Form 3506, **Customer Initial and Final Evaluation of Quarters Inspection**

MICHAEL E. ZETTLER, Lt. General, USAF
DCS/Installation & Logistics

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Public Law

Title 5, United States Code, Section 5911

Title 5, United States Code, Section 5912

Title 10, United States Code, Section 977

Title 10, United States Code, Section 1147

Title 10, United States Code, Section 2775

Title 10, United States Code, Section 2828

Title 20, United States Code, Sections 901-907

Title 37, United States Code, Section 401

Title 37, United States Code, Section 403

Office of Management and Budget Circulars

Office of Management and Budget Circular No. A-45, *Rental and Construction of Government Quarters,* October 23, 1993

Office of Management and Budget Circular No. A-94, *Discount Rates to be Used in Evaluating Time-Distributed Costs and Benefit,* October 29, 1992

DoD Publications

DoD 4165.63-M, *DoD Housing Management*, September 1993

DoD 5500.7-R, *Joint Ethics Regulation (JER),* August 1993

DoD 7000.14-R, *Department of Defense Financial Management Regulation,* Volume 7A, "Military Pay Policy and Procedures - Active Duty and Reserve Pay*,"* February 2000, authorized by DoD Instruction 7000.14, November 15, 1992

DoD Directive 1400.6, *DoD Civilian Employees in Overseas Areas,* February 15, 1980

DoD Directive 1020.1, *Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of Defense*, March 31, 1982

DoD Directive 1344.7, *Personal Commercial Solicitation on DoD Installations*, February 13, 1986

DoDD 5500.7, *Standards of Conduct,* August 30, 1993

DoD Instruction 1100.16, *Equal Opportunity in Off-Base Housing*, August 14, 1989

DoD Instruction 4000.19, *Interservice and Intragovernmental Support*, August 9, 1995

DOD Instruction 7041.3*, Economic Analysis for Decision Making,* November 7, 1995

Department Of Defense Military Pay and Allowances Entitlements Manual (DoDPM), Part 3

Air Force Publications

AFPD 32-60, *Housing*

AFI 25-201, *Support Agreement Procedures*

AFI 32-6002, *Family Housing Planning, Programming, Design, and Construction*

AFI 32-6003, *General Officer Quarters*

AFI 32-9002*, Use of Real Property Facilities*

AFI 33-332, *Air Force Privacy Act Program*

AFI 34-248*, Child Development Centers*

AFI 36-2706*, Military Equal Opportunity and Treatment Program*

AFI 36-3011, Air *Force Relocation Assistance Program (RAP)*

AFJI 31-213, *Armed Forces Disciplinary Control Boards and Off-Installation Liaison and Operations*

AFMAN 23-220, *Reports of Survey for Air Force Property*

AFMAN 32-1163, *Engineering Weather Data*

AF Supplement to DoD Regulation 5400.7, *Air Force Freedom of Information Act Program*

The Air Force Housing Brochure
(available at **http://www.afcesa.af.mil**)

The Air Force Housing Economic Analysis Guidance Manual

The Air Force Family Housing Guide for Planning, Programming, Design, and Construction

The Air Force Housing Market Analysis Guidance Manual
(available at **http://www.il.af.mil/ile/ileh.html**)

U.S. Consumer Product Safety Commission Publication No. 325, *Handbook for Public Playground Safety*
(available from the U.S. Consumer Product Safety Commission, Washington, D.C., 20207 and **http://www.cpsc.gov/cpscpub/pubs/325.pdf**.)

Miscellaneous

Joint Federal Travel Regulations, Volume 1, *Uniformed Service Members*

Abbreviations and Acronyms

AF—Air Force (as used on forms)

AFI—Air Force Instruction

AFMAN—Air Force Manual

BCE—Base Civil Engineer

CoE—Corps of Engineers

COM—Change of Occupancy Maintenance

CPF—Civilian Personnel Flight

CPO—Civilian Personnel Office

DD—Department of Defense (as used on forms)

DDCONUS—Date Departed Continental United States

DEROS—Date of Return from Overseas

DoD—Department of Defense

DODPM—DoD Military Pay and Allowances Entitlements Manual

DOJ—Department of Justice

EA—Economic Analysis

FHMP—Family Housing Master Plan

FOIA—Freedom of Information Act

FOIA/PA—Freedom of Information Act/Privacy Act

FSO—Financial Services Office

FY—Fiscal Year

GOQ—General Officer Quarters

HCP—Housing Community Profile

HMA—Housing Market Analysis

HQ AFCESA—Headquarters Air Force Civil Engineer Support Agency

HQ USAF—Headquarters United States Air Force

HQ USAF/ILEH—Deputy Chief of Staff, Installations and Logistics, Office of the Civil Engineer, Housing Division

HQ USAF/JA—Office of the Judge Advocate General

HQ USAF/XOXX—Deputy Chief of Staff, Air and Space Operations, Regional Plans and Issues Division

HUD—Housing and Urban Development

IMPAC—International Merchant Purchase Authorization Card

JFTR—Joint Federal Travel Regulations

MAJCOM—Major Command

MAJCOM/CE—The MAJCOM Civil Engineer

MFH—Military Family Housing

NAF—Nonappropriated Funds

MIHA—Move-In Housing Allowance

NCO—Noncommissioned Officer

NSF—Net Square Feet

NTS—Nontemporary Storage

O&M—Operation and Maintenance

OCONUS—Outside the Continental United States

OHA—Overseas Housing Allowance

OMB—Office of Management and Budget

OPR—Office of Primary Responsibility

OSD—The Office of the Secretary of Defense

PA—Privacy Act

PCS—Permanent Change of Station

PDS—Permanent Duty Station

POM—Program Objective Memorandum

RACC—Relocation Assistance Coordinating Committee

RAP—Relocation Assistance Program

ROTC—Reserve Officer Training Corps

SAF—Secretary of the Air Force

SAF/FM—Office of the Assistant Secretary (Financial Management and Comptroller)

SAF/MI—Office of the Assistant Secretary (Manpower, Reserve Affairs, Installations, and Environments)

SCP—Special Command Position

SITES—Standard Installation Topic Exchange Service

SOFA—Status of Forces Agreement

TDY—Temporary Duty

TLA—Temporary Lodging Allowance

UDR—Unaccompanied Dependents Restricted

UOQ—Unaccompanied Officer Quarters

UPH—Unaccompanied Personnel Housing

U.S.C.—United States Code

VOQ—Visiting Officer Quarters

Terms

Adequate Family Housing—Government quarters for which full housing allowance is forfeited when assigned.

Base Closure Transition Personnel—Personnel who remain at a base to phase operations down to zero and/or account and dispose of government property prior to final closure.

Basic Allowance for Housing (BAH—)An amount of money set by law that members may be entitled to according to their pay grade. There are four BAH rates:

With Dependent Rate: An allowance given to defray the cost of housing for members and their families when government quarters are not available.

Without Dependent Rate: An allowance given single members to defray the cost of housing when government quarters are not available.

Differential: An allowance given to a member assigned to government quarters who is not otherwise authorized BAH and who pays child support. Such member is entitled to BAH differential, except for the months for which the amount payable for the child support is less than the rate of the differential. BAH Differential equals the difference between BAH at the with-dependent rate and BAH at the without-dependent rate.

Partial BAH: A member without dependents who is assigned to single-type quarters and is otherwise not entitled to receive a basic allowance for housing is entitled to partial BAH at the rates provided in DoD 7000.14-R, Volume 7A, Chapter 26, Table 26-12. Since 1977, the rate has been $6.90.

Caretaker Status—When there is no intent to reoccupy the quarters for the foreseeable future.

Change of Occupancy Maintenance—Minor maintenance and repair work done on housing units when occupancy changes. Does not include other maintenance or repair work, which may have been deferred until change of occupancy to avoid inconveniencing the residents.

Child—Includes:

A natural child of the member by birth

A stepchild of the member (except that such term does not include a stepchild after the divorce of the member from the stepchild's parent by blood)

An adopted child of the member, including a child placed in the home of the member by a placement agency for the purpose of adoption

An illegitimate child of the member if the member's parentage of the child is established in accordance with Air Force criteria

Civilian Employees—US civilian Federal employees paid from DoD appropriated or nonappropriated funds.

Command Positions—Commanders and vice commanders of MAJCOMs (if not designated as SCPs). SCPs are general officer positions specifically designated and approved by OSD as requiring special quarters and furnishings allowances; commanders and vice commanders of numbered Air Forces, centers, and wings; support group commanders; and deputies and command chief master sergeants to installation and MAJCOM commanders.

Command-Sponsored Dependent—A dependent entitled to travel to O/S commands at government expense and endorsed by the appropriate military commander to be present in a dependent’s status.

Commuting Distance—The distance from the installation that can normally be traveled by a person during rush hour traffic (one way) in 30 minutes (60 minutes for independent duty personnel) or less or within other limits to satisfy mission requirements.

Complainant—A military member of an armed force (or authorized dependent designated by the military member) or a civilian employee of DoD (or authorized dependent designated by the civilian employee) who submits a complaint of discrimination.

Continental United States (CONUS)—United States territory, including the adjacent territorial waters, located within North America between Canada and Mexico.

Conversion—Permanent change in use of government facilities that will change the real property inventory record.

Dependent—With respect to a member of a uniformed service, includes the following people:

The spouse of the member

An unmarried child of the member who:

- Is under 21 years of age
- Is incapable of self-support because of mental or physical incapacity and is in fact dependent on the member for more than one-half of the child's support
- Is under 23 years of age, is enrolled in a full-time course of study in an institution of higher education and is dependent on the member for more than one-half of the child's support

A parent of the member if:

- The parent is in fact dependent on the member for more than one-half of the parent's support
- The parent has been dependent over a period of time or became dependent due to a change of circumstances arising after the member entered on active duty. The dependency of the parent on the member is determined on the basis of an affidavit submitted by the parent.

Dependent is further defined to exclude noncustodial dependents; that is, a military member must have legal custody of any family member claimed as a dependent for military family housing purposes.

Discrimination—An act, policy, or procedure that arbitrarily denies equal treatment in housing because of race, color, religion, sex, national origin, age, handicap, or familial status to an individual or group of individuals.

Eligible Civilian Employee—Includes:

Within CONUS: A US civilian employee who is the incumbent of a designated key and essential position and, therefore, is required by the commander to reside on base as a condition of employment.

In US O/S and Foreign Areas: A US civilian employee recruited from CONUS on a transportation agreement (or recruited locally under an employment agreement) who is entitled to travel or return to CONUS at government expense and is:

- Authorized to be joined or accompanied by command-sponsored dependents
- Authorized to be assigned to FH according to **Chapter 2**
- Authorized civilian LQA

Eligible Military Personnel—All members of the military service who are commissioned officers, warrant officers, and enlisted personnel in pay grades E-1 and above. Further, they must be on active duty and eligible for BAH at the with-dependent rate (except military married to military) and are accompanied by dependents. In O/S areas, eligible personnel also serve the accompanied tour for the area and are

authorized to be joined or accompanied by command-sponsored dependents. Air National Guard and Reserve personnel on active duty tours (green ID cards) are eligible for FH during their tours and are treated like any other active duty member.

Excess Housing—Adequate FH that is not needed for personnel assigned or attached to the particular installation for FH support.

Facility—A single or multi-unit housing facility, to include rental or sale property, available as primary source of housing within the normal commuting area.

Family Housing (FH)—Government owned, leased, and acquired dwellings used as a residence for eligible military and civilian members and their families.

Foreign Areas—Areas outside:
The 50 United States
The Commonwealth of Puerto Rico, US possessions, and territories

Foreign Exchange Personnel—Military or civilian officials of a foreign defense establishment (i.e. a DoD equivalent) who are assigned to a DoD Component in accordance with the terms of an exchange agreement and who performs duties, prescribed by a position description, for the DoD Component. For additional clarification see DoD Directive 5230.20.

Government-Directed Moves—Any move directed by the commander to relocate or terminate occupancy of FH or moves from community housing or leased quarters under conditions such as quarters renovation or demolition, hardship, and adverse conduct and/or behavior.

Government Quarters—Family and unaccompanied housing units that DoD owns, leases, obtains by permit, or otherwise acquires.

Hardships—Unique and unusual circumstances that, in the commander's judgment, impose an extraordinary burden on a member not normally encountered by other members of similar grade at that installation.

Homeowners Assistance Program (HAP)—Program authorized by law to assist eligible homeowners who, through no fault of their own, face a financial loss when selling their home in an area where real estate values have declined because of a base closure or realignment.

Independent Duty (ID) Personnel—A group or a single member operating and subsisting away from any military concentration areas of the parent Service where a member could not reasonably expect to be supported by facilities (e.g., FH) of that parent Service.

Installation Commander—The senior commander at an installation responsible for all housing at an installation, referred to as the “commander.”

Key and Essential Personnel—Service members and eligible civilian personnel required by the commander to reside on the installation because of military necessity and operational considerations.

Lease Points—Number of units authorized to be leased (i.e., 10 lease points equals 10 leases).

Living Quarters Allowance (LQA)—An amount of money paid eligible civilian employees for allowable costs of off-base quarters in O/S areas when adequate government quarters are not assigned or made available.

Minority—Any person classified as black (not of Hispanic origin), Hispanic, Asian or Pacific Islander, or Alaskan native.

Negligence—Failure to act as a reasonably prudent person would act under similar circumstances.

Overseas (O/S)—All locations, including Alaska and Hawaii, outside the continental United States.

Overseas Housing Allowance (OHA)—An allowance (in addition to the member's BAH) to which service members may be entitled when they reside on the local economy overseas. The service member's grade and authorized rent/utilities ceiling determine the amount of OHA.

Occupants—Personnel assigned to FH; interchangeable with residents.

Parent—Includes:

A natural parent of the member
A stepparent of the member
A parent of the member by adoption
A parent, stepparent, or adopted parent of the spouse of the member
Any other person, including a former stepparent, who has stood in loco parentis to the member at any time for a continuous period of at least 5 years before the member became 21 years of age

Quarters—All living accommodations.

Red Cross Director—This term refers to members of the American Red Cross providing services to the installation and includes: Senior Director, Hub Manager, Station Manager and Assistant Station Manager.

Residents—Personnel assigned to FH; interchangeable with occupants.

Restrictive Sanctions—The action taken by a commander to prevent DoD personnel from residing in or entering into a new lease or purchase agreement with an owner, agent, or manager of a housing facility found to have discriminated against DoD personnel. Restrictive sanctions are effective against the agent and the facility.

Substandard Housing—DoD housing designated as inadequate by Congress in legislation passed in 1972. At that time, Congress provided a specific statutory authority to designate a total of 20,000 substandard housing units in DoD. Currently, there is no statutory authority to designate additional substandard housing in DoD. Members who occupied this housing received BAH and paid a specific amount, which did not exceed 75 percent of BAH, as fair rental market value. The USAF does not currently own any substandard housing.

Temporary Conversion—Temporary use of FH for other than designated use for a period not to exceed three years. Does not change real property records.

Verifier—Volunteers used by the commander during the course of a housing discrimination investigation to determine if, in fact, housing discrimination is being practiced as alleged. Verifiers are not required to be prospective tenants.

Attachment 2

HOUSING DISCRIMINATION COMPLAINTS

A2.1. Processing Discrimination Complaints. Each incident of possible housing discrimination must be referred to housing management personnel at once for action. Refusal to show, rent, lease, or sell otherwise suitable housing may be a basis for a complaint of housing discrimination. Also, any agent's use of words that convey discrimination, or statements that express discriminatory policy, is considered an act or incident of discrimination. In that case, the investigative procedures in this instruction must be followed.

A2.2. Starting an Initial Inquiry Into Complaint. Within three workdays after receiving a complaint of discrimination, The Housing Flight Chief will begin an inquiry into the complaint. The inquiry may be informal, but must be detailed enough to determine whether there is discrimination as defined by this instruction. During the inquiry, housing management must:

A2.2.1. Interview the complainant promptly to determine the details and circumstances of the alleged discriminatory act.

A2.2.2. Notify Civil Engineering and the commander immediately.

A2.2.3. If the complaint concerns a change in availability of a vacancy (such as "just rented") and is received shortly after the alleged act, housing management should immediately determine whether there is an actual housing vacancy. The commander may authorize the use of two or more verifiers. Housing management personnel may also telephone or visit the agent, and, without referring to the complaint, try to verify the vacancy. However, housing management personnel must take care not to alert the agent that a complaint has been received.

A2.2.4. Advise all prospective tenants that the Housing Flight Chief has received a complaint of discrimination against a particular agent or facility, but that the inquiry has not yet been completed. Prospective tenants may then decide if they wish to look at the facility.

A2.2.5. Advise the complainant of the following:

A2.2.5.1. The procedures set forth in this instruction.

A2.2.5.2. The right to take further actions through Housing and Urban Development (HUD), Department of Justice (DOJ), or local or state agencies during (or after) the Air Force inquiry, and without regard to its results. The fact that the complainant files a complaint with one of these other agencies, before the Air Force inquiry is finished, is not cause for withholding further action, pending the outcome of any other agency's investigation. Even if the complainant declines to submit HUD Form 903, **Housing Discrimination Complaint**, the commander is still responsible for conducting the inquiry and for taking whatever action is required.

A2.2.5.3. If the inquiry confirms the complaint, and if the complainant concurs, the commander will send a copy of the complaint, with all supporting documents, to HUD using HUD Form 903, and send an information copy to DOJ.

A2.2.6. Assist the complainant with the following:

A2.2.6.1. Completing HUD Form 903 in at least seven signed, dated, and notarized copies. (To save time and trouble for the complainant, one member of the housing management staff should

be a notary public.) Explain the incident briefly in the summary of events on HUD Form 903; add that statement as part of the file sent by the commander.

A2.2.6.2. Obtaining the services of the base staff judge advocate office to advise the complainant on:

A2.2.6.2.1. Interpreting and explaining how the Civil Rights Act of 1866 and the Civil Rights Act of 1968 apply and what their limitations are in specific situations.

A2.2.6.2.2. An explanation of the individual's right to make a complaint directly to HUD or DOJ, or to bring a private civil action in the proper local, state, or Federal court.

A2.2.6.2.3. What degree of legal assistance can be provided at that installation.

A2.2.6.3. Obtaining suitable housing. If, after a reasonable amount of time, the complainant cannot find housing because of discriminatory practices in the community, the commander may grant the complainant priority assignment to FH. As a last resort, a humanitarian reassignment action may be justified but this must be fully justified as explained in AFI 36-2706, *Military Equal Opportunity and Treatment Program*. A request for reassignment must be supported by a statement from the commander that FH is not available.

A2.2.7. Document all actions and submit the results of the preliminary inquiry, including all documentation, to the commander to decide whether there was discrimination.

A2.3. Selecting and Use Verifiers. Upon receipt of a complaint, the commander may authorize the use of verifiers, as necessary, to investigate the complaint. However verifiers must not be used solely to determine the sincerity or normal practices of an agent about which housing management has not yet received any housing discrimination complaint. When they are used, the following procedures apply:

A2.3.1. A vacancy should be verified as soon as possible after an act of discrimination is alleged.

A2.3.2. Verifiers should be volunteers, if possible. The base social actions office and command chief master sergeant are a resource for finding such volunteers. In any case, housing management personnel should not be used as verifiers, except in an unusual situation.

A2.3.3. The verifiers are to determine what characteristic (race, color, religion, sex, or national origin) is the suspected basis for the complainant's exclusion or unequal treatment.

A2.3.3.1. If possible, the verifier(s) should basically have the same characteristics as the complainant, except those characteristics which are suspected as discriminatory.

A2.3.3.2. Ideally, two verifiers should be used; one may possess similar characteristics to the complainant.

A2.4. Housing Management Instructions to the Verifiers. Housing management should explain to the verifiers how the Equal Opportunity in Off-base Housing and Off-base Housing Referral Programs work. They should also stress:

A2.4.1. The verifiers are expected only to obtain the information on the operating policies, practices, and procedures of the agent or facility for subsequent determination of the complaint's validity.

A2.4.2. The verifiers should not make any verbal or written contract for the apartment, pay any money, or say that they want the facility. Verifiers may say, for example, that it does not meet their

needs, or they are looking for less expensive or larger quarters. At the time of the visit, the agent should understand that the verifier is not interested in the facility.

A2.4.3. Verifiers should have knowledge of the family composition, pets, and housing requirements of the complainant, so that they may ask for identical housing requirements.

A2.4.4. The verifier should get the following information, if possible.

A2.4.4.1. About the facility: What is available? Did it meet the complainant's requirements? How much is the rent? Is a deposit required? Are children or pets accepted? Is an application required? What is the time between filing an application and receiving permission to move in? Are there minority families or minority singles in the facility? Make a note of the presence or absence of a vacancy sign, and any other appropriate information.

A2.4.4.2. About the prospective tenant: If possible, find out what qualifications the prospective tenants must have (such as credit rating, salary, marital status, race, children, deposit, written application); include all steps, from the initial inquiry to moving in. Does the manager's subjective impression of the applicant play any part in the decision to rent an apartment?

A2.4.5. The verifier's statement should be completed immediately after the verification visit. It should be accurate, objective, and detailed. Include the following:

A2.4.5.1. Date, time of visit, name and position of person contacted. Include any other pertinent information obtained during the visit such as length of time employed at facility and race of person contacted.

A2.4.5.2. In reconstructing the conversation, write in the first person ("I" and "we"). Use direct quotes if possible, and give the full name of the person being quoted, and the persons to whom they are speaking. Don't use pronouns,"he," she," or "they" to refer to persons quoted.

A2.4.5.3. Sign and date the statement. Give the verifier's full name, address, and telephone number (duty or home). Also provide race or other self-characteristics which are relevant to the complaint.

A2.5. Notice of an Informal Hearing. With three workdays of receiving the inquiry report, if any inquiry seems to confirm the complaint, but before it is finally decided that the complaint is valid, the commander must send a written notice to the agent of the facility. This notice is ether delivered to the agent personally by a representative of the commander, or is send to the agent by certified mail with return receipt. This notice must explain the specific nature of the discrimination complaint, and state that the agent has a right to:

A2.5.1. Aask for a hearing with the commander and to appear personally at the hearing.

A2.5.2. Bbe represented by an attorney.

A2.5.3. Present evidence and call witnesses in his or her behalf.

NOTE: The agent has five workdays after receiving the notice to request a hearing. If no request is received within that time, lack of response will be considered as a waiver of the right to a hearing.

A2.6. Holding an Informal Hearing. The commander will hold this hearing at a convenient location.

A2.6.1. The agent, the agent's attorney, the complainant, the complainant's attorney, the equal opportunity officer, housing management representative, the judge advocate, or other designated persons may attend.

A2.6.2. A summary of the hearing is prepared and placed in the complaint file. The summary should include who attended, location of hearing, and a summary of discussion.

A2.7. Disclosure of Information. The agent or agent's attorney must be given copies of the HUD Form 903, or any other pertinent statement that may be required for any subsequent HUD or DOJ action. The Air Force does not wish to damage any potential HUD or DOJ investigation by disclosing facts before other enforcement agencies begin their normal procedures.

A2.8. Legal Review. A legal review is conducted after the inquiry and informal hearing (if applicable) but before the commander finally decides that the inquiry confirms (or fails to confirm) the complaint. The report is reviewed for content and completeness. A statement that the review was conducted, signed by the judge advocate performing the review, is placed in the case file. The statement must include:

A2.8.1. Any necessary explanatory remarks, including comments about the facts and evidence presented.

A2.8.2. Any information known about other pending complaints brought by the private parties against the same facility or agent.

A2.8.3. Comments regarding how any specific civil rights legislation, either state, Federal, local, or of a foreign country, applies to the case.

A2.9. Commander's Decision. The commander alone must decide whether there was discrimination. The commander is responsible for imposing restrictive sanctions should the complaint be confirmed. This responsibility cannot be delegated. The commander's decision must be based on a full and impartial review of all facts, weighted against the presented in this instruction. The commander has the option to make further inquiry or close the case. If the case is closed, the steps to take vary, depending on whether the complaint was or was not confirmed.

A2.10. Making a Further Inquiry. If the commander decides that more information is needed, or that a further inquiry should be made, an officer may be appointed from sources other than housing management to make a formal inquiry or investigation as the situation warrants. The officer, if not an attorney, is afforded the advice and assistance of a judge advocate, as well as that of a housing representative and the equal opportunity officer.

A2.11. Closing the Case:

A2.11.1. If the commander decides that the inquiry did not confirm the complaint, the case must be considered closed, and:

A2.11.1.1. The commander must advise complainants in writing concerning:

A2.11.1.1.1. All the actions that have been taken and their rights to take further actions (for example, to submit a complaint to HUD and/or DOJ, or to start a private civil action).

A2.11.1.1.2. The availability of legal assistance from their local Staff Judge Advocate or other legal counsel in pursuing civil actions.

A2.11.1.2. Housing management must discontinue the action described in paragraph **A2.2.4.**

A2.11.1.3. Housing management representatives must prepare a summary of the case for the report file.

A2.11.1.3.1. This summary must outline what practices gave rise to the complaint, what the actions and results of the inquiry were, what action the commander took to obtain relief, as well as a promise from the agent of the facility about future practices.

A2.11.1.3.2. The case file must also include the following statement, completed by the complainant: "I (am)(am not) satisfied with the efforts taken by the commander in my behalf to achieve satisfactory resolution of my off-base housing discrimination complaint."

A2.11.1.3.3. The file must also include the reason the complainant expressed any lack of satisfaction with any of the actions or the results.

A2.11.1.4. If any informal hearing was offered, the commander must inform the agent by command correspondence of the results of the inquiry. This correspondence should stress DoD and Air Force policy on ensuring equal opportunity in off-base housing.

A2.11.1.5. The commander sends the report to the MAJCOM and other agencies as explained in paragraph **A2.12.** below.

A2.11.2. If the inquiry confirms the charge of discrimination, and if the commander finds that the discriminatory act conflicts with DoD or Air Force policy, the following actions must be taken:

A2.11.2.1. Restrictive sanctions must be imposed for a minimum of 180 days. Sanctions must remain in effect until the requirements in paragraph **A2.15.** are met.

A2.11.2.1.1. Restrictive sanctions must also be imposed when a suspected discriminatory act, despite the absence of a written complaint, is investigated and substantiated.

A2.11.2.1.2. The fact that a substantiated complaint has been or is scheduled to be sent to another agency (such as HUD or DOJ) is not cause for withholding the restrictive sanctions action pending the outcome of that agency's investigation.

A2.11.2.1.3. To ensure program credibility, restrictive sanctions must be imposed promptly and correctly once a complaint is substantiated.

A2.11.2.2. In imposing these restrictive sanctions, these steps must be taken:

A2.11.2.2.1. If the facility has been listed with housing management, remove the listing from the files.

A2.11.2.2.2. Sanctions must be imposed against all of the facilities owned or operated by the agent, effective on the date of notification.

A2.11.2.2.3. The Housing Flight Chief must include the facility on the restrictive sanctions list. This list is to be prepared on official letterhead stationery and signed by the commander.

A2.11.2.2.4. The commander must inform the agent, by command correspondence, that the restrictive sanctions have been imposed and the reasons why. It must also explain the nature and minimum length of the restrictions and outline what action is required to remove them at the end of the minimum period. The notice is delivered to the agent personally by a representative of the commander, or is sent by certified mail with a return receipt requested.

A2.11.2.2.5. Personnel reporting to the housing office must be given a copy of the restrictive sanctions list, and informed that they may not rent, lease, purchase, or reside in any of the facilities listed on it. Housing representatives obtain their signature to verify that they received the list.

A2.11.2.2.6. The Housing Flight Chief sends copies of the restrictive sanctions to the public affairs officer to incorporate into the appropriate internal information program.

A2.11.2.3. The commander informs the complainant in writing of all actions taken, and the fact that the complaint receives continuing base action. If appropriate, this notice includes agencies to which the complaint file is being sent and again advises complainants of their right to pursue remedies through civilian channels other than HUD or DOJ. If the complainant has not been suitably housed, the commander offers the continuing assistance of housing management.

A2.11.2.4. Before sending the complaint file, the commander signs a memorandum analyzing:

A2.11.2.4.1. The impact of restrictive sanctions in the facility upon DoD personnel and their dependents and the off-base housing program.

A2.11.2.4.2. The base efforts in obtaining housing relief for the complainant.

A2.11.2.4.3. The number of facility units involved (if available).

A2.11.2.4.4. Any other considerations deemed relevant.

A2.11.2.5. The commander will require that the following statement be completed by the complainant and placed in the case file: "I (am)(am not) satisfied with the efforts taken by the commander in my behalf to achieve satisfactory resolution of my off-base housing discrimination complaint." If the complainant is not satisfied, the reasons must be documented in the case file.

A2.11.2.6. The commander sends the complaint as outlined in paragraphs **A2.12.**

A2.12. Submitting the Report. Timely submission of the complaint report is extremely important. Every attempt should be made to complete the inquiry or investigation and administrative actions with 35 calendar days after the complaint is received.

A2.12.1. Interim Report. In an inquiry requires more than 35 days, the commander must send an interim report to the MAJCOM/CE.

A2.12.1.1. The interim report may be in narrative format, with details presented in chronological order, or it may be sent as a case file.

A2.12.1.2. MAJCOM monitors the action taken on the complaint to make sure that the correct procedures are followed in the investigation and that the base is taking affirmative action in response to the complaint. The MAJCOM must take appropriate action to ensure that the base expedites the process.

A2.12.2. Unsubstantiated Complaints. If the complaint is not confirmed by the investigation, the commander sends a copy of the case file to the MAJCOM for information and review.

A2.12.2.1. As a minimum, the file should include a chronology of events; a copy of the complaint; the inquiry report; all of the supporting documents; the legal review; the commander's memorandum; the complainant's statement; and any other correspondence regarding the complaint, including the interim report (if any).

A2.12.2.2. The files must be kept at the installation and MAJCOM for at least 24 months. These cases typically are not forwarded to HQ USAF/ILEH.

A2.12.3. Substantiated Complaints. If the complaint is confirmed, the commander sends five copies of the complaint files to the MAJCOM.

A2.12.3.1. As a minimum, the files must include a chronology of events; a copy of the complaint, the inquiry report; all of the supporting documents, including the informal hearing correspondence and summary; the legal review; the commander's memorandum; the complainant's statement; and any other correspondence regarding the complaint, including the interim report (if any).

A2.12.3.2. The MAJCOM:

A2.12.3.2.1. Reviews and sends the substantiated case files and pertinent MAJCOM correspondence (four copies) to include a MAJCOM legal review to HQ USAF/ILEH within 20 days from the date the case is forwarded from the installation.

A2.12.3.2.2. If necessary, returns the case promptly to the installation for corrective action.

A2.12.3.3. HQ USAF/ILEH sends a copy to HQ USAF/JA for review and determination of legal sufficiency. Copies of complaints found legally sufficient by HQ USAF/JA are then processed according to DoDD Instruction 1100.16.

A2.13. Acting on Related Complaints:

A2.13.1. When the Housing Flight Chief receives more than one complaint against the same agent or facility, the complaints may be consolidated for the purpose of the inquiry, legal review, commander's memorandum, and forwarding action. However, the consolidated case file should include a separate HUD Form 903 from each complainant.

A2.13.2. When the Housing Flight Chief receives a second complaint against the same agent or facility after it has sent an unsubstantiated complaint report, a new investigation must begin.

A2.13.3. When housing management receives a complaint against an agent or facility already under restrictive sanctions, the commander:

A2.13.3.1. Sends a summary to the MAJCOM of the facts about the new complaint; comments about the extent to which it, and any information developed about it, affects the prior report; and supporting documentation.

A2.13.3.2. Sends the complaint to other agencies as required.

A2.13.3.3. Informs the complainant of the action taken on the prior complaint, plus any ongoing action related to the situation.

A2.14. Required Follow-Up Action. After the report and any attachments are sent, the commander should take the following actions:

A2.14.1. Work with HUD, DOJ, and state or local representatives in their investigation and processing of the case.

A2.14.2. Regularly follow up with the HUD area or regional office on the status of the case until it is resolved or closed by HUD.

A2.14.3. Make sure that the complainant is advised of information received and on the action being taken by HUD or DOJ.

A2.14.4. Make sure that DoD personnel comply with the restrictive sanctions imposed on the facility or agent.

A2.14.4.1. Military personnel moving or changing their place of residence in the commuting area of the installation are prohibited from entering into a rental, purchase, or lease arrangement with an agent of a facility that is under restrictive sanctions.

A2.14.4.2. Restrictive sanctions do not apply to DoD personnel who are residing in a facility at the time the restrictive sanction is imposed, or who wish to renew or extend a rental or lease agreement begun before the restrictive sanctions were imposed.

A2.14.4.3. Relocation of a military tenant within a restricted facility is prohibited without the written approval of the commander.

A2.14.5. Establish procedures to ensure DoD personnel are told about current restrictive sanctions. Housing must also establish effective controls to determine where a member finally locates housing. If it is determined that a military member has taken residency in a restricted facility, contrary to instructions, the commander must take administrative or disciplinary action as appropriate under the circumstances.

A2.14.6. Frequently publish a current list of restricted facilities in the base bulletin and base newspaper, and further publicize it in other appropriate media, such as newcomer briefings and commander's call. As a minimum, this must be done when there has been an addition, deletion, or change to the restrictive sanctions lists.

A2.15. Removing Restrictive Sanctions:

A2.15.1. Restrictive sanctions may be removed under the following circumstances.

A2.15.1.1. Upon request, HQ USAF may approve a waiver to lift the restrictive sanctions before the 180-calendar day limit. This may be done under unusual or exceptional circumstances; for example, when the discriminatory act was the single action of the manager but the owner had a non-discriminatory rental policy, has forbidden the discriminatory practice, or has fired the agent. The request for a waiver of the 180-day calendar day minimum is submitted through the MAJCOM to HQ USAF/ILEH. It must:

A2.15.1.1.1. Outline what action the agent has taken to correct the situation.

A2.15.1.1.2. Give the agent's promise, in writing, to stop any further discrimination.

A2.15.1.1.3. Outline what affirmative action the agent has taken to ensure a future non-discriminatory policy.

A2.15.1.1.4. Provide any other facts about the situation; for example, the number of minorities currently residing in the facilities and the number of units.

A2.15.1.1.5. Describe the impact in the civilian and military communities if the restrictive sanctions are removed before the end of the 180-calendar day minimum.

A2.15.1.2. When the 180-calendar day period ends, restrictive sanctions may be removed if the agent provides a written assurance of future nondiscrimination to housing management. Depend-

ing on the local situation, the agent or base official may initiate the action to obtain this assurance. The commander's decision to remove the restrictive sanctions must be support by the written assurance.

A2.15.2. The commander will inform the Housing Flight Chief, social actions officer, public affairs officer and the agent, in writing, when the facility is removed from the restrictive sanctions. Housing management will then change the restrictive sanctions list, accordingly.

A2.16. Handing Inquiries Under the Privacy Act (PA) and Freedom of Information Act (FOIA).

All FOIA/PA requests for records must be processed as outlined in DoD Regulation 5400.7/AF Supplement, Air Force Freedom of Information Act Program, or AFI 33-332, *Air Force Privacy Act Program* as applicable.

A2.17. Acting on Complaints Made Outside the United States. Upon receiving a complaint of discrimination, housing management:

A2.17.1. Consults the judge advocate to determine if the laws of the host country, or any subdivision of it, prohibit any of the action outlined in this instruction.

A2.17.2. Takes the action outlined in the instruction, except that a HUD Form 903 is not completed. When a case is processed outside the United States, it is not sent to HUD or DOJ. Explain to the complainant that the fair housing provisions of the Civil Rights Acts of 1866 and 1968 do no apply in areas outside the U.S.

A2.17.3. Determines, with a judge advocate counsel, whether the discriminatory act can be pursued for civil redress, based on laws of the host country as they concern the specific complaint.

A2.18. Referring Complaints to Other Agencies:

A2.18.1. Department of Housing and Urban Development. If the complainant wishes to have the complaint and supporting documents sent to HUD for action under the Civil Rights Act of 1968, the commander sends the original copy of the report and the HUD Form 903 to Fair Housing, c/o Department of Housing and Urban Development, Washington D.C., 20410-9000.

A2.18.1.1. The HUD Form 903 may be sent to HUD at the time the complainant reports the complaint to housing representatives. To take action, HUD must receive the complaint within 180 days of the alleged discrimination incident. If necessary to ensure filing with 180 days, the commander should send the complaint to HUD before the preliminary inquiry and subsequent procedures are completed.

A2.18.1.2. The commander may also send an information copy of the complaint to the local HUD regional office, but should state in the memorandum that the complaint report is being sent to other agencies for action or information.

A2.18.2. Department of Justice. When a case is sent to HUD, the commander sends an information copy of the complaint and the investigative report to the Department of Justice, Civil Rights Division, Washington D.C., 20530-2001. At the request of the complainant, an action copy is also sent to DOJ, including a memorandum that lists other agencies to which the report was submitted.

A2.18.3. State and Local Agencies. There are various state and local agencies throughout the US and O/S that take legal action on housing discrimination complaints. An information or action copy of the

complaint report may also be sent to these agencies if the installation's working relationship with these agencies provides for it, or if the complainant request it. The memorandum outlines the reason the report is being sent, and names of other agencies to which the report was submitted.