DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND PACIFIC
HEADQUARTERS, UNITED STATES ARMY GARRISON DAEGU
OPC 305 BOX 23
APO AP 96218-9001

AMIM-DAP (1oo) 05 February 2026

MEMORANDUM FOR All Service Members Assigned or Attached to the United States Army Garrison Daegu, Area IV Installations

SUBJECT: United States Army Garrison (USAG) Daegu Command Policy Letter #26-70, Tower Mayors' Program

1. References:

a. Army Regulation 420-1, Army Facilities Management, 29 August 2025

b. Standard Operating Procedures (SOP) for Housing Management

c. United States Army Garrison Daegu Policy Letter #21-51, Standards of Child Supervision

d. United States Army Garrison Daegu Policy Letter #28, Noise Control

2. Purpose: To enhance the quality of life for families residing in Army Family Housing by providing information to tenants and by communicating tenants' concerns to leadership. Mayors are volunteers who represent their designated Tower issues and concerns to the Command. They are involved in suggestions for improving procedures within their Towers.

3. Applicability: This policy letter applies to all tenants residing in the Towers at Camp Walker, USAG Daegu.

4. Election of Mayors:

a. Mayors are volunteers residing in Army Family Housing. Service members and spouses may volunteer for vacant Mayor positions.

b. Mayors will be assigned by appointment letter from the Garrison Commander.

c. This position is a two-year appointment. Mayors may elect to remain in this position for consecutive years.

5. Responsibilities:

a. Mayors will serve as the Army Family Housing liaison to develop activities designed to build a sense of community spirit and improve the quality of life for tenants residing in the Towers. This is accomplished in coordination with the Garrison, Housing Manager, and volunteers.

b. Chair monthly working group meetings to discuss issues and address concerns with Garrison and Housing Manager.

c. Attend quarterly mayors' meeting with Garrison leadership and community stakeholders.

d. Work with the Housing Manager to ensure communication channels are open to inform, plan, coordinate, manage, and direct actions that will address and meet community needs.

e. Provide timely information about activities and events to Army Family Housing tenants.

f. Provide a forum for tenants to raise collective concerns with regard to policies and conditions that affect them in the housing area.

g. Receive concerns and community recommendations from tenants and ensure that the line of communications with the community remains open so that needs are identified.

h. Report maintenance deficiencies of common areas for corrective action to Maintenance Office and Housing Manager.

i. Resignation of this position must be in writing, and duties, title, and incentives granted as Mayor will be revoked upon written notification.

6. Complaint Process:

a. If the tenant has a complaint or problem, they will submit a detailed complaint form to their assigned Mayor.

b. If the Mayor cannot come to a resolution, they will contact the Housing office.

c. If the Housing Office cannot come to a resolution, the complaint will be forwarded to the Unit Leadership.

d. If the Unit Leadership cannot come to a resolution, the complaint will be forward to the Garrison Command Sergeant Major (GCSM).

e. Should actions require assistance beyond the scope of the Mayor's duties, notify the GCSM. The GCSM will allow reasonable time for resolution before notifying appropriate leadership.

7. List of Violations:

a. Tenants not picking up and properly disposing of pet waste in common areas and designated dog parks.

b. Conduct which threatens the safety of another tenant. This includes misconduct by family members.

c. Smoking on balconies, common areas, and within 50 feet of the Towers.

d. Pet policy violations (i.e. having more than two pets without an approved exception to policy).

e. Trash left in hallways, stairwells or other undesignated areas such as parking lots, playgrounds, etc.

f. Under aged children left unattended.

g. Excessive noise.

h. Domestic disturbances.

i. Misconduct which results in injury or property loss.

j. Criminal activity by any member of the household or a guest.

k. Not adhering to the parking realignment program.

8. Community Standards Enforcement:

a. Initial complaint: The tenant will be informed of the complaint by their assigned Mayor. They will have 24 hours to address or resolve the complaint.

b. First violation: If the complaint has not been addressed or resolved, the mayor will forward the complaint to the Housing Office. The Housing Office will issue the first violation.

c. Second violation: If the violation has not been corrected, the tenant's unit leadership will be notified.

d. Third violation: The tenant will be issued a letter of non-compliance by the Garrison Commander. Depending on the severity of the non-compliance, the tenant may be issued a Request for Termination of Housing.

e. Fourth violation: If the violation has not been corrected at this point, the tenant will receive a 60-day Notice for Termination of Housing from the Garrison Commander. Initiate possible Early Return of Dependents (ERD).

9. Incentive:

a. Bedroom upgrades will be based on availability in any Towers at the time of appointment.

b. This is not a government directed move; therefore, the sponsor will bear the cost of the move.

c. Cleaning of vacated unit will be performed by maintenance office.

10. Removal for Good Cause:

a. Tower Mayors serve as a liaison for tenants and Housing. Mayors should always maintain good order and discipline. As community leaders they are expected to reflect an exemplary standard of conduct. Examples of Removal for Good Cause include, but are not limited to:

(1) Persistent failure to engage and execute required Duties and Responsibilities as agreed upon in the Mayor job description.

(2) Violating the confidentiality of tenants.

(3) Continued absence of required monthly working group meetings and quarterly Mayors' meetings.

(4) Conduct unbecoming a USAG Daegu Mayor.

b. The decision for removal is final, and duties, title, granted as Mayor will be revoked upon written notification.

11. The point of contact for this memorandum is the Chief of Housing at 763-4570.

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