

# FURNISHINGS MANAGEMENT SERVICES

**Furnishing Management Section (FMS):** Furnishings Management Section (FMS) is here to assist you in the area of temporary loaner furnishings as you prepare to leave your house. This Section will provide you with the necessary information for using our services and assist you in complying with FMS requirements. For additional information, please contact the FMS at DSN 632-2272 or Commercial 0434-30-2272; e-mail 31CES.CEIHF.AvianoFurnishing@us.af.mil

**Schedule a Pick-Up:** Personnel must notify FMS at least 5 working days in advance for pickup of furnishings/appliances due to the demand for truck space. During the peak season, May - Sep, at least 10 working days' notice is required. Pickups and deliveries cannot be accomplished on Italian holidays/down days as the delivery is contracted to a local Italian firm.

**Transfer of Items:** Transfers are possible between current tenants and future tenants only if both individuals are the same marital status (accompanied service members 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 member go to FMS together to process transfer.

**Canceling a Scheduled Appointments:** 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 contractor.

**Cleaning Standards:** At the time you schedule your pick-up, you will be given guidelines for the cleaning standards and you will sign for receipt. See a sample copy at page 3 below.

**Pickup 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 pickup will normally have several stops to make. Difficulties can be encountered in locating some residences and, therefore, only the exact day of pickup can a time be established. You must be home between 0800 - 1700 for the appointment. However, if you call FMS at 632-7482 or 0434-30-7482 (warehouse) on the day of your scheduled appointment at 0800, we can estimate which part of the day services will be provided. 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. Items picked up should be clean and in serviceable condition. If it is determined that the items are not cleaned properly, damaged or missing, you will be required to sign the Pick Up Status Form at page 4.
- **Appliances:** The appliance disconnection may not occur simultaneously with the pick-up of furnishings but disconnection will be accomplished before the moving contractor departs. This is all coordinated by FMS. Usually appliance repair techs follow the trucks and they unhook at that time. It is possible they may arrive earlier to unhook.

**Damage or Cleaning Charges:** It is your responsibility to ensure that furnishings are serviceable and clean prior to turn-in, especially ovens and refrigerators. If the item is not thoroughly clean or is broken, items will be picked-up, but the contractor annotates the condition and reports the unacceptable condition to FMS. FMS will contact the member for reimbursement, e.g., \$30 cleaning fee or damage costs. If you choose to pay cash or check, FMS will prepare a Cash Collection Voucher (DD Form 1131) and you will take it to Finance, pay the amount due and return a signed DD 1131 back to FMS. If you choose to make payments, FMS will prepare a DD Form 139, Pay Adjustment Authorization, which you must sign and then FMS will provide the DD Form 139 to Finance for processing. After one of the above forms are completed, FMS will clear you out of Virtual. Samples of these forms are found at pages 5 and 6 below.

**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.

**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 (See **Packet 3, Section 4, Page 13**). 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 **Packet 3, Section 4, 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.

**Virtual Out-Processing:** Before the Furnishing Management Section can clear you out of virtual, all claims and debts must be settled prior to your departure.

## FURNISHINGS MANAGEMENT SECTION CLEANING STANDARDS

The following guidelines are furnished to help you to turn in government issued furnishings and appliances. All items must be returned clean, in accordance with FMS standards.

### WASHING MACHINE AND DISHWASHER

Washer tub must be wiped out. Ensure the edge of the tub and the rubber seal on the door is clear of all soap/suds residues. Hot/cold water hoses and drain hose must be un-hooked. On European models you are also required to clean the soap drawer and the filter.

### DRYER

Clean lint trap/filter on the inside of the door with the vacuum cleaner; rinse the condenser filter at the bottom of the front of the dryer. Wipe exterior to remove grease or dirt.

### REFRIGERATOR

Refrigerator interiors must be wiped out with a mild cleaner (baking soda), aired out, and any residue cleaner wiped clean. Defrost the refrigerator at least one day before pick-up. Do not use any sharp utensils such as a knife or screwdriver to remove ice from the freezer. Clean door seals with a mild soap and water. Leave refrigerator, doors open if the refrigerator is unplugged to avoid buildup of mold. Remove evaporator pan from the bottom of the refrigerator and clean it thoroughly. Remove all cobwebs and any other dust accumulation from the grill behind the refrigerator.

### STOVES

Appliance must be free of any grease, stains or encrusted food, including the top, sides, front and rear, underneath the burners, behind the knobs and hinges. For the inside of the oven we recommend you use dry steel wool, **do not use the steel wool on the outside**. Oven racks, drip pans and broiler pan and the burner cover at the bottom of the oven should be removed and cleaned. The glass on the oven door should be cleaned inside and out.

### MICROWAVE

Microwave must be free of grease, stains or encrusted food including the top, sides, front panel, front and rear. The interior/exterior and cooking plate should be wiped with a mild soap.

### KITCHEN CABINETS

Must be emptied before pick-up, cleaned inside and out including shelves and baseboard, free of any grease, stains or encrusted food and doors left open for airing.

### WARDROBES

Must be emptied and wiped down, cleaned inside, outside, top and rear.

### TRANSFORMERS

Must be cleaned of any grease.

### SOFA & EASY CHAIRS

Must be vacuumed front and back and between cushions, all other furnishings must be dusted.

### MATTRESS PADS

Mattress pads must be laundered before returning to FMS.

**The contractor Crew Inspector will determine if items are acceptable for turn in. If not, you will be required to sign acknowledgement and agree to contact FMS to determine payment of cleaning, missing or damage fees incurred.**

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SIGNATURE

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DATE

## PICK UP STATUS FORM

<u>Long Term Furnishings</u>	<u>Temporary Loaner Furniture</u>
Washer	Dining Table
Dryer	Dining Chairs
Refrigerator	Couch
Stove	Easy Chair
Wardrobes	Coffee Table
Transformers (1,000/1,600/2,000 Watts)	End Table
Decoder (	Double Bed
Microwaves	Single Bed
	Crib
	High Chair
	Chest Of Drawers
	Night Stand

**THE BELOW ITEMS WERE INSPECTED AND FOUND SUBSTANDARD OR MISSING.  
MEMBER WILL BE CHARGED, IF NECESSARY:**

**CLEANING STANDARDS NOT MET:** (ARTICOLI NON PULITI)

Items: \_\_\_\_\_

**MISSING ITEMS:** (ARTICOLI MANCANTI)

Items: \_\_\_\_\_

**DAMAGED ITEMS:** (ARTICOLI DANNEGGIATI)

Items: \_\_\_\_\_

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I WILL CONTACT THE FMS OFFICE (DSN: 632-7482/7872/2992) TO ARRANGE TO PAY  
FEES FOR THE ITEMS LISTED ABOVE.

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PRINTED NAME

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MEMBERS SIGNATURE

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DATE



