



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, RED CLOUD AND AREA I
UNIT 15707
APO AP 96258-5707

IMRD-ZA

1 Dec, 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison Red Cloud and Area I, After Hour Lockout Response for Unaccompanied Senior Leader Quarters (SLQ)

1. The proponent for this policy is the Area I Housing Division and Single Soldier Housing Office.
2. This policy is effective immediately. It remains in effect until rescinded or superseded.
3. References.
 - a. AR 420-1 Army Facilities Management, March 2014
 - b. Housing Division, Standard Operating Procedure (SOP)
4. Applicability. This policy letter is applicable to all military personnel residing in SLQ's.
5. Definition of after hours:

Monday thru Friday..... 1630 to 0800
Saturday & Sunday.....24 Hours
US & Korean Holidays.....24 Hours
6. Liability for Service Charge. IAW IMCOM Housing Standard Operating Procedures, resident's assigned to Unaccompanied Quarter sign a statement of understanding for the liabilities incurred due to neglect or abuse. Residents are required to pay the total expense for all losses incurred due to negligence or abuse. Residents who call for lockout assistance will incur a \$120.00 service charge for each lockout call to pay for the overtime required responding for lockout assistance.
7. Process for contacting DPW for lockouts after hour:
 - a. Call DPW Service Order Desk or Fire Station and provide your name, rank, building number, and room number. The designated housing representative that is on call will be contacted or patched in by DPW/DES. Housing personnel private numbers will not be given out to callers.

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b. A housing representative will arrive at the building where the lockout occurs and proceed to unlock the room. Prior to unlocking the room the housing representative will verify identity of resident and have them complete section "9" of DD Form 362 Statement of Charges/Cash Collection Voucher. Service Member must sign section "9h" acknowledging consent for a payroll deduction for the service charge amount located in section "9i". Cash will not be accepted. Housing will process the DD Form 362 Statement of Charges with finance.

8. Resident Liability for Lock. In the event that the lock has malfunctioned or is broken, the housing representative will assess the damage and determine if the damage was a result of neglect or abuse and require additional payment for the damaged property. If the housing representative finds that the damage or malfunction was not the fault of the resident, a locksmith will be called to change or repair the lock without expense to the resident.

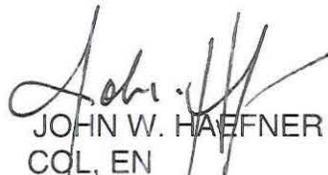
9. Lost Keys. Residents who lose their keys must report to the Housing Office during normal duty hours to generate paperwork, needed to pay for the reproduction of the key.

a. Once paperwork is complete, resident will receive DD Form 362, Statement of Charges/ Cash Collection Voucher and report to finance to pay for the key or have the DD Form 362 stamped received or paid by finance or provide to Housing Office for processing to Finance Office.

b. Housing will have replacement keys cut as applicable to the resident and residence meeting all physical security requirements.

10. POC is the Single Soldier Housing Office at DSN (315) 732-7506.

2 Encl
Sample DD Form 362
Fact Sheet Key Replacement/Lockout


JOHN W. HAEFNER
COL, EN
Commanding

DISTRIBUTION
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STATEMENT OF CHARGES/CASH COLLECTION VOUCHER				1. DATE 6 JUN 2014	
				2. DOCUMENT/VOUCHER NUMBER	
3. ORGANIZATION HHC 123 AVN BN UNIT 0987 APO AP 12345			4. STATION CAMP RED CLOUD KOREA		
5. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		6. DISBURSING STATION SYMBOL NUMBER		7. ACCOUNTING CLASSIFICATION	
STOCK NUMBER a.	ITEM DESCRIPTION b.	QTY c.	UNIT PRICE d.	TOTAL COST e.	
	Key Card Replacement (Primary)	1	19.92	19.92	
	Key Card Replacement (Additional for Suite / Roommate)		1.25	0.00	
	Hard Key (Standard)		21.97	0.00	
	Hard Key (Additional for Suite / Roommate)		3.30	0.00	
	Dog Tag Key (Primary)		19.92	0.00	
	Dog Tag Key (Additional for Suite / Roommate)		1.25	0.00	
	Lock System Replacement (Card-Cipher-Disk-Electronic) Other than normal Fair Wear & Tear or Mechanical Failure		251.40	0.00	
	After Hours Service Call		120.00	0.00	
				0.00	
				0.00	
				0.00	
				0.00	
8. TYPE OR ACTION <i>(Select one)</i>					
a. PAYROLL DEDUCTION <input checked="" type="checkbox"/>		b. CASH COLLECTION		c. GRAND TOTAL 19.92	
9. CERTIFICATION OF RESPONSIBLE INDIVIDUAL I certify that my signature hereon constitutes					
a. An authorization to recover the amount of the indebtedness through payroll deduction, if payroll deduction is checked. If cash collection is checked, I am remitting debt in cash.					
b. An affirmation that the articles are not now in my possession.					
c. An agreement to turn-in to the appropriate supply officer all articles later recovered, it being understood that the U.S. Government retains title to the articles listed hereon.					
d. RANK/ GRADE SPC/E4	e. NAME <i>(LAST, First, Middle Initial)</i> DOE, JOHN I. f. SOCIAL SECURITY NUMBER 123-45-6789	g. CAUSE FOR CHARGE	h. SIGNATURE SOLDIERS SIGNATURE	i. AMOUNT 19.92	
10. ORGANIZATION COMMANDER The statements hereon are complete and correct. All damaged property has been disposed of in accordance with current directives and the charges have been computed in accordance with the provisions of AR 735-5, Appendix B.			11. DISBURSING OFFICER OR PAYROLL CERTIFYING OFFICER The amount entered in grand total has been (FAO) check the appropriate action below.		
			<input checked="" type="checkbox"/> a. Entered on the appropriate pay record or payroll, or DD Form 139 has been prepared and forwarded for collection.		
			b. Remitted through cash collection.		
a. DATE 6 Jun 2014	b. SIGNATURE BLOCK/SIGNATURE Unit First Sergeant / Commander or Housing DOD GS-11 or Above	c. DATE 7 JUN 2014	d. SIGNATURE BLOCK/SIGNATURE Roger T. Rabbit, CPT, AG Commanding 123 Fin Battalion Maude Hall & Camp Casey Korea		



First Sergeants' Barracks Program (FSBP) 2020
 Single Soldier Housing (SSH)
 Unaccompanied Personnel Housing (UPH)
 UNITED STATES ARMY GARRISON
 AREA 1, KOREA
 Fact Sheet #1

“KEY REPLACEMENT / LOCKOUT”

- When a key or key core needs replacement, Soldiers and First Sergeants will no longer call the DPW Service Order Desk / Fire Station. Instead the Soldier will visit the First Sergeant Barracks Program (FSBP) Representative (FSBP Building Manager, Supply Sergeant, First Sergeant or CQ / SDO as applicable).
- A member of the unit FSBP Team will prepare a statement of charges (UPH / SSH Staff will prepare the statement of charges for all SLQ's).
- The Soldier will sign a statement of charges before the unit FSBP Team submits a hard copy service order / key cutting memo and provides it to the DPW Service Order Desk. No telephonic key cutting or lock replacement service orders are accepted.
- After the locksmith completes the work, a member of the UPH/SSH Office or FSBP will pick up the new key from the DPW Lock Shop – Individuals can not pick up the keys.
- FSBP Teams / Key Control Representative are responsible for the statement of charges and finance processing along with providing housing with the monthly dashboard information of quantity of keys made and building/room numbers . Unit POC's must update key control logs for accountability.
- DPW locksmiths provides Housing with the key cutting memorandums weekly as they are completed.
- The FSBP Team may place an order for one or more key system replacements when it is necessary to reestablish physical security to the room(s) and upon determination of liability.
- **For Soldiers who find themselves locked out after FSBP duty hours** (after 1700 weekdays, weekends, and federal holidays) Soldiers must gain access to their room by contacting the Brigade or Separate Battalion Staff Duty Desk, Charge of Quarters, First Sergeant or FSBP Building Manager responsible for their building/room. **CRC Bunker Staff Duty Officer has a Onity Card Master Key to all SLQ's in Area 1 for all no cost entries. Only Unit / FSBP Teams can unlock the Soldier's door at no cost. SLQ Residents will be charged a service call for any lockouts that require DPW / Housing personnel to come in after hours.**
- After hour service by Housing or DPW Locksmith will incur a cost to the Soldier or unit as applicable.
- Key and key core replacement costs include both material and labor.
 - **Key Card - \$19.92** - If a suitemate needs a key for the common area add \$1.25
 - **Hard Key - \$21.97** - If a suitemate needs a key for the common area add \$3.30
 - **Lock System Replacement – \$251.40.**
- Only when its determined that the system didn't fail and damage was abuse / neglect
- Normally when a key is lost multiple keys have to be replaced / recoded.
- Key replacement / lockouts are not considered an emergency. Housing Office, Service Desk, and Locksmith will not place orders or make keys after duty hours. In the case of the Unit / FSBP Team not being able to locate the keys to allow Soldier room entry due to simple lockout (Soldier left the key in the room) the 1SG or CSM may place an emergency room access request by calling SSH Branch Chief or direct the unit to billet the person in a transient room until the next duty day . **Room access “only” service calls cost is up to \$120.00 and requires a statement of charges. Only the SSH Manager can call the Service Order Desk / Fire Station to place service orders under the above procedures.** FSBP will initiate a Statement of Charges or Financial Liability Investigation the next duty day as directed by SSH.
- Mechanical system failures are not considered the fault of the Soldier and incur no cost for replacement or repair. These efforts are called in by the CQ and recorded in the log. When reported to SSH that the locksmith arrived as an emergency and determined the lock not a mechanical failure a retroactive statement of charges will be process immediately by the Unit/FSBP and provided SSH.