

MASTER DIRECTIVE FILE

UNITED STATES MARINE CORPS
MARINE CORPS BASE
CAMP LEJEUNE, NORTH CAROLINA 28542-5001



BASE ORDER 11101.39E

From: Commanding General
To: Distribution List

Subj: Commercial Quarters Cleaning Agencies

Ref: (a) BO P11101.32F

Encl: (1) Authorization Letter
(2) Quarters Cleaning Instructions
(3) Quarters Cleaning Contract

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1. Purpose. To promulgate regulations and procedures for the licensing, contracting, control and required standards of performance of commercial quarters cleaning agencies authorized to operate aboard Marine Corps Base, Camp Lejeune and the Marine Corps Air Station, New River.

2. Cancellation. BO 11101.39D

3. Background

a. The reference sets forth regulations for occupancy of government housing and designates areas of occupant responsibility. Additionally, upon tenant dispossession, nonavailability of fund authorizations for cleaning of quarters by the government results in this responsibility being levied on the vacating occupant. Quarters must be left in such condition as to be ready for immediate occupancy by the next assigned tenant.

b. Many occupants desire to employ a commercial cleaning agency in preparing quarters for checkout and, for this purpose, such cleaning agencies are authorized to operate within the Marine Corps Base, Camp Lejeune/Marine Corps Air Station, New River complex. The engagement of a cleaning agency is a private business arrangement between the occupant and the agency.

c. Command responsibility encompasses licensing of agencies, ascertaining the requisite moral character of employees, enforcing required performance standards, and referral of agencies to occupants upon request.

d. This Order pertains only to the operation of licensed cleaning agencies in preparing quarters for checkout of occupants.

e. Responsibility for the condition of quarters and all property therein during the period of occupancy rests with the occupant. Restitution for damaged government property which has not been previously corrected, and resulting from occupant negligence, will be resolved at completion of the checkout inspection.

4. Information

a. Licensing of Cleaning Agencies

(1) Applications for permits to conduct quarters cleaning operations will be submitted to the Director, Family Housing. Included with the application will be a list of the employees of the agency.

(2) Upon receipt of the application, the Director, Family Housing, will determine whether the additional service is needed and will make recommendations thereon to this Headquarters (Assistant Chief of Staff, Facilities) who will act on the request.

(3) Copies of all permits issued, together with a list of the employees, will be furnished to the Base Personnel Officer (Central ID/Registration Section) and the Director, Family Housing. Thereafter, the manager of the agency will report all personnel changes to the Director, Family Housing, who will notify the Base Personnel Officer of such changes.

(4) The Base Personnel Officer will have a local records investigation made of all agents receiving permits and their employees. Where such investigation renders inadvisable the continuance of a permit or the employment of an individual, the Base Personnel Officer will notify the Director, Family Housing, who will in turn cancel the permit or notify the agency to terminate the employment of the person concerned.

(5) The granting of a permit does not constitute authority for employees to enter the Base. Those not otherwise so authorized will make individual application for a Base decal at the Provost Marshal's Vehicle Registration Section, Building 4000, Midway Park. All requests for decals will be accompanied by the permit issued by the Assistant Chief of Staff, Facilities. Requests for decal renewals will be accompanied by Director, Family Housing, verification that the individual is a commercial quarters cleaning agent.

b. Referrals

(1) A random listing of cleaning agencies will be maintained in the Family Housing Office at all times. Upon request, the Director, Family Housing, will refer all agencies without recommendations.

(2) The work performance of newly licensed agencies will be closely followed by the Director, Family Housing, until the agency has successfully performed six contractual obligations, upon completion of which the Director, Family Housing, will advise the cleaning agency that it has been classified "reliable". This means it will be permitted to represent vacating occupants insofar as cleaning and standing final quarters inspection. The outgoing occupant will advise the Family Housing Office which reliable cleaning agent will be representing him and leave an authorization, enclosure (1), together with a cashier's check or postal money order made out to the "reliable" cleaning agent with the Family Housing checkout desk. After he has had a prefinal inspection and has paid any sundry and damage charges, the occupant will be issued his dispossession Family Housing Voucher, NAVMC 11051, dated to coincide with the projected completion date shown on the contract. Upon satisfactory completion of final checkout inspection, the agent will pay cash rent, equal to occupant's BAQ plus VHA, for each day quarters are held after contract date.

(3) No agency or individual having responsibilities or performing duties in connection with family housing maintenance, inspection, or operations will make any recommendations or evaluation of cleaning agencies to anyone other than officials over him in the chain of command.

(4) Soliciting and advertising by cleaning agencies either in person, by telephone, distribution of literature, or by hiring of agents is prohibited, except that business cards may be placed in the Family Housing Office. This does not preclude advertising by local commercial news media.

c. Cleaning Instructions

(1) Enclosure (2) is a checklist for cleaning of quarters.

(2) When possible, a preliminary inspection is conducted several days in advance of the checkout inspection, at which time additional cleaning instructions are issued. Such inspections are not always conducted, especially during periods of a high rate of turnover of quarters.

(3) The Director, Family Housing, will ensure that the occupant and inspector concerned are notified in the case of scheduled renovation which will affect the cleaning requirement. Except for such major projects as replastering or replacing floors, cleaning requirements are not appreciably affected by renovations.

d. Cleaning Contracts

(1) Cleaning agencies will be engaged by written contract, a copy of which is attached as enclosure (3). Each contract will include the quarters designation, price agreed upon, quarters areas excluded from the contract, time quarters are to be available for cleaning, and time cleaning is to be completed.

(2) When a cleaning agency is hired under contract by an occupant, it is responsible only to the occupant. Upon satisfactory fulfillment of the contract by the agency, the occupant will pay the agency the full amount of the price stipulated in the contract. Cleaning agents designated "reliable" will perform as indicated in paragraph 4b(2) above and thus may serve as a representative of the occupant for quarters checkout purposes.

(3) Occupants desiring only partial cleaning service will ensure that any deleted items (such as windows, floors, garage, etc.) are listed in the contract as exceptions. These exceptions are the responsibility of the occupant and cannot be made accountable to the cleaning agency should these areas fail the checkout inspection.

(4) Copies of each contract will be furnished to the occupant and the Director, Family Housing, who will maintain a file of such contracts for each agency.

e. Cleaning Charges. Because the cost of cleaning quarters is dependent upon the condition of the quarters, occupants are encouraged to attempt, by negotiations or "shopping around", to avoid paying excessive charges. They may solicit competitive bids from any number of licensed cleaning agencies. Although agencies are not obligated or required to bid on a particular house, there will be no collusion or agreements among cleaning agencies regarding prices or areas of operation.

f. Arbitration

(1) The Director, Family Housing, or his designated representative, upon request of an occupant or cleaning agency, will act as an arbitrator in resolving disputes arising from negotiated contracts. Decisions of the arbitrator will be in consonance with the meaning and intent of this Order.

(2) All managers of licensed cleaning agencies will immediately report any irregularities by occupants with regard to contracts, or disagreements thereon to the Director, Family Housing, or his designated representative for resolution.

g. Suspension/Termination of License

(1) Applicable notations will be inscribed on the Family Housing copy of the contract in which a licensed cleaning agency, through no fault of the occupant, fails to meet or satisfactorily pass any scheduled checkout inspection. This contract copy will be filed with the permanent record of performance of that agency.

(2) Repetitive inability of an agency to meet and/or pass scheduled checkout inspections, or any substantiated report of violation of this Order, warrants consideration for termination of an agency's license. The Director, Family Housing, will report all matters of this nature to this Headquarters (Assistant Chief of Staff, Facilities) for determination.

(3) Licensed cleaning agencies who are unable to honor previously negotiated contracts through circumstances not of their own volition (illness, pregnancy, etc.) will be temporarily suspended without penalty, providing the agency obtains a licensed substitute agency to fulfill its contracted obligations.

(4) Failure of an agency to clean 12 or more quarters a year may result in termination of the agency's license. The Director, Family Housing, will monitor cleaning agency performance and will report inactive cleaning agencies to this Headquarters (Assistant Chief of Staff, Facilities) for determination.

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(5) Upon the termination of a permit for any reason, or the termination of employment of any person not otherwise authorized entry to the Base, the Director, Family Housing, will immediately notify the Base Personnel Officer (Central ID/Registration Section), who will take action to cancel Base entry permits.

5. Action. The Director, Family Housing, will provide a copy of this Order with enclosures to all present and future licensed cleaning agencies authorized to operate aboard Camp Lejeune/Marine Corps Air Station, New River.


M. C. HARRINGTON
Chief of Staff

DISTRIBUTION: A
DFH (100)

AUTHORIZATION LETTER

(Date)

From: _____
(Name) (Rank) (SSN)

To: Director, Family Housing Division, Marine Corps Base, Camp Lejeune

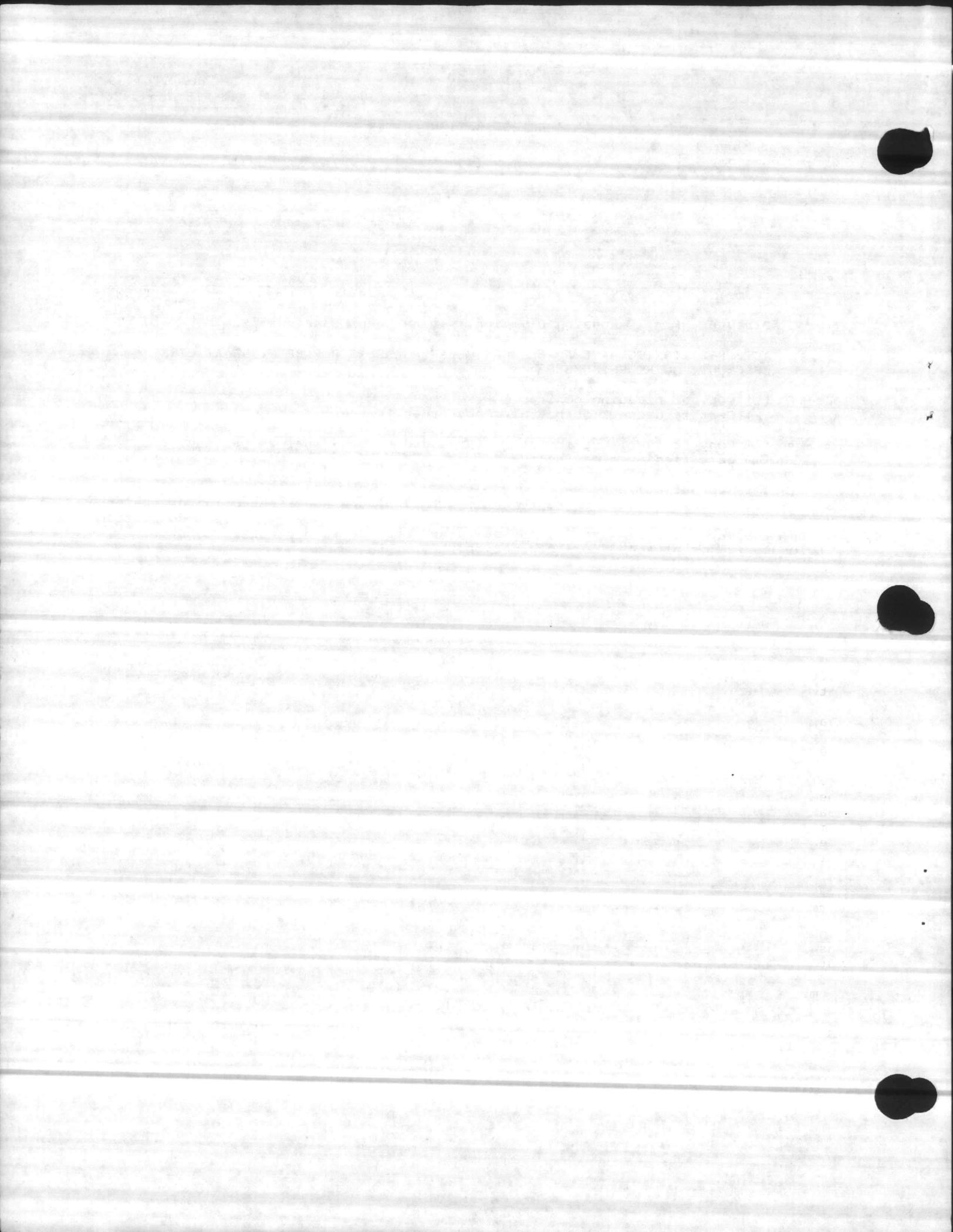
Subj: AUTHORIZATION TO HAVE A RELIABLE CLEANING AGENT REPRESENT ME AT FINAL
CHECKOUT, QUARTERS NUMBER _____

- Encl: (1) Copy of cleaning contract
(2) Certified check or postal money order in the amount of \$ _____
payable to _____
(3) Copy of furniture inventory (provided at pre-final inspection),
certified by cleaning agent

1. This is to authorize _____,
a reliable cleaning agent, to represent me at final checkout inspection of quarters
number _____. See enclosure (1). Upon completion
of the inspection, enclosure (2) may be turned over to said cleaning agent.
Enclosure (3) is attached for information.

(Signature)

ENCLOSURE (1)



QUARTERS CLEANING INSTRUCTIONS

Cook Stove. Unplug electric stove prior to cleaning; however, do not disconnect any wires within the stove. Stoves must be thoroughly cleaned of all grease and carbon, including oven racks, oven top, door, sides, back and bottom; bottom; chrome around burners, areas under burners; burner reflectors; grease tray; all drawers and grooves. All traces of commercial cleaner must be removed. Stove burners are either pull out type or may be removed by pushing back, lifting up and removing one screw at back of burner. (Occupant is not responsible for rust or tarnished metal.) Do not remove back panel from rear of stove or disassemble clock. Do not use lye on stove. After cleaning, reassemble, plug in and test.

Exhaust Fans and Vents. Must be cleaned, including fan, filter, hood and chain. Ammonia will remove grease. Also clean duct work as far as the arm will reach. Remove nut or loosen screws to remove fan, reinstall after inspection.

Exterior. All pencil, crayon and paint marks must be removed from the exterior of the unit. Oil or grease spots must be removed from the carport. Remove unauthorized porch enclosures and nails. Staple and nail holes must be filled in with caulking compound or putty. Wash porches, exterior walls; as instructed, wash storage room doors, carport posts, and under eaves of house. Repair screens damaged by children, pets, etc.

Garages. Remove oil or grease spots from deck. Dust and wash walls, doors, framing, shelves, and windows. Do not hose inside garages. Remove shelves, cabinets and other unauthorized structures.

Attics. Remove items and sweep out attics in quarters with pull down stairs.

Fences and Additional Structures. Fences must be removed and necessary repairs made to lawn. Remove additional structures as instructed.

Floors. Old wax must be removed. Floors must be cleaned (includes underneath and in back of refrigerator and stove). Only wood floors are to be rewaxed; use wood floor wax. Ammonia should not be used on wood floors. Do not use acrylic wax on any floors (it is very hard to remove). Metal threshold strips must be cleaned, getting all grooves. Ceramic tile floors shall be cleaned, including joints between tiles. Clean all corners. Do not use lye on floors.

Heat Pump and Water Heater Area. Filters must be removed, cleaned and reinstalled or replaced. Dust all component parts of heat pump. Clean ceiling and wall vents; clean ceilings, walls, vents, and water heater.

Government Furniture. Check your inventory. Resolve any discrepancy prior to checkout time. Furniture, including in and underneath all drawers and underneath seat cushions, must be cleaned. All pencil and crayon marks in drawers must be removed. Spots and stains must be removed. Pull dining room tables apart and clean grooves. Those tenants who picked up their furniture at the Furniture Warehouse must return the furniture before checkout inspection.

Light Bulbs. A useable light bulb (white only) must be in every socket. No larger than 60 watt is recommended.

Light Fixtures, Interior and Exterior. Must be cleaned of all dirt, grease and insects. Shades and globes may be removed by loosening screws or flat washer type nut on shade.

Plumbing Fixtures. Sinks, wash basins, bathtubs, toilet bowls, shower plumbing, soap dishes, and garbage disposal must be thoroughly cleaned. Do not put hand in disposal while switched on. Remove rubber strainers and clean. Clean soap buildup from tile wall around tub and iron buildup from wasteline, faucets, showerheads, etc. Remove all non-slip decals. Do not use tub to soak items in.

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Refrigerator. Must be cleaned and defrosted. Shelves must be cleaned on both sides and door gaskets free of mildew. Do not use sharp instruments to assist in defrosting. After defrosting and cleaning, set control at lowest setting. Be sure to clean defrost pan underneath refrigerator and dust coils behind refrigerator.

Dishwasher. Must be clean and free of food particles, soap residue, mildew, etc. Do not use abrasive cleansers. After cleaning, wipe dry.

Venetian Blinds. Must be free of dust and grease on both sides. Clean all tapes and cords.

Walls, Woodwork, and Ceilings. Soiled areas, window ledges, cabinets, and drawers must be cleaned. Decals, contact paper and glue (or anything similar) must be removed. Do not remove nails or picture hangers. Remove stains, marks and wax from baseboards and casings. Make sure bathroom walls are free of mildew. Kitchen and bathroom walls, ceilings, and cabinets must be free of all grease, dirt, marks, and stains. Clean chrome around cabinets by running knife around edge. Louvered doors shall be free of all dust, lint, and grease, including between louvers. Lighter fluid will remove most types of glue. Do not use water hose on any interior walls.

Windows. Wash windows inside and out. (Capehart and Watkins Village housing - pay particular attention that channels and rubber seals are clean.) Bleach will remove mildew. Wash all window sills, screens, and areas under window openers.

Yards. Rake lawn, cut and trim grass and shrubbery. Edge lawn around curb, walks, drives and foundation. Area of responsibility is at least 50 feet from quarters; in some areas it will be as much as 100 feet, as instructed by the inspector. (Edge means to trim even with walk or driveway. DO NOT TRENCH.) Flowers may remain, provided they are neat in appearance and weed free. If removed, area must be filled in and seeded. Leaves and straw should be in neat pile next to garbage can or by edge of lawn. Stack limbs and large items separately. (Do not rake leaves, etc. in ditches and curb gutters.) All wheel ruts should be filled, leveled off and seeded. Turn soil, fertilize, seed where any building, etc. has killed the grass. Only firewood in good condition should be stacked neatly about four feet from quarters; if not in good condition, must be removed.

QUARTERS CLEANING CONTRACT

This is to certify that _____
has this date entered into a contract to clean quarters
(Number) _____ (Project),
now assigned to _____
It is agreed that :

1. The quarters will be completely vacated by the occupant and his private property and full access thereto will be given to the cleaning agency after _____ on _____.
2. The quarters, grounds, and furniture will be cleaned in accordance with applicable Marine Corps Base directives, with the following areas excepted:

It is understood that the occupant will clean the excepted areas and takes full responsibility for their condition upon pre-final inspection.

3. The cleaning will be completed by _____ on _____.
4. The cleaning agency will furnish all necessary equipment in order to complete the cleaning. This will include waxes and cleansing agents.
5. A representative of the cleaning agency will be present at the final checkout inspection, and in the event the quarters are found by the housing inspector to be unsatisfactory for checkout, the cleaning agency will accomplish such additional cleaning as required to pass inspection, including excepted areas cleaned by occupant but soiled after pre-final inspection.
6. If the quarters are unsatisfactory for checkout due to the fault of the cleaning agency, the cleaning agency will reimburse the occupant at the rate of \$10.00 per day for each calendar day delay to cover inconvenience and expense incurred by occupant for such delay. Such penalties apply only to cases where the inspection is rescheduled for another calendar day.
7. The occupant will pay to the cleaning agency a total of \$ _____ for his services as follows: \$ _____ upon signing of contract by occupant and cleaning agency; and \$ _____ upon fulfillment of the contract by the cleaning agency. If cleaning agency is serving as the occupant's representative for final checkout purposes, the occupant will leave a postal money order or a certified check for at

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least 50% of the contract price with the Family Housing Checkout Section, together with a copy of the contract and the "Authorization to have a reliable cleaning agent represent me at final checkout, quarters number _____" letter.

8. Should the quarters not be properly available to the cleaning agency at the time and date specified in paragraph 1, this contract is null and void, and all advance payments will be refunded.

9. The cleaning agency shall not be held responsible for any delays in checkout resulting from changes in the scheduled time of the checkout inspection or other cases not the fault of the cleaning agency, and no adjustment in the agreed price will be made in such cases.

(Signature of Occupant or Authorized Representative) (Date)

(Signature of Agency Representative) (Date)

ENCLOSURE (3)