

# **NATIONAL DEFENSE UNIVERSITY**



**International Student Management Office**

## **GUIDE TO TLA HOUSING**

**2008**

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## 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 USG. 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 good school districts. 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.

The buildings 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.

### **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 works with housing companies 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.

You can expect your apartment to contain the following items:

### **FURNITURE**

#### **Living Room**

1 sofa and 1 chair  
writing desk, ergonomic study chair and desk lamp  
48" bookcase  
2 end tables with lamps  
coffee table  
27" TV and DVD player

#### **Dining Room**

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 with lamps  
dresser  
19" TV

#### **Second/ third bedroom** (if applicable)

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

### **HOUSE-WARES**

The following house wares are also provided:

#### **BATHROOMS**

bath mat  
shower curtain, liner, and hooks  
soap dish  
tumbler  
small wastebasket

## MASTER BEDROOM

2 bed sheet sets  
4 pillow cases  
2 pillows  
1 blanket  
1 bedspread  
4 bath and hand towels  
4 wash cloths  
clock radio  
telephone  
hangers

\*note: sheets/towels will be changed weekly by maid service

## SECOND AND THIRD BEDROOMS

4 sheet sets  
2 pillows  
4 pillow cases  
2 blankets  
2 bedspreads  
clock radio

*Please note that depending upon the number of bedrooms/occupants, the number of plates, glasses, bowls, cups, cutlery/flatware etc. will be a service for 4 in a 1 bedroom, for 8 in a 2 bedroom and 12 in a 3 bedroom apartment.*

## DINING ROOM

dinner plates 4/6/8 depending on apartment size  
soup bowls 4/6/8 depending on apartment size  
salad plates 4/6/8 depending on apartment size  
coffee cups 4/6/8 depending on apartment size  
saucers 4/6/8 depending on apartment size  
drinking glasses (juice, beverage, water and wine glasses)  
4/6/8 depending on apartment size

## KITCHEN EQUIPMENT

dinner knives	dinner forks
soup spoons	teaspoons
steak knives	paring knife
butcher knife	salt and pepper shakers
cooking spoon	spatula
vegetable peeler	manual can opener
stock pot	frying pan
2-quart sauce pan	1-quart sauce pan
casserole dish	colander

dish towel  
pot holders  
toaster  
large and small cutting boards  
blender

dish cloths  
trash can  
coffee maker  
trivet(s)

#### Miscellaneous items

Telephone w/ answering option  
iron  
ironing board  
brush and dust pan  
ashtray  
clothes hangers  
light bulbs  
vacuum cleaner

#### Move-in Kit

paper towels  
sponge  
Coffee/tea  
Sugar and creamer  
mints  
lotion  
dish soap  
laundry soap  
toilet soap  
shampoo  
toilet paper  
silk flowers  
welcome basket

## **PARKING SPACE**

One parking space is included with your apartment if you have a car. Please provide car registration to ISMO 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 of your vehicle’s 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. NDU has requested this be done in order to keep problems at a minimum. NDU has also requested that if a situation exists that could require substantial cost to repair, that leasing company 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. NDU will notify the Fellows in advance when these will occur. 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. 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.

Fellows are required to have the renters insurance by the end of the first full month of occupancy; providing a copy of the insurance policy to the Program manager.

## OTHER SERVICES

The International Student Management Office has negotiated with the leasing companies to provide all the International Military Officers with the following services:

- . **Cable television:** Standard package. If you wish to order any additional programming 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:** Depending on the location of your apartment, you will have either a cable connection or DSL for your computer. Most apartments are set up for internet use. Use of multiple computers will require you to purchase a router.
- **Local Telephone Service:** local calls only, within 50 miles or 80 kilometers of your apartment.

For other domestic long-distance and international calls, 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.

- **Weekly Maid Service:** For the one bedroom apts only. The housekeeping staff performs the following duties: dusting, wiping surfaces, vacuuming, and mopping. They do not launder clothes or wash dishes.

- **Daily Newspaper:** The Washington Post will be delivered to your door seven days a week. Please call your leasing company right away if you do not receive your paper as noted. They will contact the Washington Post to rectify the problem. **DO NOT SAVE NEWSPAPERS;** each apartment community has recycling. Stacks of papers are both a fire and insect hazard.

**NOTE:**

Please do not request exchanges of furniture items (unless they are damaged) or additional items that are not included in the negotiated NDU 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.

## **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, within seven days of moving in.

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 wife on the original lease; this is a document necessary for her to gain a drivers license.

The International Student Management Office staff is happy to assist you with your accommodation; however, if you have any maintenance requirements or concerns about Internet Service, telephone and television service etc., these should be directed to the leasing company or the Management of your apartment building – (see below).

## **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.

When you move-in, a representative from the leasing companies will show you how all the appliances and electronics work.

### Call apartment complex for *problems concerning*:

- 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

### Call leasing company for problems with:

- 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.**

If the emergency concerns on the weekends or between 5pm and 8:30 am, e.g., an overflowing toilet, a leak, no heat or air conditioning call the 24-hour emergency numbers are as follows:

Ballston Place	(703) 528-6411
Crystal Towers	(703) 521-9000
Gallery at Virginia Square	(703) 312-5199
The Metropolitan at Pentagon City	(703) 416-0800
The Metropolitan at Pentagon Row	(703) 413-0999
The Reserve at Clarendon	(703) 248-6282

\*\*\*Do not call the Metropolitan, Crystal Towers for any repairs. Please also do not submit requests through the concierge or front desk. These need to be submitted by phone or e-mail to your leasing company.\*\*\*

## **STANDARD TIME FOR MAINTENANCE**

Emergencies will be dealt with as a priority. Non-emergency in 2-3 days. If you do not receive service within the times noted, or if the service is unsatisfactory, please contact your Program Manager or the Transition Coordinator at the International Student Management Office.

## **UTILITY ALLOWANCE**

A major expense is your heating and cooling system. We therefore 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 1 bedroom with den 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 due at the beginning of every month. During your in-processing, you will be asked to provide the NDU Program Manager with sufficient number of checks to cover your monthly rent payments for EVERY month of your stay here. These checks will be held by the Program Manager who will arrange for the rent payments to be sent direct to your leasing company as they become due. Your final, pro-rated month's rent will be calculated nearer to your graduation from NDU.

To determine the exact amount of your payment, consult your lease. The rent payment should be the same each month except for the first and last months of your stay.

## SECURITY DEPOSIT

As a gesture of goodwill, the leasing companies have agreed to waive the usual one month's rent which is the normal security deposit for apartments in this area. However, a refundable deposit of \$250 is required to be paid by all International Officers. This deposit will be returned to you at the end of your stay if your apartment has sustained no damage other than normal wear and tear. Remember that any damages must be paid for in full if they are caused by you or your guests' negligence – see your lease for details.

## AVOIDING FINANCIAL PENALTIES

- Always pay your monthly bill on time.
- 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 your leasing company giving details of exactly when you will be leaving.**

Approximately two 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 12 noon 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.

We hope that you will enjoy your new home and your stay in the Washington DC Metropolitan Area.

## **AREA SCHOOL INFORMATION**

If you have school-age children and are living at any of the following apartment buildings, your child(ren) will attend the schools listed below.

### **BALLSTON PLACE**

Elementary School – Ashlawn  
Middle School – Swanson  
High School – Washington & Lee

### **CRYSTAL TOWERS OR THE METROPOLITAN OR CAMDEN**

Elementary School – Oakridge  
Middle School – Gunston  
High School – Wakefield

### **RESERVE AT CLARENDON CENTER**

Elementary School – Arlington Science Focus School  
Middle School – Thomas Jefferson  
High School – Washington & Lee

### **GALLERY AT VIRGINIA SQUARE**

Elementary School – Ashlawn  
Middle School – Swanson  
High School – Washington & Lee