

Family Housing Management Office. FAC:6100

CATCODE: 610119

OPR: AF/A4CA

OCR: N/A

Updated: 08 AUG 2024 (Date approved from HAF)

1.1. **Description.** This facility accommodates the family housing management office of the BCE organization.

1.2. **Requirements Determination.** The facility includes sufficient reception space to accommodate incoming personnel and their families, space for display of information on available community housing, toilet facilities for both sexes, and other special requirements. The customer service area should have sufficient space to provide a waiting room for children (e.g., tables, chairs, play area, etc.). The Installation Housing Manager and the Housing Program Manager at CONUS locations and Installation Housing Manager, Chief of Assistance and Chief of Facilities at OCONUS locations require private offices (Type D) to conduct tenant-landlord and customer counseling. Housing counselors and inspectors should have regular open office areas to provide customer service.

1.3. **Scope Determination.** The Family Housing Management Office category code (CATCODE 610119) is used whether the office is located in the main office building of the Base Engineer Administration (CATCODE 610127) or elsewhere. See the Air Force Housing Support Facilities Guide and UFC 4- 610-01 for design and programming criteria. However, use DAFMAN 32-1084, FC-6 CG-61 **Administrative Facilities Overview** to determine authorizations for office spaces. The Housing Management Office is an element of the Installation Management Flight. The Installation Housing Manager and the Housing Program Manager at CONUS locations and Installation Housing Manager, Chief of Assistance and Chief of Facilities at OCONUS locations require private offices (Type D) to conduct tenant-landlord and customer counseling. The remaining full time housing management staff earn Type E open office space. See **Table 1.1** below.

1.4. **Design Considerations.** The office is usually the first stop for arriving personnel and, therefore, a prominent location that is also convenient to other family service and military processing facilities is desirable. However, an existing office should not be considered for relocation to a better operating location unless other valid justification exists; for example, inadequacies in the office working space or structural condition. Typical Family Housing Management Offices will include the following space types:

1.4.1. Customer/Family Waiting Room – sufficient to support peak waiting load (use 3 waiting positions per Family Housing Counselor) at 20 net SF/waiting position. This is exclusive of other features that may be combined in this area

1.4.2. Display Area – sufficient to support displays of local housing market, brochures, housing forms, and other materials up to 40 net SF.

1.4.3. Customer Kiosks – 20 net SF each to support customer use for forms, research, and other requirements as justified.

1.4.4. Records storage may be required for housing contracts and other key documents beyond normal administrative storage. In such “office of record” situations space requirements should be calculated based on the most efficient storage system and actual footprint of the storage device (a typical 5 drawer file cabinet would be approximately 6 net SF each, or a typical flip up file cabinet

would be approximately 8 net SF each).

1.4.5. Indoor play area to support families – requirement is based on 20 net SF per Family Housing Counselor (minimum 40 net SF, not to exceed 120 net SF).

1.4.6. Team Room – a meeting room sufficient to support the Family Housing Management Office staff and provide a private counseling spaced for Housing Referral meetings with customers at 15 net SF/staff member with a minimum of 100 net SF and not to exceed 180 net SF.

1.4.7. Reception Space – Space to support reception of customers. Can be full time staff position or position for rotating receptionist duties as required. If full time staff position it is the only desk that position earns. Use 48 net SF open office configuration.

Table 1.1. Authorized Spaces for Family Housing Management Offices.

Offices	Office Type (see FC-6, CG-61 Admin Overview Table 1.2 and 1.2.1)	
Installation Housing Manager, Chief of Assistance and Chief of Facilities (OCONUS)	D	
Installation Housing Manager, Housing Program Manager (CONUS)	D	
Full Time Staff	E	
Special Purpose Spaces	m ²	ft ²
Customer/Family Waiting Room (20 net SF/Waiting Position – see paragraph 1.4.1)	1.8	20
Display Area (up to 40 SF)	3.7	40
Team/Counseling Room (per person for staff – minimum 100 net SF, not to exceed 180 net SF)	1.4	15
Reception Space (see paragraph 1.4.7)	4.5	48
Records Storage (see paragraph 1.4.4)	User justified	
Customer Support Kiosk (20 net SF EA)	1.8	20