



**DEPARTMENT OF THE ARMY**  
U.S. ARMY INSTALLATION MANAGEMENT COMMAND-PACIFIC  
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII  
745 WRIGHT AVENUE, BUILDING 107, WHEELER ARMY AIRFIELD  
SCHOFIELD BARRACKS, HAWAII 96857-5000

IMHW-ZA

17 May 2021

MEMORANDUM FOR Permanent Party (PP) Personnel Assigned or Attached to U.S. Army Garrison, Hawaii (USAG-HI) Installations

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

1. References.

- a. Army Regulation (AR) 420-1 Army Facilities Management, Chapter 3, Housing Management, 12 Feb 08 (with Rapid Action Revision 24 Aug 12).
- b. HQDA EXORD 068-18 Army Barracks Management Program (ABMP)
- c. Army Barracks Management Program Handbook, Office of the Deputy Chief of Staff G-9, HQDA, V2, 12 Jan 21.
- d. AR 735-5, Property Accountability Policies, 9 Dec 16.
- e. U.S. Army Hawaii Regulation 1, U.S. Army Hawaii Standards and Discipline, 1 Sep 20.
- f. USARHAW Standards Blue Book, 15 Apr 20.
- g. IMCOM-Pacific Policy Memo #17, Temporary Use of Excess/Available Unaccompanied Personnel Housing (UPH), 21 Sep 12.
- h. IMCOM, Delegation of Approval Authority for Certificates of Non-Availability (CNA) for Unaccompanied Personnel Housing (UPH), 12 Jun 13.
- i. U.S. Army Hawaii Policy Letter #12 - Commander's 72-hour Physical Separation of Parties Involved in Domestic Violence, 4 Aug 16.
- j. Policy Memorandum USAG-HI-3, Alcohol Use/Abuse, 16 Jul 18.
- k. Policy Memorandum USAG-HI-43, Liability for Damage to Government Quarters, Furnishings and Equipment, 31 May 18.
- l. Directorate of Public Works Customer Handbook, Jan 20.

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

2. Purpose. To provide policy for the assignment, termination, maintenance, inspection and management of USAG-HI UPH permanent party (PP) quarters.

3. Scope. This policy covers Enlisted Quarters (EQ) E-5 and below.

4. Applicability. This policy applies to all PP personnel (E-5 and below) who are permanently assigned or attached to installations in Hawaii and eligible for UPH.

5. Definitions.

a. Service Member (SM): SM shall be used instead of Soldier throughout this policy. SMs are residents of the barracks.

b. Geographical Bachelor: SM entitled to BAH at the "with dependents" rate, who is voluntarily separated from their Family for personal reasons. (See Enclosure 3.)

c. Module: Two sleeping rooms and associated rooms as applicable (i.e., kitchen, bathroom, etc.).

d. Facility Manager (FM): Brigade (BDE) or Battalion (BN) S4 or designated Unit Representative Primary Point of Contact (POC) for the barracks. FM focus is on the efficient and effective delivery of support services for his or her organization via integration of people and processes within the built environment (barracks) with the purpose of improving the quality of life of the people and productivity of operations.

e. On/off Post Housing: On Post Housing is Privatized Housing, off Post Housing is in the local community.

6. Roles and Responsibilities.

a. The Garrison will (in addition to the roles and responsibilities listed in Reference 1.a., paragraph 3-4.j):

(1) Manage utilization of UPH (control unit allocation of barracks spaces based on strength and assets available).

(2) Approve/Disapprove Exception to Policy (ETP) IAW Enclosures 1 and 3. Unit approval of Request to Reside in On/Off-post Housing on ETP (Memo) does not establish authorization for SM to reside in on/off-post housing. The GC is final approval authority for all ETPs, allowing SMs to reside in on/off-post housing with approved ETP.

(3) Along with the Army Housing Office, administer compliance with ABMP IAW References 1.b. and 1.c.

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

b. The Directorate of Public Works (DPW) will (in addition to the roles and responsibilities listed in Reference 1.c., paragraph 1.3.3 and 1.m. in support services and service contracts):

(1) Work on approved Demand Maintenance Orders (DMOs) and Facility Engineer Work Requests (FEWRs), to include interior/exterior service (repair of KABA lock hardware and elevators, grounds maintenance, HVAC duct cleaning, etc.), maintenance (cyclic, preventive) and repair for all barracks buildings within the DPW area of responsibility IAW ref 1.d. and 1.m.

(2) Perform grounds maintenance within the DPW area of responsibility (greater than 50 feet from real property assets (e.g. bldgs., parking lots, sidewalks, fences, etc.).

(3) Manage override key replacement IAW subsequent USAG-HI Policy Memorandum(s), as applicable, References 1.c., 1.d., and 1.k., and the BDE's physical security plans for each of the barracks within its designated footprint.

c. Military Units will comply will roles and responsibilities listed in Reference 1.c., paragraph 1.3.1. and ensure SMs comply with guidelines set forth in this policy memorandum and its references as applicable. BDEs will appoint BDE S4 FM (SFC or above) for a minimum of one year and additional BN FMs and/or Unit Reps, as needed, to act as the liaison between UPH, DPW and the units, regarding Certificates of Non-Availability (CNAs), Exceptions to Policy (ETPs), assignments and terminations, maintenance, deployments and redeployments and barracks renovations. The BDE S4 Facility Manager represents their BDE for all issues in the barracks assigned to the BDE. The BDE will provide the appointment letter to the Army Housing Office upon request.

d. The Facility Managers will:

(1) Coordinate with DPW on facility issues and provides facility oversight. The FM acts as the gatekeeper for facility work and works closely with DPW Work Management. When the Military Maintenance Technician (MMT) team is unable to make repairs, the FM (resident) will submit a service request for repairs through the Army Maintenance Application (ArMA). If unable to submit the request through ArMA, the FM will submit a DMO for service to DPW. The FM will monitor DMO status and coordinate facility repair actions with DPW as needed.

(2) Coordinate actions within the barracks with DPW (Army Housing Office, Work Management Branch, Engineering Division, Real Property Branch, etc.) prior to, during and after renovation or repair of the barracks. Track service requests for timely completion. Anyone can call in an emergency request. All other maintenance requests will be submitted to DPW through ArMA or by Demand Maintenance Order.

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

(3) Coordinate with DPW Furnishings Management Office (FMO) on initial issue inventory and labeling of furnishings.

e. SM's roles and responsibilities are defined IAW Reference 1.c., paragraph 1.3.4., with additional guidance outlined:

(1) Report to designated unit's FM(s) for quarters assignment termination.

(2) Follow established rules of conduct while occupying shared living quarters IAW ref. 1.f.

(3) Submit a service task in eMH for all barracks furnishings and appliance repairs or replacements. Submit all property repairs to DPW through ArMA or by DMO.

## 7. General.

a. All unaccompanied SMs, E5 & below, who are permanently assigned or attached to installations located in Hawaii and eligible for UPH are required to live in barracks IAW Ref. 1.a. Exceptions may be authorized by the Garrison CDR to reside off-post via an ETP. The BDE or BN S4 FM will ensure proper ETP/CNA documentation is provided to the Army Housing Office (see Encl's 1 and 3) for processing. All unaccompanied E4 and below are authorized no more than one (1) sleeping room (bed space). E5s are authorized two (2) sleeping rooms (bed spaces) when space is available. Transgender personnel will be housed based on their birth certificate gender identification.

b. Master override keys will be maintained by the Contract Officer Representative (COR) for the KABA Lock Service Contract and with the BDE's Staff Duty Office (SDO). The BDEs will assist in after-duty hour lockouts, emergency room access, and health and welfare inspections. Inventory of all assigned keys and Front Desk Units (FDUs) shall be performed monthly by the BDE CSM to ensure key security is maintained.

(1) In the event a SM loses his/her swipe key card or is locked out of their room during normal duty hours, SM will report to their FM to obtain access to their room. For access after duty hours, SMs must report to their SDO to obtain master override key. Units will provide SDO with current barracks roster (occupancy report by name) to validate the occupant's identity. Once the occupant's identity is verified, the SDO will provide access to the room. Lost access card keys will be the responsibility of the SM/Unit.

(2) In the event a SM is locked in their room, the BDE FM/SDO/1SG will be

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

notified immediately as this is considered an emergency. The FM /SDO/1SG will make every effort to resolve the lock-in, but if they are unable to do so, the Installation Operations Center (IOC) (808-656-3272) shall be contacted for further action. In cases of emergency, dial 9-1-1.

c. In the event SM causes damage government furnishings and/or property, the unit will complete a Statement of Charges (DD Form 362) or initiate a Financial Liability Investigation of Property Loss (FLIPL) to determine if the SM will be assessed charges IAW References 1.c., 1.d. and 1.k.

d. All assignments, terminations, periodic inspections, maintenance and furnishings accountability will be managed and tracked through the Enterprise Military Housing (eMH) database. Assignments and terminations will be loaded in eMH within one (1) duty day of action.

8. Priority of Assignment. Priorities of assignment will be made IAW Ref. 1.a., paragraph 3-20, Table 3-5.

a. Geographical bachelors are not authorized assignment to PP barracks in Hawaii per Ref. 1.a., paragraph 3-20, Table 3-5. The Garrison CDR may grant exceptions to policy on a case-by-case basis. Minimum standards of adequacy do not apply to geographical bachelors authorized barracks by exception. (See Encl 3.)

b. Temporary Change of Station (TCS) or Temporary Duty (TDY) Personnel or SMs visiting temporarily for other official purposes may be authorized use of excess or vacant space inside PP barracks IAW References. 1.g.

c. A SM not normally authorized UH may reside in the barracks for no more than 72 hours (3 calendar days) for cool off purposes defined in Reference 1.i. Cool off (72-hour) rooms will have two bunk beds (four bed spaces) each and shall not exceed one percent (1%) of the total bed spaces available for BDE use. The unit is responsible for the cleaning and maintenance of 72-hour rooms. SM's BDE/BN S4 Facility Manager must submit an ETP for approval for the SM to reside in UH if over a 72 hour period. SM will be assigned to a 72-hour room until the next duty day, when the UR can assign a permanent room to the SM.

d. E6 and above are not authorized to live in the barracks in Hawaii. However, a grace period of 30 days is granted to newly promoted E6s who were residing in the barracks as an E5. This will provide newly promoted SMs the opportunity to find permanent housing outside of the barracks.

e. Arriving married SMs who do not have Command Sponsorship for their dependents will be assigned to the Barracks until Command Sponsorship is

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

obtained (typically 45-60 days).

f. Pregnant soldiers are authorized to move out of the barracks on a CNA twelve (12) weeks prior to their expected due date. Pregnant SMs must include their medical documentation with delivery due date from their medical provider in their ETP packet to be issued a CNA.

9. Assignment Procedures (IAW Reference 1.c., paragraph 3.1):

a. FM will assign room to SM in eMH within one (1) duty day following arrival.

b. FM will issue access card (swipe or proximity) to SM for assigned room and common areas as applicable.

c. FM will give SM a welcome packet containing (at least) the following documents: Barracks Guidelines, Pre-Move-In Checklist, Permission to Enter, Liability for Damage, Service Request Submittal Procedures and Room Lock-Out Procedures. Examples of these documents are available at the Army Housing Office on Schofield Barracks.

d. FM will collect from SM, the documents at 9.c., signed by the SM as applicable, acknowledging that the SM has read and understands the content of each.

e. Assignment Procedures (After-duty Hours). Room assignments after normal duty hours will be managed by the unit's Staff Duty Officer or designated representative.

10. Termination Procedures (IAW Reference 1.c., paragraph 3.5):

a. At least 30 days prior to departure and upon receipt of clearance documents (permanent change of station or expiring term of service), the SM will notify the UR to schedule a pre-termination inspection. All deficiencies must be corrected prior to the SM's termination. The room must be returned to standards prior to the SM's final check-out inspection. Costs incurred to return the room to standards are the responsibility of the SM.

b. Prior to SM's departure, a final checkout inspection will be performed by the FM or first line supervisor in the SM's chain of command. If damages are annotated, the soldier will not be cleared until the unit completes the process identified in para 7.c., ref 1.d. and 1.k.

c. Unit will issue termination letter to SM when room passes final inspection and SM completely vacates the room.

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

11. House Rules. Rules and regulations regarding enlisted barracks are outlined in References 1.c., 1.e., 1.f., and 1.j. with additional guidance outlined:

a. Televisions, stereos, coffeepots, and computer equipment are permitted in quarters. Hot plates are not authorized in quarters. Government issued refrigerators and microwave ovens will be provided. Window Air Condition (A/C) units are not authorized to be installed in barracks rooms without a written permission only memo from DPW. Window A/C units must comply with the conditions outlined in ref 1.m.

b. Furnishings (such as appliances, couches, tables and chairs) for day room and/or common area kitchens are available upon request. Misuse of recreational furnishings will result in the loss of equipment and a statement of charges will be issued to individual(s) or the unit responsible for misusing the recreational equipment.

c. Laundry Rooms. Washers are on delayed start, which locks the door; do not force the lid open. Clean dryer lint traps prior to use, and ensure dryer vents are connected and serviceable. Occupants are responsible for cleaning and removing trash from these facilities. Individuals are to follow the manufacturer's proper use and maintenance instruction for the use laundry appliances to prevent damages. Unit leadership is responsible for ensuring cleanliness is maintained and damages are properly addressed when they occur.

d. Material. Adhesive material, nails, tacks, staples and other hardware are prohibited on doors. Small nails, tacks, staples and other hardware may be placed on the walls to hang small decor. No racks, large items or shelves are authorized to be attached to walls or ceilings. The use of conduits, steam pipes or sprinkler heads to support clothing, pictures, and other items is prohibited. It is recommended that pictures be hung from walls with easy to remove adhesive-type hangers.

e. Storage of Household Goods. Occupants desiring non-temporary storage of excess household goods will submit a written request to the Transportation Officer via their chain-of-command requesting approval to store excess household goods at the government's expense.

f. Vacant Rooms. FM/Unit personnel will inspect vacant rooms bi-monthly for maintenance requirements and provide a recurring presence to ensure no unauthorized access/occupancy of vacant barrack spaces. Unauthorized occupants will be reported to the military police.

g. Service Requests. SMs can submit their own service order through ArMA 24/7. The SM must be present to escort maintenance and repair personnel to assigned quarters. ArMA is utilized for facility maintenance; all government

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

furnishings issues will be reported through eMH or directly to FMO for emergencies. If the SM is not present to let workers into their room, the service request could be cancelled.

h. Fire Alarms and Smoke Detectors. Under no circumstance will these items be tampered with or disabled in any manner. Do not hang any items from sprinkler heads. Tampering of fire alarms is a federal offense and punishable by the UCMJ.

i. Elevators (where applicable). Elevators will be cleaned and monitored for any tampering or abuse to the interior/exterior structure. Any evidence of abuse/vandalism can result in the suspension of elevator operations and the unit will be held accountable for charges. All other mechanical malfunctions shall be reported through DMO for service repairs.

12. Failure to abide by the policies outlined in this memorandum may result in disciplinary action or penalties under UCMJ.

13. This policy supersedes policy memorandum USAG-HI-39, SAB, dated 11 Aug 16 and remains in effect until rescinded or superseded in writing.

14. Point of contact for this memo is the Chief, Housing Division, USAG-HI, at 655-7396.

5 Encls.

1. Exception to Policy to Reside Off-Post
2. Unit Representative Appointment Letter
3. Geographical Bachelors Determination Flow Chart
4. Utilization Request for TDY Service Members
5. Non-Emergency Demand Maintenance Order Template Form

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COL, LG  
Commanding

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IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

**ENCLOSURE 1**

**EXCEPTION TO POLICY TO RESIDE OFF-POST (Example)**

*Your Brigade Letter Head*

*DD/MMM/YY*

MEMORANDUM FOR USAG-HI, ATTN: IMPC-HI-PWH, UPH, Schofield Barracks, HI 96857

SUBJECT: Request to reside on/off-post housing on Exception to Policy due to *what reason*.

1. Request an Exception to Policy for what reason: Rank / Name / DOD ID # / Unit / UIC / Phone # / Email

2. SM is requesting an Exception to Policy to reside on or off-post housing from. *State specific reason(s) why SM should be allowed to reside on or off-post housing. Address extenuating circumstances that would warrant SM moving on or off post housing with a CNA and authorization to receive BAH at the without dependent rate.*

3. Unit POC is: Rank / Name / Phone # / Email

4. Unit Rep: Rank / Name / Phone # / Email

Concur / non-Concur: \_\_\_\_\_  
Company Commander: Rank / Name Sign/Date

Concur / non-Concur: \_\_\_\_\_  
Battalion Commander: Rank / Name Sign/Date

Concur / non-Concur: \_\_\_\_\_  
Brigade Commander: Rank / Name Sign/Date

for Processing: \_\_\_\_\_  
UPH Manager: UPH Manager Sign/Date

Concur / non-Concur: \_\_\_\_\_  
Chief, Housing Division: Current Chief of Housing Sign/Date

Approve/Disapprove: \_\_\_\_\_  
Garrison Commander: Current Commander, COL, LG, Commanding Sign/Date

**Required Documentation for a Certificate of Non-Availability (CNA)**

Service Member's (SM) Rank/Name: \_\_\_\_\_

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

SM's DOD #: \_\_\_\_\_ Phone #: \_\_\_\_\_ SM's Email: \_\_\_\_\_

In ALL cases, this form and the following documents must be provided; please complete below as applicable:

Unit \_\_\_\_\_ Rep: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Completed Request to Reside Off-Post w/CNA; input POC info from memo, paragraph 3 (i.e. ISG, CSM):  
Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Email: \_\_\_\_\_

Initial PCS orders assigning SM and/or spouse to USAG-HI or TCS orders returning from deployment  
Accompanied: Y N

Current Soldier Record Brief (SRB); input the following, M-Married, D-Divorced, S-Single:  
Arrived on: \_\_\_\_\_ DEROS: \_\_\_\_\_ Status: M D S Dependents: Y N

Current Leave and Earning Statement: BAH w/Dep BAH w/o Dep BAHdiff N/A  
*Circle or delete applicable letters/words*

Previously issued CNA if applicable & Termination Letter if SM has ever resided in the Barracks;  
*Input the following CNA Dates:*

Issued on: \_\_\_\_\_ Expires: \_\_\_\_\_

Current lease agreement/mortgage documents as applicable; input the following for lease agreement:  
Issued on: \_\_\_\_\_ Expires: \_\_\_\_\_

\* Additional documentation to be provided if applicable to include the above documents:

**Military Intelligence (MI) / Criminal (CID) Investigating Agents:** Unit Commander signed Request to Reside Off-Post on Exception to Policy (Command Memo) stating that the SM is a MI or CID Agent

**Pregnancy:** Signed Profile DA 3349/medical documentation with delivery due date

**Home Purchase in Local Area Prior to Assignment:**

Mortgage/Deed/Purchase Agreement

Excessive shipment of Household Goods (DD Form 1299) or inventory of all HHGs

**Joint Custody/Visitation Right:** Court Document/Parenting Plan with custody/visitation dates

**Lease from Prior Marriage:** Divorce Decree

**Lease Prior to Civilian Spouse Service Enlistment – No Dependents**

Marriage Certificate

Spouse Enlistment Orders

Updated Dependent Enrollment & Eligibility Report (DEERS) Enrollment, DD Form 1172

**Other supporting documentation pertinent to justification of ETP / outline specific circumstances**

Received by: \_\_\_\_\_ Date Received: \_\_\_\_\_

IMHW-ZA  
SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

**ENCLOSURE 2**  
Unit Representative Appointment Letter Example  
*Brigade Letterhead*

APVG-DSB-CO

Date

MEMORANDUM FOR: All Concerned

SUBJECT: Appointment of Brigade Facility Managers (FM) and Allocations of Bed Spaces / Rooms for Units Occupying Barracks Building 1111 located on *Schofield Barracks*

1. The purpose of this memorandum is to outline the allocated bed spaces in the building by unit:

<b>Bldg.</b>	<b>UIC</b>	<b>Unit Name</b>	<b>Spaces</b>	<b>Room #'s</b>
1111	WDQDAA	HHC 25 <sup>TH</sup> STB	36	101-118, 1 <sup>st</sup> Floor Laundry
	WH0FAA	125 <sup>TH</sup> FIN	36	201-218
	WA4TAA	73 <sup>rd</sup> SIG CO	36	301-318
	WFQLAA	259 <sup>TH</sup> HR CO	36	401-418
	WDCPAA	569 <sup>TH</sup> QM CO	36	501-518

2. Commanders will sign for all furnishings assigned to their footprint through the Furnishings Management Office (FMO). Coordination will be made at least 30 days prior to a change of command with the FMO to schedule appointments and conduct a change of command inventory. Primary Hand Receipts will be updated at least annually.

3. The appointed Brigade S4 FM will act as liaison between Unaccompanied Personnel Housing (UPH) and Garrison Command Sergeant Major for purpose of providing oversight of all barracks operations IAW AR 420-1 and the Army Barracks Management Program Handbook.

4. The 125<sup>th</sup> FIN (WH0FAA) is appointed as the unit responsible for signing for the building from the Real Property Office (RPO). The Commander will sign for the building from the RPO. Coordination will be made at least 30 days prior to a change of command with the RPO to schedule appointments and conduct a change of command inventory.

IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

5. The *HHC 524<sup>th</sup> CSSB (WEPYAA)* is responsible for appointing a primary and alternate Key Control Custodian in writing. The Front Desk Unit (FDU), used for making keys, will be managed by the Key Control Custodian. Two physical keys (master keys) are issued with each FDU and accountability must be maintained on a DA Form 5513, IAW AR 190-11. Inventories of keys must be completed Semi-Annually or when change out of key control custodians.

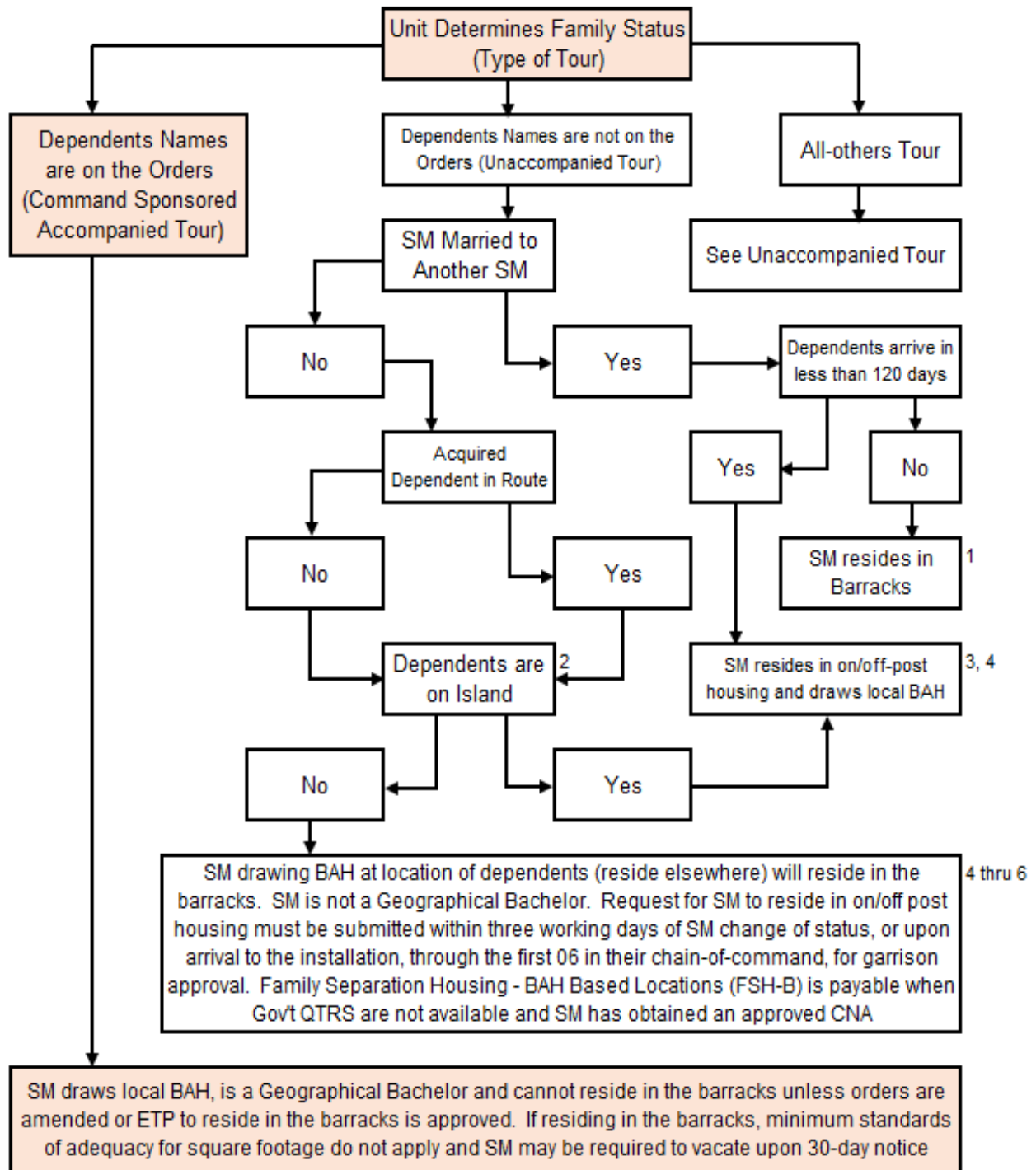
6. The *HHC 524<sup>th</sup> CSSB (WEPYAA)* is responsible for appointing the primary and alternate Fire Wardens in writing and ensuring monthly inspections are conducted as well as annual inspections by the Fire Department of the facility. All Fire Wardens must receive required training upon assumption of duties.

7. The *HHC 524<sup>th</sup> CSSB (WEPYAA)* is responsible for appointing the primary and alternate Building Energy Monitors (BEMs) in writing and ensuring monthly inspections are conducted as well as annual inspections by the DPW Energy Conservation Division. All BEMs must receive required training upon assumption of duties.

8. The point of contact for this memorandum is the *Brigade CSM, First Mi. Last*, at 808-655-1111 or *first.m.last.mil@mail.mil*.

*First Mi. Last*  
COL, LG  
Commanding

**ENCLOSURE 3**  
 Geographical Bachelors Determination Flow Chart



IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

Notes:

1. A SM married to another SM assigned to different installations will reside in the barracks unless on accompanied tour with dependents and concurrent travel. If, at a later date, one SM is assigned to the other's installation, the SM residing in the barracks at the gaining installation will remain in the barracks until the PCSing SM arrives on-station.
2. Dependents already reside on island or dependent travel paid for by SM.
3. When a SM married to another SM (Joint Domicile) has orders assigning them to the same installation within 120 days of each other, a CNA is not required to reside on/off-post or to be authorized local BAH. Finance requires a completed DA Form 5960, a copy of the marriage license, a copy of each SM's orders and proof of arrival (flight itinerary) before initiating BAH.
4. When a SM has (moves, travel paid for by SM) dependents on Island (not visiting) (not Joint Domicile), a CNA is not required to reside on/off-post or to be authorized local BAH. Finance requires proof of dependency and residency, flight itinerary and/or barracks termination, as applicable, before initiating BAH. The SM will not draw COLA until acquiring command sponsorship. A SM drawing local BAH cannot live in the barracks without an approved ETP.
5. A SM drawing BAH-DIFF can submit an ETP for garrison consideration / approval, on a case-by-case basis, to reside in on/off post housing for the period(s) that dependent(s) visit the SM IAW the divorce decree / family plan.
6. SMs are authorized NTS IAW JFTR when GOV'T QTRS assignment is authorized; The SM's unit initiates requests for NTS.

IMHW-ZA  
SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

**ENCLOSURE 4**  
Utilization Request for TDY Service Members  
*Brigade Letterhead*

*APVG-HHB-CM*

*Date*

MEMORANDUM FOR: *Housing Chief Name*, Chief of Housing, Schofield Barracks, HI 96857

SUBJECT: Authorization for building *1024 (barracks)* to house Soldiers in a TDY status.

1. References

- a. IMCOM-Pacific Policy Memo #17, Temporary Use of Excess/Available Unaccompanied Personnel Housing (UPH), 21 Sep 12
- b. Army Regulation (AR) 420-1 Army Facilities Management, Chapter 3, Housing Management, 12 Feb 08 (with Rapid Action Revision 24 Aug 12).
- c. Army Barracks Management Program Handbook, Office of the Deputy Chief of Staff G-9, HQDA, V2, 12 Jan 21

2. Purpose. IAW IMCOM- Pacific Policy Memo #17, *HHBn* requests temporary lodging of *12 Soldiers* or varying ranks in building *1024* in order to support their participation in the *USARPAC Best Warrior Competition from 7 Jun 20 to 14 Jun 20*.

3. The point of contact for this request is the undersigned at (808) 655-7777 or at *john.j.smith.mil@mail.mil*.

*John J. Smith*  
CSM, USA  
Command Sergeant Major

IMHW-ZA  
 SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

**ENCLOSURE 5**  
 Non-Emergency Demand Maintenance Order Template Form

Post:	
Bldg. #, Rm. #, Specific Location, etc.	
Describe Problem: Provide Brief / Accurate Description of problem or situation.	
Unit/Organization, BDE, Customer ID	
POC:	
POC Phone #:	
Alt. POC:	
Alt. POC Phone #:	
Additional Remarks:	

**NEW NON-EMERGENCY DEMAND MAINTENANCE (DMO) ORDER EMAIL SITE:**

DPW has implemented a new email service for demand maintenance orders that are NOT emergencies. This is the preferred method to submit a non-emergency DMO since it does not tie up phone lines and does not require customers to wait for the DMO clerk to answer the phone. Instructions for Submitting Non-Emergency Demand Maintenance Orders are as follows:

1. Download the DMO Template from the Garrison Website and save it on your computer.
2. Create your own template with your unit, requestor ID, name, phone, etc. already typed in.
3. Before filling out the rest of the DMO template, determine if you think the problem is an emergency (widespread power outage, overflowing toilet, Priority 1 air-conditioning failure, etc.) For emergencies, DO NOT submit the DMO template. Call the DPW service order desk at 656-1275.



IMHW-ZA

SUBJECT: Policy Memorandum USAG-HI-39, Unaccompanied Personnel Housing (UPH).

4. If not an emergency, describe the location, the problem, and the severity in as much detail as possible on the DMO template.
5. Send the form via email to USARMY Wheeler AAF ID-Pacific List DPW Demand Maintenance Orders [usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil).

One form per email with title "DMO Request." DMOs for the Barracks may ONLY be submitted by the Unit Representatives. DPW will review the DMO form you submitted. If it appears complete and thorough, DPW will enter the DMO into GFEBS and will email you the DMO number. If what you asked for is not DPW's responsibility, we will return your form with an explanation. If the problem appears to be caused by abuse or negligence, you will be asked to send a picture.