

NATIONAL DEFENSE UNIVERSITY



International Student Management Office

GUIDE TO TLA HOUSING

Update: June 2014

TLA HOUSING

The International Student Management Office is delighted to welcome you to the Washington, DC Metropolitan Area.

The information in this booklet is designed to help all International Military Officers who will be living in US government sponsored housing under the TLA program. It will provide guidance on which services you can expect while living in Corporate Housing accommodation.

TLA is a term (Travel and Living Allowance) that is used to refer to officers who receive per diem funding from the U.S. Government. TLA is governed by DoD guidelines and regulations.

Officers in receipt of TLA are allocated housing based upon local military per diem lodging rates; these rates are based on family requirements, not on rank. If your dependents (spouse and dependent children) are to accompany you in the US for **at least 75%** of your time here, this will determine the size of apartment you will receive. For example, if you have two children of the same sex and similar age you will be provided with a 2 bedroom apartment, or if you have three or four children you will be given a 3 bedroom apartment. Please note that if you have two children of different sexes we will do our best to provide a 3 bedroom apartment for you.

For officers under the TLA funding, accommodations have been arranged that are safe, convenient, and in a good public school district. The apartments that have been selected for you are located in modern, high-rise buildings within easy walking distance to a Metro Station and shopping. The apartments have modern facilities including a washing machine and dryer, microwave, dishwasher, refrigerator/freezer and cooker. The buildings have 24-hour secure access and all offer a fitness center, swimming pool and business center. Each apartment will have one parking space located in a secure parking garage (if you have a car; a space will not be provided for those without a car).

The buildings may also have guest accommodation available for rent – these are called hospitality suites – they vary in price from \$175 to \$200 per night and so are similar in cost to a local hotel room. If you are interested in renting the “hospitality suite” you should contact the front desk/concierge in your building. Additionally, the lodging providers can bring in rollaway beds for short term guests.

NDU NEGOTIATED PACKAGE

The standard Travel and Living Allowance (TLA) apartment for International Military Students is fully furnished and equipped. The International Student Management Office is currently working with two companies-- Suite America and Suite Solutions-- to provide your accommodation.

YOUR APARTMENT

The size of apartment you will receive is based upon the information you provided to us prior to your arrival. The TLA housing policy provides additional bedrooms because of your family size, but only if these dependents will stay with you for at least 75% of your time in the Washington area. The US Government is not able to provide larger apartments to accommodate visitors.

PARKING SPACE

One parking space is included with your apartment IF you have a car. Please provide car registration to your Suite Solutions or Suite America representative to obtain the parking tag. It is VERY important that you display the provided parking pass, which will be either a "hanging tag" on the rear-view mirror at the front of your vehicle or a sticker placed in the specified location. Failure to display the parking pass will result in your car being towed and you will be financially responsible for any towing costs. Please remember that if you change cars, even for a day (rental car, etc.), you must display the parking pass in that car or it will be towed.

Also, do not park in spaces that are designated for "compact" cars unless you have a compact car. Please do not park in a space marked reserved unless you have a reserved space. Make sure that all vehicle inspection, county and tax stickers are current and valid. Many places tow cars that do not have current tags and stickers.

KEYS AND ACCESS CARDS

If you lose your keys and/or access cards you will be charged \$150 for replacements, so please be careful. Also, if you lock yourself out of your apartment during office hours the building maintenance will be able to assist you. However, if this should occur outside normal business hours you will need to call a locksmith to gain access to your apartment. If you lose your parking pass the cost for replacing this is \$250 please keep track of it so you can turn it in at the time of move out.

INSPECTION OF UNITS

When the leasing company is notified by the maid service (or yourself) that conditions of concern are present in an apartment, they will send someone from their staff to check it out. If a situation exists that could require substantial cost to repair, that leasing company will document the situation with photos.

The leasing companies will also schedule a quarterly walk through for all apartments -- again to make sure conditions are not such as to require repair or replacement. You and your family are not required to be present for this.

RENTERS INSURANCE

All Fellows in TLA Housing are required to obtain at their own cost, renters insurance by the leasing companies in lieu of security deposits. Renters insurance provides coverage for both personal property and liability. Renters insurance covers loss of personal property (ie your laptop, clothes, books) and provides for coverage for damage you are legally obligated to pay. Renters insurance also covers accidents that occur in your apartment. Local companies provide coverage at a very inexpensive rate; often \$10-15 a month. *It is advised to purchase coverage for the entire period of your stay in the apartment, rather than by the month. Fellows have had some problems with insurance companies continuing to request payment for insurance after they have departed the US when they have used the monthly option.*

OTHER SERVICES

The following services are provided in your monthly housing package:

- **Cable television:** Expanded basic. If you wish to order any additional programming (such as pay-per-view or movies) over the standard cable package, you must provide a copy of your credit card/ATM card to the leasing company for the additional charges. This option will remain locked until the credit card information is received. All orders for these additional channels must be placed through your leasing company. Pay-Per-View is not available. Please do not attempt to order these movies
- **High Speed Internet Access:** All apartments are set up for internet use with wi-fi connection.
- **Local Telephone Service:** All local calls within the United States are included. International calls directly from your phone are blocked, you must purchase prepaid phone cards. Phone cards are available at many outlets such as pharmacies and convenience stores. Please consult the building concierge for locations.
- **Basic Weekly Maid Service:** For the **one** bedroom apartments only. The housekeeping staff performs the following duties: dusting, wiping surfaces, vacuuming, and mopping. **They do not launder clothes or wash dishes.**

MOVE-IN DOCUMENTATION

INVENTORY LIST

When you move in, your leasing company will provide a complete inventory list of all items supplied to your individual apartment. It is very important that you double-check all the items listed in the inventory are correct and in good working order; this should be done within seven days of moving in.

The standard TLA apartment for International Military Students should be fully furnished and equipped. NOTE: Please do not request exchanges of furniture items (unless they

are damaged) or additional items that are not included in the Housing Package. The inventory is designed to give you the maximum facilities for the rates charged. Any additional items you may need are available for purchase in the many Military Post Exchanges (PX) and shopping malls throughout the area and may be purchased from funds provided in your incidentals allowance.

FURNITURE: Living Room

- sofa and chair (if necessary, additional chairs and/or sofa to accommodate family size)
- writing desk, ergonomic study chair and desk lamp
- 48" bookcase
- 2 end tables
- 2 table lamps
- coffee table
- Minimum 27" Flat Screen TV
- Phone

Dining Room

- Dining table
- 4 chairs in a 1 bedroom
- 6 chairs in a 2 bedroom
- 8 chairs in a 3 bedroom apartment

Master Bedroom

- queen bed with headboard
- 2 nightstands
- 2 table lamps
- dresser
- minimum 19" TV
- clothes hangers
- dresser mirror

Second/third bedroom (if applicable)

- 2 twin beds with headboards
- 1 nightstand and lamp
- chest of drawers
- clothes hangers

HOUSE-WARES

Bathroom (each)

- bath rug
- shower curtain, liner, and hooks
- soap dish
- toothbrush holder
- small wastebasket

Master Bedroom

- 2 complete sets of bed linens
- Mattress cover
- 2 pillows
- 1 blanket
- 1 bedspread
- 4 bath and hand towels
- 4 wash cloths
- clock radio
- telephone
- hangers

Second and Third Bedrooms (if applicable)

- 2 complete sets of bed linens for each bed
- Mattress cover for each bed
- 2 pillows
- 1 blanket per bed
- 1 bedspread per bed
- clock radio

Dining Room: *The number of plates, glasses, bowls, cups, cutlery/flatware etc. should be a service for 4 in a 1 bedroom, for 8 in a 2 bedroom and 12 in a 3 bedroom apartment.*

- dinner plates
- soup bowls
- salad plates
- serving platters
- coffee cups
- saucers
- drinking glasses (juice, beverage, water and wine glasses)

Kitchen Equipment

- set of dining silverware (knives, forks, soup spoons and teaspoons) for either 4, 6 or 8 people
- set of knives (carving, paring, etc.)
- salt and pepper shakers
- cooking spoons
- spatula & whisk
- vegetable peeler
- manual can opener
- measuring spoons
- set of mixing bowls
- stock pot
- frying pan
- 2-quart sauce pan
- 1-quart sauce pan

- casserole dishes
- colander
- cutting board
- trivet(s) for hot food
- dish towels
- pot holders
- trash can

Kitchen Appliances:

- toaster
- coffee maker
- Fire Extinguisher
- Microwave
- Oven
- Stovetop
- Dishwasher

MISCELLANEOUS ITEMS

- iron
- ironing board
- brush and dust pan
- vacuum cleaner
- Clothes Washer
- Clothes Dryer

Move-In Kit

- Paper Towels
- sponge
- Coffee/tea set up w/ sugar and creamer
- dish soap
- laundry soap
- shampoo & conditioner
- toilet paper
- pot holders
- trash can

Please sign the Inventory list provided to you to confirm that all information is correct and fax a copy to Suite America at (703) 461-9576 or Suite Solutions at (703) 448-0505. Retain this copy for your files. This Inventory will be used again when arranging your move-out at the end of your stay in the apartment.

If you do not report initial damages, missing items, or other problems within the seven-day period, you may be held financially responsible for them.

Please read your entire lease as soon as possible. The lease informs you of your rights and responsibilities as a tenant.

Please list your spouse on the original lease; this is a document necessary for her to gain a drivers license and show proof residency.

MAINTENANCE AND REPAIR OF APARTMENTS

It is very important that you thoroughly acquaint yourself with the appliances in your apartment. Understanding how to safely operate and maintain them will save you from unnecessary service calls and potentially dangerous emergencies.

Call Suite America or Suite Solutions for *problems concerning*: (and cc Bette Franken in ISMO)

- Refrigerator
- Washer/dryer
- Dishwasher
- Garbage disposal
- Heating and air conditioner
- Windows blinds and screen door
- Pilot light (if appropriate)
- Closet door handles
- Kitchen cabinets and counters
- Furniture
- House wares
- Cable television
- Telephones
- TV
- VCR or DVD
- Lamps and light bulbs
- Billing questions
- Internet problems

EMERGENCIES: IN CASE OF FIRE, CALL 911.

Call Suite America at 1-877-827-8483 (toll free).
Call Suite Solutions at (703) 448-0505 ext. 255.

STANDARD TIME FOR MAINTENANCE

Emergencies will be dealt with as a priority. Non-emergencies will be addressed within 2-3 days. If you do not receive service within the times noted, or if the service is unsatisfactory, please contact your leasing company (Suite Solutions or Suite America).

UTILITY ALLOWANCE

A major expense is your heating and cooling system. It is recommend these optimal temperature settings:

Heating, **68** daytime; **66** evening; while away traveling **60**

Cooling, **72** daytime; **78** evening; while away traveling **85**

One bedroom allowance: \$150.00 per month

Two or three-bedroom or allowance: \$175.00 per month.

If you exceed this allowance, you will be responsible for payment of overages - please refer to your lease for details.

The best way to prevent an overcharge on your utility bill is to maintain a constant temperature in your apartment. Do not turn your heating or cooling on and off, just adjust the temperature slightly by using the thermostat control. Remember to keep your windows closed when using the heating or cooling system to avoid wasting energy.

PAYMENTS AND DEPOSITS

Your rent is paid directly to Suite America or Suite Solutions off your TLA line of accounting. Any additional expenses beyond your standard lodging rate are your responsibility and must be paid directly by you to Suite America or Suite Solutions and arranged with the housing provider.

SECURITY DEPOSIT

As a gesture of goodwill, the leasing companies have agreed not to require the standard first and last month's rent as security deposit. *However, they do require you to obtain renter's insurance (typically \$10-15 a month) to cover any damages other than normal wear and tear.* Remember that any damages to the property (furniture/walls/furnishings) is your responsibility and must be paid for in full if they are caused by you or your guests' negligence – see your lease for details.

AVOIDING FINANCIAL PENALTIES

- Remember that maintaining the property in good order is YOUR responsibility. See your lease for information on loss, damages, and cleaning charges and on the right of inspection by the leasing companies.

CHECK-OUT PROCEDURES

GIVE WRITTEN NOTICE

You are required to give at least 30 days written notice of intention to move out of your apartment even though you have a specified end of lease date. You must write to Suite

America giving details of exactly when you will be leaving. Please use the form following or provide a letter to:

Suite America: Fax 703-461-9576.

Suite Solutions: Fax 703-832-0244.

Approximately three weeks before you move out, the leasing companies will send a representative to your apartment to conduct a walk-through inspection. They will check the condition of the rooms and furnishings, and review the house-wares inventory. Remember that any losses and/or damages must be paid for before you leave. If no loss or damage is noted; the leasing companies will return your deposit check to you to destroy.

Please be sure to leave **all keys, access cards, and parking passes** in the envelope that will be supplied by the leasing company – you should leave this on top of a counter in the kitchen. **Failure to leave these items will result in a charge of \$100.00.**

When you depart your apartment, please lock the door; the leasing companies have the keys to your apartment.

Note: On your last night please remember to display your parking “hanging tag” in your car if you have one. In the past cars without the proper pass have been towed.

Check-out time is 10 am on the day of your departure. You may extend this time or arrange other fee options by making arrangements direct with the leasing company at your own expense.