



REPLY TO  
ATTENTION OF:

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

IMHW-ZA

JUL 25 2018

MEMORANDUM FOR All Permanent Party (PP) Military Personnel Assigned or Attached to United States Army Garrison, Hawaii (USAG-HI) Installations

SUBJECT: Policy Memorandum USAG-HI-19, Temporary Lodging Allowance (TLA)

1. References.

- a. Joint Travel Regulations (JTR), Par. 0903, Temporary Lodging Allowance 1 Sep 17.
- b. Army Regulation 420-1, Facilities Engineering, Army Facilities Management, 12 Feb 08, with Rapid Action Revision (RAR) issued 24 Aug 12.
- c. USPACOM Instruction 0614.5, J102, subj: Temporary Lodging Allowance in Hawaii, 08 Nov 13.
- d. Hotel and Motel Fire Safety Act of 1990, (Public Law No. 101-391, 25 Sep 90, as amended by PL No. 105-85, 18 Nov 97).

2. Applicability. This policy applies to all permanent party Army personnel assigned to duty in Hawaii who are eligible for TLA in accordance with references 1a and b.

3. Policy. The purpose of TLA is to partially reimburse an individual for more than normal expenses incurred during occupancy of temporary lodging. TLA may be authorized when the TLA authority determines it is mandatory that a Soldier and/or dependents occupy temporary lodging at personal expense. (NOTE: The Soldier is still receiving Basic Allowance for Housing (BAH) in conjunction with TLA).

4. Definitions.

- a. Arrival TLA – Authorized for up to 30 days from the date of the Soldier's sign-in to Permanent Duty Station (PDS) and not to exceed 60 days. (See Encl 1. for details.)
- b. Departure TLA – Authorized up to 10 days prior to the leave date on the Department of Army Form 31 and commences no sooner than pick-up date of household goods. If the Soldier is not taking leave, the AVAL date will be used.
- c. Interim TLA – Authorized during pre-deployment (10 days) and redeployment (30 days) with orders.

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d. Emergency TLA – The Chief, Housing Division will determine that the Soldier must vacate permanent government quarters/private sector/on-post housing in the PDS vicinity.

e. Special Conditions TLA – The Chief, Housing Division will determine TLA authorization for special conditions as determined in the JTR (see Encl 2).

#### 5. Authorization of TLA.

a. TLA is authorized under the following circumstances:

(1) After reporting for duty and signing off of Permanent Change of Station (PCS) leave in compliance with the PCS authorization (see Encl.1).

(2) Upon receipt of a Secretarial waiver allowing dependents to reside at the PDS while the Soldier is assigned elsewhere.

(3) Under Special Conditions (see Encl. 2).

(4) Upon departure in compliance with PCS authorization (see Encl. 3).

(5) Any day a member is on leave or permissive travel in the PDS vicinity, after reporting for duty, while seeking or awaiting government quarters/private sector/on-post privatized housing.

b. TLA is not authorized under the following circumstances:

(1) Any day a Soldier or authorized dependents are not in the PDS area.

(2) Any day a Soldier is on leave or permissive travel away from the PDS vicinity, unless one or more dependents remain(s) in the PDS vicinity to continue to seek or while awaiting government quarters/private sector/on-post privatized housing. In that case, the number of dependents who continue to occupy temporary lodgings determines the rate payable.

(3) For personal convenience.

#### 6. Responsibilities.

a. The USAG-HI Commander will:

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- (1) Designate the Chief, Housing Division as the TLA authority.
- (2) Be the approval authority for TLA requests (may not be further delegated) for:
  - (a) Greater than 90 days for incoming personnel.
  - (b) Greater than 20 days for departing personnel.
- (3) Be the appeal authority for TLA Exceptions to Policy (ETP).

b. The Chief, Housing Division will:

- (1) Serve as the TLA authority for day-to-day operations.
- (2) Determine the need for a Soldier to occupy temporary lodging.
- (3) Follow TLA procedures prescribed by the JTR and this policy memorandum.  
If there is a conflict between this policy memorandum or other publications and the JTR, the JTR takes precedence.

(4) Submit recommendations to improve TLA management to the USAG-HI Commander.

- (5) Be the approval authority for TLA extension requests for:
  - (a) Up to 90 days for incoming personnel, and under special conditions.
  - (b) Up to 20 days for departing personnel.
  - (c) Thirty days redeployment.
  - (d) Ten days pre-deployment.
- (6) Promptly submit ETP requests to the Commander, USAG-HI

c. The Housing Services Office (HSO) and Unaccompanied Housing Office (UPH), will:

- (1) Ensure the Soldier understands they are responsible for seeking permanent housing and that failure to comply with this policy memorandum may result in early



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termination of TLA. The Soldier must receive this information during In/Out Processing briefings.

- (2) Provide the Soldier their TLA authorization memorandum for Finance.
  - (3) Maintain accurate records to ensure the Soldier aggressively seeks permanent housing.
  - (4) Assist Soldiers with completion of necessary documents to support TLA claims or establish eligibility for housing or quarter's allowance when TLA ends.
  - (5) Ensure extension requests are valid and meet the minimum requirements for authorization in the JTR and this policy memorandum.
  - (6) Promptly process TLA extension requests (ETP).
  - (7) Ensure private rental housing is not vacated prematurely.
  - (8) Maintain housing forecast and availability data (as mission permits) as required.
  - (9) Monitor the local rental market and promptly give the Soldier or their dependents current information on suitable available private rentals (as mission permits).
  - (10) Inspect hotel facilities and provide Soldiers and Families a list of TLA approved hotels (properly registered by the State of Hawaii to operate as Hotel/Transient Accommodations).
  - (11) Assist the Soldiers in obtaining permanent housing.
  - (12) Determine whether cooking facilities available for Soldiers in temporary lodging justify full or partial TLA payments.
- d. Unit Commanders will:
- (1) Ensure that newly-arrived Soldiers report to the HSO/UPH within five calendar days after arrival.
  - (2) Schedule duties of newly-arrived Soldiers to allow enough time to find suitable housing. Soldiers should be permitted to complete their in-processing prior to

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field training or deployments. Soldier will not be considered completely in-processed until they secure permanent housing.

(3) Ensure sponsors are appointed to help newly-arrived Soldiers search for housing and aide with transportation.

(4) Ensure outbound Soldiers visit the HSO upon receipt of PCS orders.

e. The Soldier will:

(1) Report to the HSO upon arrival within five calendar days after initial PCS or redeployment for instructions on TLA eligibility and responsibilities. Failure to report may jeopardize TLA eligibility.

(2) Aggressively seek housing and contact HSO at least every ten to fifteen days (based upon issuance of TLA certificate) to provide HSO with the housing search results.

(3) Provide a valid, signed lease agreement within the first thirty days to be eligible for additional TLA.

(4) File TLA claims no later than three calendar days after ending day of 10-day TLA increment or day TLA terminates, whichever is first.

(5) Submit extension requests (ETP's) to HSO prior to the 60-day incoming and 10-day outgoing limitations.

(6) Report to the HSO upon receipt of PCS or deployment orders for instructions on TLA eligibility and responsibilities. Failure to report may jeopardize TLA eligibility.

(7) ETP requests outside the initial 60-day inbound and 10-day outbound periods will not be approved.

#### 7. Termination of TLA.

a. TLA entitlement will end the day before the Soldier receives household goods at the permanent quarters. (Note: The day the Soldier picks up their keys for government quarters, the effective date of lease, or the closing date on mortgage, the Soldier is considered to have "permanent quarters.")

b. At the thirty day point without a valid lease or purchase agreement. (exceptions for an unusually large family, handicapped needs, etc., may be authorized)

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c. At the thirty day point when Soldier has turned down adequate housing.

8. Non-Eligibility for TLA. TLA is not authorized when:

a. Temporary lodging is not occupied. Temporary lodging is defined as approved hotels (properly registered by the State of Hawaii to operate as Hotel/Transient Accommodations).

(1) A Soldier must choose from the list of approved TLA hotels (properly registered by the State of Hawaii to operate as Hotel/Transient Accommodations). The list is available at the HSO Office.

(2) Note: If the Soldier elects other than TLA approved lodging, they may incur out of pocket expenses for items such as transient lodging taxes that are not reimbursable. Soldiers are required to contact the hotel directly for a receipt. No online receipts will be accepted, i.e. Priceline, Expedia etc.. Additionally, short-term vacation rentals, MWR cabins and bed and breakfast lodgings are not permitted. This is local policy, but if the Soldier does this, JTR requires reimbursement.

b. Soldier is awaiting completion of private sector housing to be constructed.

c. Two active duty service members marry while stationed in Hawaii and relocate from the barracks to family housing.

d. The Soldier fails to aggressively seek private rental housing.

e. The Soldier fails to register with HSO within five calendar days upon arrival.

f. The Soldier terminates quarters more than ten days before departure for personal reasons.

g. The Soldier delays port call or airline reservations for personal reasons.

h. The Soldier fails to visit HSO prior to departure.

9. Exceptions to Policy (ETP).

a. ETPs may be submitted in writing in standard memo format to the Chief, Housing Division through the HSO office. The Chief, Housing Division will either approve, disapprove or forward to the Commander, USAG-HI for a decision based upon approval authorities.



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(1) A calculation which includes BAH will be used to determine additional TLA eligibility will be used so as to not incur a financial hardship.

(2) The Soldier may appeal decisions made by the Chief, Housing Division to the Commander, USAG-HI through the Chief, Housing Division. An additional justification ETP memo will be required to submit an appeal.

10. This instruction has been reviewed by the Per Diem, Travel and Transportation Allowance Committee staff in accordance with DoDI 5154.31, Volume 5, dated 8 Oct 15, as PDTATAC Case RR 18006.

11. This policy memorandum supersedes Policy Memorandum USAG-HI-19, SAB, dated 26 Aug 16 and remains in effect until rescinded or superseded in writing.

12. Proponent. The proponent for this policy is the Chief, Housing Division at (808) 655-7396. (Other relevant points of contact are identified in Encl. 6).

6 Encls:

1. Arrival TLA Guidance
2. TLA Under Special Conditions
3. Departure TLA Guidance
4. Emergency TLA
5. Unaccompanied Members TLA
6. Telephone Directory



THOMAS J. BARRETT  
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Commanding

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Electronic Media

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### ENCLOSURE 1 ARRIVAL TLA AUTHORIZATION GUIDANCE

1. Member with Dependents. A member who is authorized to have dependents reside at or in the vicinity of the member's PDS in Hawaii, and whose dependents do so reside.
2. Member without Dependents. (E-6 and Above)
  - a. SM who has no dependents, or
  - b. whose dependents do not reside in the PDS vicinity, or
  - c. who has non-command-sponsored dependents
  - d. who does not have legal custody and control of the dependents.
3. Housing Registration.
  - a. SM with dependents must register with the HSO within five calendar days of reporting for duty upon PCS or redeployment to be eligible for TLA. The HSO grants arrival TLA in increments of 10 days. The period of authorization depends on the SM's continued aggressive search for permanent housing.
  - b. SM who had no dependents upon arrival but who acquired dependents during his/her tour is not eligible for TLA.
  - c. SM, E6 or above, without dependents, must register with the HSO within five calendar days of reporting for duty to be eligible for TLA. If UPH government quarters are not available, SM will be referred to the HSO. The HSO grants arrival TLA in increments of 10 days. The period of authorization depends on the SM's continued aggressive search for permanent housing.
4. TLA Reimbursement. TLA reimbursement depends on actual expenses incurred at the temporary lodging (excluding expenses when staying with friends or relatives) and receipts for payment. To claim meals only, SM must submit a statement to the HSO. The statement must be signed by SM's host, include name and address, and confirm the SM is a guest.
5. Private Rentals. HSO will assist SM seeking private rentals. SM will aggressively search for permanent housing and submit a record of housing searches for each 10-



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day TLA period. HSO referrals will include the Island Palm Communities leasing office as well as other listings within commuting distance of the duty station (one hour commuting distance in rush hour).

a. SM arriving in Hawaii on TLA, who elect to rent on-post or off-post housing that will not be available for move-in until after 60 days of their arrival will only be authorized to receive up to 60 days of TLA. This is based on availability of adequate housing and their desire to wait for something beyond their timeframe. HSO can provide a list of short-term, furnished rentals.

b. SM who sign a rental agreement with a tenancy start date within 60 days of arrival can request for a TLA extension if household goods cannot be delivered within the 60 day timeframe.

6. Home Purchase. HSO will assist Soldiers seeking home ownership and will offer at a minimum:

a. Nondiscriminatory listings of for-sale housing.

b. Government transportation for newly arrived personnel where possible to inspect community housing listings when public or private transportation is not available.

c. Counseling and home buying an selling, and property management (where feasible on a space and/or resource available basis).

SM will aggressively search for permanent housing and submit a record of housing searches for each 10 day TLA period. SM must provide a copy of the Purchase Agreement once signed by the buyer and seller. The closing date will determine when TLA ends if it is within 60 days of arrival. Any delay generated by the SM for his/her convenience in consummating the purchase of a home, is not justification for extension of TLA. A SM whose initial 60-day TLA period has expired must make living arrangements at his/her own expense.

7. TLA when Tour Is Converted. A member whose tour in Hawaii is converted to an accompanied tour may be eligible for TLA upon arrival of the command-sponsored dependents who were dependents on the PCS authorization/order effective date if reference a, paragraph 090302 conditions are met. The member must make every reasonable effort to find suitable permanent government quarters/private sector/on-post privatized housing for the dependents before they arrive. TLA may be authorized/approved for the member and dependents only if the member, for reasons beyond the member's control, is unable to find suitable permanent government quarters/private sector/on-post privatized housing for the dependents before they arrive.

8. Bonafide bachelors and SMs, who did not bring their dependents and are deploying within 60 days of arrival, are required to obtain a written memorandum from their

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commander and Temporary Change of Station orders to remain on TLA. Housing search is required if deployment occurs beyond 60 days.

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ENCLOSURE 2 TLA AUTHORIZATION UNDER SPECIAL CONDITIONS

1. TLA is authorized:

a. When the RCI Project Manager or his/her delegate officially determines that, for reasons beyond the member's control, a Soldier must vacate established permanent government quarters/private sector/on-post privatized housing in the PDS vicinity.

b. While seeking permanent government quarters/private sector/on-post privatized housing following a TDY period when a member without dependents vacated permanent Government quarters/private sector housing before a TDY assignment of 90 or more days.

c. During a member's hospitalization period while en route between PDSs when dependents are required to use temporary lodging in Hawaii during the hospitalization period.

d. For up to thirty (30) days upon redeployment, actively and aggressively seeking off-post housing when adequate quarters are not available and:

(1) SM reported for duty, was eligible for and receiving TLA (inbound) and was deployed prior to acquiring permanent quarters, or

(2) As an Army Military couple, dependents departed from the PDS vicinity in conjunction with (ICW) the Family Care Plan, and the couple vacated permanent quarters, or

(3) SM is a single parent, dependent(s) vacated the PDS vicinity ICW the Family Care Plan, and SM vacated permanent quarters, or

(4) SM's dependents departed PDS vicinity on Early Return of Dependent orders, and SM terminated permanent quarters before or during deployment, or

(3) As an Army Military couple without dependents departed from the PDS vicinity, terminated permanent quarters before or during deployment, or

(4) SM, in rank of E6 or above, qualifies for UPH as Priority I or II, and terminated permanent quarters before or during deployment.

2. TLA is not authorized when:



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a. SM terminated permanent quarters in the PDS vicinity and dependents departed the vicinity at personal expense ICW deployment.

b. SM qualifies as Priority III, IV, V, or VI for UPH. SM in category III-VI may be assigned UPH on a space-available basis. SM is not required to participate in waiting list for UPH, not required to occupy UPH, and not required to obtain a certificate of non-availability. Minimum standards of adequacy do not apply to residents in these categories. Prior to assignment, SM will be advised in writing they will be required to vacate housing for personnel in Priorities I and II upon 30-days notice.

3. TLA computation does not include any expenses before the TLA period begins or after it ends, except for extra lodging charges authorized in reference a, pars 090501-B and 090503-A.

4. TLA will be terminated if the RCI Project Manager determines that TLA is no longer necessary (i.e. no excess costs, the member fails to accept adequate permanent Government quarters/on-post privatized housing, or the member stops diligently searching for permanent private sector housing).

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### ENCLOSURE 3 DEPARTURE TLA AUTHORIZATION GUIDANCE

#### 1. Terminate Permanent Quarters.

a. On-Post Housing. TLA period should not exceed the last ten days before the day the SM signs out on leave via a DA31 and should not begin until household goods are picked up.

b. Off-Post Housing. TLA period should not exceed the last ten days before the day the SM signs out on leave (DA31) from PDS, and should not begin until household goods are picked up except when:

(1) A longer TLA period may be authorized due to delayed departure or early termination of permanent family housing/private sector/on-post privatized housing IAW reference 1a, due to no fault of the SM.

(2) The SM or dependent is hospitalized or the SM's duties require the SM to be away from PDS. Medical documents are required.

2. Dependents Depart Before the SM. When dependents depart before the Soldier on Early Return of Dependent (ERD) orders, TLA may be authorized for the SM and dependents when the conditions in reference a, par. 090309-A are met. Departure TLA must not exceed the last 10 days before the last dependent departs, and must not begin earlier than the issue date of the PCS authorization/order or official alert notice. Upon departure of the member at a later date, TLA may again be authorized/approved for the member as in reference a, paragraph Table 9-10.

3. Separation or Retirement from the Service. TLA is not authorized when SM separates or retires and remains in Hawaii.

4. Delayed Departure. When the departure period has begun and the actual departure is delayed through no fault of the member or dependents (to include dependents' delay due to the member's death), TLA may be authorized/approved by the authorizing or approving official in increments of ten (10) or fewer days, for the entire period that temporary lodging approved by the Garrison Commander must be used.

5. Early Termination of Permanent Housing. When for reasons beyond the control of the SM and/or dependents permanent government quarters/private sector/on-post privatized housing is relinquished more than the last 10 days before the estimated departure date, the authorizing/approving official may authorize/approve TLA beginning the day the permanent government/private sector/on-post/privatized housing is relinquished for the following reasons:

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- a. The Transportation Officer determines it necessary to ship household goods, after considering anticipated leave, necessary travel time, household goods shipping transit times, compliance with requirements of local packing/crating/shipping agencies, meeting schedules, and other requirements.
- b. Expiration/termination of lease/rental agreement occurs after a Soldier has PCS orders.
- c. The landlord withdraws private sector housing from the market.
- d. The Chief, Housing Division determines an Act of God, fire, flood, earthquake, riot, civil unrest or other disturbance makes occupancy of permanent family housing/private sector housing inadvisable.
- e. The SM is required by lease, custom, or law to vacate private sector housing in advance of the lease expiration to permit inspection, finalization of utility bills and deposits, redecoration, and/or adjudication of damage claims.
- f. The lease, custom, or law requires the SM to surrender private sector housing at a fixed date, more than 10 days before scheduled departure.
- g. The RCI Project Manager or his/her delegate determines the SM must relinquish permanent government quarters/private sector/on-post privatized housing under circumstances/reasons other than those stated in reference 1a.



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ENCLOSURE 4 EMERGENCY TLA AUTHORIZATION GUIDANCE

The RCI Project Manager or his/her delegate officially determines that the SM must vacate permanent government quarters/private sector/on-post housing in the PDS vicinity.

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ENCLOSURE 5 ADDITIONAL TLA AUTHORIZATION GUIDANCE

1. Inbound single Soldiers E5 and below without dependents are required to reside in the barracks and must check in with their unit Barracks Manager (BMR) for UPH housing availability. If no space is available (overall occupancy is >95%) the Soldier may be eligible to receive a certificate of non-availability (CNA). Once an official CNA is obtained, the Soldier has ten (10) days to secure a lease and TLA may be authorized for a maximum of 30 days to prevent undue financial hardship while searching/waiting for housing. **The Soldier will not sign a lease until the CNA has been approved.** All other TLA rules apply.

a. A Soldier who has a valid CNA may be authorized up to five (5) days departure TLA if no barracks space is available.

2. Geographical bachelors (Soldiers entitled to BAH at the with dependent rate, who are voluntarily separated from their family members for personal reasons) are not authorized to reside in the barracks unless an official ETP has been approved by the Commander, USAG-HI. TLA may be authorized for a maximum of 30 days to prevent undue financial hardship while searching for housing. All other TLA rules apply.

3. Inbound married Soldiers E5 and below who do not have command sponsored dependents and who did not bring their dependents (unaccompanied tour) are required to live in the barracks. TLA is not authorized. Should the tour be converted within 120 days, the Soldier may be authorized a maximum of 30 days TLA if they can prove that every reasonable effort was made to find suitable quarters prior to the dependent's arrival.

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ENCLOSURE 6 TELEPHONE DIRECTORY

**HOUSING SERVICES OFFICE (HSO)**

(808) 655-3073/3074/3075/ 215 Duck Road, Bldg. 950, Schofield Barracks  
3076/3077/3079/3080

**CHIEF, HOUSING DIVISION**

(808) 655-7396                      215 Duck Road, Bldg. 950, Schofield Barracks

**ISLAND PALM COMMUNITIES, LLC**

(808) 275-3800                      South Regional Office, Bldg. 1004, Fort Shatter  
(808) 275-3700                      North Regional Office. Bldg. 950, Schofield Barracks

**FINANCE OFFICE**

(808) 655-5985                      Defense Military Pay Office, Schofield Barracks

**UNITED STATES ARMY GARRISON-HAWAII (USAG-HI)**

(808) 656-1153                      745 Wright Avenue, Wheeler Army Airfield, Schofield Barracks