

Inter-Agency Housing Handbook

U.S. Mission
The Bahamas

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Introduction

Welcome to the Bahamas! We hope this Housing Handbook will assist you in understanding how the Post manages its extensive housing program and how the post Inter-Agency Housing Board, in conjunction with post management, administers the Post housing policy.

Whether or not you have previously served overseas, we encourage you to read this handbook carefully. We believe that the information contained in this edition is useful to all members of the Embassy community.

If you have any problems or questions, please contact your agency's appropriate Administrative Officer and/or the GSO Housing Coordinator or the General Services Officer. These individuals are ready to assist you in any way they can. We hope you enjoy your assignment to the Bahamas.

Housing Policy

The objective of the overseas housing policy is to provide safe and secure housing which is adequate to meet the professional and personal requirements of employees at a cost most advantageous to the U.S. Government. Adequate housing for purposes of this policy statement is defined as: "that comparable to what an employee would occupy in the Washington metropolitan area, with adjustments for family size and locality." The policy outlined herein applies to all employees/agencies under the authority of the Chief of Mission.

The Administrative Officer is the Single Real Property Manager (SRPM) for this mission and is assisted by the GSO, the Housing Coordinator and the Post Inter-Agency Housing Board (IAHB). All of these entities, to varying degrees, share responsibility on all matters pertaining to housing policy and entitlement corresponding to U.S. Government real property acquired by purchase and/or short-term or long-term lease agreement. The goal is to make the Mission Housing Program as successful as possible, within the limitations of and in compliance with Congressionally mandated limitations (funding and space standards).

The regulations governing the housing program are in 15 Foreign Affairs Manual (FAM), Overseas Building Operations.

Post Inter-Agency Housing Board (IAHB)

The IAHB's primary responsibility is to ensure fair and equitable treatment, within the parameters of the established housing policy, for all employees covered by the Overseas Housing Program. To ensure appropriate consideration of the varied requirements of all agencies under the authority of the Chief of Mission, the U.S. Embassy has established

the mission's IAHB in Nassau. It has responsibility for all housing matters for USG personnel operating in Nassau and Freeport, with the exception of TAT.

Composition

The Inter-Agency Housing Board (IAHB) will consist of personnel representing all U.S. Government agencies at post and should include the range of personnel assigned. Agencies' representation on the Board should reflect their respective number of U.S. personnel at post. Large agencies may have one permanent representative on the Board, smaller agencies may represent each other on rotating basis, maybe represented by a larger agency, or maybe represented in some other manner as determined by the Chief of Mission/ Principle Officer (COM/PO) and the principle representatives of the agencies concerned. The recommended maximum number of the Board is 10

Voting Members

Department of State
U.S. Coast Guard Representative
DEA Representative
DHS Representative
Entry level Professional/Specialist Representative

Non- Voting Members

Management Officer
General Services Office (GSO)
Regional Security Officer (RSO)
Community Liaison Officer (CLO)
Realty Assistant

IAHB's Responsibilities

The Board is responsible for administering the post's housing policy, which is based on the standards and procedures outlined in 15 FAM 212 summarized below. Members of the Board normally are expected to serve for a year.

The Inter-Agency Housing Board's Responsibilities and Functions

- Applying the standards and procedures outlined in this policy to the management of the post housing program;
- Reviewing the existing Government-held housing on a regular basis, ensuring retention of appropriate and cost-effective housing in the post housing pool, supported by periodic market surveys;
- Establishing rental control ceilings for housing in each category when circumstances within the local market permit;
- Approving assignment of housing;
- Reviewing acquisition of short-term residential leases;
- Reviewing LQA/OHA requests for residential quarters exceeding the space standards or the established rental control ceiling;
- Reviewing conditions at post which determine ranking on the locality index and requesting changes should any be required;

- Assisting the SRPM with preparation of and revisions to a Post Housing Handbook;
- Investigating local laws pertaining to rent control and retaining copies of the laws, keeping Washington informed, as necessary;
- Maintaining written records of IAHB meetings, including justifications for decisions, which can be made available to inspectors, auditors and/or representatives of regional bureaus and the Office of Foreign Buildings Operations.

Housing Assignment Procedures

Criteria for Housing Assignments

Employees of Government agencies that participate in the housing pool are normally assigned to residential quarters prior to their arrival. Communication with the employee will enable post management and the post IAHB to consider employee's special needs in making these assignments. GSO proposes assignments to the IAHB, which reviews each proposal and either ratifies or alters it.

Process:

Housing Questionnaire: GSO will send the housing questionnaire out 60-90 days in advance or as soon as information of a pending assignment is made known if less than 60-90 days. Employee will be asked to return the questionnaire within one week.

Assignment slate: GSO, in coordination with the SRPM develops a slate of proposed assignments based on position, grade/rank, authorized family size and questionnaire information.

.Housing Board reviews and vote's on the slate. At times the board may request that GSO/SRPM revise the slate. This can be done at the meeting or a new slate can be developed for a future meeting.

Housing will be provided based on position rank and family size.

Position rank: An employee's housing tier is based on the rank of the position encumbered not the personal grade of the employee.

Family size: The employee's housing tier is further based on the number of official dependents residing permanently (more than fifty percent of the year) at post. To be considered an official dependent for housing purposes, the dependent must be listed on the employee's official travel authorization assigning him/her to post.

Housing tiers are listed below for varying family sizes and positions grades. These allocations, based on the predominant family unit sizes, were designed to provide posts with maximum flexibility in managing the housing program. Also, post shall consider the

particular requirements of employees related to physical handicaps or factors related to aged or handicapped dependents.

Note: Employee preference, while a viable factor, is considered as the lowest determining factor in view of space, cost, family size and professional requirements.

In determining appropriate authorizations, the following guidelines apply:

- **Tandem Employees:** If you are a member of a tandem couple, both of whom are assigned to one post, you will be granted the space authorization for the senior member of your couple; all costs will be shared equally by the respective parent agencies.
- **Official Dependents Residing Away from Post:** If you have official dependents residing away from post (i.e. dependents who reside at post less than fifty percent of the year), then your maximum authorization will be increased by 175 square feet (16 square meters) for every two (i.e. one or two) dependents residing away from post, 350 square feet for every four (i.e., three or four), etc. If you are single and have no other dependents at post, a base authorization for a family of two may be provided in lieu of this allocation for the first two dependents residing away from post.
- **Family Members on Separate Maintenance Allowance (SMA):** For the purposes of this policy, family members on SMA cannot be considered in determining your space authorization. To the extent that post has flexibility within the existing housing profile to accommodate members of your family on SMA, such determinations should be made by the SRPM in conjunction with the Post Housing Board.
- **Children of Separated Parents:** If you share legal custody of a child or children from a previous marriage and it is anticipated that the child or children will visit post frequently, the maximum authorization will be increased as in Para. 2 above. If you are single and have no other dependents at post, a base authorization for a family of two may be provided in lieu of the allocation in Para. 2 above.
- **Single Parents of Families with Live-In Housekeeper:** The U.S. government is not required to provide housing for the household staff. To the extent that housing with staff quarters may be available in the post inventory, the SRPM and Post Housing Board may wish to ensure that the local housing policy will give preference for such housing to single parent or other families requiring household quarters.

Nassau and Freeport are Type 2 posts, considered to have limited cultural and recreational activities, greater physical isolation and a climate that would result in employees and their dependents spending more time at home.

Rank Tiers and Grade Equivalents

Group 1, EXEC: includes Senior Foreign Service, SES/GS16-18 and Military grades 0-7 through 0-10.

Group 2, MID: includes FS-1 and FS-2, GM/GS 13 through 15, Military grades O-5 and O-6.

Group 3, STD: includes FS-3 through FS-9, GS-12 through GS-5, and O-4 through O-1 (and others).

Type 2 space maximum authorizations are:

#Occupants	1-2	3-4	5-6	7+
EXEC (sq feet) (sq meters)	1870 (174)	2361 (219)	2712 (252)	2852 (265)
MID (sq feet) (sq meters)	1426 (132)	2057 (191)	2408 (224)	2548 (237)
STD (sq feet) (sq meters)	1286 (119)	1870 (174)	2174 (202)	2314 (215)

These estimates should not be interpreted as requirements for particular housing units, but as projected maximums for each category.

Note that due to the local building trends particularly in Nassau, housing units generally are well below the maximum space. Employees with more than three dependents should also know that it is extremely difficult to find units with more than three bedrooms.

Representation

Representation is a key diplomatic function for many employees overseas who must develop personal relationships with host and third country officials in order to advance US policies. Infrequent functions should be incorporated into the post representational plan and co-hosted with the Ambassador or DCM, whose official residences are intended for such large-scale entertainment.

For the purposes of determining space for representation, the following can be used:

	Dining Room <u>Seating</u>	<u>Buffet</u>	Cocktail/ <u>Reception</u>
Standard	6 - 8	Up to 12	Up to 20
Middle	8 - 12	Up to 18	Up to 30
Exec	12 - 14	Up to 24	Up to 40

To request a waiver to the space/cost limitations for a housing unit based on representational grounds, post must provide the following information to OBO:

- Type, purpose and location of functions held by the incumbent of the position the prior two fiscal years.
- Total of representational expenditures incurred for each of the events held over the past two fiscal years.
- Have vouchers and other records to show representational activities.
- Certification from the Chief of Mission that justifies the request that will, in turn, form the basis of the required annual report to Congress justifying the exception granted.
- If approved, the representation waiver would have to be reaffirmed annually.

Appeal of Post IAHB Decisions

An employee who wishes to appeal an IAHB housing assignment must submit a written and signed justification to the Chairperson of the Post IAHB. Appeals must be based on significant and compelling circumstances. Employees should refrain from appealing assignments based solely on one or more of their personal preferences not being satisfied unless there are surrounding aggravating circumstances that clearly show that a re-assignment is necessary.

Process: Employee should consult with their agency's IAHB representative, the GSO Housing Officer and/or the SRPM (Mgt Officer) prior to submitting the written appeal. The employee should obtain advice on possible options, feasibility of pursuing an appeal and guidance on drafting the appeal. The written appeal, in a memo format should be addressed through the SRPM to the IAHB. It should be turned in to the GSO Housing Officer who drafts an endorsement to it on behalf of the SRPM. Once the endorsement is cleared by the SRPM, the memo and the endorsement is forwarded to the IAHB. The IAHB will deliberate and vote on the appeal.

If the employee is not satisfied with the IAHB decision, they may subsequently appeal to the DCM. The next level of appeal available to the employee is the parent agency, or, if a State employee, to the appropriate regional bureau executive officer. Copies of any such appeals will be provided the SRPM who will forward a copy to the Office of Overseas Building Operations (OBO) and the concerned regional bureau. The parent agency, in consultation with OBO, will determine whether the issue warrants consideration by the Washington IAHB.

In addition to the standard guidance provided above, the IAHB has established a table containing local guidance for certain circumstances arising that may justify a re-assignment.

Events Justifying A Change of Quarters

<u>EVENT</u>	<u>PROCEDURE</u>	<u>ACTION TAKEN</u>
Change in the number of dependents	Notify the Housing Office within 30 days of dependent's arrival or departure, or birth of child.	If the change substantially changes the employee's authorization, the Housing Board determines if a change in assigned quarters is warranted. If so determined, employee is placed on the bottom of the "To be assigned" list, and new quarters are assigned. Government Funded Move
Lease expires or is terminated	Housing Office formally determines that lease will not be renewed or receives a letter from the landlord to that effect	Employee is placed at the top of the "To be assigned" list up to a maximum of 90 days before termination or expiration of the lease. He/she will have first priority on the list. Government Funded Move
Damage to quarters	A written assessment by the Facilities Maintenance Officer that quarters are unfit for tenancy, or that extensive repairs are needed which would necessitate vacating the quarters. The lease must be terminated and the property removed from the housing pool.	In emergencies, the Housing Office moves the tenant immediately with concurrence of the Administrative Officer. In less urgent cases, the Housing Office makes the decision to move, but the Housing Board reviews assignment. Government Funded Move
Medical necessity	Recommendation from the Regional Medical Officer that change is necessary for Medical Reasons.	Same as above.
Security	A written requirement from Post Security Officer that change is necessary for security reasons and the RSO de-certifies the property.	Same as above.

<p>Convenience of the employee – issues of a significant and compelling nature</p>	<p>Employee appeals assignment to the Housing Board</p>	<p>An employee’s personal preferences not being met will not normally be a basis for considering an appeal. However, the IAHB may decide if a housing change is justified based on serious adverse situations relating to: 1) Schooling, 2) work location and 3) other factors of similar gravity. Employee pays relocation cleaning of vacated quarters. Preference will go to newly arrived personnel over relocation for convenience requests. The Housing Office will recommend replacement quarters in consultation with the IAHB. Decisions on the assignment of replacement quarters are final. Occupant should complete the move into the assigned replacement quarters within 2 weeks after it becomes available. Employees who decline their replacement housing will not be considered for any further moves of convenience for the remainder of their tour.</p>
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Residential Safety

The Post Occupational safety and Health Officer (POSHO), represented at Post by the Facilities Management Officer (FMO), will inspect housing prior to leasing to ensure the residence meets all safety standards, including properly fenced pools and self locking gates. Post policy discourages the leasing of properties which are subject to flooding during Hurricanes and consequently, most housing located adjacent to the water will not be acceptable.

Occupancy of Government-Provided Quarters

The employee and the Government share the custodial and maintenance responsibilities for Government-held residential properties, including grounds, buildings, or installed equipment.

In U.S. Government-owned properties, the Government is responsible for repair of structural defects in the building; repairs due to wear and tear; repairs due to acts of God; repairs not caused by negligence of the employee or members of his/her family, pets, guests, employees or other members of the household; and for the care of lawns, gardens, walks, driveways and grounds in common use areas.

In leased properties, the relationship between Landlord and the Embassy is described below:

There are three roles to be concerned about: The Landlord, the tenant and the occupant. The embassy (tenant) who represents all agencies at post leases residences from the owner

(landlord). The Embassy (tenant) is represented by the GSO contracting officer who is responsible for establishing lease agreements and administering them once they are in force. Finally, there are the occupants who are the employees assigned to live in a given residence.

An official, legally binding contractual relationship exists between the Landlord and the tenant. There is not an official relationship between the landlord and the occupant. As such, all matters of substance, particularly any action a landlord would undertake involving maintenance work or improvements on the leased residence is coordinated between the Landlord and the tenant represented by the embassy's contracting officer.

Occupants should refer all matters of substance having to do with their assigned residence through their agency's housing representative to the embassy's housing office.

All occupants (employees) should be aware that if they make any arrangements directly with a landlord the employee could be held financially liable for the costs if the landlord were to make a claim against the US Government.

While occupants are permitted to make minor alterations such as installing hanging hardware, they are not permitted to undertake significant alterations or improvements without prior approval. Should you wish to make improvements, consult the housing office, which will in turn speak with your landlord. Examples of improvements outside of what is considered minor:

- Installing hobby equipment and related hardware.
- Installing bars, room dividers, built-in bookshelves, porches, etc.
- Hanging wallpaper.
- Changing wall colors/trim without changing back to neutral color when departing post.

Make-ready costs: It is Mission policy that the agency that will occupy a housing unit is responsible for all make-ready costs either upon acquisition of a new lease or upon reassignment of the lease or upon reassignment of the lease from another agency. The last agency to occupy a housing unit prior to its return to owner is responsible for any costs associated with the termination of the lease.

Occupant Responsibilities

According to 15 FAM 632.2-2a, "Occupants of U.S. Government-held residences are responsible for maintaining them in a presentable condition and returning them to the U.S. Government in a clean and habitable condition."

In Nassau and Freeport, this means that the employee is responsible for items normally expected of any occupant leasing residential quarters in the United States, such as:

- The replacement of light bulbs
- Provision and installation of smoke detector batteries
- Minor adjustments on household equipment and furniture
- Unclogging of drains and washing of windows
- Periodic cleaning or replacement of air-conditioning filters

- Cleaning and changing filters in water filtration systems
- Periodic cleaning of appliances (refrigerators, freezers, ranges, etc.)
- Cleaning carpets, upholstery, drapes (while occupied: carpets, upholstery, and drapes will be professionally cleaned as part of the make ready check list for newly assigned personnel.) pool maintenance (if you are assigned a house with a pool, you are required to sign a maintenance contract with a pool company)

The employee is also responsible for the care of lawns, gardens, walks, driveways and exterior grounds in general (i.e., mowing of lawns, trimming of hedges, clearing of rubbish).

The occupant is responsible for maintaining waxed and polished surfaces, for providing any cleaners, waxes and other materials that are required. Hard to remove items such as decals, posters, scotch tape, etc., should not be affixed to walls, closet doors, furniture, etc., as the employee will be required to either satisfactorily remove these items or bear the financial responsibility for repairs required when they are removed. In addition, since most walls are concrete, care should be taken when hanging pictures, etc. not to damage the walls. Using a drill, anchors and screws are recommended. Any damage to walls will be the employee's responsibility.

Occupancy Agreement: Regulations require that each post prepare a written statement of employee responsibilities to be signed upon occupancy of temporary and permanent quarters. This is attached as Appendix A, and should be read, signed and returned to the Housing Coordinator.

Damage and Cleaning Deposits

The Post is authorized to institute cleaning deposit procedures when determined useful and necessary. In addition, Government Transportation Requests (GTR) and/or transportation tickets to employees who have otherwise completed their tours here will not be issued until amounts owed for damaged or lost property have been paid or acknowledged in writing by the occupant and his/ her parent agency, or appealed in accordance with standard procedures. The SRPM, or designee, will inspect the premises with the occupant and note any damage for which the employee will be held responsible. It is reiterated that all damages to structures, grounds or furnishings caused by pets, hobbies, neglect or negligence, or deliberate acts by an employee, the employee's family, servants or guests will be the employee's personal responsibility. The employee's responsibilities are covered in greater detail in Appendix B. Management will not sign departure clearance without a fully completed "Departure Checklist". Pack-outs should be completed in advance in order to fulfill this requirement.

If an employee has departed post without a GSO final inspection and the employee has not left the unit in a clean and habitable condition, the employee's agency will become financially responsible for any work needed on the unit and the agency will be responsible for collecting any funds from the employee.

Use of Quarters during Employee's Absence

During an employee's absence, non-family members who are not U.S. citizens without the express authorization of the employee's agency, the RSO and the SRPM, may not occupy the quarters. The post has the right, for security or safety reasons, to disallow temporary occupancy arrangements the employee makes and the employee is responsible for any damage caused by caretakers, guests or servants during the employee's absence. The employee may not rent, trade or otherwise exchange Government-provided living quarters for similar accommodations in another location.

Post policy requires that an employee expecting to be away from the residence for a period of more than ten days must notify the SRPM (Administrative Officer) and RSO in writing, specifying the length of absence, if someone will occupy the residential quarters during any portion of this period, the name of the person occupying the quarters and/or if someone will make periodic checks on the residence. Children under 18 years of age must not be left in the quarters without adult supervision.

Employees expecting to be away from the residence for a period of more than ten days will still be responsible for maintaining the lawn and gardens and must arrange for these services during their absence.

Utility Bills

GSO will ensure that landlords change the PO Boxes for Electric, Water and Telephone bills to the Embassy's P.O. box address. If there is cable TV service, we ask the landlord to terminate the service. The Embassy pays the electric and water bills but it is the employee's responsibility to pay all costs associated with telephone, cable TV, Internet or satellite dishes. Employees must ensure that meter readers have access to the property. Water & Electric meters will be read just prior to move in and at departure.

Landlord Responsibilities

The SRPM is responsible for ensuring the landlord's and Government's compliance with any custodial or maintenance and repair provisions of Government lease terms.

The Landlord shall at their own cost and expense be responsible for all major maintenance, structural work and major repairs including but not limited to driveways, walkways, fences, gates, patios and including repainting as conditions warrant during the continuance of the Lease.

Landlord will also be responsible for the maintenance and repair of structural elements and systems such as walls, ceilings, roofs, floors, foundations, venting, and air-conditioning, plumbing and related fixtures.

Landlord acknowledges that keeping the premises in good repair and tenantable condition is essential to make them appropriate for use by the U.S. Government.

Inventory of Furniture, Furnishings, Appliances and Equipment

All housing units leased in Nassau and Freeport are rented furnished. The furniture, furnishings and appliances are the property of the landlord. The lease agreements in use establish that the contents of the residence shall stay in place. Removal and storage of items, while sometimes requested of landlords by the housing office on behalf of occupants, is seldom approved because removal and storage by the landlord is costly. If an occupant is willing to pay for removal and storage through funding from their parent agency or with their own funds, the housing office will request this of the landlord. However, the landlord has unilateral right of refusal on this issue and may deny the request.

Because leased residence are furnished by the land lord, usually from local sources, the basic FAM guidelines for furnishings do not fully apply at this post. Instead, the standard applied is whether or not the residence is adequately and reasonably furnished based on the number of authorized persons on the orders or travel authorization. In some cases, some bedrooms will not be fully furnished.

Employees are strongly urged not to ship furniture and furnishings beyond those items the employee and family members need to make a house a home. Employees of the Foreign Affairs agencies are permitted to ship additional household effects on a cost-constructive basis at the U.S. Government expense within one year of arrival at post as long as the employee has weight allowance left.

Government owned quarters are fully furnished with basic furnishings and appliances in accordance with FAM guidelines.

Upon Arrival

The Housing Coordinator will provide the employee with an inventory of the furniture, furnishings, appliances and equipment in the housing unit. The employee should carefully review the inventory, note any discrepancies, sign it and return it to the Housing Coordinator. It is important that discrepancies are officially noted, in writing, at the beginning of the employee's use of the residence. The signed inventory is the document used to determine whether an item has undergone normal wear and tear and any disputes about the initial condition of an object will be decided by consulting the initial inventory. Additionally, any damages or problems with furnishings should be reported to GSO when the damages occur so that the inventory can be annotated.

Upon Departure

Prior to departure from post, the Housing Coordinator will conduct a final inventory and will compare it with the initial inventory. Departing employees should arrange for the residence quarters inspection with the GSO Housing Coordinator at least 10 working days before departure. Inspection should be done after employee completes packing household and personal effects. The employee will be informed in writing of any damage considered to be beyond normal wear and tear. Charges for lost or damaged landlord-owned furnishings will be at the replacement cost or an amount negotiated with the landlord. The employee is expected to pay for damages before departing post. If the employee wishes to dispute liability, the post's Property Survey Board will review and evaluate the case and establish the employee's liability. Government Transportation Requests and transportation tickets to depart post will not be provided until clearance of furnishings is obtained from GSO. At the time of departure agencies are billed directly for cleaning of the carpets, drapes and furniture.

Maintenance

Employees are responsible for routine maintenance as described in the employee responsibility section. Landlords are responsible for maintaining the residence in tenable condition. This includes repairing and replacing things as needed in order to maintain tenability. If you have a maintenance problem:

- Contact GSO Housing Office.
- If you have an emergency (life or safety issue) during non-working hours, contact Post One. Follow-up with a work order to GSO the next working day - otherwise the bill will not be paid and the employee will be responsible for the cost.

Significant modifications or improvements. When a unit is leased, the unit is deemed acceptable by the Housing Board, GSO and RSO. The landlord's responsibility after the lease is signed is to maintain the residence in a tenable condition. If an employee decides that he/she does not like the kitchen, for example, the landlord has no responsibility or requirement to provide improvements on that basis alone. If the request is outside of the basic lease obligations but reasonable, the housing will approach the landlord on your behalf and try to obtain their support.

Employees in government-owned quarters should submit work orders for any maintenance issues to the Facilities Maintenance Officer.

Maintenance requests in leased residences:

Requests for maintenance work on residences should be submitted using a work order form (available on embassy internet website or from GSO reception) or with an email. Request should be sent to the General Services Office email: Nassau-gsoworkorders@state.gov.

The GSO section will coordinate with the landlord and keep you advised of status.

There are several types of work that the GSO section does not perform. These include normal house cleaning, replacement of light bulbs, routine cleaning of drapes or carpets and the repair of items not provided by the government like televisions, VCR's or satellite dishes.

Accomplishing the repairs or improvements in a leased residence requires cooperation concerning access and monitoring of work. The housing office is responsible for coordinating with landlords and advising occupants of arrangements and status. The more flexible occupants and parent agencies can be in working with landlords and their contractors, the quicker the work can be done.

Escorts: Because it is not offered as an ICASS service, the housing office is not staffed to provide monitors or escorts in leased residences while landlord contractors perform work. The housing office can make periodic unannounced quality visits. If the occupant desires an escort or continual monitoring of a contractor, that employee's parent agency should be consulted.

Emergency Maintenance

Inevitably, there will be maintenance problems that occur after hours, on the weekend or on a holiday. Most of these can be deferred until the next working day. However, emergencies will precipitate an immediate response. An emergency is defined as a problem that, if not resolved quickly, would endanger Embassy employees or cause physical damage to property. Examples include:

- Loss of electricity to an entire residence.
- Loss of water to a residence.
- A severe water leak.
- A complete loss of heat in cold weather.
- A complete loss of air conditioning in high summer
- A break in electrical service that threatens spoilage of stored food.

The following are examples of issues not considered emergencies:

- A burnt fuse or thrown circuit breaker.
- Loss of hot water.
- A small leak in a pipe or in a fixture.

- A loss of water pressure.

After hours, you may contact the GSO, the Maintenance Supervisor, or the Marine Guard at Post One.

Residential Telephones

All of the housing units have working landline telephones. It may take a couple of months for an employee to receive the first phone bill. In that case, the employee should go to a BaTelCo Office, give them the telephone number of the residence and pay the bill. Otherwise, service will be disconnected and it is difficult to get service restored. Departed employees are responsible for leaving the name of a person who is to settle any outstanding bills. Do not change the name on the account - it needs to stay in the landlord's name.

If payments are current and there are problems with the phone line, the employee should call BaTelCo's telephone repair number - 914 - and report the problem.

Only one telephone instrument and trunk line per residence is required and 15 FAM 166.3 clearly limits the USG responsibility in this matter. If an employee wants to have more than one telephone instrument or line in the residence, the employee can make private arrangements to purchase telephone instruments and arrange for the installation at his/her expense.

Residential Keys

Post provides two complete sets of keys upon occupancy of permanent quarters; the occupant must sign for these keys. Additional sets can be acquired independently at one's personal expense.

All existing sets of keys and alarm keypads must be surrendered to GSO on departure from post.

The Embassy cannot provide after-hours lockout assistance except in emergencies. It is advisable to keep an extra set of keys in a secure alternate location (such as an office safe or with a neighbor) in case of an accidental lockout at night or on weekends. If an employee is locked out during normal working hours, seek assistance from the Housing Coordinator. If an employee is locked out during non-working hours, contact Post One and the Marine on duty will get the keys from GSO as soon as possible. You can pick these keys up at Post One, and will be required to return them the following day, as these are GSO's Master Sets.

Transient Quarters

Every effort is made to have permanent housing ready for immediate occupancy upon arrival at post. When this is not possible, temporary accommodations will be arranged in coordination with the parent agency. Unless otherwise authorized, one's residence must be occupied no later than one day after notification that permanent quarters are ready for occupancy. All temporary lodging allowances will end on the second working day following notification or upon completion of the move. Under no circumstances will employees be allowed to occupy temporary quarters in order to wait for a specific set of quarters if suitable housing is available.

Privately Leased Quarters

The only agency currently using a Living Quarters Allowance is NLO/TAT

Privately leased housing acquired by civilian employees under the LQA program and military personnel under the OHA program is governed by the same space standards as U.S. Government-held housing and must meet the residential security standards outlined in 12 FAM 330. Units proposed for private leases must be approved in advance by the post IAHB and the RSO following the 12 FAM procedures.

Regulations governing Living Quarters Allowances are in the Standardized Regulations Chapter 130 and the rates are in Section 920.

General Information for Occupants

Hospitality / Welcome Kits

Employees are provided with Hospitality (or Welcome) kits until receipt of unaccompanied baggage and also following pack-out for departing employees. The kits contain a limited amount of kitchenware (dishes, cutlery, glassware, pots and pans), linens, towels, blankets, an iron and ironing board, and hangers. You can arrange for delivery or pick up of the kits by contacting your agency or GSO for State employees. Hospitality kits do not need to be returned prior to departure, but please ensure that all items are cleaned and accounted for prior to departure. All costs of cleaning and/or replacement in the event of loss or breakage (beyond normal wear and tear) will be charged to the employee.

Since the Hospitality kits and supplies for the kits are limited, please make the necessary arrangements to have the kit picked up as soon as possible after the arrival of unaccompanied airfreight or no more than 5 working days after receiving your effects. Those employees who do not return the welcome kits in a timely fashion will be charged the costs of replacing the welcome kit.

Maintenance of Appliances

All appliances and furnishings should be cared for and used properly. Occupants should use their appliances according to the guidelines found in owner's manuals. Usually these are available in residences. Many of them can also be downloaded online. Contact the housing office if additional assistance is needed.

Utilities

When you move into your housing unit, look for the fuse boxes/circuit breakers and know where the water main valve is located. This will ensure that, in an emergency, you will know how to turn off the water and how to reset the fuses/breakers if necessary.

Nassau probably has a slightly higher rate of power outages or brownouts than most American cities. Water breaks or drops in water pressure are common. We strongly urge employees to use surge protectors for sensitive electronic equipment including computers, TVs, etc. Emergencies should be reported to the GSO Duty Officer.

Some houses are connected to septic tanks. If the tank needs emptying, please contact the housing office.

Cooling of Residences

Housing units are leased with air-conditioning with the emphasis on ensuring that occupied bedrooms are air-conditioned. Some units have central air with others having window units. It is not a requirement that every room in a unit be air-conditioned.

Generators

Post supplies houses designated as alternate hurricane shelters with small portable generators. In addition, some agencies have purchased generators for their staff. Employees should contact their Admin personnel for their agency's policy on supplying generators.

Employees who have generators should start them at least once a month to ensure that they are in good working order.

Electric Current

The electrical supply in Nassau and Freeport is the same as in the U.S. -- 110 volts/60 cycles for normal wall outlets, 220 volts for heavy-duty appliances (washers, dryers, etc.). If you plan on using a computer, invest in a surge protector or UPS, which should also be used to protect your modem. Telephone lines are not grounded.

Pest Control / Exterminating Services

The Department's Integrated Pest Management Program Policy requires the use of non-chemical measures for pest control to reduce chemical pesticide exposure risks. Occupants are responsible for ensuring that physical pest avoidance measures (i.e. sealing, housekeeping, screening, weather stripping, etc.) are accomplished; GSO should be advised of any repairs necessary. Since insects and rodents seek food and water, good sanitation in food preparation and trash areas is important.

Post policy is to use pesticides sparingly and only when warranted. GSO normally fumigates quarters during cleaning and preparation for initial occupancy and when the POSHO (in Nassau the Safety Officer is the Facilities Maintenance Manager) determines that there is an obvious problem with pests. Additional fumigation will be determined by POSHO as necessary, contact GSO Housing for further assistance. This service is charged to the agency occupying the quarters. Additional fumigation is discouraged, and is the occupant's responsibility.

Post recommends self-help treatments for most pest problems. Roach motels and ant and bug spray are available at GSO and at supermarkets and hardware stores. If you have a pet, fleas and ticks will be a recurring problem due the large population of feral cats and dogs in the area. Occupants are responsible for controlling/treating flea infestations originating with family pets through the use of insecticidal shampoos, flea collars, etc. Treatment for fleas and ticks is an employee responsibility.

Rats and mice are problems for properties, which are near empty lots where trash is dumped. Tenants can help to get rid of rodents and other pests by:

- Starving them. Leave no food in open places, including food in opened cardboard containers. Place garbage promptly in tightly covered metal or plastic containers.
- Removing their shelter. Keep storage places orderly and clean. Stack stored objects on racks at least one foot above the floors. If your residence has double walls, be sure air space openings are screened or closed. Keep hedges and other bushes trimmed back and clear of debris.
- Killing them. Use bait traps which are available at GSO or local stores. If you use poison, keep it out of the reach of children and pets. Set traps behind appliances, in hallways, near or inside garbage cans.
 - Keeping them out. Close all holes in exterior walls. Keep doors and windows closed and/or screened.

All government funded pest control measures must be approved by the POSHO. Employees should request commercial pest control only after exhausting self-help and housekeeping measures. Before allowing anyone to treat your residence check with the POSHO to ensure: that the appropriate pesticide authorized in the Department's Integrated Pest Management policy/program is being used; the use concentration is correct; the pesticide is mixed only with water (not solvent); and the application will be

done in a way to minimize contamination and possible exposure to the occupants. This is important since misuse or misapplication can cause exposure problems.

Occupants are advised to leave the residence (take pets) during treatment and not re-enter until the space has been well ventilated (1-2 hrs. minimum) and all surfaces are dry. If a strong odor persists, immediately notify the GSO. Do not remain in a treated house if you suspect a serious misapplication has occurred. Anyone experiencing unusual symptoms upon reentry should immediately contact the health unit in addition to the GSO and the Post Occupational Safety and Health Officer (POSHO). Occupants have the right to decline treatment of their residences except when this could result in damage to the structure (e.g. termites, etc).

If you have any further questions, contact the POSHO or GSO.

Cockroaches thrive throughout the world. Regardless of how clean you keep your home, some of these creatures will stray in. Each home is inspected carefully during change of occupancy for evidence of infestation and, if necessary, the home is treated using OBO/OSHA/EPA approved pesticides. Any additional fumigation is performed on an "as needed / as required" basis, consistent with current Safety, Health and Environmental Management (SHEM) policies determined by POSHO.

Lawns and Gardens

If you have lawns or gardens that are for your exclusive use, you are responsible for keeping them up. All gardens and yards are given a thorough cleaning before you move in. During your occupancy, it is expected that the exterior grounds will be kept neat and presentable and preventive measures will be taken to ensure that lawns and shrubs are maintained and kept up. You are responsible for 8,000 square feet for single-family dwellings.

There are provisions in the FAM allowing employees to claim reimbursement if your grounds that are over 8,000 square feet and you agency is willing to pay. As per 15 FAM 632.3-2:

The occupant is responsible for periodic and seasonal care of lawns, gardens, and open space up to 720 square meters (8,000 square feet) for single-family dwellings and 1,440 (720 per residential unit) square meters (16,000 square feet) for duplexes (exclusive of walks, driveways, and areas covered by buildings or structures). The single real property manager (SRPM) may approve payment for the periodic and seasonal care of grounds of U.S. Government-held single family or duplex residential property in excess of 720 or 1,440 square meters, respectively, exclusive of walks, driveways, and areas covered by buildings or structures. If approved, the additional cost for U.S. Government-owned/long-term and short term leased (GO/LTL/STL) residences is funded by the agency/agencies occupying the residence(s).

Please contact GSO if you believe your yard is over 8,000 square feet to see if your agency will partially offset the costs of maintaining the property.

It is illegal in the Bahamas to cut down or remove trees. Additionally, if you live in a short-term lease property, you should refrain from major landscaping changes such as removing or moving shrubs, bushes or plants unless. If you desire to have landscaping changes made, approach the housing office and we will assist you with requesting this of your landlord.

Servants' Quarters

The U.S. Government is not required to provide housing for your household staff. To the extent that housing with staff quarters may be available in the post inventory, the SRPM and post Housing Board may wish to ensure that the local housing policy will give preference for such housing to single parent or other families requiring such space.

Parking and Garaging of Motor Vehicles

If your Government-owned, long- or short-term leased residence does not include a garage or parking space for one privately owned vehicle, post is authorized to lease a garage or parking space for you at Government expense. There is no requirement that your unit has a garage and many housing units do not come with garages. The same applies to boats. The government is not required to ensure that you have a housing unit with a boat dock nor access to a boat dock.

Hobbies

U.S. Government regulations reserve the right to limit or prohibit those hobbies that constitute an abnormal strain or overload on the grounds, structures or utility services of residences if they could cause an increase in operating or maintenance cost. Some examples of hobbies that may be prohibited are ceramics or pottery requiring the use and operation of electric kilns; setting up greenhouses or gardening projects that would require heating or abnormal amounts of water, etc.

Pets

FAM guidelines: "The keeping of pets in Government-held housing units is a privilege and not a right. The SRPM may prohibit pets on Government held premises because of nuisance, health, damage to Government property, infringement of quiet enjoyment or other fair and just reasons." (15 FAM 245)

Pet realities: Many of the residences we lease do not allow dogs or have restriction on size and breed, leashing requirements, etc. . Employees contemplating bringing pets to post, especially dogs should have a back-up plans. Please note that pet based request are considered personal preference requests and it is not always possible to factor them into every assignment.

Pets and fair wear and tear as quoted from the FAM: "Damages to structures, grounds or furnishings by pets shall not be construed as normal wear and tear and will be the personal responsibility of the occupant/owner. No alteration, renovation or construction shall be

undertaken at government expense on Government-held property for the benefit of pets. Before any alteration, renovation, or construction at personal expense is undertaken, written permission is required from the SRPM. The property must be restored upon vacating the quarters."

The following types of damage are examples of damage caused by pets that occupants are typically charged for:

- Urine and feces stains on rugs, carpeting, parquet floors and furniture;
- Snags, pulls, tears, rips on rugs, carpets, draperies, sheers, furniture and insect screens;
- Scratching and clawing marks on rugs, carpets, draperies, sheers, furniture, woodwork, wood doors and parquet floors;
- Tooth and chew marks on woodwork or furniture, breakage, odors;
- Tick and flea infestations;
- Damage to gardens and shrubs.

Businesses

New positive rules on using government housing for family members who wish to work out of their USG leased or owned properties were issued in January, 2000 (State 004193). A bilateral work agreement is in place in the Bahamas. The Human Resources Office can answer any questions. A local business would also be subject to local taxes. The new 15 FAM 246.2 follows:

15 FAM 246.2 Businesses

(CT:OBO-1; 04-29-2005)

(Uniform State/USAID/Commerce/Agriculture/DIA)

- a. The Department fully supports the desire of many spouses and family members to secure employment while posted abroad. Spouses and family members of employee occupants of U.S. Government-held or living quarters allowance/overseas housing allowance (LQA/OHA) housing may use the housing for the conduct of a private business for personal financial gain, provided that such conduct conforms to the provisions of paragraphs b or c in this section.
- b. Such housing may be used for activities that foster cultural understanding between the embassy community and the local community and/or provide a benefit to mission employees or families, as determined by the chief of mission.
- c. Such housing may be used for commercial activities if approved by the chief of mission or, in the case of an ambassador's residence, by the relevant regional bureau assistant secretary in response to a written request. The chief of mission or assistant secretary shall approve such requests where:
 - (1) As set forth in 3 FAM 4125, the proposed activity would meet the following standards:
 - (a) It would not violate any law of the host country;
 - (b) It would not require or entail a waiver of diplomatic privileges or immunities deemed unacceptably broad by the chief of mission or assistant secretary; and

- (c) It would not otherwise damage the interests of the United States as determined by the chief of mission or assistant secretary;
- (2) The chief of mission or assistant secretary, determines that the proposed activity is appropriate, taking into account local customs and norms, post security and other relevant considerations, and whether the activity would adversely affect the work of the post.
- (3) The proposed activity does not require substantial use of the housing by non-U.S. Government employees and their families (e.g., retail sales from a residence would not be permitted, but individual piano lessons or tutoring may be allowed in appropriate cases) or, in the case of use of the ambassador's residence, the proposed activity does not involve any use of the residence by non-U.S. Government employees and their families;
- (4) If determined to be necessary by the management officer at post to protect the Department from significantly increased risk of liability, the occupant obtains liability insurance covering the proposed use or presence in the residence by non-U.S. Government employees and their families;
- (5) The chief of mission or assistant secretary determines that the proposed commercial activities of the spouse or family member would not create a conflict or appearance of conflict of interest with the U.S. Government employee's duties; and
- (6) The person who will conduct the commercial activities provides assurances that the business will comply with all relevant local legal requirements (e.g., licenses, work permits, and similar regulations).
- d. If any commercial activity approved under either paragraphs b or c of this section causes increased operating or continuing maintenance costs to the U.S. Government, the occupant must pay the increased costs attributable to such use. Costs for installation of any equipment as well as for returning the property to former condition are borne by the occupant. In addition, notwithstanding paragraphs b and c of this section, under no circumstances will a commercial activity be approved that requires the regular presence of employees of the spouse or family member in the residence. Finally, the chief of mission or the assistant secretary may at any time revoke approval of a commercial activity approved pursuant to this section, if any of the standards set forth above are no longer met.

Noise

"Quiet enjoyment" is a right and responsibility of all tenants. Please be considerate of your neighbors and remember that you are a guest in their country. Loud music and noisy pets are of particular concern.

Smoke Detectors and Fire Extinguishers

All government-owned and leased residential units have fire extinguishers and smoke detectors installed. You should be familiar with the location and operation of all fire-related equipment. If you discover that an extinguisher is missing, believe it is inoperable, or need assistance in learning to operate it, please notify GSO.

Smoke detectors in all residences are checked once a year. The alkaline batteries last approximately one year and should be replaced when the detector begins to beep intermittently. It is the occupant's responsibility to purchase and replace batteries (9 Volt batteries).

Escape Grills

For grilled, occupied bedrooms below the fourth floor, a secondary mean of escape must be present, in accordance with fire and safety regulations.

Cooking Gas

Employees should monitor the level of gas in the tank and call a company to refill as needed. This expense can be reimbursed by the Embassy Cashier during normal cashier working hours by completing Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business.

Potable Water

Since it is not safe to drink the water from the tap, employees in Nassau are provided with coupons to purchase water in 5-gallon bottles by their agencies. State employees should obtain coupons from the B&F Section. Call the water company on arrival to arrange for weekly delivery. An arrangement has been made with a company in Freeport to provide water on a charge account type basis since coupons are not available. Employees are expected to pay the deposit for the bottles since they can recover the money on departure from post.

Pools

Some houses come with private swimming pools. The occupant guidelines concerning maintenance responsibilities apply to pools. The occupant is responsible for the pool's

ongoing upkeep. Many occupants accomplish this by engaging a maintenance service. This is strongly encouraged.

All pools shall have a barrier (fence or wall) surrounding the pool built to the Overseas Building Operation (OBO) safety Health and Environmental Management (SHEM) standards and requirements. Pools are inspected to ensure requirements are met. If you pool barriers are not present at your residence, action is underway to obtain funding and have them installed. Every effort is made to retain the areas aesthetics but the requirement for pool barriers cannot be waived or deferred

Satellite Dishes/Cable Television

The costs of satellite dishes and cable television are the employee's responsibility. Cable Bahamas is the only company offering cable TV and the employee should establish an account in his/her name on arrival and have the service disconnected before departure since the US Government cannot pay any costs associated with cable TV.

Internet Service

Signing up for Internet service is the employee's responsibility. At least three companies currently offer Internet services. No additional phone lines at US Government expense can be provided for Internet service.

Residential Security Guidelines

The RSO is required to conduct security surveys and approve all prospective residential properties before they are leased or purchased. This requirement applies equally to both government and private allowances (LQA) leases. The standards used in performing these surveys are based on policies established by Overseas Security Policy Board (OSPB), a Washington based interagency committee. The Nassau threat for crime is HIGH, and therefore high threat standards have been used in developing this policy. No residence may be occupied until all security upgrades, including a Central Alarm Monitoring System (CAMS) is completed. Note that a functional CAMS requires an operating hard line telephone line. Leases are concluded only for the properties for which the RSO has provided written approval and all required security upgrades must be completed before occupancy.

Electronic Gates at Residences

The RSO has determined that installation of electronic gate openers at the residences of embassy employees is appropriate in situations where it would substantially reduce the risk of the employee being assaulted while leaving his or her vehicle to manually open the gates.

While they may be a deterrent, installation of electronic gate openers may not be appropriate in all cases. Employees who wish to install electronic gates should send their request to the RSO Office. The RSO will conduct a secondary survey of the employee's residence to determine if an opener would substantially reduce the risk of the employee being assaulted. In certain cases, other security upgrades, such as an electronic garage door opener, or more lighting may be more appropriate. The RSO will normally make a recommendation regarding installation of electronic gates when surveying new properties that the Embassy is considering leasing. If the RSO recommends installation of an opener, the GSO will request that the landlord install the gate at his or her own expense before leasing the property.

Packing

It is your responsibility to ensure that no landlord- or Government-provided furniture and furnishings are packed during pack-out.

Surrender of Quarters

When you are scheduled to depart post permanently, you must surrender the premises on or before the last day of duty at post. Exceptions to this requirement may be made by the Ambassador. You will be required to surrender the premises within an approved time.

When you depart post and/or surrender your quarters, you are responsible for turning over the quarters in a neat, presentable condition. Cleaning quarters that are about to be vacated includes not only cleaning the house or apartment itself but also its contents. GSO will inspect quarters prior to your departure. Checks will be made not only of the condition of the furnishings but of the housing unit and its ground

At least two weeks before vacating quarters (preferably after household effects have been packed out), a departure inventory will be conducted and the General Services Office and the employee must inspect the quarters, furniture, furnishings and appliances. Any damages to them not resulting from fair wear and tear will be the responsibility of the employee. Damage by pets will never be considered fair wear and tear. The employee may repair the damage or have contractors do the work at his/her expense. Damages must be paid for prior to departure from post.

In the event the employee disagrees with the determination of the GSO regarding the damage assessment, s/he can appeal to the Property Survey Board which is composed of representatives of the various agencies assigned to the Embassy. In the case of disagreement with the findings of the board, an appeal can be made to the COM, whose decision is final.

Each employee is expected to leave his/her quarters in a clean, neat condition. The basic Embassy policy is that every employee should leave quarters completely ready for occupancy since it may be necessary to use the quarters temporarily prior to repainting or

other major preparation for a new permanent occupant. In preparing quarters for release, the employee should review the following checklist.

CHECKLIST FOR THE CLEANING OF QUARTERS

The checklist below will prove helpful to occupants both at the time of periodic house cleaning and just prior to departure.

- Rugs - Dry-clean or shampoo
- Walls - Remove finger and handprints, pencil, pen and crayon marks.
- Woodwork - Wash away fingerprints and dirt. Give particular care to doors and frames.
- Windows - Clean both inside and outside. Clean windowsills.
- Screens - Dust. Clean with brush and soap if very dirty.
- Wood Furniture - Clean and polish.
- Upholstered Furniture - Vacuum upholstery and polish hard surface.
- Refrigerators and Freezers - Remove all food and defrost. Wash inside thoroughly with warm water and bicarbonate of soda. Do not use scouring powder as it harms enamel. Clean outside of refrigerator in like manner. Leave it on the lowest possible setting or unplug it prior to departing quarters and prop open the door.
- Kitchen Cabinets - Remove articles. Wash doors and shelves.
- Stove - Wash outside of stove with hot, soapy water (scouring powder harms the enamel). Remove tops, clean around burners and underneath top. Scrape and clean other parts. Using special stove cleaners may facilitate thorough cleaning. Ovens should be thoroughly cleaned inside. Polish chrome parts.
- Bathrooms - Wash floors and walls. Wash toilet bowls, seats and other bathroom fixtures thoroughly.
- Drawers - Remove personal effects, dust and clean. Do not leave shelf paper.
- Closets - Remove personal effects, dust and clean. Do not leave shelf paper.
- Floors - Clean, wash and polish wood floors. Wash marble and tiled floors.
- Plumbing and Electrical Fixtures - Clean and polish.
- General - Remove all trash and garbage from quarters and garden. Ensure that the pool and yard are clean and functional.
- Check all cabinets and storerooms twice to ensure removal of personal items.

GSO will arrange for the cleaning of draperies between occupants at the expense of the agency vacating the quarter

- Appendix B contains helpful hints and a general check list to help you with your check-out preparations.

APPENDIX A

POST OCCUPANCY AGREEMENT

15FAM 632.2-2a states "Occupants of U.S. Government-held residences are responsible for maintaining them in presentable condition and returning them to the U.S. Government in clean and habitable condition. Posts will issue, as part of the Post Housing Handbook, uniform ruled detailing these responsibilities that conform to what is normally expected of an occupant who leases residential quarters in the United States. Posts should prepare a written statement of employee responsibilities to be signed upon occupancy."

I, the undersigned have read this Post Occupancy Agreement and understand my responsibilities with regard to government furnished quarters and furnishings that are provided therein.

Printed or typed Name of Employee:

Agency/Section: _____ Phone number:

Signature of Employee: _____

Date:

Signature of GSO: _____

Date:

APPENDIX B

CHECK-OUT POLICY

Post is authorized to institute cleaning deposit procedures when determined useful and necessary. Past experience has proven that a formal procedure is required. While we currently do not charge incoming employees a Cleaning Deposit, we will require the following:

- ✓ You must turn over the quarters and their furniture and furnishings in a clean, neat and presentable condition. Each agency will be responsible for the cost of cleaning draperies, carpets, & upholstered furniture.
- ✓ GSO will inspect the premises and note any damage for which you will be held responsible. Damages to structures, grounds or furnishings caused by pets, hobbies, neglect or negligence, or deliberate acts by you or your family, servants, employees or guests are your personal responsibility.
- ✓ It is YOUR responsibility to schedule this inspection to take place after your pack-out. You may schedule this inspection to coincide with your furniture inventory.
- ✓ If you were assigned a residential unit with a garden, you are responsible for turning over the garden in a neat and presentable condition. Care of the garden is part of the responsibility involved in occupying a property, and you will be charged for any damages caused by pets or children to shrubs, trees, outside structures, etc.
- ✓ Government Transportation Requests or transportation tickets will not be issued until amounts owed for damaged or lost property have been paid or acknowledged in writing by the occupant and his or her parent agency, or appealed in accordance with standard procedures.
- ✓ The following check list is intended to help with checking-out preparations:
 - Household Inventory Inventory will be verified and signed by both the employee and Housing Coordinator. Missing and/or damaged items will be identified.
 - Condition of Real Property All damage to real property will be noted on this form. Employee will be held responsibility for any damage not listed on original *Condition of Real Property* form.
 - Telephone Bills Employee is responsible for making arrangements for payment of final telephone bill. Embassy should contact _____ when final bill is received.
 - Cable Service Those of you who have cable please provide a copy of the last paid bill and the end of service receipt from the Cable provider.

- ❑ Internet Provider Employee is responsible for making arrangements to terminate this service prior to departure. _____
- ❑ Keys Arrangements must be made to have ALL keys to the property returned to the housing office on the employee's day of departure. (\$100.00 will be charged for each lost Sure Alarm Remote Pad)
- ❑ Alarm Code: _____ Password _____
- ❑ Forwarding Address Make sure you leave a forwarding address with your supervising officer before you depart. We will not be able to forward your mail with out this information.
- ❑ Departure Cleaning Employee is responsible for: 1) removing all personal effects; 2) replacing all burned out light bulbs; 3) picking-up and discarding all packing materials; 4) removing and discarding all food items from cupboards, refrigerator, and freezer.
 **Your Agency will pay the cost of cleaning draperies, carpets, and upholstered furniture.

CLEAN THOROUGHLY:

_____ Stove _____ Oven & Broiler _____ Cupboards
 _____ Refrigerator and Freezer _____ All floors
 _____ Toilets _____ Tubs/Showers _____ Mirrors

Employees are personally responsible for the cleaning of household property, including draperies and carpets. If an employee does not fulfill these responsibilities, he or she will be charged cleaning fees based on prevailing rates for such services.

I have read and understand my responsibilities regarding residence check-out and cleaning .

Employee: _____ Date: _____

Housing coordinator: _____ Date: _____

Walk Thru date: _____



APPENDIX C

RESIDENTIAL CLEANING DEPARTURE CHECKLIST

Date: _____

Occupant: _____

Agency: _____

NOTE : B\$350 to 500 to have commercial cleaners clean.

Windows:

- Wash all windows inside/outside (when possible)
- Vacuum all window sills
- Clean bottom where window slides back and forth
- When finished stand away from window to see if there are any streaks or cloudy spots. Re-clean if necessary
- Clean all screens, if any damage from pets replace
- Clean around all grills and remove any debris

Bathroom:

- Wipe down all walls
- Clean and shine all bathroom fixtures ensure all buildup is removed
- Ensure all mold or mildew is removed around shower/tub
- Ensure all shower curtains/enclosures are cleaned and mildew free
- Clean window inside and out; ensure there are no streaks or cloudy spots
- Clean medicine cabinet inside and out
- Clean all mirrors; ensure there are no streaks or cloudy spots

Kitchen:

- Clean outside of cabinets (high and low); use furniture polish if wood grain (not necessary on laminated cabinets)
- Wipe all drawers
- Wipe all shelves
- Wipe down kitchen walls with grease cutter
- Clean light over stove - use grease cutter to clean
- Clean hood and fan/filter over stove
- Clean everything else in kitchen

Oven

- Pull stove/oven out and sweep and mop under it
- Spray oven with oven cleaner inside let stand approximately 15-20 min. before wiping. It may need to be done, multiple times.
- Wipe down top, front and sides of stove; wipe down hood of stove and apply degreaser if necessary; remove knobs and clean around them
- Lift up burner cover, clean under and around burner (you may need to apply oven cleaner)

Refrigerator / Freezer

- Clean top, sides and front
- Open and wipe out inside
- Clean area around rubber molding to remove any mold and mildew
- Do not leave food in freezer or refrigerator

Microwave

- Clean outside and inside

Fans & Globes:

- Ceiling fans and glass globes need to be dusted

Wooden furniture:

- Shelves must be wiped out
- All sides of the furniture must be dusted
- Head boards and mirrors must be dusted
- Mirror glass must be cleaned and shined
- Wipe out all drawers in furniture

Lamps:

- Must be wiped off
- Ensure all light bulbs are working

Furniture:

- Lift and vacuum under all cushions on sofa and chairs.
- Furniture must be cleaned and deemed acceptable by the GSO.
- Lift / move and vacuum under furniture; pull furniture away from wall and retrieve items that have fallen behind

Carpets:

- Must be cleaned and deemed acceptable by the GSO.

Tile Floors:

- Must be cleaned with no residue or streaks

Curtains/Drapes:

- Must be cleaned and deemed acceptable by the GSO.

Vertical/Mini Blinds:

- Must be cleaned

Balcony /entry ways:

- Sweep and mop all balconies and entry ways
- Clean outside gate, sweep and mop carport / garage / storage area

Drawers & Closets:

- Empty, Dust, and Clean
- Do not leave Shelf Paper or Hangers (remove all personal belongings & hangers)

Patio Furniture:

- Wipe down any patio furniture
- Cloth clean all furniture but no polish

Washroom:

- Clean floor
- Clean dryer and washer inside out; wipe down, move and clean under and behind

Notes:

- Leave dusting of furniture until the last thing
 - All appliances should be moved and cleaned underneath
 - Do not wash reupholstered furniture cushions or fabric in your washing machine
- Report all damage