



UNITED STATES MARINE CORPS
MARINE CORPS AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX 788100
TWENTYNINE PALMS, CALIFORNIA 92278-8104

11012.8K
4B

JAN 18 2017

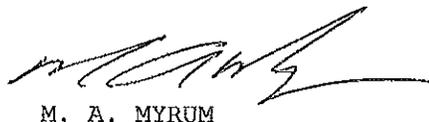
From: Deputy, Assistant Chief of Staff, G-4
To: Military Personnel and Civilians

Subj: TRANSIENT QUARTERS INSTRUCTION MANUAL (SHORT TITLE: BBD TQ INST
MANUAL)

Ref: (a) CCO 11012.8K
(b) MCO 11000.22
(c) CCBul 11000 of 05 Oct 16
(d) DoD 7000.14-R
(e) CCO 1720.1L

Encl: (1) BBD TQ Inst Manual

1. The transient quarters (TQ) aboard the Marine Air Ground Task Force Training Command, Marine Corps Air Ground Combat Center and the Marine Corps Mountain Warfare Training Center (MCMWTC) are utilized by eligible civilians and active-duty and reserve military personnel. This TQ instruction manual supplements reference (a), and establishes standard operating procedures and instructions to be followed by Bachelor Billeting Division personnel and residents of the TQ aboard the Combat Center and MCMWTC.
2. Per reference (a), the Assistant Chief of Staff, G-4 is responsible for establishing local policies and procedures for the utilization, management, and maintenance of the TQ at the Combat Center and MCMWTC.
3. It is the Commanding General's intent to provide quality accommodations, excellent customer service and the highest quality of life for Marines and Sailors residing in the TQ. This TQ instruction manual, enclosure (1), is applicable to all civilians managing the TQ, active-duty and reserve personnel, and eligible civilians residing in the designated quarters.
4. The TQ instruction manual will be reviewed annually by the Director, BBD, for compliance with higher level directives and is available for activities to access at <http://www.29palms.marines.mil/Staff/G4InstallationsandLogistics/BachelorBilleting.aspx>.



M. A. MYRUM

BBD TO INST MANUAL

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

BBD TQ INST MANUAL

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
Chapter 1	GENERAL INFORMATION.....	1-1
1.	General.....	1-1
2.	Purpose.....	1-1
3.	Organization.....	1-1
4.	Financial Management.....	1-1
5.	Transient Facilities.....	1-2
6.	Services to be Provided.....	1-2
7.	Service and Rental Charges.....	1-3
8.	Delinquent Debts.....	1-3
Chapter 2	TRANSIENT HOUSING OPERATION.....	2-1
1.	General.....	2-1
2.	Hours of Operation.....	2-1
3.	Occupancy and Priority of Assignment.....	2-1
4.	Reservations.....	2-3
5.	Payment for Quarters.....	2-4
6.	Check-In/Check-Out Procedures.....	2-4
7.	Quarters Availability.....	2-7
8.	Inadequate Quarters.....	2-7
9.	Housekeeping Services.....	2-8
10.	Key Control.....	2-8
11.	Inspections.....	2-9
12.	Expendable Supplies.....	2-9
13.	Property and Fixed Assets.....	2-9
14.	Maintenance of Transient Facilities.....	2-9
Chapter 3	RESIDENT RULES AND REGULATIONS.....	3-1
1.	General.....	3-1
2.	Responsibility.....	3-1
3.	Resident Information.....	3-1
4.	Conduct Within Transient Quarters.....	3-1
5.	Guests.....	3-4
6.	Furnishings, Equipment, and Room Décor....	3-4
7.	Cleanliness.....	3-5
8.	Other.....	3-5

Chapter 1

GENERAL INFORMATION

1. General. This Transient Quarters (TQ) Instruction Manual is an amplification of reference (b) and provides additional, specific instruction for the management, utilization, maintenance, and regulation of the TQ aboard the Marine Air Ground Task Force Training Command (MAGTFTC), Marine Corps Air Ground Combat Center (MCAGCC) and the TQ aboard the Marine Corps Mountain Warfare Training Center (MCMWTC).

2. Purpose. The Bachelor Billeting Division (BBD), which has managerial and financial control of the MAGTFTC, MCAGCC TQ and MCMWTC TQ is a non-appropriated fund instrumentality (NAFI) responsible for providing government quarters for personnel traveling on official temporary additional duty (TAD) orders. The purpose of each TQ is to conserve appropriated funds through reduced per-diem payments while maintaining acceptable cash reserves needed to accomplish its mission. In accordance with reference (b), personnel traveling on funded TAD orders to the Combat Center and MCMWTC are required to occupy government TQ, unless otherwise noted on their orders, or receive a certificate of non-availability (CNA) prior to seeking other accommodations, to include accommodations offered by the Temporary Lodging Facility (TLF)/Sleepy Tortoise Lodge aboard the Combat Center.

3. Organization

a. The Director, BBD is responsible to the Assistant Chief of Staff (AC/S), G-4 for proper administration, utilization, and operational control of each TQ and the Billeting Fund. The AC/S G-4 regulates control of assigned facilities and directs and supervises the BBD.

b. The TQ staff is organized in a manner that is conducive to the proper management, maintenance, and administration of the facilities under its control. In addition to the Director, BBD, the TQ staff consists of the TQ Manager and other non-appropriated fund (NAF) civilian employees who provide management, administrative, and accounting services for the BBD and front desk, housekeeping, and maintenance services to TQ residents.

c. The Marine Corps Community Services (MCCS) is a NAFI that is not related to the mission or activities of the BBD/Billeting Fund; however, the BBD utilizes MCCS for Payroll and Human Resources services.

4. Financial Management. The Twentynine Palms/MCMWTC Billeting Fund is established within the BBD for receiving and disbursing monies collected.

a. Generated revenues from each TQ are used to fund all administrative support functions required for the proper management and operation of TQ facilities. Funds generated are also used to renovate and/or upgrade TQ facilities, furniture, furnishings, and equipment required to increase the quality of life provided to TQ residents.

b. The Director, BBD is appointed as the Billeting Fund Custodian for the Twentynine Palms/MCMWTC Billeting Fund, and is responsible for the fiscal management and control of all NAFs generated.

BBD TQ INST MANUAL

c. Funds will be administered in accordance with the BBD's annual budget, which requires approval by the AC/S G-4, by direction of the Commanding General.

d. NAF purchasing agents/contracting officers for the BBD, as appointed, are responsible for completing purchases within their level of procurement authority. Purchases in excess of this limit/authority and/or that are not approved in the annual budget must be approved, in writing, by the AC/S G-4.

e. Appropriated Fund Support. The administration of the TQ is a command function to be supported with appropriated funds.

(1) Per reference (b), administrative services and supplies, equipment and supplies for cleaning and maintenance, procurement of room linens, furnishings, equipment, and utility costs are to be supported with appropriated funds.

(2) Custodial service in common-use areas such as offices, hallways, lobbies, day rooms, game rooms, lounges, and laundry rooms is also an appropriated fund expense. When NAF employees provide these services, appropriated funds will reimburse the NAF Billeting Fund for services provided.

(3) Appropriated funds are required to be used to the maximum extent possible to renovate/improve the TQ. When appropriated funds are not authorized or not available, NAF may be used.

5. Transient Facilities

a. Transient facilities consist of the following quarters:

(1) Adequate and inadequate officer and enlisted quarters are for use by Department of Defense personnel on funded TAD orders and other personnel requiring temporary billeting.

(2) Five Distinguished Guest Quarters (DGQ) (the Mojave, Oasis, Ocotillo, Cholla, and Palo Verde suites) aboard the Combat Center and three DGQ aboard the MCMWTC are for use by command-sponsored guests and other eligible transient personnel.

(3) The Command Guest House, also known as the Riley House, aboard the Combat Center is for use by command-sponsored guests and other eligible personnel and their families.

b. When adequate quarters are not available, a CNA will be provided by the Front Desk, when applicable, authorizing individuals to occupy alternate lodging.

6. Services to be Provided. The minimum requirements for services provided in transient housing are detailed in reference (b).

a. Minimum Standards of Adequacy and Acceptability. The BBD offers adequate and inadequate quarters. Individuals will not reside in inadequate quarters unless otherwise agreed to by the resident.

b. Housekeeping services are provided daily to residents in adequate quarters aboard the Combat Center. Due to remote location and limited staff,

BBD TQ INST MANUAL

housekeeping services are provided during normal business days/hours in the TQ aboard MCMWTC.

c. Linen and furnishings are provided for guests and are of similar or better quality than those items found in commercial three star hotels.

7. Service and Rental Charges. Service and rental charges are formulated per reference (b) and published in reference (c). Annual service and rental charge increases of up to three percent (rounded up to nearest dollar) may be approved by the Commanding General.

8. Delinquent Debts. Occupants with debts not paid to the BBD upon checkout or occupants without an established mutually agreeable repayment schedule will incur a pay checkage per reference (d).

Chapter 2

TRANSIENT HOUSING OPERATION

1. General. This chapter addresses the management and operation of all TQ facilities, to include DGQs and the Command Guest House.

2. Hours of Operation

a. Combat Center Transient Quarters. The TQ will be open at all times to allow for early morning and late night check-ins/outs.

(1) Check-in time is 1500 and check-out time is 1100 daily.

(2) A desk clerk will be on duty 24 hours a day, 7 days a week, to provide normal check-in/out services and assistance with lock-outs and emergency situations.

(3) Housekeeping services will be offered from 0800-1500 Monday-Friday and 0800-1200 on weekends and federal holidays unless otherwise required. If needed, extra amenities or linen may be retrieved from the Front Desk after hours.

(4) Normal business hours for administrative, accounting, and management personnel are 0800-1630, Monday-Friday, excluding federal holidays.

b. Marine Corps Mountain Warfare Training Center Transient Quarters. Due to remote location, normal business hours for the TQ aboard the MCMWTC are 0730-1600 Monday- Friday, excluding holidays.

(1) Check-in time is 1500 and check-out time is 1100 daily. Personnel arriving to the TQ after 1600 Monday-Friday, on weekends, and/or on federal holidays may check in with the Command Duty Officer (CDO) located in building 4048.

(2) Housekeeping services will be offered during normal business hours only. Extra linen and amenities will be placed in quarters that personnel occupy though the weekend.

(3) If a lock-out or emergency occurs after normal business hours, the occupant shall contact the CDO for assistance.

3. Occupancy and Priority of Assignment

a. Male and Female Occupancy. TQ facilities may be jointly occupied by male and female personnel with the following stipulations:

(1) Private Quarters. Each room is equipped with a private bathroom and living space. Occupancy is limited to two persons per room, unless otherwise authorized by the Director, BBD. Personnel registered in these quarters must inform the Front Desk of the number of guests that will be occupying quarters. All guests shall be registered with the Front Desk. There is an additional service charge for each person that occupies a suite or room with a registered occupant.

(2) Shared Quarters. Each room consists of one full/queen size bed and shares a bath/toilet with one adjacent room. Only members of the same sex, as detailed by the member's gender marker in DEERS, will share a bath/toilet in these facilities.

(3) Inadequate Quarters. Quarters consist of twin bunks located in an open squad bay with community bathroom or a room configured squad bay with community bathroom and two/three twin size beds per room. Only members of the same sex will occupy these facilities.

(4) When it has been determined that personnel residing in quarters have had unregistered, overnight guests, a service charge will be assessed per guest/per night and is the responsibility of the registered resident.

b. Requests for adequate quarters will be made for personnel in accordance with the assignment eligibility standards illustrated in reference (b).

c. Space Available Guests

(1) Combat Center Transient Quarters. Personnel requiring quarters on a space-available basis will be informed of the space available policy upon registering for quarters. Space available personnel may check-in with the Front Desk after 1500, if quarters are available, and may occupy quarters for one day at a time only. Space available personnel requesting to reside in TQ for an additional night must check with the Front Desk prior to 1100 daily to determine if quarters are available for use on that day. The maximum period of occupancy for space available guests is 30 days unless otherwise waived by the Commanding General.

(2) Marine Corps Mountain Warfare Training Center Transient Quarters. Personnel requiring quarters on a space available basis at the MCMWTC TQ may make tentative room reservations. Reservations for space available guests are subject to being cancelled on or before the scheduled arrival date in order to accommodate personnel who are entitled to transient housing on a confirmed reservation basis. Additionally, space available guests that occupying quarters may be required to vacate in order to accommodate incoming personnel. If required, guests will be given 24 hour notice to vacate.

d. Command Guest House and Distinguished Guest Quarters. Requests to occupy the Riley House or DGQs aboard the Combat Center will be made via the Protocol Office or MCMWTC command personnel.

(1) In order to maximize utilization, Billeting personnel may upgrade reservations to a DGQ if space is available. Additionally, guests may request to occupy the Riley House via the Front Desk Manager, BBD. Assignment to the Riley House will be granted to active duty and retired officers ranked O6 and above and any other personnel as requested by the AC/S G-4 and approved by the Commanding General or Chief of Staff. The Protocol Office will be informed of all requests and approvals to occupy the Riley House that are made via the BBD.

(2) Assignment to the DGQs will be made in the following order of priority:

(a) Active duty and retired personnel ranked E9 or O6 and above.

(b) Civilian personnel, SES and above, unless otherwise directed by the Commanding General.

(c) Field Grade Officers and senior Staff Non-Commissioned Officers (SNCO), in a transient status, on a space available basis.

(d) Field Grade Officers, senior SNCOs and their families reporting aboard or departing MAGTFTC, MCAGCC or MCMWTC with permanent change of station orders that require temporary lodging when the TLF or permanent housing is not immediately available.

4. Reservations

a. Authorized personnel may make reservations for quarters, in advance, by calling the Front Desk or visiting dodlodging.net (Twentynine Palms only). Personnel with guaranteed reservations have priority use of TQ.

b. Individuals requesting reservations must provide name, rank, length of stay, phone number, purpose of visit, parent command information, and credit card information at the time reservations are made. All reservations must be secured/guaranteed with a credit card. It is understood that sometimes the credit card placed on file for a reservation is to be used to guarantee the reservation only and may not be the same card used for payment of lodging expenses. In order to prevent the wrong card being charged, it is the guest's responsibility to ensure the credit card to be used for payment of lodging expenses is placed on file at least 24 hours prior to arrival date.

c. Cancellations are the responsibility of the occupant and/or person making reservation arrangements. Accounts will be charged for one night's lodging if the reservation is not canceled by 1600 on the scheduled arrival date. If cancelling reservations for the MCMWTC after normal business hours, personnel may leave a message requesting cancellation of their reservation. In such cases, personnel must provide name, rank, date and time of call, and reservation(s) dates that need to be cancelled.

d. Group Reservations. Reservations for groups or recurring courses will be made in accordance with BBD's internal group and course reservation policies.

e. Command Guest House and Distinguished Guest Quarters. For distinguished guests, reservations for the Riley House and/or DGQs will be requested by the Protocol Office or MCMWTC Command personnel through the Front Desk Manager or MCMWTC TQ Area Supervisor. All reservation requests will be made via email and phone, when necessary. In order to ensure all reservations are recorded accurately, all requests made via phone will be followed up by an email to the Front Desk Manager, BBD / MCMWTC TQ Area Supervisor, or designee no later than one business day after the phone request.

(1) Reservations for all flag and general officers will be made for the Riley House unless unavailable or otherwise directed by the Commanding General.

(2) Reservations for a specific DGQ room may be made for a general officer if the general officer requests the room by name. If a general

officer requests not to reside in the Riley House, the Protocol Officer will notify the Commanding General.

(3) It is the Protocol Office's/MCMWTC command's responsibility to retrieve credit card information for distinguished guests prior to requesting reservations. Reservations for distinguished guests may be made without a credit card on file; however, credit card information must be received at least 24 hours prior to the scheduled arrival date.

(4) For the Riley House, in order to ensure enough time to prepare quarters for new residents, there will be a minimum of one day allotted for completion of cleaning services between occupants. If a pet accompanies the guest in the Riley House, there will be a minimum two days between occupants.

(5) Relocation. It may be determined necessary to relocate scheduled occupants of the Riley House and DGQs in order to accommodate higher priority distinguished guests. If this occurs, the Protocol Office or MCMWTC command personnel will determine if an occupant is required to relocate, providing at least 24 hour notice to vacate. The Front Desk Manager, BBD/MCMWTC TQ Area Supervisor will make every effort to provide alternate quarters for personnel required to relocate.

5. Payment for Quarters

a. All service charges will be collected, in advance, upon checking into quarters. For those guests that do not check-in, a no show fee will be applied. Residents occupying quarters in excess of 30 days will be charged nightly service charges, in advance, on the first day of each month.

b. For those guests that are checking in after normal business hours at the MCMWTC TQ, guests will be charged one night's stay at 1530 on their date of arrival using the credit card on file. Guests with reservations arriving on weekends or holidays will be charged applicable service charges at 1530 on the business day prior to their arrival. Applicable charges for the remainder of the guest's stay will be assessed the following business day, after confirmation of the guest's arrival/occupancy of quarters.

c. If a transient guest is unable to make payment in advance, payment arrangements may be made. Space available guests must pay for quarters in advance. If a space available guest is unable to make payment for quarters in advance, the individual may not occupy quarters.

d. Personnel may pay for quarters by check, cash, or the following credit cards: Visa, Master Card, Discover, or American Express. The BBD reserves the right to refuse payment by personal check from personnel who are on the bad check list.

e. Dishonored checks will result in a service charge to recover administrative costs.

6. Check-In/Check-Out Procedures. At the MAGTFTC, MCAGCC TQ, all personnel will check in and out with the Front Desk, located in building 1565. At the MCMWTC TQ, all personnel will check-in with the Front Desk at building 5016 during normal business hours. After hours and weekend/holiday check-ins at the MCMWTC TQ will report to building 4048 to the CDO to complete the check-in process.

a. Check-in Procedures

(1) Upon checking into quarters, individuals will provide military identification card, a copy of their travel orders (if applicable), and the credit card to be used for lodging expenses. If the guest has not yet received their government travel card, a personal credit card may be used to pay for lodging expenses and, upon request, lodging expenses may be refunded to the resident's personal credit card upon receipt of their government travel card.

(2) Individuals will read the posted "Rules and Regulations" and sign a registration form verifying the information indicated. Personnel must also inform the Desk Clerk if any other guests will be accompanying them in quarters. An additional service charge will be assessed for each additional guest.

(3) Individuals will provide payment for quarters in accordance with paragraph 5 of this Chapter.

(4) The Desk Clerk will provide the individual with keys to assigned quarters and map, if required.

(5) In order to guarantee availability of quarters, individuals requesting to check into quarters prior to 1100 must have their arrival date scheduled for the previous day. An early check in fee equal to one night's lodging will be assessed. Individuals requesting to check into quarters prior to check-in time may do so if assigned quarters are available for occupancy at that time.

b. Check-Out Procedures

(1) All occupants must check out prior to 1100 by turning in their keys to the Front Desk and clearing any account balance. If checking out from quarters after normal business days/hours at the MCMWTC TQ:

(a) Personnel checking out after hours on Monday-Thursday may drop their key into the drop off box located at the Front Desk. Applicable fees will be assessed for late check-outs.

(b) Personnel checking out after-hours on Friday or on weekends must drop their key off to the CDO in order to ensure fees for additional nights are not incurred. Failure to return a room key to the CDO upon vacating quarters will result in room charges for Friday, Saturday, and Sunday night, as applicable.

(2) Arrangements may be made with the Front Desk to extend the 1100 check-out time. Extensions of stay should be made at the earliest possible time. Failure to check out by 1100 without authorization will result in a late charge equal to one night's lodging.

(3) In the event that a resident departs prior to the expected length of stay, arrangements for a refund will be made, if required. Refunds will be made by the same means of payment when readily available. If payment was made with cash or check, the Desk Clerk will arrange for a refund check to be mailed to the resident or picked up from the Front Desk within five to ten business days unless other arrangements are made.

(4) Occupants who leave their room(s) or furnishings in an unsatisfactory state of cleanliness and/or repair may be assessed a cleaning fee and/or appropriate charge contingent on the level of damage.

(5) Government property discovered missing by the BBD staff after a resident's departure will be immediately reported to the TQ Manager, BBD for action.

(6) Guests that have just checked in that have a sudden change of plans and require a same day check-out may incur a service fee dependent on condition that the room was left in upon departure. Rooms left in rentable condition will not result in a service charge being assessed. Guests that leave rooms requiring cleaning services or replenishment of fresh linens or amenities will be charged for one night's stay.

(7) Active duty and reserve residents who do not settle pending balances prior to departure from quarters will have three business days to do so before their chain of command is notified and a pay checkage to their military pay is initiated. All other occupants who do not settle pending balances will lose their billeting privileges and a notification of debt will be sent to collections.

c. Check-In/Check-Out Procedures for Combat Center Distinguished Guests

(1) Check-In Procedures

(a) The Protocol Office may arrange for registration and key service for all distinguished guests. All other guests will register and obtain room keys at the Front Desk.

(b) In the event there is an unexpected arrival of an active duty or retired officer ranked O7 or above, the Desk Clerk will billet the individual in the Riley House or one of the DGQ suites, if available, or provide a CNA, if applicable.

(c) After 1500 daily, TQ staff are authorized to billet commissioned officers, warrant officers, and SNCOs in available DGQs on an overnight, space available basis.

(2) Check-Out Procedures

(a) In order to provide adequate time to prepare quarters for the arrival of the next occupant, check-out time is no later than 1100 on the date of departure. Arrangements for a late departure time may be made through the Front Desk Manager, BBD; however, a late check-out fee will be assessed unless otherwise approved by the Director, BBD or authorized personnel.

(b) Upon departure, official visitors are authorized to leave issued keys in the Riley House or assigned DGQs. The Protocol Office will make prior arrangements for payment, if applicable. If keys are not returned to the Front Desk and are not found in room(s) after departure, the Front Desk Manager will notify the Protocol Office. Fees may be assessed for missing keys.

(c) All other guests will return keys and clear any account balance at the Front Desk.

(d) If mini-bar items such as wine, beer, soda, etc. are provided in quarters, applicable fees will be assessed for any items consumed. When guest consumption records differ from inventory records, the Front Desk Manager, BBD will inform the Protocol Officer.

7. Quarters Availability

a. When adequate quarters are not available, personnel will be given a CNA on the date of arrival, enabling them to reside in the TLF or off-base quarters. When adequate government quarters are not available, government messing is also not available. CNAs cannot be backdated and may not be issued to transient personnel, either military or civilian, when adequate quarters are available.

b. When maintenance issues prevent a guest from residing in assigned quarters, the guest will be relocated to alternate quarters. If alternate quarters are not available, the guest will be issued a CNA in order to reside in alternate quarters.

c. If adequate quarters are available and personnel elect to stay in alternate accommodations, a letter of status of availability may be provided detailing the room available to the individual and the applicable service charge.

d. Individuals may elect to occupy inadequate quarters. In such cases, a CNA will not be provided and the individual will be required to pay the appropriate service charge. Personnel will be placed in available inadequate quarters based on rank and gender.

8. Combat Center Inadequate Quarters

a. Inadequate quarters may be available for use by personnel traveling aboard the Combat Center on funded TAD orders, when requested, and geographical bachelor personnel requesting to reside in the inadequate quarters on a long term, space available basis. Those personnel who do not intend to relocate their dependents to the local area are advised to look for long-term housing in the civilian community; however, these personnel may be housed in adequate TQ on a space available/day-by-day basis, or they may utilize inadequate housing for an extended period of time, if available. For personnel that are space available, the maximum period for occupying transient housing is up to 30 days. For space available personnel requesting to occupy inadequate quarters in excess of 30 days, a waiver to the 30 day maximum period of occupancy may be granted, on a case-by-case basis, by the Commanding General.

b. Space available personnel that elect to reside in inadequate quarters on a long-term basis accept that there is no inherent right to occupy these quarters and that occupancy may be terminated at the discretion of the Director, BBD. If inadequate quarters are needed to billet incoming TAD personnel, residents may be given a letter to vacate government quarters with a minimum of 14-day notice.

c. Check-In/Check-Out. In order to conduct proper inspection of quarters prior to checking in and out, personnel may only check-in/out of inadequate quarters, by appointment, Monday-Friday (excluding holidays)

between the hours of 1100 and 1500. Appointments for joint inspection and check-in/out of quarters must be made at least 24 hours in advance.

d. Visitors and Additional Guests. Inadequate billeting areas are for use by residents only. Overnight guests or visitors are not authorized.

e. Services. Limited services are provided in inadequate quarters, consisting of common area cleaning Monday-Friday (excluding holidays) and monthly linen exchange on the first Friday of every month.

9. Housekeeping Services

a. Housekeeping services are provided to all personnel residing in adequate quarters. Linens will be changed prior to occupancy of a new guest and, at a minimum, once per week until departure.

b. For the Riley House, it is the responsibility of the occupant to contact the Front Desk and schedule a convenient time for TQ staff to provide housekeeping services. Arrangements must be made 24 hours prior to services being rendered, unless previous arrangements are made.

c. Housekeepers will not interfere with the personal belongings of occupants. In the event that an occupant's personal effects are not maintained in an orderly manner or a room is too cluttered with personal belongings to properly clean quarters, notice will be given to the occupant and the room will not be serviced.

d. "Do Not Disturb" signs will be honored for one calendar day only. On the second consecutive day, a TQ representative will enter the room to verify that the room is in good condition, occupants are unharmed, and that maintenance is in good order. If there is a maintenance issue to be addressed within a room, "Do Not Disturb" signs will not be honored.

10. Key Control. The TQ Manager, BBD will establish key control procedures following instructions provided in reference (b) and will ensure sufficient number of keys are maintained for each room for normal operation.

a. Resident Hard Keys. Personnel are not authorized to duplicate government issued hard keys.

b. Master Keys. Particular care must be taken to secure access to master keys. Loss of a master key for the MAGTF/TC, MCAGCC TQ must be reported to the TQ Manager and Director, BBD prior to being duplicated or locks being re-keyed. Loss of a master key for the MCMWTC TQ must be reported to the MCMWTC Commanding Officer, Facilities Maintenance Department, and BBD prior to being duplicated or locks being re-keyed.

c. Lockouts. For security measures and key control, resident's information must be verified against occupancy reports prior to being admitted to their room. Residents who lock themselves out of their rooms shall be required to show their military identification card to the Front Desk/MCMWTC CDO or, if unavailable, validate personal information contained within the guest's account in order to verify identity. Windows are not to be used for access to quarters.

d. Lost Keys. Lost keys shall be reported to the Front Desk. Residents may be charged a key duplication/rekeying fee, when applicable.

11. Inspections

a. Inspections will be conducted periodically by command representatives to ensure standards of cleanliness are met, furnishings are in good condition, and fire and safety regulations are adhered to.

b. TQ personnel will complete random inspections during the course of their assigned duties.

12. Expendable Supplies

a. The administration and management of expendable supplies such as cleanser, pine oil, bathroom tissue, etc. is the responsibility of the Area Supervisor and/or the Supply Technician(s).

b. Expendable supplies accounts will be divided into items procured with appropriated funds and NAF items purchased from vendors or the commissary. These accounts will be kept separate and stock supplies will not be intermingled.

c. The MCMWTC TQ Area Supervisor and/or Supply Technician(s) will maintain accurate inventories and logs/records of all items issued, by section, and will reconcile physical inventory with financial records at least monthly.

13. Property and Fixed Assets

a. The Supply Technician, BBD and MCMWTC TQ Area Supervisor are appointed as the Responsible Officers for all appropriated fund and NAF assets located on each TQ property. All applicable items will be barcoded and tracked in the appropriate property tracking system. Per reference (d), all property/fixed assets purchased with NAF will be formally inventoried at least annually.

b. All personnel are responsible for informing the Supply Department or MCMWTC TQ Area Supervisor when items are relocated. Movement of items will be recorded on an item location sheet and submitted to appropriate personnel in order to update property records.

c. The TQ Manager, or MCMWTC TQ Area Supervisor, will arrange for replacement of appropriated fund or NAF property in the event that it cannot be repaired. In the event that repair is not cost effective, appropriate measures will be taken to dispose of the property. No appropriated fund or NAF property will be discarded without prior written approval from the AC/S G-4 or Deputy A/CS G-4.

14. Maintenance of Transient Facilities

a. Combat Center Transient Quarters. The TQ maintains internal TQ staff to complete preventative maintenance and minor, corrective maintenance and repairs within quarters.

(1) Resident Responsibilities. Residents are responsible for the upkeep and condition of their assigned government quarters, including all government furnishings, fixtures, and equipment. In accordance with the established interservice support agreement, the BBD/Billeting Fund will be

reimbursed with appropriated funds by the Public Works Department (PWD) for all facilities maintenance work completed by NAF employees.

(2) Reporting

(a) Maintenance of an emergency nature shall be immediately reported to the Front Desk, who will then notify BBD management and Maintenance Department and/or PWD for action.

(b) Routine maintenance complaints/discrepancies shall be reported to the Front Desk during normal business hours.

(3) Repairs

(a) PWD, Fire Department, etc. personnel are authorized entrance into all areas of the TQ in order to complete necessary repairs and/or inspections. Authorized personnel will check in and out with the Front Desk prior to starting repairs. Non-BBD personnel will be escorted by TQ personnel when entering quarters.

(b) TQ Maintenance staff will complete all repairs encompassed in their normal scope of work. For those items that cannot be completed by BBD Maintenance staff, a service request will be submitted to the PWD via USMCmax.

(4) Tools. The Director, BBD will designate, in writing, personnel responsible for tools and self-help materials. These items will be properly accounted for and kept organized and clean. Tool rooms will be inventoried at least monthly and results submitted to the Director, BBD.

b. Marine Corps Mountain Warfare Training Center Transient Quarters. Due to size of the facility and remote location, the MCMWTC TQ does not have internal TQ staff to complete maintenance and repairs within quarters. It is the responsibility of the MCMWTC Facilities Maintenance Department to complete necessary preventative and corrective maintenance in the TQ.

(1) Resident Responsibilities. Residents are responsible for the upkeep and condition of their assigned government quarters, including all government furnishings, fixtures, and equipment.

(2) Reporting

(a) Maintenance of an emergency nature shall immediately be reported to the Area Supervisor, who will then notify the Facilities Maintenance Department. Emergencies that occur after normal business hours or on weekends/holidays must be reported directly to the Facilities Maintenance Department.

(b) Routine maintenance complaints/discrepancies must be reported to the Front Desk clerk or Area Supervisor during normal business hours.

(3) Repairs. Facilities Maintenance, TQ, and BBD personnel are authorized entrance into all areas of the TQ in order to complete necessary repairs and/or inspections. Authorized personnel will check in and out with Front Desk clerk prior to starting repairs and will be escorted by TQ personnel when entering quarters.

Chapter 3

RESIDENT RULES AND REGULATIONS

1. General. This chapter contains the rules and regulations for residents occupying rooms within the TQ.

2. Responsibility. Occupants of the TQ are responsible for the care and upkeep of their quarters and to follow the regulations contained in this instruction manual and reference (b).

3. Resident Information. To ensure that resident information is kept up to date at all times and to ensure appropriate accountability of residents occupying the TQ, residents shall keep the Front Desk informed of the following:

- a. Change of rank.
- b. Periods of absence from the quarters for more than five days.
- c. Maintenance requirements or problems.
- d. Intention to vacate assigned quarters.
- e. Transfers or reassignments.
- f. Change in parent command/unit address.
- g. Point of contact phone number.
- h. Additional guests.

4. Conduct Within Transient Quarters

a. Room Assignments. Residents are prohibited from changing room assignments without approval from the Front Desk.

b. Alcoholic Beverages. The possession and use of alcoholic beverages are only permitted in TQ rooms, lounges, and picnic areas for personnel 21 years of age or older. Drunkenness or abuse of alcoholic beverages will not be tolerated. The Commanding General or designated representative may terminate privileges when circumstances warrant such action.

c. Children. Children under the age of 12 years are prohibited from occupying TQs unless otherwise authorized by the Installation Commander.

d. Pets/Animals

(1) Pets and any domestic or wild animals are prohibited in TQ facilities, with the exception of the Command Guest House, unless the pet is a certified service animal or unless otherwise authorized by the Installation Commander. The provisions for certified service animals to reside in TQs are listed in reference (b). Fumigation and sanitation fees will be assessed if an unauthorized pet/animal is found in TQ facilities.

(2) Restrictions. Pets are authorized in the Combat Center's Command Guest House, the Riley House. Pets may also be authorized in other TQ

facilities if approved by the Installation Commander. The following items apply:

- (a) A one-time, non-refundable pet fee will be assessed.
 - (b) There is a max limit of two pets, per day.
 - (c) Cats and dogs are the only pets authorized to occupy quarters. Base breed restrictions apply.
 - (d) Pets must be restrained in a carrier/kennel when left unattended and when housekeeping services are being provided.
 - (e) Guests are responsible for cleaning up after their pets i.e. removing and disposing of pet waste in outdoor garbage receptacles.
 - (f) Guests with pets accept full responsibility for any and all costs or expenses for property damage that may result from a pet. Guest agrees to reimburse for such damages upon discovery.
- e. Fire Safety Equipment. Fire safety equipment, to include fire bills/warning signs, will not be tampered with, removed, or otherwise handled in a manner that hinders their operation.
- f. Prohibited Items. The following items are prohibited in the TQ:
- (1) Explosive materials.
 - (2) Hazardous chemicals or materials that pose a health risk, including any chemicals that, when mixed, could be hazardous or present a danger to residents.
 - (3) Candles, incense, oil lamps, lanterns, grills, or any device capable of producing an open or enclosed/contained flame or odor.
 - (4) Combustible items such as gasoline, Coleman fuel, or other flammable and toxic fluids or gases are not permitted within TQs except as required by maintenance personnel and approved by the Fire Department's Fire Prevention Office.
 - (5) Controlled substances other than prescribed by a competent medical authority.
 - (6) Smoking is prohibited in all TQ facilities. This includes electronic devices such as e-cigarettes or any device that simulates smoking. If evidence of smoking of either cigarette or electronic devices within quarters is found, applicable fees will be assessed. Smoking is permitted in designated areas only.
 - (7) All cooking appliances, except for those provided, are prohibited in TQ rooms. This includes, but is not limited to, hot plates, electric grills, electric fry pans, and any other appliances with an exposed electrical coil.
 - (8) Weapons, ammunition, and explosives are not authorized in the TQ. Any weapons, ammunition, or explosives found in the TQ shall be reported to the military police and confiscated.

(9) Occupants are prohibited from washing vehicles, performing vehicle maintenance and repairs, and storing vehicle parts in parking areas or grounds surrounding TQ facilities.

g. Attire. While in quarters or common areas, residents can wear comfortable attire; however, residents must be considerate of staff members, visitors, and members of the opposite sex, especially during working and visitation hours. Bare feet, revealing bathing suits or tank tops, mutilated clothing, bare torsos, and soiled or sweaty athletic attire are not allowed in common areas and common lounges. Dressing or undressing in view of open windows or doors is also prohibited. Windows facing thoroughfares or other buildings shall have blinds or curtains closed when residents are changing clothes.

h. Noise and Loud Music. Stereos, radios, and televisions should not be heard outside a resident's TQ room. Earphones should be used between 2200 hours and 0800 hours.

i. Parking and Vehicle Storage. Parking is provided for all the TQ residents. Storage of vehicles in TQ parking areas while on deployment is not authorized. Parking or driving on landscaped, rocked, or grassy areas surrounding government quarters is also prohibited. Violators will be held financially responsible to the BBD/Billeting Fund for areas that have to be restored to original condition due to damages.

j. Energy Conservation. It is each resident's responsibility to reduce energy consumption. Residents should turn off and unplug all electrical items while not in use, keep doors and windows closed when heating and cooling systems are on, turn off all lights and fans when not in use, and report all water leaks immediately to the Front Desk.

k. Fire Safety. In order to prevent potential fires, residents must ensure that:

(1) Electrical outlets do not have more than the allotted number of appliances directly plugged in at any one time. Extension cords or adaptors are not authorized to increase the number of outlets. The only authorized extensions are surge protectors.

(2) Heat-producing appliances (irons, etc.) are unplugged immediately after use. Allow them to cool in a safe place.

(3) Only Underwriters Laboratories approved electrical appliances are used.

(4) All residents are alert to fire hazards and report potential hazards to the Front Desk.

(5) All cigarettes, cigars, and pipes are extinguished in the smoking receptacles located outside of each TQ building. At no time will paper cups, plastic containers, or other flammable or fusible receptacles be used for this purpose.

l. Roof Areas. Roof areas and utility chases are off limits to all TQ residents.

m. Windows. Removal or loosening of screens or window panes is prohibited. No one is authorized to gain access to rooms or lounges through a window. Windows shall be locked when no one is in the room. Windows shall remain unobstructed for fire and safety reasons. Residents will be charged for any damages to windows or screens.

n. Security of Personal Possessions. TQ residents are the best deterrent to theft and crime in TQ facilities. TQ residents are advised to keep valuables secured and doors and windows locked. Any thefts or suspicious activity should be reported to the Front Desk and military police.

5. Guests. Anyone who is not a resident of the TQ is a guest, except personnel on official business (i.e. unit leadership, BBD personnel, maintenance workers, etc.). Guests are permitted in the TQ, provided they do not interfere with good order and discipline, or inconvenience other assigned residents.

a. Visiting Hours. TQ residents will be permitted to host guests during normal waking hours, 0800-2200 hours, Sunday through Thursday, and 0800-2400 hours Friday and Saturday. Overnight guests are not permitted in quarters unless registered with the Front Desk. Applicable fees will be assessed for each additional overnight guest.

b. Visitor Rules

(1) Coed visits are prohibited in rooms that share a bathroom.

(2) Residents are responsible for the behavior of their guest(s) and must provide compensation for any damages to government property.

(3) Guests must be escorted by the resident at all times unless otherwise registered with the Front Desk.

(4) Use of clubs and recreational facilities is encouraged for entertaining guests in a social setting.

6. Furnishings, Equipment, and Room Décor

a. Removal or Movement of Government Furnishings. Government provided furnishings will not be removed from quarters or relocated within rooms. Applicable fees will be assessed if furnishings are not returned to their original location prior to check-out.

b. Damages. Condition of room furnishings is the responsibility of the resident. Residents will be held financially responsible for any damage to TQ facilities, rooms, furnishings, etc.

c. Appliances. Except those appliances already provided in rooms, all other cooking appliances are prohibited.

d. Room Décor. All posters, pictures, and other wall hangings must be hung in a non-destructive, orderly, and neat manner. Paraphernalia from any organization that promotes supremacist causes; attempts to create illegal discrimination based on race, creed, color, sex, religion, or national origin; advocates the use of force or violence; or otherwise engages in efforts to deprive individuals of their civil rights is prohibited. The display of paraphernalia that advocates illegal drug use and the display of

pornographic material is also prohibited. This includes X-rated pictures or video films and personal pictures exhibiting nude sex acts or scenes.

7. Cleanliness

a. Common Areas. Common use areas will be serviced by TQ staff; however, each resident is responsible for cleaning the areas after use.

b. Food. In order to prevent insect or rodent infestations, food shall be kept in refrigerators or in tightly sealed containers such as cookie tins or plastic storage containers.

c. Garbage. Trash receptacles are provided throughout TQ areas. Trash is not to be left in breezeways, laundry rooms, lounges, or common areas. Occupants who accumulate excessive amounts of trash are responsible for its disposal in the nearest dumpster. Failure to do so will result in an additional cleaning fee being assessed.

d. Recycling. Recycling bins may be provided throughout TQ areas. Occupants can contribute to the recycling program by separating items and utilizing the recycling bins provided.

8. Other

a. Grills (Twentynine Palms Only). Barbecue grills are provided throughout TQ areas. Personnel using barbecue grills must clean them after use, extinguish the charcoal completely, and dispose of trash properly. Personnel who fail to do so will be charged applicable cleaning fees and may lose future privileges. Guests are authorized to have personal grills; however, grills must be located at least ten feet away from any government building and charcoal and lighter fluid must be stored in designated flame lockers.

b. Laundry. Washer and dryers are available for use by residents only. Residents may contact the Front Desk if any machine becomes inoperative. Personnel using laundry facilities must ensure the facilities and equipment are kept clean. Trash must be disposed of in the receptacles provided, lint traps and filters must be kept clean, and all personal items must be removed before leaving the area.

c. Mail. Residents are required to receive mail through their assigned command or from civilian private sources.

d. Phone Calls and Messages. Private telephones are provided in quarters. The Front Desk may receive phone calls and messages on a resident's behalf. Visitors and callers will not be provided with residents' room numbers or any personal information. If emergency messages or phone calls are received, residents will be notified as soon as possible.

e. Comment. Comment cards are provided at the Front Desk or within guest rooms. Comments and suggestions are encouraged.