



Furnishings **Management Section**

WELCOME

The information contained in this brochure is designed to make your transition as smooth as possible. It will answer many of your questions about the issue of loaner furniture and appliances and your specific entitlements. Our goal is to provide you with the best possible service and make your tour in the local area a comfortable one. If you can assist with comments and suggestions to help us improve our operation then please do not hesitate to contact us.

Customer Service Department

Located in FMS Warehouse, Building 73, Scampton Road, RAF Feltwell.

Use postcode IP26 4AY for Sat Nav.

0800-1600 hrs Monday, Tuesday, Wednesday;

0930-1600hrs Thursday, and 0800-1530hrs Friday.

Telephone: Commercial 01638-527030 or DSN 226-7030

Fax: Commercial 01638-527337 or DSN 226-7337

Email: 48ces.ceacf@us.af.mil

0800-1600 hrs Monday, Tuesday, Wednesday.

0930-1600hrs Thursday, 0800-1530 Friday

Appliance Maintenance Department

Telephone: Commercial 01638-527156 or DSN 226-7156

Fax: Commercial 01638-52-7337 or DSN 226-7337

0800-1630 hrs Monday, Tuesday, Wednesday.

0930-1630 hrs Thursday and 0800-1600 Friday

Email: appliancerepaircalldesk@us.af.mil

Please note we are closed on all U.K. and M.O.D. holidays

AUTHORIZED SUPPORT

Furnishings Management Section (FMS) exists to issue government-owned furnishings and appliances to authorized personnel. These furnishings and appliances will help you establish your household while your household goods are in transit. Per AFI 32-6004, the USAF authorizes overseas furnishings and appliance support to:

- Military members assigned to government-owned/leased family housing
- Accompanied and unaccompanied military members in foreign OCONUS who qualify for government housing but live in the local community and receive OHA.
- Government civilian employees in foreign OCONUS who are entitled to LQA and live in the local community.
- FMS cannot provide services for contractor employees.

ACCOUNTS

In general, your requirements for furnishings and appliances should be identified within sixty (60) days upon arrival into the country. The sponsor is responsible for establishing the account.

SETTING UP AN ACCOUNT

Accounts can be set up in person, or by phone with fax / email. FMS requires the following documentation to establish your account:

- one copy of PCS orders
 - A completed and signed copy of the Landlord Tenant Statement. Authorized individuals who are purchasing their own homes are required to bring a copy of purchase agreement.
 - Signed FMS policy briefing and acknowledgement
 - Lease and Proof of BAQ/LQA entitlement for civilian employees.
 - Proof of permission to move out of Dorms (form 291)
 - Requests for delivery/pickup of items should be made 7 to 10 work days in advance.
- The sponsor is advised they must be present at time of delivery or pick-up to sign for goods. Members may give a power of attorney to someone else to perform furnishings transactions.

Customers who miss appointments may be charged the actual cost to the Government and will be reported to their organization.



Delivery and pickup appointments are half day: 0800 - 1200 or 1200-1600

We require a minimum of 24 hours' notice if you wish to cancel your appointment

Customers who miss appointments for

pickup and/or delivery without prior approval will be rescheduled at

the convenience of the FMS and may be charged the actual cost to the US Government of the missed appointment.

LOANER FURNITURE

Loaner furniture is intended for a maximum of ninety (90) days while awaiting arrival of your Household goods (HHG) and again after their return overseas on PCS out. It is not authorised for personnel moving out of dormitories. Loaner kits are comprised of:

Dining room table and chairs, sofas, easy chairs, end tables, coffee tables, beds, and chests of drawers.

Quantities authorized are based upon individual circumstances as outlined in AFI 32-6004, Attachment 3, Table A3.1.

Your Customer Service representative will assist in advising you as to what you are entitled to when you are requesting goods.

If circumstances dictate that you will require these items for longer than ninety days, such as HHG delayed, lost or damaged, contact FMS to request an extension

DURATION OF TOUR ITEMS

In addition to Loaner furniture, FMS offers Duration of Tour items that may be retained by the member until they PCS. These items will be scheduled for delivery at the same time as loaner furniture. The available types of items include:

Washing machines, dryers, cookers, refrigerators, transformers and wardrobes if available.

As with loaner furniture, your Customer Service representative will assist in advising you as to what you are entitled to when you are requesting goods.

Annotate on your landlord tenant statement the amount of space available for appliances to ensure that what we deliver will fit both the space it will stand in and through any doorways it will need to pass.

FMS supplies appliances that run on the local power supply – 240 volts. Ensure that the accommodation you are moving into will be able to fit the size of appliance you request .



Take a tape measure with you when you go to view properties. This way you can measure the existing openings left for appliances, as well as the door width to ensure that the items you request will fit the 'slot' as well as the entrance to the accommodation.

MOVING HOUSE

Economy to Economy Housing

Sponsors living on the economy who move to another economy home have the following options available to them:

1. Take the items with you.
2. Turn in any items that you do not need and collect any additional items needed from the warehouse building at RAF Feltwell.

FMS can only provide transportation in this instance if the move is government-directed or for foreclosure situations.

A new Landlord Tenant Statement is required for the new address if you are renting, or proof of purchase if buying.

Economy to Government Housing

If you are moving into government quarters, contact an FMS Customer Service representative to arrange pick-up of items. Your account will then be transferred to your new address.

- Requests for delivery-pick up of items should be made 7-10 work days in advance

Contact an FMS Customer Service representative so records can be updated, and if necessary, to schedule pick-up/delivery of items.

Change of Personal Details / DEROS

Customers must advise FMS Customer Service of any changes to your name, DEROS date or address.



TURN IN AND CLEANING REQUIREMENTS

Contact FMS for turn in of government owned property in person, by telephone, or e-mail. State the requested date you would like the pick-up to occur, and what items are to be picked up. Please ensure that a work, home or mobile telephone number are provided in case your requested date is not available.

Requests for pick up must be made 7-10 work days in advance

Prior to turn in, ensure that furnishings are clean. If items are not cleaned to the required standards, customers have the option to come to FMS to clean the item(s), or charges will be made at £32 per item (prices correct at Oct 2015). This includes both appliances and furniture. This is the amount the contractor will charge the FMS to clean each item.

Clean all upholstered furniture surfaces free of stains and pet hair.

Polish wood surfaces.

Dust all transformers.

Appliances – see next page.

Items No Longer Required

If you have items which you no longer need, please bring them back to FMS.

Arrival of Household Goods

If you have loaner items that cannot be picked up by FMS prior to the requested delivery date of your household goods, contact Traffic Management Office (TMO) and inform them. Storage of your inbound goods is authorized until FMS can collect your loaner furniture.



You cannot be cleared through Virtual Out Processing before the items are returned to the Furnishings Management warehouse.

For a speedy VOP, email us the copy of your pick up paperwork, signed by the contractor on the day, and we will be able to clear you more quickly. Email address: 48ces.ceacf@us.af.mil

APPLIANCE MAINTENANCE AND CLEANING

Refrigerator

To maintain, wipe seals periodically with a mild bleach solution to prevent any mold build up. Before return to FMS clean interior and exterior, removing stains, food particles, grease, etc. Wipe clean and remove particles from door seals. All removable parts should be removed, cleaned and replaced in the appliance. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Electric Range (Cooker or Stove)

To maintain, clean drip pans regularly to prevent grease build up. Clean interior and exterior, removing stains, food particles, grease, etc. Burner rings must not be placed in water. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Washing Machine

Please ensure the filter is cleaned every 2 weeks. Before turn in, clean interior and exterior. All removable parts should be removed, cleaned and replaced in the appliance. The soap dispenser should be free of caked soap and any soap residue. All water should be removed from the appliance. The drum and agitator should be free of soap film and water spots. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Clothes Dryer

Please clear lint from the lint trap every time the dryer is used. Before turn in clean interior and exterior. The lint filter should have all lint removed and should be clean. When cleaned, the interior and exterior should be polished with a soft cloth to leave a streak free finish.

Dishwasher

Clean interior and exterior. All removable parts shall be removed, cleaned and replaced in the appliance. The soap dispenser shall be free of caked soap or any soap residue. All water shall be removed. The interior walls shall be free of soap film and water spots. When cleaned, the interior and exterior shall be polished with a soft cloth to leave a streak free finish.

The instruction booklets contain the details on how to remove parts for cleaning



The interior and exterior walls of all appliances shall be free of soap film and water spots. The exterior shall be polished with a dry soft cloth to leave a streak free finish.

For appliances that fail to meet the required standards, the customer has the option of visiting FMS to clean the appliances or being charged.

Visits to FMS to clean the appliances should be made before 2pm. This will allow you enough time to complete the cleaning before the facility closes.

A £25 charge (as of Oct 16) will be incurred for each appliance that does not meet the required cleaning Standard. This is the amount the Contractor will charge the FMS to clean each appliance.

APPLIANCE REPAIRS

FMS is responsible for initial connection & final disconnection, maintenance & repair or replacement of government owned appliances.

Reporting a Faulty Appliance

Before you report an inoperable appliance, make sure that the appliance is plugged in and has not blown a fuse or tripped a circuit breaker.

If the appliance is a washing machine, ensure the water is turned on and the drain is not clogged.

If the power is turned on and the appliance still does not run or runs badly, call the FMS Service Call Desk, **commercial 01638-527156**. Non-emergency service calls can be reported from 0800-1600 to **appliancepaircalldesk@us.af.mil**.

Emergency service calls can be reported at any time of the day or night. If you have an emergency and 01638-527156 does not respond then call 01638-523605. The following are considered to be emergency calls:

Refrigerators - inoperative, not cooling or freezing

Ranges (Cookers) - oven or 2 or more burners inoperative

Dishwashers and washing machines - Leaking water under pressure

Any appliance - Sparking, smoking or fire

No appointments are made for routine or emergency calls. When you place a service call, you will need to ensure that someone will be home from the time the call is placed, as response time for the contractor is within four hours of your call.

Required information

Sponsor's SSAN, rank and name.

Address

Telephone number – both home and duty

Appliance type, make and model number (usually located on the front)

Full description of fault

Customers who miss appointments may be charged the actual cost to the Government, and will be reported to their organization.



All appliances are designed to work between ambient temperatures of 50-90 F (10-32C).

Appliances used outside this temperature range, such as from an outbuilding or garage may not work correctly.



APPLIANCE BOOKLET WEBSITES

Further guidance on correct use and day-to-day care of appliances such as user manuals can be found online from the manufacturer's website, however please always refer to FMS appliance call desk on 226 7156 / 01638 527156 for any repairs or service calls.