

USMTM HOUSING SERVICES INFORMATION

The USMTM Director of Public Works provides this guide to outline procedures and services provided by the Housing Division. Use this guide as a tool to help answer questions to general housing questions or as a reference for points of contact if problems or questions may arise.

Moving In. All incoming personnel will be assigned sponsors and must in-process through the USMTM Housing Office. Individual sponsors are the primary agents responsible for coordinating with the Housing Office for all necessary living arrangements for new arrivals. The Housing Manager will continually coordinate with the Director of Personnel to track all inbound personnel who require USMTM housing. In most cases, the inbound person will replace his/her sponsor and live with the sponsor as a third occupant until the sponsor departs the Kingdom. In all cases, the sponsor will coordinate with the Housing Manager and current villa residents to ensure that the villa is clean, serviceable, and equipped with necessary items for the incoming resident.

Orientation to your house:

-Inventory and Inspection. Upon moving into your villa, the Housing Manager will conduct an inventory with you for the hardpack and softpack items. A joint inspection of the condition of the villa and furniture will be conducted to determine any discrepancies. Once the inspection is conducted and any discrepancies noted, the resident assumes responsibility for any additional damage to the villa, furniture, and appliances that result from misuse or negligence.

-Appliances. The Housing Manager will give you an orientation to the appliances in your villa. For maintenance assistance with refrigerators, microwaves, stoves, washers, dryers, and dishwashers (for villas equipped with dishwashers), contact the Facility Engineer Office at **435-6704**.

-Furniture. The furniture in your villa is **USMTM property**. It will be inspected and should be in a serviceable condition when you move in. The Housing Manager will note deficiencies during the initial inspection. Once the inspection is complete and discrepancies noted, the resident assumes responsibility for damage resulting from misuse or negligence. **Furniture will not be removed from or swapped to a different villa without the approval from the Housing Manager.**

-Televisions and Video Cassette Recorders (VCRs). The current USMTM Housing policy for televisions is that USMTM will provide one television for each permanent party unaccompanied and accompanied residential villa. Residents should be prepared to ship a television and VCR with their household goods shipment or purchase one upon their arrival in Saudi Arabia for use in individual rooms. **No VCRs are available for issue.**

-Fire protection. Your house is equipped with smoke detectors and a fire extinguisher. These items will be inspected during the initial inspection with the Housing Manager and deficiencies noted at this time so that corrective action can be taken. Smoke detectors are powered by 9-volt battery; residents should test detectors on a monthly basis by pressing the test button on the detector. If new batteries are required, contact the Housing Office. Fire Extinguishers are mounted in easily accessible locations near the kitchen. The yellow needle on the extinguisher gage should always be positioned in the green area of the gage. If the yellow needle is not in the green area on the gage, inform the Housing Office so that the extinguisher can be exchanged. Residents should check their fire extinguishers monthly to monitor the pressure gage. The DPW will also arrange for periodic routine fire inspections with the Eskan Fire Department.

Maintenance procedures:

1. The standard work phone number for USMTM during duty hours is **435-6704** and is located in the DPW Housing Office (Villa 62-17). If you have a routine work order, use this number any time. We do not have a dedicated person to answer the phone, so please leave a message on the answering machine if no one answers. We repeatedly check the message log and will act on your work orders. When placing any type of work order, please leave your name, description of problem, villa number, and a contact phone number.
2. Emergency work orders route through the ARCENT/DynCorps Help Desk to Al-Yahya. The numbers for emergency work orders from Saturdays to Thursdays, 0730 to 1700 hours, are **435-8028/8757**. Emergency work orders are for the immediate repair of system deficiencies (villa or office) that if left unrepaired, could result in bodily harm, property damage, and/or hamper the ability to accomplish mission critical tasks. For example, major villa water leaks, open and exposed wires, or complete loss of power to a villa qualify as emergencies.
3. Emergency work orders after duty hours, Fridays, and holidays route through the Fire Department to Al-Yahya, and the numbers are **435-8757/8074**.
4. The numbers for coordinating with Al-Yahya technicians (to come to your villa and provide the services) once your work orders have been received and logged are **435-8915/8578**.

For all work orders, residents must be prepared to pick up the technicians and escort them to their villas and remain with them while the maintenance is conducted. A technician will contact you to coordinate the time for you to come pick them up and escort them to your villa.

For your convenience – these procedures as well as this packet are on the USMTM Intranet at <http://usmtm-intranet/>

***NOTE: The DPW does not have the staffing to available to escort technicians to perform maintenance.**

Self help center. The self-help center is located in Villa 62-17. The center has a limited assortment of common hand tools and hardware that can be signed out by residents to perform minor routine maintenance. The center also has a limited supply of lawn care equipment such as mowers, weed eaters, rakes, and shovels available for sign out.

***NOTE: The DPW does not have the staffing or funding available to perform self-help projects or yard care.**

Housing Supply Center. The housing supply center is located in Villa 62-17. The center maintains an inventory of basic housing supplies such as light bulbs, 9-volt batteries, vacuum cleaner bags, and replacement softpack items available for residents to come pick up. If you have questions, please call the Housing Office at 435-7081.

Bottled water delivery. Safia Water Company provides bottled water delivery to USMTM every **Sunday** and **Tuesday**. Every Sunday and/or Tuesday mornings, prior to 0700, place the empty 5-gallon Safia water bottles out on the curb in front of your villa with a Safia water coupon attached to each bottle (one coupon/bottle). The Safia truck will pick up the empties and leave your full water bottles. Water coupons are obtained at the Housing Office (Villa 62-17). Be sure to keep up with the used coupon book stubs because you will need to turn these in to the Housing Office to obtain a new coupon book; you will be issued only one coupon book per each villa (**these are accountable items**). If for some reason your water is not delivered, inform the Housing Office so we can resolve the issue. See attached water delivery and trash pick up schedule.

Residential trash pick-up. Trash pick-up days are dependent upon the street that you live; see attached trash pick up schedule. To ensure your trash is picked up, place trash in the trash cans provided and place the cans out on the curb in front of your house on the scheduled pick up days for your street (**do not leave your trash cans inside your courtyard walls; it must be placed on the curb**). **Large bulk** trash items such as cardboard boxes may be placed alongside your trash cans on the curb for pick up. Currently there is no recycling service at Eskan. Contact the Housing Office if your trash is not picked up on the designated days.

Routine cleaning of villa. Routine villa cleaning such as vacuuming, dusting, cleaning bathrooms, kitchens, and kitchen appliances, and maintaining the outside area within each villa's courtyard wall is the individual resident's responsibility. Residents are expected to keep the interior and the immediate exterior area inside the villa wall in a reasonable state of cleanliness and order. Residents may hire authorized Eskan Third Country National (TCN) workers to clean individual living villas at the residents' expense.

Carpet shampoo service. This service is available through the Housing Office; contact the Housing Office to schedule an appointment (**Residents must be prepared to remain with the carpet shampoo crew while they are working**).

Moving out. All USMTM personnel must out-process through the USMTM Housing Office. When a resident is ready to PCS, the Housing Manager will schedule an appointment to inventory and inspect the villa. Softpack items will be inventoried and the villa and furniture will be inspected for cleanliness and damage. The outgoing resident is responsible for ensuring that the villa and furniture are clean and serviceable and that everything on the softpack inventory is present for the next resident. The Housing Manager will settle discrepancies on an individual basis.

Housing and Maintenance Points of Contact:

<u>Agency</u>	<u>Phone Number</u>
Housing Office: Villa 62-17 Housing Manager: Mr. Rockie Upshaw	435-7081/82
Housing Supply Center: Villa 62-17 Manager: Mr. Rockie Upshaw Asst Manager: Mr. Ansary	435-7081/82 Same
Self Help Center: Villa 62-17 Manager: Mr. Rockie Upshaw Asst Manager: Mr. Ansary	435-7081/82 Same
Facility Engineer Office: Villa 62-17 Manager: Mr. Hisham Hijazi Mohammad	435-7020
Director of Public Works: Villa 61-31 MAJ John Vigna	435-8818

EMERGENCY POINTS OF CONTACT

Security Operations Center Villa 62-03 (24 Hours): 435-7888

Fire Department Villa 68-04/06: 911 or 435-8074

Ambulance Villa 68-13: 911 or 435-8955

Eskan Community Clinic Villa 68-13: 435- 7248

Law Enforcement Desk Villa 75-07: 435-8063

Emergency Work Orders (DynCorps Help Desk): 435-757/8028

OTHER USEFUL NUMBERS

Base Exchange: 435-7901

Commissary: 435-7909

Eskan Community Club: 435-6050

Finance / Cashier Window: 435-7047

Notice of Air Conditioning Preventive Maintenance and Responsibilities

As a tenant of USMTM housing you have certain responsibilities related to the air conditioning (AC) units in each room of your assigned villa. All standard unaccompanied villas have six (6) split unit ACs and all accompanied villas have seven (7) split units. These AC units are different from normal units found in government quarters or stateside civilian housing and require special preventive maintenance. These split units have an indoor component and an outdoor component. There are several different brands throughout the USMTM villas, but they all work on the same general concept and these simple cleaning instructions apply to all the systems. NOTE: The 2-story Senior Officer villas have different systems, and these instructions do not apply.

Preventive Maintenance

Each AC unit has 3 plastic filters that should be cleaned at weekly. The filters are located inside the front cover of each AC unit in your villa. Pull open the front cover and remove filter by pulling down and out. Wash filter with water and let dry. Return filter to original position and close cover. That's it! If you have any further questions or need assistance contact the Engineering or Housing office for proper instructions.

Warning!

Without proper preventive maintenance of your ACs, the individual units will drip water inside your villa. This dripping is caused by a build up of dust and dirt from filters that clog the condensation tubes that channel the water to the outside of your villa. You are advised not to place any government or personal property directly under the AC unit. If your property is damaged from a leaking AC unit you may not be compensated due to your failure to perform proper preventive maintenance or for placing your property under the unit. You may also be held accountable for damaged government property due to your failure to perform proper preventive maintenance or for placing property directly under an AC unit.

Access Responsibility

Twice a year the Engineering Office will schedule an appointment with your villa to conduct villa preventive maintenance, which includes the AC units. It is your responsibility to be present and provide access to all AC units. This includes moving furniture or your own personal property. The maintenance technicians will not move your property. You will be held accountable for any maintenance that cannot be performed which causes future damage to the unit, government property, or your personal property.

LIABILITY FOR DAMAGE TO ASSIGNED PERMANENT PARTY HOUSING AND RELATED FURNISHING AND EQUIPMENT

1. Public law makes military residents of government housing units legally responsible for damage to the units, or for damage or loss of government issued household items, appliances, and furniture. This notice applies to all personnel assigned or attached to USMTM, and to those personnel occupying USMTM quarters or civilian employees in non-government quarters with USMTM furniture that is on a temporary hand receipt. Read this appendix carefully and keep a copy for your records.

a. First, you can hold pecuniary liability when government issued household items, appliances, or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, if you are aware that your family members act carelessly, if those you allow on your premises are likely to act carelessly, and if you do not take proper steps to prevent or minimize such conduct. Abuse includes intentional misconduct, willful negligence, and/or the deliberate unauthorized use of housing for reasons other than its intended purpose as primary living quarters (i.e. conducting an unauthorized business or other activities in the housing unit).

b. Second, the limit of your liability will depend upon the circumstances in which the damage or loss happened. In cases of gross negligence or willful misconduct, you are liable for the full amount of the damage or loss. Gross negligence can include acting in a reckless manner, willfully neglecting government property and quarters, being aware of and tolerating family members or guests that act recklessly, and failing to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and you fail to exercise available opportunities to prevent or limit the damage, you are grossly negligent and could be liable for all damages or losses.

c. Third, you are not liable for damage caused by fair wear and tear, by acts of God, by non-family members and guests if you have taken reasonable care to prevent such damage, or by acts of vandalism by third parties for which you had no knowledge. You are, however, responsible for damage caused by pets belonging to you or your guests.

d. Fourth, special rules for housing related reports of survey permit commanders to waive claims for damage or loss when such are found to be in the best interest of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to obtain one, you can appeal the matter through report of survey channels.

2. The purpose of the housing liability law is for the government to set limits on you, the tenant's, liability, and to give the government the authority to waive claims in appropriate circumstances.

I have read and understand the policy contain herein.

**RESIDENTIAL TRASH PICK-UP
AND
WATER DELIVERY SCHEDULE**

BOTTLED WATER DELIVERY

SUNDAY & TUESDAY. Place empty water bottles with one water coupon per bottle out on the curb in front of your villa by 0700. The Safia Water truck will replace your empty bottles with full bottles.

TRASH PICK-UP SCHEDULE. HAVE TRASH OUT IN THE PROPER LOCATION (SEE BELOW) BY 0700 ON SCHEDULED PICK UP DAYS.

MON - WED - SAT

VILLAS ALONG:

- 58th Street
- 59th Street
- 60th Street
- 61st Street
- 62nd Street
- From 56-108 to 56-112
- From D-47 to D-53

TUES - THURS - SUN

VILLAS ALONG:

- 63rd Street
- 64th Street
- 68th Street
- From 56-84 to 56-100
- From D-36 to D-64

WHERE TO PLACE TRASH CONTAINERS. ON THE CURB IN FRONT OF YOUR VILLA. TRASH WILL NOT BE PICKED UP IF CONTAINERS ARE LEFT IN BACK OF THE VILLAS OR WITHIN THE COURTYARD WALLS.

- Renovated accompanied villas: outside the front gate on the curb in front of the villa.
- New two story villas: out on the curb in front of the villa.
- Unaccompanied villas: out on the curb in front of the villa.

-IF YOUR VILLA IS MISSED FOR WATER DELIVERY OR TRASH PICK-UP, NOTIFY THE HOUSING OFFICE AT 435-7081

SPPN Dialing Instructions

Calling from your SPPN Line

<u>To</u>	<u>Dialing Sequence</u>
Another SPPN #	last 4 digits
OPM SANG	76 last 4 digits
435	79 435-xxxx
Local Comm'l	9 xxx-xxxx
International PTT	9 001 (xxx) xxx-xxxx
* DSN CONUS	894 312 xxx-xxxx
* DSN OCONUS	894 314-xxx-xxxx, (ie 314 for Europe)
Direct Dial Comm'l	898 (xxx) xxx-xxxx
1-800 number	899 1 800-xxx-xxxx

* NOTE: Not all phones will have DSN access, this will be approved for duty reasons only. Submit requests through your Division chief, to the USMTM/DCSI, and the Chief of Staff for approval.

Calling from your SPPN Line, International PTT, after you've used your Quota of Free Calls

<u>To</u>	<u>Dialing Sequence</u>
International PTT	9 001 (xxx) xxx-xxxx

To Dial in to your SPPN Number

From a Local PTT number:

-498-3540, when prompted by the recording dial your 4 digit extension

From CONUS Commercial:

-(937) 257-2834, when they hear dial tone, dial 4 digit ext and # (pound sign)

-This will be billed as a long distance call to Dayton, OH

From CONUS DSN:

-787-2834, when they hear a dial tone, dial 4 digit extension and # (pound sign)

-If they get WPAFB operator, tell them you want Saudi circuit, and give 4 digit extension number.

-*NOTE: If this number is out of order, dial 787-1110, this is the WPAFB operator, tell them you want the Saudi circuit, and provide the 4 digit extension.

From International Commercial:

-001 (937) 257-2834, when they hear dial tone, dial 4 digit ext and #

-This will be billed as a long distance call to Dayton, OH

To Dial in to your SPPN Number (At International Rates, after you've used your Quota of Free Calls

From CONUS Commercial:

-011-966-1-498-3540, Ext xxxx

***Note: You will have to pay for all International PTT Call# 9 001(xxx)xxx-xxxx**