

FURNISHINGS MANAGEMENT SERVICES

Furnishing Management Section (FMS): Furnishings Management Section (FMS) is here to assist you in the area of temporary loaner furnishings and major appliances as listed below. This Section will provide you with the necessary information for using our services and assist you in complying with FMS requirements. You will be briefed on policy and procedures and required to acknowledge such, see page 5 below. For additional information, please contact FMS at DSN 632-2272 or Commercial 0434-30-2272; e-mail: 31CES.CEIFH.AVIANOFURNISHINGS@US.AF.MIL

Location: FMS is split between two locations. The counselors assisting you are co-located with the Housing Office in Area F (Flightline) in Building 1409. See map in **Packet 1, Section 1**. The warehouse location is shown on page 6 below.

Customer Service Hours: Office hours are 0830 - 1630, Monday – Friday, except Wednesdays we close at 1500. Since counselors are local national employees, we are closed on all Italian Holidays/down days and most of the American Holidays. Notification of closures will be advertised in The Wyvern, a weekly publication for Aviano events and information. Also, notices are posted at the Housing Office.

Sign-in Kiosk: When you enter the Housing building, please use the sign-in Kiosk. You can select a specific counselor and the counselor’s name will only appear if available to see customers. Be aware that selecting a specific counselor may increase your wait time as customers are still called in order of arrival. The average wait time to see a counselor is 20 minutes. If you come in over the lunch break (1200-1400 hours) or during peak PCS season, you should expect the average wait time to increase to 40 minutes.

Authorized Furnishings/Appliances: Aviano AB is a full Joint Federal Travel Regulation (JFTR) area for all military and DOD personnel who are authorized housing allowance (OHA/LQA). The following items are available:

<u>Long Term Furnishings</u>	<u>Temporary Loaner Furniture</u>
Washer	Dining Table
Dryer	Dining Chairs (1 per person)
Refrigerator	Couch
Stove	Easy Chair (1 or 2 based on family size)
Wardrobes (2 per person)	Coffee Table
Transformers (2 per family: sizes: 1,000/1,600/2,000 Watts)	End Table (1 or 2 based on family size)
Decoder*	Double Bed (for couple)
	Single Bed (for dependents)
	Crib
	High Chair
	Chest Of Drawers (1 per bedroom)
	Night Stand (2 for couple, 1 per dependent)

* Items no longer authorized, but remain available until inventory is depleted

Temporary Loaner Furniture: Loaner furniture may be retained for 90 days or until the receipt of household goods, whichever occurs first. Loaner furniture must be picked up at the time of household goods delivery or immediately thereafter. In the event that household goods are not

scheduled to arrive within the 90 day period, then you must obtain a written statement from TMO, submit a Request for Extension with Wing Commander approval and then provided to FMS. See sample extension request at pages 7 and 8. As soon as your household goods arrive, schedule your loaner kit pick-up.

Transfer of Items: Transfers are possible between current tenants and future tenants only if both individuals are the same marital status and same size of family (accompanied service members can make transfers to accompanied; unaccompanied to unaccompanied). First, both parties must do an inventory together. Next, the individual requesting the transfer should have a finalized housing contract. Both members must go to FMS Customer Service to process the transfer.

Wardrobes and Appliances: It is your responsibility to ensure the home has adequate space available for placement of the appliances/wardrobes/furnishings. We highly recommend you take measurements of your designated location/space, including doorways and walkways, before you request delivery of furnishings or appliances. You will need to know what type of stove is required for proper connections to be provided, i.e. Bombola; LPG/Propane; or city gas. The form at page 9 below will help you remember what you need to do when putting together the measurements. The dimensions are itemized at page 10 below to assist you with this requirement. NOTE: if, upon delivery, any appliance or furnishing must be returned to the warehouse because it does not fit, you will incur a \$300 return fee.

Schedule a Delivery: After the Rental Agreement has been signed by the landlord and approved by a Housing Counselor, you must go to FMS in the Housing Office to schedule a delivery. A minimum of five working-days' notice is required for loaner furniture and/or long term appliances.

Delivery Service: Please advise FMS of any unusual circumstances which may affect our service, such as inoperative door bells, names on door bells, roads blocked, residences having no number, etc.

- **Appointment time:** The contractor assigned to your delivery will normally have several stops to make. Difficulties can be encountered in locating some residences and, therefore, only the exact day of delivery can a time be established. You must be home between the hours of 0800 – 1700 for your scheduled pickup or delivery. For missed appointments, you will incur a \$300 rescheduling fee as this is a contracted service.
- **Inspect Furnishings:** Upon arrival at your residence, the contractor will perform a joint inspection with you or your designated representative of all furnishings received. The condition of your items will be listed on the AF228 (page 11 below) as either new (A) or used (B). Items delivered should be clean and in serviceable condition. Before signing any documentation involving your transaction, be sure that you take verify the condition of the items that you are receiving or returning to FMS.
- **Delivery Briefing:** You will be briefed on the appliances and acknowledge such as well as acknowledging all furnishings were cleaned upon arrival. See page 12 below.
- **Installation of Furnishings and Appliances:** Furnishings will be placed and assembled in the room where the items will be used. Appliances (washer, dryer, refrigerator, stove) will be connected or disconnected by the Appliance Repair Shop technicians or contractor

personnel. The appliance connection/disconnection may not occur simultaneously with the delivery/pick-up of furnishings.

Canceling a Scheduled Delivery Appointment: If an appointment must be cancelled, a 72-hour notice must be given to FMS, DSN 632-2272 (commercial 0434-30-2272). All appointments are from 0800 – 1700 hours. For missed appointments, you will incur a \$300 rescheduling fee as this is a contracted service.

Contractor Damage to House: It's very important for you to inspect your house for possible damages before the truck leaves. If a FMS contractor causes damage to the premises, you must annotate the damage on their paperwork before you sign the Quality Questionnaire (page **13** below). You will be held liable for any damage caused by contractors that is not documented before they leave the premises. The landlord should be involved in this entire process both before and after repairs are made since you need the landlord to accept any repairs completed. Please be aware that you should not make any repairs until the moving company contacts you and the damages are inspected. Follow these steps:

- You should annotate any damages to the premises on the contractor's Quality Questionnaire. See page **13** for contractor's form. This form will be provided by the crew chief before the truck leaves. Describe any facility damages caused by the crew. Keep a copy and take pictures.
- Call the moving contractor "Roiatti" at **0434-573-040** to report the damages. If you are unable to call Roiatti, the landlord can call on your behalf.
- Notify the landlord immediately of the damages.
- If major damage occurred, an insurance adjuster will come out and inspect the damages and determine cost and method of repairs. The landlord must agree.
- If only minor damages occur, personnel from the moving company will make the repairs. Remember the landlord must accept the repairs.

"Damage to premises by contractor" is also stated in your lease in block 11.

Appliance Repair: To initiate repair action for government-provided appliances email: 31ces.ceofl.appliancesrepair@us.af.mil For emergencies call 632-5636 option 5. 31CES/CEO Appliance Repair Shop will perform repair from Monday thru Friday during regular duty hours. Repair of these items will be free of charge, however, any damage caused by other than fair wear and tear will be charged to the member.

Emergency Refrigerator Replacement: Emergency service for government issued refrigerators is available on weekends and after 1700 through the Fire Department. Emergency repair is defined as repairing or replacing an inoperative refrigerator when necessary to prevent food spoilage, gas or water leaks from and stove, dryer or washer. Occupants should call 632-5381 or commercial 0434-30-5381 after regular duty hours.

AFN Decoder: AFI 32-6000, Furnishing Management, no longer authorizes microwaves or AFN Decoders. However, we will continue to issue decoders until our current stock is depleted; at that time service members will be responsible for purchasing their own AFN decoders.

Loss, Damage or Destruction of Government Property: All personnel authorized support with government furnishings is responsible for the care and control of furnishings issued to them. Individuals will be held liable for the loss, damage or destruction of government furnishings if

determined to be caused by negligence, improper use or lack of supervision of dependents, guests and pets. Government-owned furnishings that are damaged or destroyed and paid for by you, will remain the property of the United States Government.

Privately Owned Appliances: Privately owned American appliances do not conform to Italian power requirements and installation is not recommended. Non-European electric stoves and dryers usually may not be used. European electrical power is 220 volt, 50-cycle which may cause damage to your American appliances.

Furnishing Management Section Customer's Check List

1. POLICY BRIEFINGS			
A.	Member advised loaner kit will be returned within 90 days, i.e. _____(month/year)		
B.	Member advised of Civil Engineer Squadron's responsibilities to include maintenance, repair or replacement of appliances and hook-up of city gas for stoves.		
C.	Member is allowed only one delivery and one pick-up for inbound loaner kit		
D.	Member is allowed only one delivery and one pick up for outbound loaner kit		
E.	If voluntary move, the government furnishings must be moved at member's expense.		
2. SAFEGUARD OF FURNISHINGS/TRANSFERRING ITEMS			
<p>Furnishing listed as issued are the responsibility of the member. Property will receive the proper care and be safeguarded IAW AFI 23-111. Member must safeguard Mattress, Dining Chairs or Tables, and Sofa sets etc. Any loss, damage or destruction of said property will be reported immediately to the Furnishings Management Section and member may be held pecuniary liable for such loss or damage. Property issued or use by member and dependents will not be loaned or transferred to other persons, or moved to another location without prior approval of the FMS. All complaints concerning condition/cleanliness of furnishings or type of service rendered will be brought to the attention of the FMS.</p> <p>If transferring items, it is the gaining member's responsibility to notify previous member of the date of mutual transfer. All furnishings and appliances will be cleaned by previous member prior to mutual transfer.</p>			
3. AUTHORIZATION TO RECEIPT OF GOVERNMENT OWNED FURNISHINGS			
<p>The undersigned hereby delegates the following adult member(s) of his/her household whose names appear below the authority to receipt for furniture and appliances for use in economy private rental family quarters. Each member listed below is authorized to act on behalf of the undersigned on matters pertaining to furnishings and appliances and full responsibility will be assumed for action of the person(s) delegated this authorization.</p>			
_____	_____	_____	_____
Designated Representative's Last Name, First, MI	Relationship	Member's Signature	Date
4. CONTRACTOR DELIVERY/CONTRACTOR DAMAGES			
<p>Member must immediately report to the contractor any damages on the dwelling which occurred during government furniture transaction.</p> <p>As soon as household goods arrive, set up a schedule with FMS for loaner kit pick-up.</p>			
5. FEES FOR MISSED APPOINTMENTS AND CLEANING FEES			
<p>Unless FMS receives 72-hours' notice of rescheduling, member will incur a \$300 fee for missed appointment for either delivery or pick-up. If any delivery item is not accepted, a \$300 fee will be incurred. Member will incur fees for each item returned unclean.</p>			
<p>FOR APPLIANCE REPAIR: Email : 31CES.CEOFL.ApplianceRepair@us.af.mil (for emergency 632 5636 opt. 5) FMS Customer Service: Comm. 0434 302272 - DSN 632 2272 FMS Email: 31ces.ceihf.avianofurnishings@us.af.mil Homepage: http://www.housing.af.mil/Units/Aviano/Furnishings-Management/</p>			
SCHEDULED APPOINTMENT arrival between 08:00 – 17:00 hrs (one hour break 12:00 – 13:00)		Delivery Date _____	Pick-Up Date _____
HOOK UP or DISCONNECTION OF APPLIANCES		YES <input type="checkbox"/>	NO <input type="checkbox"/>

DIRECTIONS TO THE FMS WAREHOUSE

Address for the GPS: **Via Pordenone 43, 33081 Castello d'Aviano**



1. From the North Gate head north on Via Pordenone/SP7 towards Aviano/mountains for approximately 2.4 km.



2. Turn right toward Via Giuseppe Ellero and enter the roundabout approximately 31m from the turn.

Note: if you cross the railroad tracks, you went too far.



3. At the roundabout, take the 1st exit onto Via Giuseppe Ellero and keep driving straight for 750 M going past the first intersection (hardware store on left).



4. Turn Left onto Via Monte Colombera, you will see large hedge. Drive approximately 500m; the road will then curve to your right.



5. FMS warehouse on the left; Building 43, concrete building with concrete fencing. Go to entrance gate and ring bell for entry.

<Letterhead>

FROM: <your name>

MEMORANDUM FOR 31 CES/CEIHF

SUBJECT: Request for Extension of Loaner Furnishings

1. I request approval to retain loaner furnishings from Furnishings Management during the period _____ until _____. I understand loaner furnishings are not allowed for more than 90 days without circumstances warranting an exception and approved by the Wing Commander (AFI 32-6004, Furnishing Management, para. 2.8.5.2.3).
2. <Provide thorough justification, explaining the reason for this request and the consequences, i.e. I am still waiting for my household furnishings to arrive and it is expected to arrive _____ as shown on the attached MFR from TMO; or I have experienced a hardship, natural disaster or list other unforeseen circumstances such as my PCS departure date was delayed and changed to _____.>
3. I further understand that my request will be reviewed and determined on a case-by-case basis. If approved, my extension will be given a priority based on my justification.

<Your Signature Block>

1st Ind., <Unit Commander.>

TO: 31 CES/CEIHF

Recommend Approval/Disapproval

<Commander's Signature Block>

2nd Ind, 31 CES/CEIHF

Recommend Approval/Disapproval as furnishings are not available.

<Chief, FMS Signature block>

3rd Ind., <Wing Commander.>

TO: 31 CES/CEIHF

Approval/Disapproval

<Wing Commander's Signature Block>

MEASURING FOR APPLIANCES AND WARDROBES

Item	Location	Available Space Measurement	Hall To Location Measurement	Door(s) To Location Measurement
STOVE (circle whether Bombola (LPG/Propane) or City Gas)				
WASHER (Cannot Stack)				
DRYER (Cannot Stack)				
WARDROBES				
OTHER: provide any unique feature and the measurements of your home that could pose a problem when attempting to place any temporary or long-term furnishings				

DIMENSIONS OF APPLIANCES/WARDROBES

SAMPLES ONLY



Two sizes available:

70 cm width, 1.66 cm height, 73 cm deep
27 inches, 65 inches, 28 inches

80 cm width, 1.78 cm height, 73 cm deep
31 inches, 70 inches, 28 inches



1.80 cm height; 90 cm width; 50 cm deep
(70 inches, 35 inches width, 19 inches)



WARDROBE/CLOSET



60 x 60 cm (24 by 24 inches)
Washer and Dryer cannot be stacked



WASHER

DRYER

Gas:
Bombola (LP Gas/Propane)
or
City Gas:

Two Sizes:

Large stoves 80x60 cm (31 by 24 inches)

Small stoves 60x60 cm (24 by 24 inches)



STOVE

your name

DELIVERY ORDER

Printed: OCT-26-2017 09:23:28



1652011



AVIANO AIR FORCE BASE
31 CES/CEIH
UNIT 6110, BOX 5
AVIANO N/A 09601
ITALY

Name:	Delivery Number: 1652011	
Address: VIA	Order Status:	
City: ROVEREDO IN PIANO, 33080	Delivery Zone:	Distance:
Complex:		
Bedrooms:	Date Intent to Vacate:	
Home Phone:	Duty Phone:	
Counselor:	Total Items: 7	Total Cost: 3010
Status Code:	Total Weight: 74.0	Cubic Volume: 2466.01
Requested Delivery Date: AUG-18-2017	Time: AM	Truck:
Created by:	Last Updated by:	
Comments:		

Item Name / Description / Model	Warehouse	Item Status / Condition	Cost / Weight / Volume	Qty Issued	Barcode / Serial Number / Stock Item
DRYER DRYER COMPACT OM RDH3797GFE	FMO WH BLD	DELIVERED A - NEW DEPO PACK	740 0.0 177.08	1	0000074531-SRF AVIA
RANGE RANGE EUROPE SMALL FM CX61GV9-1	FMO WH BLD	DELIVERED A - NEW DEPO PACK	467 0.0 214.40	1	0000074386-SRF AVIA
REFRIGERATOR/FREEZER REFRIGERATOR 16 CF FM SJ-D240MOI	FMO WH BLD	DELIVERED A - NEW DEPO PACK	644 0.0 515.24	1	0000066508-SRF AVIA
TRANSFORMER TRANSFORMER 1000W OM	FMO WH BLD	DELIVERED A - NEW DEPO PACK	25 0.0 2.71	1	0000070500-SRF AVIA
WARDROBE WARDROBE OM COLLAPSIBLE WARDROBE	FMO WH BLD	DELIVERED A - NEW DEPO PACK	377 0.0 692.70	1	0000072893-SRF AVIA 7105L0026925682-U
WARDROBE WARDROBE OM COLLAPSIBLE WARDROBE	FMO WH BLD	DELIVERED A - NEW DEPO PACK	377 0.0 692.70	1	0000072895-SRF AVIA 7105L0026925682-U
WASHER WASHER COMPACT OM OZ 108 D	FMO WH BLD	DELIVERED B - SERVICEABLE	380 74.0 171.18	1	0000019794-SRF AVIA 3510PWWA1320DAH-U

IMPORTANT NOTICE: Property will receive the proper care and be safeguarded IAW AFR 20-14. Any loss, damage or destruction to said property will be reported immediately to the Furnishings Management Office and sponsor may be held pecuniary liable to such loss or damage. All furnishings and appliances will be cleaned by the sponsor.

DELIVERY ORDER 1652011

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FOR OFFICIAL USE ONLY: This report contains information that is privacy and business sensitive. Any misuse or unauthorized disclosure of privacy and business sensitive information may result in civil and/or criminal penalties in accordance with 18 United States Code (U.S.C.) 1030; Section 552a of title 5 (U.S.C.); as amended Privacy Act of 1974; DoD 5400.11-R. To avoid compromise, destroy this report after use.

ROIATTI Srl

Via L. Savio 14, 33170 PORDENONE
Cell. 335-8097211 (Mr Yury Krasilnikov FMO QC Manager) or
335-5491066 (Co. Mngr)

Date: ____/____/2017

FMO SERVICE QUALITY QUESTIONNAIRE

CUSTOMER NAME: _____

CREW LEADER: _____

CREW MEMBERS: _____ / _____

Dear Sir/Madam,

It is the aim of ROIATTI SRL. to provide the finest possible service and we would appreciate if you can take a few moments to complete this questionnaire on the quality of service provided.

FMO SERVICE: (PLEASE CIRCLE YOUR ANSWER)

	<u>Delivery</u>	<u>Pick Up</u>
Were your items picked-up and/or delivered as scheduled?	YES / NO	YES / NO
Was the crew courteous and cooperative?	YES / NO	YES / NO
Were all the crew members clean and neat?	YES / NO	YES / NO
Was the crew careful?	YES / NO	YES / NO
Did you perceive good communication with the crew leader?	YES / NO	YES / NO
Were you pleased with our services?	YES / NO	YES / NO
Were facility access areas (corridors, stairs etc) of limited dimensions as to require assembly and/or disassembly of items? (Were items too big to deliver without disassembly & re-assembly)	YES / NO	YES / NO

If you have any further comments or suggestions as to how we can serve customers better, please list them below:

Describe any facility damage caused by the crew : _____

How would you rate the overall services received from our company?

() EXCELLENT () GOOD () ACCEPTABLE () POOR

ROIATTI SRL. wishes to thank you for your courteous cooperation in completing the above questionnaire. In the event you wish to discuss any issue concerning this service please feel free to contact us at the above numbers.

Customer's Signature: _____

APPLIANCE WORK REQUEST

JOB ORDER DATE: _____ JOB ORDER NUMBER: _____

REPAIR DATE: _____

SSAN: XXX-XX-_____

LAST NAME, FIRST _____

RANK: _____

DUTY PHONE: _____ HOME/CELL PHONE: _____

ORG: _____

HOME ADDRESS: _____ (Street and house number)

_____ (Town)

DESCRIPTION OF MALFUNCTION

O&M

MFH

GRHP

MEMBER SIGNATURE

DATE

<p>Technicians info New Item</p> <p>KMTS Type _____</p> <p>T.T. Make _____</p> <p>L.T. Ser# _____</p> <p>L.T. Mod _____</p>

(This Form is Subject to the Privacy Act of 1974)

OCT 2017