

East Anglian Regional Housing Office



Welcome to the East Anglian Regional Housing Office at RAF Lakenheath. We are committed to deliver excellent service in providing our military members with adequate housing while in the tri-base area. We have three Military Family Housing (MFH) Areas which are located at RAF Lakenheath, RAF Mildenhall and RAF Feltwell. Also, there is a large amount of Community Housing available in the surrounding areas of the Bases. Area maps and some Pre-Approved Rental listings are available at the RAF Lakenheath Housing Office, Building 429 near Gate Two.

On arrival, make sure you are booked in to attend the Newcomers Briefing with the Military Family Readiness Centre. If you are unable to attend the Briefing within the 1st Week of arrival, please email the Housing Office 48CES.housingassistance@us.af.mil to make us aware you are here and we can provide you some information while you are waiting to attend your briefing.

****If you are an E4 or below with less than 3 years of service and your orders state UNACCOMPANIED or married mil to mil and you are considered a geo bachelor, you or your sponsor **must contact the Dormitory Management Office before making any arrangements for lodging.** Typically, you will be assigned to the Dorms, failure to do so could impact you financially.**

RAF LAKENHEATH DORM MANAGEMENT: DSN 314-226-2101 (FOLLOW THE PROMPTS) EMAIL 48CES.dormmanagers@us.af.mil

RAF MILDENHALL DORM MANAGEMENT: DSN 314-238-5735 EMAIL 100CES.UHO@us.af.mil

Temporary Lodging Facilities Contact Numbers:

Liberty Lodge, RAF Lakenheath: DSN 226-6700 / 01638 526700

Gateway Inn, RAF Mildenhall: DSN 238-2407 / 01638 542407

RAF Lakenheath Housing Office, Bldg 429 Walk-in Open Hours:

Mon/Wed/Fri: 0800-1130 / 1300-1530

Tues/Thurs: 1300-1530

U.S. Holidays: Open

U.K. Holidays: Closed

Assistance Team (TLA/OHA/AOHA):

Tel: 01638 522101 or DSN 226-2101 option 1, option 1

E-mail: 48CES.Housingassistance@us.af.mil

Referral Team (Community Housing):

Tel: 01638 522101 or DSN 226-2101 option 1, option 2

E-mail: 48CES.Referral@us.af.mil

Facilities (MFH Occupants (Inspections/Maintenance)/MFH Waiting Lists):

Tel: 01638 522101 or DSN 226-2101 option 1, option 3/4

E-mail: 48CES.MFH@us.af.mil

If you are interested, apply for Military Family Housing (MFH) on <https://www.homes.mil/heat>

View Military Family Housing Waitlists (Internal NIPR Access Only):

<https://usaf.dps.mil/sites/48FW/48thMissionSupportGroup/48thCES/HousingOffice/Waitlist/SitePages/Home.aspx>

Furnishings Management Section (FMS), RAF Feltwell Bldg 73:

Mon/Tues/Wed - 0830-1530

Thurs - 1030-1530

Fri - 0830-1500

Customer Service: 01638-522101 or DSN 226-2101 option 3, option 2

E-mail: 48CES.CEACF@us.af.mil

Appliance Repair Desk: 01638 522101 or DSN 226-2101 option 3, option 1

E-mail: APPLIANCEREPAIRCALLDESK@us.af.mil

Useful Housing Websites and Resources:

www.housing.af.mil/Units/RAF-Lakenheath; www.facebook.com/RAFLakenheathHousingManagementOffice

Military Family Housing (MFH) consists of one-, two- and three-story units. East Anglian Regional Housing Office has 3 separate on-base housing areas (Tri-Base). MFH areas are within a 10-mile radius of each other. The waiting times are approximate and change on a weekly basis. Please check with the Housing Office for current waiting times. **Note:** All members arriving on accompanied orders will be added to the MFH waitlist upon arrival (see Tri-base Area Housing Policy letter).

If you apply for MFH within 30 days of your arrival your effective placement date on the waiting list will be the departure date from your losing installation. After 30 days your effective date will be the date of walk-in. **Please note that credit for coming from an Unaccompanied Dependent Restricted Tour (UDR) must be claimed within 30 days of your arrival; a copy of your UDR orders is required.**

Temporary Lodging Allowance (TLA) is a financial entitlement that partially reimburses you for Lodging and Meals while in TLF (Temporary Lodging Facilities). If you choose to lodge off base, please consult with Finance regarding your entitlement. A Non-availability letter from on base lodging may be required. You can opt to stay with friends, relatives or coworkers and receive an allowance for meals only. A Confirmation of Lodging Form can be found at the Housing Office and on the AF Connect app.

You are required to complete your TLA Claims in 10 Day increments by providing your Housing Counselor a Fully Itemized Paid Receipt (each night to be printed and cost per night) and a completed TLA Entitlement Form (commonly known as the House Search Form). On the First House Search Form you need to show 2 properties you have viewed. All subsequent Claims you need to show 4 Houses viewed until you show you have Accepted a Property. Declination of housing must be based on safety issues and not personal preference. If a property has not been accepted after the 2nd Claim, an appointment will be made for you to meet with the Housing Manager to determine continuation of TLA reimbursement and to assure the appropriate effort toward searching for a residence is being maintained.

If you applied for Military Family Housing and it is not available, you must actively seek private rental housing to maintain your entitlement to TLA.

In the event you elect to process a rental contract on a house which is not ready for occupancy within 30 days your TLA entitlement will end at 30 days unless an extension is pre-approved.

If available, you can elect to initiate a Short-Term Rental and start your Overseas Housing Allowance (OHA) while searching or waiting for Long-Term Housing to come available. The Referral Team in the Housing Office maintains a list of **approved** Short-Term Lets. Once OHA has started you cannot go back in to TLF Status.

Overseas Housing Allowance (OHA) is money received for your rent. The amount received is either your Monthly Rental Amount or your OHA Cap, whichever is lowest. Rental payment over and above the amount of your OHA entitlement will be at the members' own expense. Try and ensure you get value for your money and make allowances for possible future rent increases. It is not always advisable to maximize your OHA. Your OHA will start on the Lease Effective Start/Commencement Date and your TLA will end the night prior to the Start Date. If your situation or circumstances change (marital status, moving house for example) you must contact the Housing Office to ensure it is reflected in the OHA.

Moving In Housing Allowance (MIHA) is a one-time payment to assist you with additional costs that may incur when moving into off-base housing.

Utility Allowance will be provided to you for the payment of electricity, heating, and water. In almost all cases these payments are your responsibility when renting a home off-base. Legislation exists in the UK to ensure you are provided with the Energy Efficiency of a property before you make a choice to rent it. This is provided to you in the

form of an Energy Performance Certificate (EPC). Homes are rated from A to G, with A being the most efficient, G being the least. Houses below **an E rating must not be rented** (unless historically listed).

Advance Overseas Housing Allowance (AOHA) You can apply for AOHA which is an interest free loan up to three times your rent or OHA cap, whichever is lowest. Repayment is normally made over 12 months by automatic pay deduction. When applying for AOHA you would need a signed Lease for the paperwork to be completed and you would then need to route the AOHA up to your Squadron Commander for approval. Once the AOHA has been approved, return it to the Housing Office to pass to the Finance Office. You should receive funds within 3-5 business days. Please ensure the time between when you sign your Lease and the effective start date is sufficient to process your AOHA, as the funds will need to be on hand to pay to your Agent/Landlord.

Security Deposits may be required before possession of the property will be given. It should never be more than the equivalent of 5 weeks rent. Security deposits can be used by the Landlord for any outstanding obligations when the tenancy comes to an end. To minimize disputes regarding the condition of your property and your security deposit, you should ensure a comprehensive condition inventory of the property is completed at the beginning of the tenancy and signed by both parties. The Housing Office can provide an example inventory for your use. The condition of all aspects relating to the property should be referred to on the condition inventory otherwise it becomes a matter of your word against the Landlord's at the end of the tenancy. It is advised to take pictures upon move in and move out. Any Landlord/Agent taking a deposit from you in connection with a rental contract, are required to register your deposit in one of the UK governments approved schemes. UK law expects Tenants to police Landlord compliance with this legislation. **If you have not received instructions from your Landlord/Agent as to where your deposit is registered within 30 days**, inquire about this with your Landlord/Agent or contact the Referral Team in the Housing Office.

INFORMATION TO KNOW BEFORE RENTING OFF BASE

Renting in the Community - The area surrounding RAF Lakenheath, RAF Mildenhall and RAF Feltwell is very rural and comprised of many small towns and villages. Ensure you carefully consider the type of roads you will have to drive when choosing a home. *When looking at the drive to the home of your choice, consider the changing daylight hours and weather, depending on the season.* It is mandatory that the Housing Office Referral Team inspect all Rental Properties before a Lease is signed. This is referred to as our Adequacy Standards Program. Referrals can advise/help you with any questions you have on Renting Off Base, Safety Inspections, Right to Rent Letter, Excess Rent Acknowledgement Memo & Council Tax. You do not pay Council Tax, but you need to register Exemption – Follow <https://www.gov.uk/apply-for-council-tax-discount> to register your Council Tax Exemption.

Pre-Approved Listings of available off-base rental properties may be found on Homes.mil (Rental Partnership Program (RPP), RAF Lakenheath/Mildenhall).

Purchasing in the Community - If you choose to purchase a home, TLA reimbursement will be limited to 30 days. This may be insufficient to cover you for the time needed to complete the purchase. In such a case it will be necessary to find a short-term rental while you complete the purchase. Attempt to do as much research as possible through local Agents and financial brokers.

Always verify the **available date** before viewing a property to ensure you will be able to occupy it within your TLA Allowance. Members should aim to move into a house within the first 30 days of arrival. Please be aware that a change in an available date on a property is **NOT justification for a Temporary Lodging Allowance (TLA) extension.**

Once you accept a House your Agent will contact Referrals to book a Life Safety Inspection on the Property. Your Agent will let you know when this is to take place. On the Day of the Inspection, you need to call Referrals after 1430hrs for the Results of the Inspection. If the Inspection fails Referrals will let you know if any items can be waived by you so you can carry on moving into the Property without delay. However, you must sign an Adequacy Standard Inspection Waiver Memorandum.

The Housing Office provides a standard lease for you to use when renting a home off base, but some Agents/Landlords may use their own lease. Ensure **all** Leases are reviewed by yourself and the Referral Team in the Housing Office. You should understand your rights and obligations when renting. The **military clause** in the standard housing lease allows you to give 30 days' notice to terminate a lease for a military reason (i.e., accepting MFH or PCS, etc.)

Before you sign your Lease - email it to Referrals to check that it is good to sign. All community housing leases must include a **Military Break Clause** and be **reviewed by the Referral team** prior to signing.

Although your concern at present is finding a home, you may want or need to move again in the future. Notice to end your tenancy must be in writing and in accordance with how your lease states you should serve notice. If you have any questions, please ask the Referrals Team in the Housing Office. **FMS must be notified of your move so that the government assets can be transferred to the new property. Failure to do this will result in a delay should you need an appliance engineer visit.**

Furnishings Management Section (FMS) - Temporary loaner furniture is available from FMS for off-base and on-base residents for up to 90 days, while awaiting the delivery of your Household Goods (HHG). A temporary loaner kit consists of a combination of beds, dressers, sofas, tables, and chairs. Requests should be delivered within five to seven duty days. Please ensure you process your request at least ten days prior to the effective date of your move, to allow time for delivery. FMS Packages can be found on SharePoint: Housing Office/Documents/FMS/FMS Packages or the AF Connect App: Housing/Furniture Management Section/New Arrivals.

Duration of Tour (DOT) items are available for off-base residents. Items include wardrobes, washer/dryer, stove, refrigerator, and transformers **WHEN NOT PROVIDED BY THE LANDLORD**. A Landlord/Tenant statement, signed by the military member and Landlord/Agent, must be provided to FMS with any application for appliances. Stipulate available space and relevant connections available.

It is important that you report any damages to your property or the appliances on delivery prior to signing for receipt of item on AF Form 228, Appliance Condition Report. Any damage to the Landlord's property will be taken from your security deposit so recording of damages is essential to ensure you can utilize the reimbursement process. ***Please contact the FMS QA Department on 01638 522101 or DSN 226-2101 option 3, option 3.***

Military Break Clause (as taken from the Housing Office Lease)

Tenant's Break Clause

Notwithstanding the express terms contained herein this Tenancy may be terminated earlier by the Tenant for reasons of military necessity, as defined in paragraph 9.2 subject to the Tenant giving the Landlord/Agent not less than thirty (30) days' notice in writing, such written notice to be served personally or by Recorded Delivery Post by the Tenant upon the Landlord/Agent.

Military necessity generally includes but is not limited to the following circumstances:

The Tenant is officially directed by the United States Air Force to a permanent duty location that is at least ten (10) miles greater in distance from the leased premises than the Tenant's duty location was when the Tenancy was entered in to, this includes Permanent Change of Station (PCS) and Permanent Change of Assignment (PCA); or

The Tenant is directed by the United States Air Force to occupy quarters or accommodations provided by the United States Air Force or its Agents; or

The Tenant, their spouse and/or dependents are no longer permitted to remain in England or Wales, or are required to return to the United States (or place of origin other than England or Wales) for a protracted period of time (e.g. loss of command sponsorship, military necessity, illness or death); or if the United Kingdom or the United States become party to a war; or

The Tenant is directed to deploy to a temporary duty location for a period in excess of ninety (90) days; or

The Tenant leaves the United States military or civilian service for any reason.

Additionally, the Tenant may terminate this Tenancy early if the Tenant voluntarily accepts an offer of accommodation provided by the United States Air Force or its Agents, subject to the Tenant's having resided at the Property for at least six (6) months of this Tenancy. The Tenant must give the Landlord/Agent not less than thirty (30) days' notice of termination under this clause in writing, such written notice to be served personally or by Recorded Delivery post by the Tenant upon the Landlord/Agent. If the Tenant properly effects notice of early termination under this clause, the Landlord/Agent shall not require from the Tenant any charge, levy, penalty, or other payment whatsoever by reason of such termination.


Rental Increases

Notwithstanding the express terms contained herein, during this tenancy there will be no increase in rent on account of the Tenant's promotion within the United States Visiting Force or within another US Government Agency.


EXPLANATORY NOTE REGARDING RENT INCREASES CLAUSE. It has been brought to our attention that it has been the practice of some Landlords to raise the Tenant's rent solely because the Tenant has been promoted and therefore will receive a greater housing allowance from the US Government. To end this practice, we have found it necessary to include an additional clause to ensure this does not happen. This clause in no way prevents the Landlord

from raising the Tenant's rent in accordance with other clauses in this lease and is compliant with UK law.

LANDLORD _____ *TENANT* _____



TLC Application – House Search Form



DEPARTMENT OF THE AIR FORCE
AETB/FOIGHTER WING (AFAF2)

MEMORANDUM FOR: 4C REQUESTOR

FROM: Service Member (SLM) Agreeing to Temporary Lodging Allowance (TLC)

SUBJECT: Temporary Lodging Allowance (TLC), Enlistment Applications

This form will document your request for TLC assistance and will be used in requesting documentation for your allowance request. Failure to fill out this form correctly will negatively impact your enrollment assistance in TLC.

Signature _____ Grade _____ Date _____

_____ Duty Station _____ Date of Arrival _____

I hereby certify that the TLC application is true. (Please print name) _____

The Temporary Lodging Allowance was requested by: (Please check one)

☐ Service Member / ☐ Service Member & Family Member / ☐ Family Member ONLY

Number of dependents staying with you: _____ (Please write date) YES/ NO _____

Reason of dependent staying YES/ NO _____

Was working fulltime available in the Temporary Lodging Allowance YES/ NO _____

6. Minimum Temporary Lodging Allowance (TLC) to Be Given: The house rent is currently less than monthly compensation of the TLC rate then monthly compensation will be provided to the applicant. Please ensure that you fill out this form accurately. If you are unable to provide the information, please contact the AFAF2 for help prior to purchase the allowance. (in U.S. dollars) _____

HOUSE SEARCH RECORD (submitted before you fill out a separate sheet of paper):

Date Visited	Full Address (Include Post Code)	Reason for Non-Acceptance (Please be specific)	Assigned Move-In Date

Declination of housing must be based on safety and not preference

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F35 PERSONAL LIFE ONLY



REFERRAL TEAM

- Referrals Team can assist with:
 - Landlord/tenant disputes – investigate/mediate complaints
 - Provide information on local standards of conduct
 - Assist with getting you forms to file exempt for local council tax
 - Availability of housing or Short Term Let
 - Support with Rental Partnership Program (RPP) – 48CES.CEI.RPP@us.af.mil - see next slide
 - For further support, Email 48CES.Referral@us.af.mil or call DSN 226-2101 / 01638 5222101 226-2101 option 1 option 2


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RENTAL PARTNERSHIP PROGRAM

- Rental Partnership Program (RPP) supports visiting forces in obtaining adequate housing in the community
- Advertises rental properties that have been pre-inspected by a Referrals Specialist before being listed on HOMES.MIL
- Coordinates with local property owners who have entered into an agreement to offer visiting forces rental properties without application fees or security checks
- Property has been pre-approved by the Referral team
- Email 48CES.CEI.RPP@us.af.mil
- [To access available properties navigate to:](#)
 - [HOMES.MIL](#) – On the home page choose Installation
 - [Air Force RAF Lakenheath – Mildenhall](#)
 - In the “Refine Your Search” click RPP – YES then click UPDATE




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Renting In The Community

- **Step 1** – Once you have paid a holding fee Agent/landlord must complete Adequacy Standards Checklist (ASC) and forward to the Referrals Team: 48CES.REFERRAL@US.AF.MIL
 - The ASC must be received prior to occupancy and lease signing so our Referral Team can physically inspect the property.
- **Step 2** – If your rent amount is higher than your OHA entitlement please see **Excessive Rent** document and get approval from your First Sergeant or Commander - Present to Referral Team with draft lease for review
- **Step 3** - **Before signing the lease** have your lease reviewed by our Referrals Team. Confirm the Housing Office Inspection has passed.
- **Your final lease should include:**
 - Current Military Break Clause
 - Lease terms max 6-12 months
 - Signatures from both parties (landlord/agent and Member) – Member signature MUST be CAC or wet signed


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Community Housing Cont...

- May be required to pay the agent a holding deposit, capped at 1 weeks rent
- Security Deposits – 5 weeks rent max, even with pets
- Provide Verification of **Right to Rent** Letter to agent/landlord with US State ID (Driving License). Note: orders not required to be given but if you do, please redact all PII
- Verify date home is available for occupancy – should be readily available and within your TLA entitlement
- Check lease start date coincides with TMO/FMS deliveries
- Condition Inventories – do a walk through of your own with Agent/landlord and mark all concerns on Inventory check
- **Last reimbursable night of TLF** is night prior to lease start date
- Where applicable note School Bus Commuting Map attached packet
- Do NOT tell your Landlord your Rank or amount of housing allowance

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Overseas Housing Allowance (OHA)

WHAT IS OVERSEAS HOUSING ALLOWANCE (OHA)?

OHA is designed to partially offset housing expenses at overseas duty locations when service members live in privately leased housing on the local economy.

Please refer to your handout,
See example to right.

Included in your newcomers
packet is also a list of your OHA
CAP/entitlements.



OHA Components

- **Monthly Allowance**
 - A monthly value determined by official mission location
 - **Basic Allowance** - is assigned on the basis of the location of the duty station
 - **Location Allowance** - is assigned on the basis of the location of the duty station
 - **Cost of Living Allowance** - is assigned on the basis of the cost of living in the location of the duty station
- **Utility and Recurring Maintenance Allowance**
 - **Utility Allowance** - is assigned on the basis of the location of the duty station
 - **Recurring Maintenance Allowance** - is assigned on the basis of the location of the duty station
- **Waste or Wastage Allowance (WMA)**
 - **WMA** - is assigned on the basis of the location of the duty station
 - **WMA** - is assigned on the basis of the location of the duty station
- **Other Allowances**
 - **Other Allowances** - is assigned on the basis of the location of the duty station
 - **Other Allowances** - is assigned on the basis of the location of the duty station

OVERSEAS HOUSING ALLOWANCE

Overview

The Overseas Housing Allowance (OHA) is designed to partially offset the cost of housing for service members assigned to duty stations in foreign countries. OHA is a monthly allowance that is paid to service members who are assigned to duty stations in foreign countries. OHA is a monthly allowance that is paid to service members who are assigned to duty stations in foreign countries. OHA is a monthly allowance that is paid to service members who are assigned to duty stations in foreign countries.

Key Facts

- OHA is a monthly allowance that is paid to service members who are assigned to duty stations in foreign countries.
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Useful Resources

OHA Calculator
[OHA Calculator](#)

OHA Handbook
[OHA Handbook](#)

OHA Training Materials
[OHA Training Materials](#)


OHA Frequently Asked Questions
[OHA Frequently Asked Questions](#)

OHA Contact Information
[OHA Contact Information](#)

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Overseas Housing Allowance (OHA)

To START OHA please provide Housing:

- Full ORDERS/Amendments/UDR orders
- Reviewed, fully signed lease (Member must CAC or wet sign)

OHA start date is based on the lease start date in the contract. Night prior to lease commencement is last reimbursable night of TLA


Against Financial Management Regulation DoD 7000.14-R Volume 7A Chapter 26 to use OHA for any services other than rent. *I.E. **NO** gardening, window cleaning, housekeeping, laundry or ANY other extra personal service should be included in rent.* The only exception to is charges for renting parking space/garage or normal utilities listed in the contract (see below)

OTHER ALLOWANCES:

- Utilities – will be requested according to lease (all, some, none)
- Move In Housing Allowance (MIHA) – 1 time payment designed to help cover move in expenses

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Advance Overseas Housing Allowance (AOHA)

- Interest free loan – To assist with paying Deposit or Other move in expenses
- AOHA will be completed by the Housing Office
- Leave Sufficient time to process before lease effective date
- AOHA needs to be approved by SQUADRON Commander
- Needed: Pre approved** signed lease, amount to borrow in GBP
- Can borrow up to 3x OHA cap or RENT which ever is lower
- Paid no sooner than 3 days prior to tenancy start date
- Process can take 3-5 business days from CPTS receiving
- Repayment over 12 months

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Energy Performance Certificate (EPC)

Energy Performance Certificate

17 Any Street,
Any Town,
County,
YY3 5XX

Dwelling type: Detached house
Date of assessment: 02 February 2007
Date of certificate: [dd mm yy]
Reference number: 0000-0000-0000-0000
Total floor area: 166 m²

This home's performance is rated in terms of the energy use per square metre of floor area, energy efficiency based on fuel costs and environmental impact based on carbon dioxide (CO₂) emissions.

Energy Efficiency Rating	
Current	Potential
73	37

England & Wales

Environmental Impact (CO ₂) Rating	
Current	Potential
69	31

England & Wales

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TECHNOLOGY

- TV License** – required to watch live tv/record/download TV on any device. Streaming does not usually require a license so long as it isn't live. Visit www.tvlicensing.co.uk to find out if you need to buy a license or register for an exemption.
- DECT 6 devices** - Illegal in the UK under section 8 of the UK Wireless Telegraphy Act 2006
 - The 6 frequency is specific to North America and interferes with UK licensed services.
 - Check US baby monitors, cordless phones etc.
 - Maximum £5000 fine and/or 6 months prison sentence if found using.

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Council Tax Exemption

- THIS EXEMPTION MUST BE REGISTERED BY YOU!!**
- It is a criminal offense in the UK to not pay Council Tax. If you do not apply for your exemption you will end up with a court summons. Bailiffs could turn up at your home and remove goods to pay fines.
- Visit <https://www.gov.uk/apply-for-council-tax-discount> to find your District Council and register your exemption.
- If your DEROS changes you must notify your District Council.
- If you need additional assistance or have questions about how to file exempt, reach out to the Referral team at 226-2101 option 1 option 2 or 48ces.referral@us.af.mil

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Short Term Lease

Approved Short term leases are available Off-Base:

- Leases from 1 week to several months
- OHA authorized for approved Short Term Lets. This will bridge the gap between TLA stopping and moving into permanent housing if needed
- OHA change must be completed after moving into permanent housing
- List of approved units can be found at the Housing Office – list available on our website.
- DO NOT** enter into a short term lease which has not been approved by the Housing Office
- Non-availability of a short term let **DOES NOT** warrant an extension of Temporary Lodging Allowance (TLA)

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Furnishings Management Section (FMS)



WALK IN HOURS

0830 – 1530 Mon-Wed

1030 – 1530 Thurs

0800 – 1530 Fri

PHONE HOURS

0815 – 1600 Mon-Wed

0945 – 1600 Thurs

0815 – 1530 Fri

REPAIR DESK

0800 – 1545 Mon-Wed

0930 – 1545 Thurs

0800 – 1515 Fri

US Holidays (Down/Goal/Family Days): Open / UK/MOD Holidays: Closed


Customer Service: 01638-522101 or DSN 226-2101 option 3 option 2

appliance.repair@uofa.af.mil

FMS Appliance Call Desk: 01638-522101 or DSN 226-2101 option 3 option 1

ApplianceRepairCallDesk@uofa.af.mil

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Furnishings Management Section (FMS)

Delivery Requests:


- FMS PCS In (Military/Civilians), PCS Out, Separate/Retiring packages can be found on SharePoint: Housing Office/Documents/FMS/FMS Packages or the AF Connect App: Housing/Furniture Management Section/New Arrivals
- **Send Completed package w/ orders to 48ccsc.ceacf@us.af.mil at least 7-10 duty days prior to date delivery required**
- **Deliveries/pickups are either 0800-1200 (AM) or 1200-1600 (PM)**
- You will be charged the government cost for a delivery/pickup in the following circumstances:
 - No shows (No one was home to accept the delivery/pickup)
 - Cancelling your appointment with less than 24 hours' notice
 - If you need a re-delivery of an appliance due to size restrictions
 - Other preventable issues which prevent the delivery/pickup occurring

Loaner Furniture:

- Loaner furniture available for up to a maximum 90 days
- Hardship waivers can be requested for an extension in extenuating circumstances
- **Must be returned to FMS in a clean condition. You may be charged cleaning costs if not!!**
- Please do not allow pets on soft furnishings

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[illegible]




FMS Damage Complaints

Please ensure any damage caused by the Contractor during delivery/pickup is reported in the correct way:

1. *Inspect FMS item and property closely during delivery/pickup*
2. *Ensure damage is annotated on the FMS paperwork, **BEFORE MEMBER** signing*
3. *Report damage to the Quality Assurance Section immediately for investigation on 01638 522101 or DSN 226-2101 option 3 option 3*
4. *Take photographs of the damage to support your claim*

*Failing to inspect the area/item and report damage **PRIOR TO SIGNING FMS PAPERWORK** may invalidate any claim!*

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ARRIVAL TLA

- SUBMIT IBQ AND ORDERS/AMENDMENTS (AT THE INPROCESSING BRIEFING) SUBMIT TLA ENTITLEMENT FORM TO YOUR ASSIGNED COUNSELOR EVERY 10 NIGHTS UNTIL HOUSE IS ACQUIRED
- SUBMIT PAID ITEMIZED LODGING RECEIPT TO YOUR ASSIGNED COUNSELOR (EVERY 10 NIGHTS UNTIL LEASE START DATE)
- ENSURE FMS PAPERWORK SUBMITTED IN ADVANCE TO COINCIDE WITH LEASE START DATE IF REQUIRED

START OF OHA/AOHA

- ENSURE LIFE SAFETY INSPECTION BY HOUSING HAS PASSED
- UNSIGNED DRAFT LEASE REVIEWED BY HOUSING REFERRALS (48CES.REFERRAL@US.AF.MIL)
- SIGNED LEASE (MUST BE WET/CAC SIGNED)
- COPY OF ORDERS AND AMENDMENTS (IF NOT SUBMITTED AT INBOUND BRIEFING)
- ENSURE METER READINGS ARE TAKEN ON MOVE IN DAY
- ENSURE COUNCIL TAX EXEMPTION IS SUBMITTED TO RELEVANT COUNCIL

READINESS • F-35 • COMMUNITY



QUESTIONS?

BEFORE LEAVING:

Please complete and hand in the following:

1. Inbound Briefing Questionnaire (IBQ) and Certificate of Understanding on reverse
2. Completed Housing Application pack (if Accompanied
3. One copy of full orders and amendments

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OHA Chart

RAF LAKENHEATH / RAF MILDENHALL

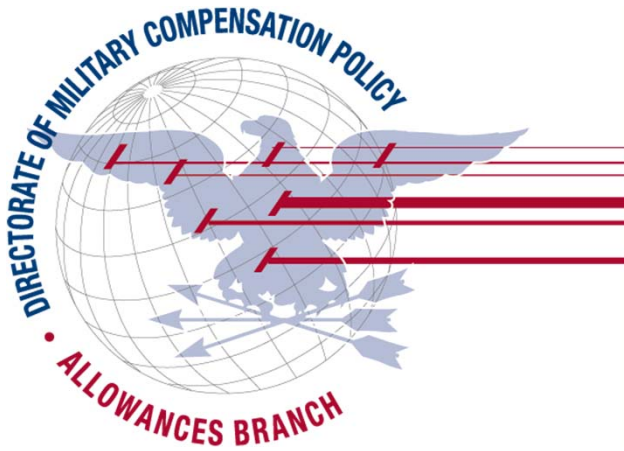
GB352

Effective Date	1-Aug-23	
Exchange Rate	\$ to £	£ to \$
	0.78	1.28

MIHA (\$)	\$767.95	£599
Util Unacc	\$828.85	£647
Util Acc/Mil to Mil	\$1,105.13	£862

With Dependent				Without Dependent			
Rank	Max Rent	Max Rent	LES	Rank	Max Rent	Max Rent	LES
E1	£1,222	\$1,566.67	\$2,671.79	E1	£1,100	\$1,410.00	\$2,238.85
E2	£1,222	\$1,566.67	\$2,671.79	E2	£1,100	\$1,410.00	\$2,238.85
E3	£1,222	\$1,566.67	\$2,671.79	E3	£1,100	\$1,410.00	\$2,238.85
E4	£1,222	\$1,566.67	\$2,671.79	E4	£1,100	\$1,410.00	\$2,238.85
E5	£1,333	\$1,708.97	\$2,814.10	E5	£1,200	\$1,538.08	\$2,366.92
E6	£1,535	\$1,967.95	\$3,073.08	E6	£1,382	\$1,771.15	\$2,600.00
E7	£1,535	\$1,967.95	\$3,073.08	E7	£1,382	\$1,771.15	\$2,600.00
E8	£1,535	\$1,967.95	\$3,073.08	E8	£1,382	\$1,771.15	\$2,600.00
E9	£2,025	\$2,596.15	\$3,701.28	E9	£1,823	\$2,336.54	\$3,165.38
O1	£1,333	\$1,708.97	\$2,814.10	O1	£1,200	\$1,538.08	\$2,366.92
O1E	£1,535	\$1,967.95	\$3,073.08	O1E	£1,382	\$1,771.15	\$2,600.00
O2	£1,333	\$1,708.97	\$2,814.10	O2	£1,200	\$1,538.08	\$2,366.92
O2E	£1,535	\$1,967.95	\$3,073.08	O2E	£1,382	\$1,771.15	\$2,600.00
O3	£1,535	\$1,967.95	\$3,073.08	O3	£1,382	\$1,771.15	\$2,600.00
O3E	£2,025	\$2,596.15	\$3,701.28	O3E	£1,823	\$2,336.54	\$3,165.38
O4	£2,025	\$2,596.15	\$3,701.28	O4	£1,823	\$2,336.54	\$3,165.38
O5	£2,100	\$2,692.31	\$3,797.44	O5	£1,890	\$2,423.08	\$3,251.92
O6	£2,387	\$3,060.26	\$4,165.38	O6	£2,148	\$2,754.23	\$3,583.08

Visit: <http://www.defensetravel.dod.mil/site/ohaCalc.cfm>



OHA Components

- **Rental Allowance**

A monthly rate designed to offset rental expenses at overseas locations. Reviewed and updated biannually using rent amounts reported through the finance system. It is designed so that 80% of members with dependents have rental payments fully reimbursed. For other members, it may cover the majority of the rental expenses. The service member is paid either the amount of their rent or the rental allowance, whichever is lower.

- **Utility and Recurring Maintenance Allowance**

Paid monthly, in conjunction with the rental allowance, to help offset expenses for members who pay utilities, recurring maintenance, and minor repair expenses. When all utilities are included in rent, the member does not get the utility allowance. Instead, the utility allowance is added to the member's rental allowance. The rate is updated annually based on data collected from the OHA Utility Expenses Survey.

- **Move-in Housing Allowance (MIHA)**

- **MIHA Miscellaneous.** A one-time payment to all OHA recipients designed to offset average move-in expenses. The amount is based on expenses reported by members on the OHA Move-In Expenses Survey conducted every 3 years, including purchase of appliances and utility hookup fees.
- **MIHA Rent.** A dollar-for-dollar reimbursement for realtor fees.
- **MIHA Security.** A dollar-for-dollar reimbursement for security upgrades to a dwelling. Only certain locations are authorized.
- **MIHA Infectious Disease.** A dollar-for-dollar reimbursement for infectious disease related upgrades to a dwelling. Only certain locations are authorized.

OVERSEAS HOUSING ALLOWANCE

Overview

The Overseas Housing Allowance (OHA) is designed to partially offset housing expenses at overseas duty locations when service members live in privately leased housing on the local economy. OHA is paid to approximately 60,000 service members at a cost of \$1.5 billion annually. The OHA Program takes into consideration the amount service members spend on rent, utilities, and move-in costs. For OHA policies, see the Department of Defense Financial Management Regulation (FMR), Volume 7A, Chapter 26.

Key Facts

- OHA enables service members to obtain adequate housing at an overseas duty station. Unaccompanied members are entitled to up 90% of the rental allowance and 75% of the utility allowance.
- Service members can impact their OHA rates by participating in the annual OHA Utility Expenses Survey and triennial OHA Utility and Move-In Expenses Survey.
- OHA reflects what service members are actually paying in housing costs and is adjusted based on currency fluctuations.

Helpful Resources

OHA Calculator:

<https://www.defensetravel.dod.mil/site/ohaCalc.cfm>

OHA Policies in the DoD FMR:

https://comptroller.defense.gov/Portals/45/documents/fmr/current/07a/07a_26.pdf

OHA Survey Information:

<https://www.defensetravel.dod.mil/site/ohaSurvey.cfm>

FAQs: <https://www.defensetravel.dod.mil/site/faqoha.cfm>

DoD Overseas Station & Housing Allowance Process Guide:

https://www.defensetravel.dod.mil/Docs/DoD_Overseas_Station_and_Housing-Allowance_Process_Guide.pdf

DoD MIHA Process Guide:

[https://www.defensetravel.dod.mil/Docs/DoD_Move-In_Housing-Allowance_\(MIHA\)_Process_Guide.pdf](https://www.defensetravel.dod.mil/Docs/DoD_Move-In_Housing-Allowance_(MIHA)_Process_Guide.pdf)



School Bus Commuting Area Guide

Effective date: 01 August 2022

DoDEA provides student transportation services to the following villages.

Lakenheath.SBO@dodea.edu

RAF Feltwell Schools Commuting Area	RAF Lakenheath Schools Commuting Area
Beck Row	Barton Mills
Brandon	Bury St. Edmunds
Brookville	Chippenham
Downham Market	Eriswell
Ely	Fordham
Feltwell Village	Fornham All Saints
Hilgay	Freckenham
Hockwold	Icklingham
Holywell Row	Isleham
Littleport	Kentford
Methwold	Lackford
Mundford	Lakenheath Village
Northwold	Mildenhall Village
RAF Mildenhall	Newmarket
RAF Feltwell	RAF Lakenheath
Southery	Red Lodge
Stanton Downham	Soham
Stoke Ferry	Tuddenham
Thetford	West Row
Weeting	Worlington
Wereham	

Customer Service hours: 0800-1300 on school days

If an alternate time is required, please call 01638-52-7013 or DSN: 226-7013.

Note: The EFMP screening documents specify the specific schools that can provide services for respective student.
For additional information, please call the School Liaison Office at 01638-52-5077/5078

**Services are subject to change.*

Student Transportation Registration Procedure

Sponsors with school-age children should use this list as a guide when securing a home. Contact the Student Transportation Office **before** selecting a home.

Students must be registered at one of the Lakenheath or Feltwell Schools to receive transportation services.

Sponsors must register for student transportation every year. Requests can be made by emailing Lakenheath.SBO@dodea.edu or visiting the Student Transportation Office on RAF Lakenheath, Building 804, Room 2 (Liberty Intermediate School) during customer service hours.

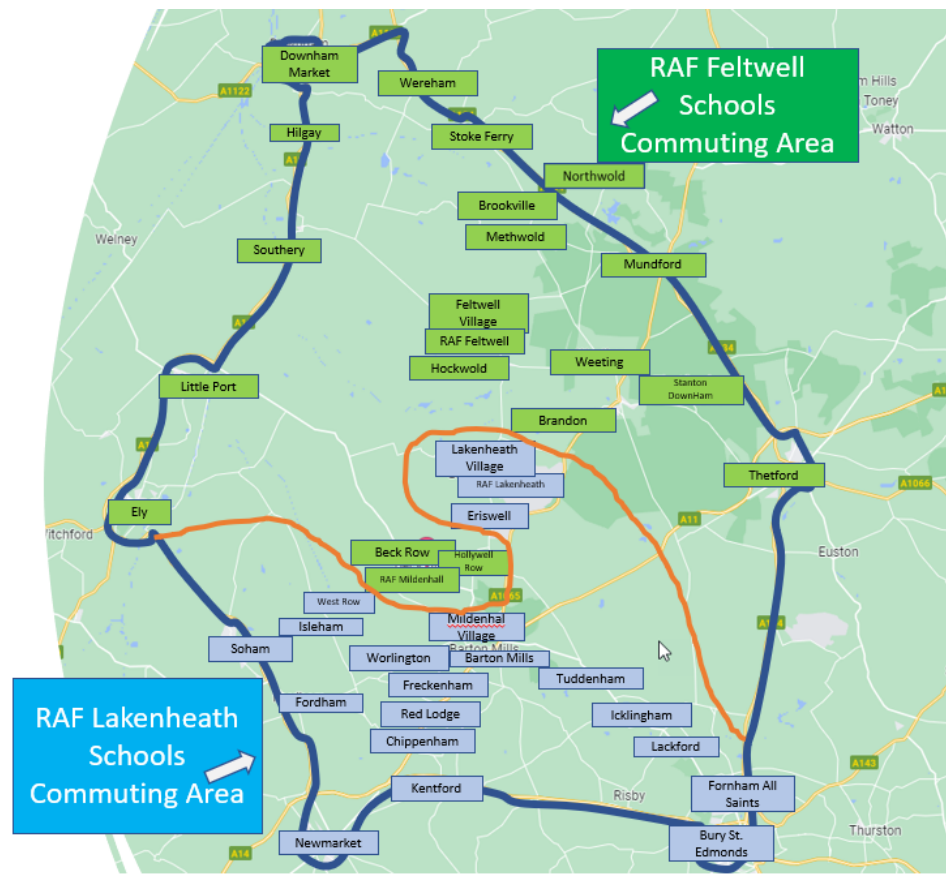
A bus pass is required to board the bus. All bus passes include a photograph. Sponsors may provide a head-and-shoulders photograph or bring their student to the STO to have their photograph taken.

Bus passes must be picked up at the Student Transportation Office and signed for by the sponsor, or sponsor's spouse, during customer service hours. Official photo ID will be required to pick up the pass.

The sponsor, spouse, or authorized guardian must be present at the bus stop for with kindergarten and 1st grade students to ride the bus.

Customer service hours are 0800-1300 on school days and by appointment during school breaks. If an alternate time is required, please call 01638-52-7013 (226-7013) to set a time.

Commuting Boundary



**Services are subject to change.*



CONTROLLED UNCLASSIFIED INFORMATION

DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAF)

MEMORANDUM FOR WHOM IT MAY CONCERN

FROM: United States Air Force,
East Anglian Housing Office,
Building 429,
RAF Lakenheath, Brandon, IP27 9PN, United Kingdom

SUBJECT: Verification of Right to Rent

References: <https://www.gov.uk/government/publications/landlords-right-to-rent-checks-guide>.

1. This letter serves as notice that:

Military Members Full Name	Date of Birth	Nationality

is present in the United Kingdom in connection with his/her military duties and is exempt from immigration control. Persons exempt from immigration control have an unlimited right to rent private rental accommodation in the United Kingdom. A copy of the member's military orders and overseas driving license may be provided to confirm the accuracy of the information on this letter. Please note that any personal information relating to the member will be redacted from the orders and any further identification for reasons of security. A copy of this letter may be maintained by landlords or their designated agents to satisfy any further requisite checks required under the Right to Rent Scheme.

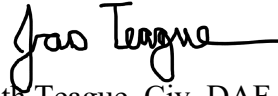
2. The military member's dependents, listed below, will also be residing at the premises. Dependents are exempt from immigration control.

Dependent Members Full Name	Date of Birth	Nationality

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FOR OFFICIAL USE ONLY

3. If you have any questions or require any further information please contact the Housing Referral Section at 01638-522063.

A handwritten signature in black ink, appearing to read "Judith Teague", with a long horizontal stroke extending to the right.

Judith Teague, Civ, DAF Housing
Director,
East Anglian Housing Office

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CONTROLLED UNCLASSIFIED INFORMATION

DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAF)

XX MON XX

MEMORANDUM FOR 48 CES/CEIH

SUBJECT: Excess Rent Acknowledgement

FROM: Service Member

1. I have selected a property at _____ and the rent is £ _____. My Overseas Housing Allowance (OHA) cap of £ _____ is exceeded by £ _____.
2. I have reviewed my finances with my First Sergeant, and or Commander, as appropriate to my grade (Enlisted or Officer) when my rent exceeds my OHA cap.

SERVICE MEMBER NAME
Unit

1st Ind, XXX

I acknowledge _____ (is / is not) financially capable of affording the rent being requested and I (recommend / do not recommend) approval of this property.

FIRST SERGEANT / COMMANDER NAME
Office



DEPARTMENT OF THE AIR FORCE
48TH FIGHTER WING (USAF)

MEMORANDUM FOR 48 CES/CEIHH

FROM: Service Member (SM) Applying for Temporary Lodging Allowance (TLA)

SUBJECT: Temporary Lodging Allowance (TLA) Entitlement Application

1. This form will determine your current TLA entitlement and will be used as supporting documentation for any TLA extension required. Failure to fill out this form correctly could jeopardize your continued entitlement to TLA.

Name: _____ Grade: _____ SSN#: _____ Date: _____

Squadron: _____ Duty Station: _____ Phone #: _____ Date of Arrival: _____

2. Identify which claim for TLA this application is for: (Please circle one) 1st 2nd 3rd 4th 5th 6th

3. The Temporary Lodging Facility was occupied by: (Please circle one)

Service Member only ____ Service Member & Family Members ____ Family Members only ____

Number of dependents staying with you: _____ Is spouse active duty: YES NO

Name of Temporary Lodging Facility: _____

Were cooking facilities available at the Temporary Lodging Facility: YES NO

4. **Maximum Temporary Lodging Allowance (TLA) for Home Buyers:** The home buyer is to actively seek temporary accommodations in an approved short-term lease, while waiting for purchase to be complete. **Please note that a person is not entitled to TLA when he/she intends to permanently reside in the dwelling (as evidenced by his or her plan to purchase the residence. see 4.3.b, same document.**

HOUSE SEARCH RECORD (additional houses may be listed on a separate sheet of paper):

Date Viewed	Full Address (Minus Post Code)	Reason for Non-Acceptance (Please be specific)	Anticipated Move-In Date

1. Acknowledgments for authorized TLA: Please read and initial next to each statement

- ____ 1. I/We are required to view and list at **least two properties** within my first 10 days of arrival and at **least four properties** within each subsequent 10 day claim period, until I/We find a home. I/We understand that declination of housing must be based on safety issues and not personal preference. **If I have not accepted a property by my 3rd claim, an appointment will be made for me/us to meet with the Housing Manager to determine continuation of TLA and to assure the appropriate effort toward searching for a residence.**
- ____ 2. I/We should seek a readily available home to occupy within the TLA entitlement period, inclusive of the Adequacy Standards Inspection. When a home is not readily available, I/We are highly encouraged to seek an alternate house or an approved Short-Term let.
- ____ 3. I/We understand that I/We may be entitled up to 60 nights in TLA status, subject to Housing review every 10 nights. I/We understand it is encouraged to identify/move-in to a home within 30 days of arrival. I/We understand that TLA status may terminate sooner based on the following reasons:
- a. Refusal to occupy available adequate housing
 - b. Enter into a lease, mortgage or occupy Military Family Housing (MFH)
 - c. Do not occupy temporary lodgings at personal expense
 - d. Fail to comply with regulatory requirements
 - e. Request late delivery of household goods for personal reasons
 - f. Fail to conduct and prove ongoing adequate housing search
 - g. Request to be bypassed on the MFH waitlist for personal reasons
 - h. Vacate permanent quarters prematurely for personal reasons
 - i. Delay or fail inspection of MFH for personal reasons (not an emergency)
 - j. Go on leave outside the country of assignment
 - k. Am offered single quarters when the TLA eligibility is based on non-availability of bachelor quarters and seek family quarters to accommodate non-command-sponsored dependents.
- ____ 4. I/We understand what is considered to be TLA vicinity: As per USAFE-AFAFRICA Instruction 65-104 the TLA vicinity is defined at the SM permanent duty station (PDS) vicinity. For the Tri-base area the PDS is the housing requirements market area of 60 minutes' drive or 20 miles from the installation. TLA cannot be paid for SM staying outside of the PDS area.
- ____ 5. I/We understand approval beyond 60 days is at the discretion of the 3rd AF/CC and the request must be received prior to the 60 day mark as per Financial Management Regulation Volume 7A Para. 680406.B1 and USAFE-AFAFRICA Instruction 65-104, Appendix B.

Member's Signature

For Housing Use Only: Comments:

This Incoming TLA Application is: Acceptable

Unacceptable

Housing Counselor Signature

Housing Manager Signature
(for TLA applications beyond 30 days)

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INBOUND BRIEFING QUESTIONNAIRE

THIS INFORMATION IS SUBJECT TO THE PRIVACY ACT OF 1974

(PLEASE PRINT ALL INFORMATION CLEARLY)

NAME _____ (Last, First, Middle Initials)	RANK _____	SSN _____
DATE DEPARTED LAST DUTY STATION _____	DATE OF ARRIVAL _____	
FIRST DAY OF ACTIVE SERVICE _____	DATE OF BIRTH _____	
SQUADRON _____	DATE OF MARRIAGE _____	
GENDER _____	DATE OF RANK _____	
DUTY PHONE _____	DEROS _____	
HOME EMAIL ADDRESS _____	CELL PHONE _____	
WORK EMAIL ADDRESS _____		
SPOUSE EMAIL ADDRESS _____		

ACCOMPANIED TOUR: YES ☐ NO ☐

MILITARY SPOUSE: YES ☐ NO ☐ NA ☐

DEPENDENT MEDICALLY CLEARED: YES ☐ NO ☐

DEPENDENT COMMAND SPONSORED: YES ☐ NO ☐

Have you arrived from an Unaccompanied Dependent Restricted Short Tour: YES ☐ NO: ☐

NAME	RELATIONSHIP	SEX (M/F)	DATE OF ARRIVAL

LODGING: GATEWAY INN ☐
RAF MILDENHALL

LIBERTY LODGE ☐
RAF LAKENHEATH

OFF BASE HOTEL ☐

DORMS ☐

MEMBERS MUST READ THE STATEMENT BELOW AND SIGN

In accordance with the JTR, 0903, TLA is intended to partially pay a Service member for higher than normal expenses incurred by a Service member or dependent while occupying temporary lodging OCONUS. TLA is not intended, and must not be used, for the personal enrichment of a Service member.

If there are government-controlled housing available, accompanied members will be offered the next available unit in accordance with the HQ USAFE/A7D, 2a. If a service member refuses to occupy available government-controlled quarters, TLA is terminated the first date Furnishings Management Section (FMS) can deliver loaner furnishings based on the date quarters are available.

SIGNED _____

DATE OF BRIEFING _____

I _____ certify that I have been advised by the installation commander or designee of the commuting areas for transportation to schools serving the RAF Lakenheath, RAF Mildenhall and RAF Feltwell communities. I understand that school bus transportation is provided only within the commuting area. I acknowledge that if I obtain family housing outside this area, I must transport my dependent student(s) between my residence and the school or an existing school bus stop within the commuting area, at my expense.

I acknowledge, per the JTR 100501, "OHA is designed to cover actual rental costs for 80% of the assigned Service members. A Service member is reimbursed actual rental costs, limited to the maximum OHA rate for each locality and grade. OHA is not intended and must not be used for the personal enrichment of a Service member by including costs incurred for procuring or adapting a residence to accommodate renters or for vacation purposes. Disciplinary action may apply when housing allowances are used for other than the purpose intended." Section C: "An OHA paid monthly includes the rental allowance and the utility and recurring maintenance allowance as specified in pars. 100502 and 100503." (i.e. gardening, window cleaning, housekeeping, laundry or ANY other extra personal service besides rent).

SIGNED BY
MEMBER

DATE SIGNED
