

## FACT SHEET

DPW  
Mr. Price (288-2841)  
30 Sept 2002

AFZF-PW-HSG (210-50)

SUBJECT: Family Housing Clearing Policies

PURPOSE: To provide information on the procedures for clearing family housing at Fort Hood.

### FACTS:

1 . Fort Hood Family Housing (FHFH) Property Management has enhanced the options available to Service Members for clearing on-post housing and revised the cleaning standards that are provided to the occupants to be more clear and detailed and are available on the DPW website at [www.dpw.hood.army.mil](http://www.dpw.hood.army.mil).

2. Beginning in June 2002, occupants clearing on-post housing have three options for cleaning their house:

- Self-Clean
- Contract Clean, acquiring/negotiating a contract with a cleaning contractor
- FHFH/All-Star Clean, where FHFH performs the cleaning at a flat rate/fixed fee

3. The process for executing the three cleaning options is as follows:

#### a. Self-Clean Option

- Upon receipt of Permanent Change of Station (PCS), Estimated Time of Separation (ETS), or retirement orders, the occupant should notify FHFH at 287-3704, Building 108, Hood Road. Occupant should also provide copy of Movement Orders, when applicable, to FHFH or in absence of orders (when occupant moves to purchased home off-post), provide written notice.

- Once the notice is received by FHFH, a community representative will make an appointment for pre-termination inspection and for final inspection. Whenever possible, the pre-termination inspection will be performed within three business days of receipt of the notice to move to allow maximum time for occupants to prepare for final inspection.

- Occupant stands Pre-termination inspection with Housing inspector

- Housing inspector provides handouts, tips and advice on cleaning, discusses possible charges for hard to clean items, and answers any occupant questions

- Housing inspector determines any charges to be assessed for damages to the house

- No cleaning charges are incurred if house is cleaned to standard

- Occupant returns all lawn and garden equipment and clears Lawn & Garden Center, located in metal building adjacent to Bldg 4313, 77<sup>th</sup> Street and Warehouse

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Avenue, prior to Termination Inspection at the FHFH maintenance complex -  
Occupant stands the final inspection

- Payment is made to FHFH for any assessed damages and any items not cleaned to standard at the time of the final inspection (or occupant has 24 hours for further cleaning and an additional inspection)

- BAH is collected until house passes final inspection

b. Contract Clean Option

- Upon receipt of Permanent Change of Station (PCS), Estimated Time of Separation (ETS), or retirement orders, the occupant should notify FHFH at 287-3704, Building 108, Hood Road. Occupant should also provide copy of Movement Orders, when applicable, to FHFH or in absence of orders (when occupant moves to purchased home off-post), provide written notice.

- Once the notice is received by FHFH, a community representative will make an appointment for pre-termination inspection and final inspection. Whenever possible, the pre-termination inspection will be performed within three business days of receipt of the notice to move to allow maximum time for occupants to prepare for final inspection.

- Occupant stands Pre-termination inspection with Housing inspector/ Not required

- Housing inspector provides occupant a list of cleaning contractors and answers any questions

- Housing inspector determines damages and charges will be paid at Bldg 108 Station 7.

- Occupant selects a cleaning contractor, negotiates a fee, signs a contract with selected contractor, and pays the contractor the negotiated fee, gives contractor house keys, and clears FHFH

- Occupant returns all lawn and garden equipment and clears Lawn & Garden Center before final inspection.

- Cleaning contractor stands final inspection

c. FHFH/All-Star Clean Option

- Occupant notifies FHFH of pending move and provides movement orders

- Once the notice is received by FHFH, a community representative will make an appointment for pre-termination inspection and final inspection. Whenever possible, the pre-termination inspection will be performed within three business days.

- Occupant stands Pre-termination inspection with Housing inspector

- Housing inspector determines and collects any charges assessed for damages to the house and the occupant signs a cleaning contract with FHFH/All-Star and pays the flat rate cleaning fee at Bldg 108, Station 7.

- Occupant returns all lawn and garden equipment and clears Lawn & Garden Center prior to final inspection.

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d. Any clearing related disagreements with the Housing inspector should be addressed to the inspector's supervisor. The Housing Sergeant Major may assist with any issues that are not resolved to the satisfaction of the occupant.

4. Recent changes in the Family Housing Clearing Policies bring many benefits to occupants.

These benefits include:

a. A variety of cleaning options so the occupant may select the option that suits their needs. Selecting the self-clean option can result in no charges to the occupant if the house is cleaned to standard and has no damage. Selecting one of the other options requires payment of a fee yet can free the occupant's time for other clearing activities or expedite actual departure.

b. Easier and streamlined cleaning processes, resulting in less costs and effort for the occupant. For example, with any option, occupants no longer are required to clean carpets and wax floors because these items must be repeated after maintenance work has been completed.

c. The Pre-inspection process and the development of a number of explanatory documents and handouts were initiated to assist occupants in understanding up front the estimated effort to clean the unit and to help them in determining their best cleaning option.

(Original Signed)

AUTHENTICATION: COL RANDALL J. BUTLER

DATE: 22 Oct 02