



# Furnishing Management Brochure

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*A guide to loaner furniture available for members at RAF ALCONBURY*

Furnishing Management Warehouse  
Building 562  
RAF Alconbury  
PE28 4DA

Customer Service: 01480 843505  
Furnishing Management: 01480 843930  
Housing Assistance: 01480 843518

Hours of Business  
Monday thru Thursday 0830hrs to 1600hrs  
Friday 0830hrs to 1300hrs  
Email: [423ces.ceacp@us.af.mil](mailto:423ces.ceacp@us.af.mil)

## Introduction

It is with great pleasure that we welcome you to the Community. It is our sincere hope that your stay here will be a pleasant one. The information contained in this brochure is designed to make your transition as smooth as possible. It will answer a lot of your questions. Please read this brochure carefully and save it for reference.

Overseas furnishings operations differ from continental United States operations in that we provide furnishing support to members assigned to government controlled housing & members who qualify for government housing but elect to reside off base and receive housing allowances (BAH or LQA).

We will provide basic support items for the duration of your tour. Basic support items include electrical transformers, wardrobes and appliances. This brochure explains procedures on the issuing of loaner furnishings and appliances and your specific entitlements.

Please note: you are eligible for one delivery & one pick-up; all items are subject to stock availability; all appliances are allocated for the full duration of your tour.

Should you have a fault or a breakdown with any of your government appliances, please contact our customer call desk at Comm: 01480 843416 or DSN: 268 3416 to open a work order.

Our goal is to provide you the best possible service. If you have any questions concerning loaner furniture or appliances, please do not hesitate to contact us at Comm: 01480 843505 or DSN: 268 3505. Our operating hours are from Monday through Thursday 0830-1600 hrs. Friday 0830-1300 hrs.

*Housing Management Staff*

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## Important Points to Remember

- We now cover up to a 50 mile road radius of RAF Alconbury for delivery & pick-up of furniture and appliances. Appliance repair still only covers a road radius of 35 miles.
- If you are stationed at RAF Digby, RAF Waddington or any other supporting base, or you are an exchange officer, please contact us so your support can be dealt with by the appropriate base.
- American furniture may not fit through doors or up stairways of a standard British home. The doors are narrower and the stairs are both narrower and steeper than a typical US home.
- All items not immediately available will be placed on back order. You will be contacted by a representative from the Furnishings Management Section (FMS) when items are back in stock. Availability is considered and discussed when booking with our customer service representative.
- Loaner furniture is for 90 days only.
- Wardrobes can be retained for the duration of your tour.
- Please ensure you are at your home at the arranged time for the delivery or pick up by the furnishings management contractors.
- Should you need to cancel your delivery or pick up arrangements, please contact the furnishings management office at Comm: 01480 843505 or DSN 268 3505 as soon as possible to reschedule your arrangements.

**PLEASE BE AWARE THAT 'NO SHOWS' MAY INCUR A CHARGE.**

## Accompanied, Unaccompanied & Non-Command sponsored members

The following documents are required for the issuing of temporary furniture & appliances:

Copy of PCS orders and amendments.

Community housing occupants also require a copy of their 'Housing Referral Office Agreement' (USAFE Form 291), obtained from the Housing Management Office, or the Landlords Rental/Lease Agreement before delivery of furniture and appliances can be scheduled.

Appliances are issued to personnel for as long as they reside in community housing. We require AF Form 594 (authorization to start BAH) for AB through SSgt to ensure authorization to reside on the economy.

A landlord's "**Acknowledgement & Certification for Electrical Appliance Installation and Government household furnishings**" is required and must be signed by both the member and the landlord or realtor agent if you require a Washer, Dryer, Fridge, Stove or Government Household furnishings/transformers. This is required before going on the waiting list for any items not available. (See Attachment 2).

Houses leased through the Housing Office with a generated Housing office lease will automatically include the clause for Electrical appliances and Government furnishings.

For people moving directly into Military Family Housing we require a copy of PCS orders and any amendments, plus a copy of your "Government Housing Assignment" form.

Inbound personnel are issued loaner furniture up to a maximum of 90 days, or until their household goods arrive, whichever is the sooner.

Outbound personnel are issued loaner furniture up to a maximum of 90 days, or until port call, whichever is the sooner.

WE CANNOT PROVIDE SUPPORT IF ANY OF THE DOCUMENTATION REQUIREMENTS ARE NOT MET!

## Inventory Responsibilities

Once you sign the AF Furnishings Custody Receipt, you accept responsibility for the care and safe keeping of government owned furniture and appliances until they are returned to the Furnishings Management Section (FMS).

Please verify the quantity and condition of all furniture and appliances at the time of issue or pick up and annotate any damage on the delivery document. Failure to do this may result in charges for damages when you turn the items in. Please keep a copy of this document for your records. You will be held liable for all damages to government owned furniture whilst in your possession.

We REQUIRE A MINIMUM OF 3 duty days/72hrs notification to schedule delivery/pick-up of furniture and appliances.

Members who request the use of loaner furniture/appliances are entitled to one delivery and one pick-up at government expense.

If a delivery/pick up is made and a family member is not available, a charge will be made before a second delivery/pick-up can be made to the same address. To avoid these charges, the customer must call the Furnishings Management Section to cancel the appointment. The latest a cancellation should be made is the day before the delivery or pick-up was scheduled.

Deliveries/Pick-ups are made between 0900-1600hrs Monday through to Friday.

Only a military member or civilian with the relevant paperwork can initiate an account. They can then authorize their spouse to sign on their behalf.

Delivery or pickup appointments can be made by phone if you reside more than 50 miles from RAF ALCONBURY. The customer or spouse is required to sign paperwork for confirmation of delivery or pickup appointment.

Our pickup and delivery service is a commercial contract operation. An FMS representative or quality assurance evaluator sometimes accompanies the commercial contractor for pickup and delivery service.

**PLEASE NOTE: *Appliances and furnishings are loaned only to 'YOU'. These items are the assets of the U.S. Government. It is illegal to re-loan these items to your friends, neighbours or relatives.***

## Deliveries & Pick-ups

### Deliveries

**Furnishings:** When these items are delivered you should check for any noticeable marks, scratches or tears and these should be annotated on the delivery paperwork.

**Wardrobes:** These will be delivered as flat pack but the contractor will assemble them. The wardrobes can weigh up to 150lbs each. Dimensions are approximately 36"x24"x72" Width x Depth x Height.

**Appliances:**

1. Leave the fridge to stand for a minimum of 2 hours before you plug it in. This will allow the cooling system to settle after moving.
2. The first time you use the washer, run a complete cycle without clothes and please use only low suds detergents in European washers. Do not clean the filter of the washer whilst the machine is running.

*All appliances delivered will be connected by the contractor*

*All stoves require a 30amp outlet*

*The stove will be connected by the contractor*

**\*\*\*\*\*PLEASE NOTE\*\*\*\*\***

*If there is an electrical or plumbing fault and the contractor cannot connect your appliance you will be issued with a defect notice so that you can show it to your landlord/agent to rectify.*

**Transformers:** Please read the transformers information attached and use the transformers as described.

*Please refer any queries or changes to FMS customer service at 268 3505,  
Or FMS warehouse at 268 3930.*

## Pick-ups

Items are expected to meet the same standards of cleanliness and condition as when delivered. The contractor may refuse to pick up dirty appliances. The contractor will only wait 15 minutes if you are not at home when he arrives.

**Furnishings:** Must be cleaned and dusted prior to pick up. Sofas and chairs must be brushed free of dirt, pet hair, debris, etc. before being picked up.

**Wardrobes:** These will be disassembled by the contractor. Any loose rails or any hardware must be placed inside and attached to the wardrobe.

**Fridge/Freezers:** These must be cleaned and dried thoroughly including the door seals. All traces of food must be removed.

**Washers:** Remove and clean filters and detergent dispensers. These will be disconnected by the contractor. Do not clean the filter of the washer whilst the machine is running.

**Stoves:** Must be cleaned thoroughly, including under the lid. All stoves will be disconnected from the electricity by the contractor.

**Driers:** Must be cleaned. Please pay particular attention to the filter.

**Have you got a pet?** Keep pets off the furniture. *The most common reason for charging is removal of pet hair.*

**Small Children:** You may wish to cover mattresses to preclude staining.

### Note to Pet Owners/Smokers

**No pets are allowed on the furniture.** The occupant understands that all of the soft furnishings are to be free from pet hair, fleas and ticks. The occupant further understands that any damage caused to the furniture by their pet is also their responsibility and they will be charged 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. If any odor is present when any loaner items are returned to the warehouse, the occupant will be charged for the cleaning/replacement of the damaged item(s).

**Delivery and pick-ups are anytime between 0900 and 1600 hours. If the truck has to return a second time because you have missed the appointment or loaner items are in an unacceptable condition that the contractor refuses to pick them up, you may be charged up to \$50 an appliance for cleaning or a rescheduling fee.**

## Furnishings Standard Authorizations for Temporary 90 day Loaner Items

<u>ITEM</u>	<u>QUANTITY</u>
DINING CHAIR	4 or as required accompanied/ Up to 2 for unaccompanied
EASY CHAIR	2 accompanied/2 or sofa for unaccompanied
CHEST OF DRAWERS	1 per person
DOUBLE BED	1
SINGLE BED	1 per dependent child
SOFA	1 accompanied/sofa or 2 easy chairs for unaccompanied
COFFEE TABLE	1
DINING TABLE	1
END TABLE	2 for accompanied/1 for unaccompanied
NIGHT TABLE	2 or as required for accompanied/1 for unaccompanied



## Entitlements for Community Housing

<u>ITEM</u>	<u>QUANTITY</u>
WARDROBE	2 per sponsor & spouse, 1 per dependent/ 2 max for unaccompanied
REFRIGERATOR	1
WASHING MACHINE	1
DRYER	1
STOVE	1
TRANSFORMER	Max 4



Furniture is available for up to 90 days or until your household goods arrive.

European size refrigerators, washing machines & dryers are provided for economy housing only. Appliances and wardrobes may be retained for as long as you reside on the economy or the landlord does not provide a similar item or a similar item was not shipped at government expense.

All items are subject to availability at time of delivery. If any item requested is not available at the time of delivery, you will be placed on a waiting list on a first come first served basis.

Please check the condition of the mattresses, soft furnishings, wardrobes & appliances at the time of delivery and annotate any damage on the delivery document. Failure to do this may result in charges for damages.

Mattresses will be provided with a mattress protector. When a pickup is arranged please put the mattress protector in a bag for collection by FMS contractors.

Mattresses will also be transported in a plastic bag. Please keep the bag(s) so that the contractor on their return can use them for the transit of the mattresses.



## Customer Checklist

	YES	NO
1. Have you provided a copy of your PCS Orders and all amendments?		
2. Have you provided a copy of dependent travel orders?		
3. Have you provided a copy of your LEASE or 'Housing Referral Office Rental Agreement') for Community Housing? Personnel accepting Government Housing will require a copy of 'Government Housing Assignment Form'		
4. Have you provided a copy of your 'Commander's approval to reside off base & Housing Authorization for BAQ AND OHA'. This applies to all single or unaccompanied E-1 through E-5.		
5. Have you started your 'Certification for Electrical Appliance(s)/furniture Installation Letter' The letter must be completed and returned to Furnishings Management Section before there is a delivery of any appliances or furnishings.		
6. Have you informed Furnishings Management Section of a delivery date? DELIVERY DATE .....		
7. Have you informed Furnishings Management Section of a pick-up date if you have one? Outbound Personnel/Inbound Personnel. PICK-UP DATES DATES...../.....		

**\*\*\*\*\*NOTE\*\*\*\*\***

**If you cannot answer yes to the above questions that apply to you, then your temporary loaner furniture/appliance(s) request is incomplete and furniture/appliances may not be issued or delivered until all documentation is received by the Furnishings Management Section.**

**In order to better serve your requirements, the Furnishings Management Section needs to be notified a minimum of 3 duty days prior to delivery/pickup of furniture/appliance(s).**

## Use of Transformers

Since the electricity in the UK is 220 Volts - 50 Cycle, most American appliances will require the use of a transformer. We suggest replacing your 110-volt appliances with 220-volt models. American appliances run on 60 cycles and eventually the motors burn out after use on the British 50 cycle system. In order to save on your utility bill and electricity, if a transformer is not in use, unplug it or turn it off at the mains. You will find it more economical to use 220 volt appliances. You won't have to carry a transformer around the house. We suggest you check the local base thrift shop for second hand appliances whilst stationed here. Remember that vacuum cleaners and appliances that are used to heat or use a heating element use a lot of electricity. Please check ID plate located on appliance for the wattage. We recommend using one appliance at a time as two appliances will overload the transformer.

Remember that your transformer has a three pin plug; it will not provide a ground for your appliance unless the plug from your appliance is three pinned.

Keep transformers away from damp or wet surfaces or grounded objects such as sinks, water pipes, radiators and the like.

Be sure transformers and cords are free of cracks and wires are not frayed. Make sure that plugs and receptacles are not loose or broken. If you notice any defects, bring the transformer to Furnishings Management warehouse Bldg. 562 for a replacement.

Keep children away from transformers and warn all family members of dangers involved.

Do not use an appliance which requires more wattage than the rating of your transformer.

**Do not overload the transformer.** Check ID plate located on the appliance for wattage.

**Do not** use an extension cord(s) on a transformer. Only use the outlets provided on the transformer.

Keep transformers on a fire retardant base e.g. a ceramic tile, as they get hot when they are on.

When attaching more than one appliance, be careful not to exceed the rating with the combination.

Do not handle or pick up transformers while they are plugged in.

Unplug transformers and all appliances before cleaning them.

### **Items available through Family Services:**

Small kitchen appliances

Kitchen utensils

Dishware, silverware, cookware

If, after reading the information booklet, you should have some questions or problems regarding the Furnishings Management Operation, please do not hesitate to contact the Furnishings Management Section on 268 3505 or 01480 843505 or the Furnishings Warehouse staff on 268 3930 or 01480 843930.

## Furniture First Aid

### **ALCOHOL SPILLS** (includes cocktails, wine, medicine, perfume and lotions)

What to do: Immediately blot or soak up the spill with a dry, cotton cloth. **DO NOT WIPE** because wiping will only spread the damage to more of the finish film. Treat the affected area with linseed oil. Always rub gently in the direction of the grain. Finish by applying a furniture wax and buffing.

### **CANDLE WAX DRIPS OR CHEWING GUM**

What to do: Harden the substance by applying an ice cube wrapped in plastic. Scrape away the cooled wax with a smooth, straight-edge plastic spatula or credit card. Do not press or push down into the furniture. Instead, scrape along the wood's surface in the direction of the grain.

### **WAX CRAYONS**

Use a furniture polish with a mineral spirits base. A little mild dishwashing liquid also sometimes works on crayons.

### **WHITE RINGS AND WATER MARKS**

White rings or marks left by hot or cold containers are the result of moisture that has penetrated the finish film. The white or cloudy appearance means that moisture is trapped or suspended in the film. This usually requires treatment by a professional. Please contact FMS for advice on 268 3436.