

KMC FURNISHINGS MANAGEMENT SECTION STATEMENT OF UNDERSTANDING

86th Civil Engineering Squadron (CES) will provide Government Furnishings Support IAW AFI 32-6000 to eligible personnel within the commuting distance of the KMC housing market area, as defined in the Housing Requirements Market Allowance (HRMA).

1. Due to limited resources, scheduling limitations, and situations out of our control (traffic, weather, distance between homes, number of appointments, amount of furniture required, etc.) FMS is unable to provide an exact time of delivery or pickup. All appointments are all day appointments from 0700-1600.
2. Customer or a designated representative (over 18 years of age) is required to be at their home when FMS representatives arrive during the scheduled appointment. If not present, FMS will depart the premises. This will be processed as failure to meet scheduled appointment. All missed appointments will only be rescheduled with a letter sent to the FMS Org. Box: 86ces.fms@us.af.mil from the Sponsors Leadership.
3. KMC is a full JFTR weight allowance area. FMS does not provide Temporary Furnishings (up to 90 days) for full tour furniture support. We are not programmed or funded to provide this level of support. Items are expected to be purchased or acquired before the retention period for loaner furniture is over. Failure to return loaner government furnishings within 90 days is a violation of AFI 32-6000, Housing Management, para 9.8.1.2.1. Your Unit leadership will be contacted to report the violation and to ensure items are returned. _____ (Initials)
4. Changes to delivery date must be submitted 48-hours in advance. We recommend to reschedule an appointment immediately. During the heavy PCS season, dates may be limited due to existing schedules, workload, and resources available.
5. TLA/TQSA extensions will not be approved due to a missed or rescheduled appointment. Please ensure your doorbell is working and your phone numbers are accurate.
6. FMS does not deliver or pickup furnishings on weekends or U.S. and German holidays.
7. Due to safety and liability reasons, TMO appointments (HHG and UL deliveries/pickups) may NOT be scheduled the same day as FMS. It is the responsibility of the customer to ensure that those appointments are not conflicting. FMS truck crews have been directed to have the customer reschedule their FMS appointments as TMO contractors have priority. _____ (Initials)
8. Truck crews are not authorized to move personal items/furniture. All personal furniture/items must be moved so that the crew can bring FMS furnishings and appliances in and out safely.
9. All items must be empty and clean at time of pick up. Failure to be ready for the pickup will result in having to reschedule (See #2) or result in a cleaning charge.
10. FMS Customer Service will not reschedule the failure to meet your scheduled appointment via phone.

11. Residents must identify damages caused by the FMS crew and will annotate it on the Work Request while the crews are present. Crews will take photos of the damage and provide direction on filing a damage claim.

12. During winter months, please ensure roads/sidewalks are clear of snow and ice from the truck to the door. Failure to do so will result in the appointment being rescheduled due to health and safety reasons.

13. FMS highly recommends customer sign up for a German Liability Insurance and has handed out an Information Sheet. _____ (Initials)

Printed name

Signature and Date

FMS LOCATION, CONTACT INFORMATION & OPERATING HOURS:

Location: Einsiedlerhof AS, Building 720

DSN: 489-6001

Commercial: 0631-536-6001

Email address: 86ces.fms@us.af.mil

Opening Hours: Mon-Thu: 0730-1530, Closed from 1200-1300 for lunch
Friday: 0730-1500, Closed from 1200-1230 for lunch
Closed on Sat-Sun and American/German Holidays