



**FURNISHINGS MANAGEMENT SECTION
(FMS)
UNACCOMPANIED PCS IN LOANER
FURNISHINGS & DURATION OF TOUR
ITEMS REQUEST**

MEMORANDUM FOR FURNISHINGS MANAGEMENT CUSTOMERS**FROM:** 422 CES/CEIHF**SUBJECT:** *Furnishings Management Loaner Furniture and Appliance Support*

1. FMS team of logistic professionals will ensure you the best customer service possible. We have prepared this brochure to simplify your transition, and ensure you have all the information needed about loaner furniture and duration of tour items. **PLEASE READ CAREFULLY!** If you have any questions please call the FMS Customer Service Representative at **236 8758/8749**. Calling from off-base, dial **01280 70** followed by one of the extensions **8758//8749**.

2. Location & Operating Hours:

Bldg.62

Mon - Fri 8:00 am - 3:00 pm

Closed for lunch 12:00 pm – 1:00 pm

Sat & Sun - closed

Holidays - closed

3. **RAF Croughton is a full JFTR location.** Applicable military and civilian personnel are authorized to ship household goods up to his/her full weight allowance, IAW rank, and at stipulated government expense.

4. **Temporary Loaner Furnishings & Duration of tour items:** Upon arrival personnel are authorized “loaner kits” up to 90 days or until household goods arrive; or 90 days after household goods are shipped. Duration of tour items are appliances which can be kept throughout your whole stay. We operate this program under a strict policy but with a flexible approach to specific circumstance(s).

5. FMS Mandatory Requirements:

- a. One copy of authorization to reside off base
- b. One copy of your PCS orders and any amendments listing all dependents.
- c. Furniture/appliance request form signed and dated.
- d. Authorization for Payroll deduction signed and dated.
- e. Pet owners/Smokers form signed and dated.
- f. Landlord/Letting agent concurrence signed and dated.
- g. Copy of tenancy agreement signed and dated.

6. **Appointments/Cancellations:** FMS must be notified at least **4 Working Days** ahead of scheduling a delivery or pick-up, and at least **48 hours'** notice for cancellation of requests. Scheduled deliveries and pickups are considered official appointments and failure to properly notify customer service of cancellations will result in pass through cost and charge for the delivery or pickup attempt(s). The costs vary depending on your location. Please call FMS for additional information and clarification.

Deliveries & Collections: Customer must be available between **08:00 - 16:00 hrs** on the day of the agreed delivery and/or pick up.

Sponsors:

If not personally present at scheduled appointment, please ensure a spouse, or an authorized representative with legal power of attorney is present at the time of the appointed time to act on your behalf.

7. FMS Deliveries and Pick-ups: Customers' are **authorized 1 delivery and 1 pickup on arrival and on PCS out** at government expense. Any additional deliveries and pick-ups will be at the customer's own expense. (Note: All checks must be made payable to the U.S. TREASURY)

8. Payments/Reimbursements: Any payments for damaged/lost appliances and/or furnishings can be made via either payroll deduction, cash collection voucher via AF Form 200 to Base Finance, or by making a cheque payable to "US TREASURY" for the agreed value and turning it in to 422 CES Finance. We will not be able release you for FINAL OUT-PROCESSING until all actionable items are resolved.

9. Parking for government contractor vehicles

You must ensure that there is off street parking for the contractors, if the local council has parking restrictions, you must apply for a Parking Permit:

It is the customer's responsibility to arrange parking if there are any restrictions at the pickup/delivery location, any failure to provide adequate parking/permit, may result in fines which will be passed on to the member.

10. You are required to notify FMS when...

- a. Moving to a new residence
 1. This includes directed or personal moves
- b. Change in Marital Status
- c. Increase in dependent children
- d. Change of DEROS

IMPORTANT NOTICE: Appliances and Furnishings are loaned only to "AUTHORIZED SPONSOR" U.S. **Government** property are issued for official use only (FOUO); and therefore it is illegal to transfer these items to anyone not authorize its use.

11. On behalf of our Commander and the MFH/FMS team, I would like to welcome you and your family members to RAF Croughton, Northamptonshire "Rose of the Shires."

Housing Manager
RAF Croughton, United Kingdom

Please return processing paperwork to: FMS Customer Service, Bldg. 62, CE
Housing at RAF Croughton or FMS org e-mail. 422ces.ceacf@us.af.mil

We can refuse you FMS support if any of the documentation requirements are not met!

All O & M furniture and appliance pictures and dimensions



Bedframe, single
 (w) 77" 195cm x (d) 16" 42cm x (h) 38" 96.5cm



Wardrobe
 (w) 36" 91.5cm x (d) 24" 61cm x (h) 72" 183cm



Chest, 4dwr large
 (w) 31.5" 80cm x (d) 19" 49cm x (h) 38.5" 59cm



Nightstand
 (w) 21" 55cm x (d) 17" 43cm x (h) 23" 59cm



Sofa (2 seat)
(w) 51.5" 131cm x (d) 30.5" 78cm x (h) 31" 79cm



Easy chair
(w) 30" 76cm x (d) 30.5" 78cm x (h) 31" 79cm



Desk
(w) 48" 122cm x (d) 22" 56cm x (h) 29.5" 75cm



Desk chair
(h) 38" 97cm x (w) 18.5" 47cm



Dresser, 4dwr
(w) 60" 152cm x (d) 22" 56cm x (h) 24.5"
62cm

Coffee table
(w) 38" 38cm x (d) 19" 48cm x (h) 17"
43cm



Mirror
39" 99cm x 20" 64cm



Refrigerator, Freezer
 (w) 23.5" 59.5cm x (d) 24"
 61cm x (h) 74" 188cm
 (Please note that the height may vary depending on the make)

Dryer, condenser
 (w) 23.5" 59.5cm x (d) 25" 63.5cm x (h) 33' 84cm



Washing machine
 (w) 23.5" 59.5cm x (d) 25" 63.5cm x (h) 33" 84cm

Please discuss with the FMS service representative any restrictions that your new home may have. These could range from low ceilings, small staircases, small doorways, restricted parking etc. Any restrictions must be identified to avoid disruption for delivery and pickup. You WILL incur a drayage charge should the contractor have to re-deliver items. : Ensure contract delivery teams provide you a short brief on the setup and use of all electrical items. Some adjustments may be required to alter functionality and energy saving measures. Please note the contractor is NOT permitted to alter any property furnishings i.e. pipework. The contractor can leave the appliance unconnected for you to obtain landlord permission for alterations to be made, after which a QUALIFIED/COMPETENT person can install the appliance. Please DO NOT dismantle the furniture, if you do so and the item is damaged or parts are lost you may be charged.

Personal Details for furniture & appliance request

UNACCOMPANIED PERSONNEL (563ME)		
SSN:	GRADE/RANK:	BRANCH:
LAST NAME:	FIRST:	MI:
UNIT ASSIGNED:	UNIT LOCATION:	DUTY PHONE:
HOME/CELL PHONE:	EMAIL:	
DEROS DATE:	DEPENDENTS:	
STREET ADDRESS:	DATE OF RANK:	
CITY:	FLOOR NUMBER:	
COUNTY:	POST CODE:	
REQUESTED DELIVERY DATE: DATE:	CONFIRMED FURNITURE PICK-UP DATE:	

LOANER FURNITURE

(ITEMS ARE LOANED FOR A MAXIMUM OF 90-DAYS)

FURNITURE REQUIRED	AUTHORIZED QTY	QTY NEEDED
Bedframe, Single	One	
Desk Chair	One	
Chair, Dining	(Max 2)	
Chair, Easy	Two	
Chest, Large 4dwr	One	
Desk 1drw	One	
Dresser 4dwr	One	
Mattress, Single	One	
Mirror	One	
Nightstand	One	
Sofa 2 Seater	One	
Table, Coffee	One	
Table, Dining	One	

DURATION OF TOUR ITEMS

ITEM	AUTHORIZED QTY	QTY NEEDED
Dryer, Clothes, Condenser	One per household	
Refrigerator, Freezer/UK	One per household	
Washer, Clothes/UK	One per household	
Transformer	Two standard issue per household	
Wardrobe (Folding)	One per household	

Member's Signature: _____ *Date:* _____

REQUIRES LANDLORD'S CONCURRENCE AND SIGNATURE

(Required by FMS prior to issuance of appliances)

FROM: 422 CES/CEIHF; FMS RAF Croughton**SUBJECT:** Authorization To Issue Appliances to Military/Civilian Personnel Residing off Base (LANDLORD'S SIGNED STATEMENT, TO BE RETURNED IMMEDIATELY TO FMS CUSTOMER SERVICE REPRESENTATIVE)

1. For a customer to be issued an APPLIANCE (FMS) we are required to have a statement on file, SIGNED BY THE LANDLORD/LETTING AGENT. Certifying that private rental property will adequately accommodate the placement of a Washing Machine, Vented/Condenser Dryer, Cooker (to be fitted professionally by our contractor), and Refrigerator if not supplied by the landlord.

All UK appliances will be supplied with a British 13 amp; 3-pin plug (except the cooker) and may be safely plugged in by occupant. Under no circumstance is the 3 pin plug to be removed from the lead, as this will invalidate the warranty and you may be charged for the replacement of the appliance. All maintenance and replacement of the appliances will remain the responsibility of the US government. All appliances supplied will remain the property of the US Government and no claim will be made on these appliances by the Landlord or Rental Agent

2. By signing below you are stating that you agree to all the above mentioned.

Housing Manager
RAF CROUGHTON

1st Ind:

Date _____

TO: 422 CES/CEIHF

I, _____ (Print Full Name)
hereby certify that the proposed rental property will accommodate the placement of a Washing Machine, Vented/Condenser Dryer, Cooker, and Refrigerator (**CROSS OUT ANY APPLIANCE YOUR PROPERTY CANNOT ACCOMMODATE**). I also hereby acknowledge that any items of UNITED STATES HOUSEHOLD FURNISHINGS loaned to my tenant, are not the property of said tenant, but are the property of the United States Government and are subject to return upon demand.

Landlord's Signature and date

Authorization for Payroll Deduction

I understand that FMS pick up and/or delivery appointment is considered an "Official Appointment". I am responsible for contacting FMS if I cannot make the scheduled date. In the event that I missed such appointment, I will be held liable for any drayage cost incurred.

IAW AFI 23-111, Management of Property under the possession of the Air Force, DODD 7200.11, Liability for Government Property Lost, Damaged, or Destroyed, DOD FMR 7000.14-R, Chapter 7, Financial Liability for Government Property Lost, Damaged, or Destroyed. I understand that I will be held liable for any appliances or furnishings that are damaged or destroyed as a result of my negligence. I will either replace the appliance or furnishing with same type issued to me, pay FMS via AF Form 200 or authorize the U.S. Government to deduct payments directly from my payroll.

I understand that I will adhere to the local FMS policy for any appliances and/or furnishings that is picked-up or turned-in dirty and does not meeting the cleaning standards set by the FMS. If the appliances are not within the cleaning standards applied, that I will agree to pay for the cleaning and if the item is not ready at the time of collection due to not meeting the cleaning standard, I also agree to pay for the delivery. I understand that if I depart without clearing my account with the FMS, my signature below will be used as authorization to deduct from my payroll any loss, damage, destruction, and missed delivery and/or pick-up of any or all government property issued by the FMS.

As an Air Force member/employee you may voluntarily pay the government for any lost, damaged or destroyed government property. A Report of Survey (ROS) will be required for all property losses greater than \$500 and an involuntary payment is to be effected. If voluntary payment is made for any damages/losses less than \$500, a ROS is not required.

I also understand if I falsely request exchange of appliances determined as serviceable after collection and the government is charged by drayage consignee, your signature can be used to authorize billing action.

Member Name

(Printed): _____

Signature/Date: _____

SSN Last Four: _____

Pet Owners/Smokers**IAW Health/Safety/Sanitary requirements**

Pets are not allowed on the furniture. The occupant understands that all of the soft furnishings are to be free from pet hair and any odor before arrangements for a collection can be made. The occupant further understands that any damage caused to the furniture by their pet/any odor is also their responsibility and they will be charged a minimum of \$75.00 for the cleaning/replacement of the damaged item(s).

It is the responsibility of the occupant to rid the furniture/appliances of any tobacco smoke odor/discoloration. If any odor/discoloration is present when any loaner items are returned to the FMS warehouse, the occupant will be charged a minimum of \$75.00 for the cleaning/replacement of damaged the item(s).

Member Name

(Printed): _____

Signature/Date: _____

SSN Last Four: _____

APPLIANCE CLEANING STANDARD

Refrigerator

- Clean the interior and exterior
- Removing stains, food particles, grease etc.
- Wipe clean door seals
- Clean all removable parts
- Avoid storing in a cold place such as a garage

Note: If the type of refrigerator you are using requires defrosting, **DO NOT use sharp instruments to break or scrape off the ice.** The interior walls of freezers are easily punctured. **Once cleaned, leave the door open until pick up of appliance.** It is not recommended that you use an extension cord for an appliance.

Washer

- Clean interior and exterior.
- Clean soap/detergent drawer and interior
- Soak to remove all caked-on soap and dry with a clean cloth.
- Drain water from the machine,
- Wipe the interior with a dry cloth

Dryer

- Wipe clean interior and exterior
- Clean lint filter/air vent.
- Drain all water from machine clean matrix and interior.



UNPLUG appliances from electrical outlets prior to cleaning.

Contact Numbers

FMS Customer Service: DSN 236-8758

Comm: 01280-70-8758

Located in Bldg. 67, Housing Office

Office Hours:

Open 0800 – 1500hrs, Mon-Fri

(Closed for Lunch Between 1200-1300hrs)

FMS E-MAIL: 422ces.ceacf@us.af.mil

FMS FAX: Comm: 01869 819773

FMS Quality Assurance: DSN 236-8772

Comm: 01280-70-8772

Base Housing Contact Numbers

Interserve Help Desk: DSN 226 -2255

Comm: 01638-522255