



UNITED STATES MARINE CORPS
MARINE CORPS BASE
QUANTICO, VIRGINIA 22134-5001

MCBO 11101.5
B 044
1 MAY 2000

MARINE CORPS BASE ORDER 11101.5

From: Commander
To: Distribution List
Subj: FAMILY QUARTERS CLEANING PROGRAM
Ref: MCBO P11101.1

Encl: (1) Dispossession Checklist Contract Cleaning Requirements
For the Contract Cleaning Program
(2) Authorization Letter
(3) Application for the Certified Commercial Quarters
Cleaning Program
(4) Approved Commercial Family Quarters Cleaning Contract

1. Purpose. To promulgate regulations and procedures for the approval, contracting, control and required standards of performance of quarters cleaning agencies authorized to operate aboard MCB, Quantico.

2. Background

a. The reference sets forth regulations for occupancy of government housing and designates areas of resident responsibility. Quarters must be left in such condition as to be ready for immediate occupancy by another military family.

b. With the establishment of this Order, residents have three options for ensuring family quarters are cleaned per required standards upon their dispossession.

(1) Residents may clean government quarters themselves and stand the Final Inspection.

(2) Residents can select their own commercial cleaner and stand the Final Inspection themselves.

(3) Residents can select an approved commercial cleaner from the Base Family Housing Clean and Go (CAG) program who will complete the cleaning per enclosure (1) and (2). However Commercial cleaners not certified under this Order are **not** authorized to conduct the final inspection without the presence of the resident.

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c. Command responsibility encompasses approval of commercial cleaning agencies, enforcing required performance standards, and providing a list of cleaning agencies to residents upon request. The engagement of a cleaning agency remains a private business arrangement between the resident and the agency.

d. This Order pertains only to the operation of approved cleaning agencies in preparing quarters for the checkout of housing residents.

e. The CAG Program enables a resident to select a commercial cleaner from a list of approved cleaners or cleaning services, who are authorized by the Head, Family Housing Branch, to complete final cleaning and accomplish the final inspection without the presence of the housing occupant, per enclosure (3) and (4).

3. Action

a. Residents Who Wish to Use the CAG must:

(1) Schedule a Preliminary Quarters Inspection with the Family Housing representative at the time intent to vacate government quarters is given. The Preliminary Inspection will assess the general condition of the quarters and provide guidance to the resident on steps necessary to complete quarters checkout and procedures to re-establish allowances.

(2) Schedule a resident's Final Inspection with the Family Housing representative. At the time of the Final Inspection, quarters must be vacant, all non-government property removed.

(3) Prior to completion of the resident's Final Inspection, the servicemember must deliver enclosure (4), to the Family Housing representative. The agreed upon payment must accompany the contract and be in the form of a cashier's check, or money order, made payable to the certified cleaner.

(4) When the resident's Final Inspection is scheduled, enclosure (4) along with a certified payment instrument must be provided to the Family Housing representative. The servicemember will relinquish keys to the quarters and the period of occupancy is terminated. Housing allowances will be authorized from that date and the member will be released from any further housing requirements or liability.

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b. Cleaners and Cleaning Services that Wish to Participate in the CAG must:

(1) Submit enclosure (3), to the Head, Family Housing Branch and complete orientation training conducted by a Family Housing representative in MCB family quarters.

(2) Have provisional work performance monitored by a representative of Family Housing. After performing two contractual obligations successfully per standards established in enclosure (1), the cleaning agency will be placed on the approved list.

(3) When contacted by a resident to clean family quarters, complete enclosure (4), and agree to receive payment by a Family Housing representative.

(4) Agree to accept responsibility for quarters, meet cleaning standards per enclosure (1), and stand the Final Inspection prior to receipt of payment.

(5) Pay cash rent, equal to resident's Basic Allowance for Housing, for each day quarters are held by the contract cleaner after contract date.

(6) Pay a sundry charge equal to one hours labor for re-inspection after failing the initial final inspection.

c. Head, Family Housing Branch will:

(1) Provide enclosures (1) through (4) to all interested parties upon request.

(2) Approve cleaning agencies that submit applications and provide orientation training in order for them to meet the cleaning standards established in enclosure (1).

(3) Maintain and upon request, provide a list of cleaners and cleaning services approved under CAG.

(4) Conduct a resident's Preliminary Inspection of quarters when intent to vacate is given.

(5) Conduct a Final Quarters Inspection with the certified cleaner,

(6) Upon successful completion of the Final Inspection, remit the certified payment instrument to the contracted cleaner.

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4. Coordinating Instruction

a. Cleaners may be removed from the list of approved cleaners for cause by the Head, Family Housing. Appeals of removal of certification must be submitted in writing to the Head, Family Housing.

b. Failure to meet standards established in enclosure (1) will cause payment to be withheld from the contracted cleaner. If the standards established in enclosure (1) are not met, (one re-inspection) the certified payment instrument may be returned to the resident who initiated the payment instrument. The cleaning agency may be removed from the approved list of cleaners without the right of appeal.

c. The Family Housing Branch will not endorse or recommend any particular cleaning agency.

d. Door-to-door or telephone solicitation by cleaning agencies is prohibited. Vendors may post a business card at the Family Housing Office.

e. Certified cleaners will be allowed 2 working days from the time keys to the quarters are provided, to complete quarters cleaning.

f. Requests for extension of cleaning time must be fully supported and submitted in writing to the Family Housing Office.

g. Under the CAG, the Family Housing representative is a witness to the contract for quarters cleaning and a temporary repository for the certified payment instrument until payment is made. Resolutions of any dispute of nonpayment for failure to meet established standards will be initially attempted by the Family Housing representative and the cleaning service involved. If any dispute cannot be resolved, the instrument of payment will be returned to the former resident for resolution with the cleaner or cleaning service.



R. P. ROOK
Chief of Staff

DISTRIBUTION: INTERNET

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DISPOSSESSION CHECKLIST
CONTRACT CLEANING REQUIREMENTS
FOR THE CONTRACT CLEANING PROGRAM

1. INTERIOR

a. Finish Wall and Ceiling Surfaces including Baseboards and Trim in Rooms, Halls, and Stairwells. Dust entire area including horizontal surfaces. Wash all walls, especially around light switches and door knobs. **Scrub as necessary to remove all stains or marks.**

b. Interior Door Surfaces including Frame/Trim, and Closet Doors. **Wash all surfaces** including top edge and horizontal trim.

c. Closets. Clean all walls and ceiling areas and **all horizontal surfaces including shelving and rods.** Remove all shelf covering, including adhesive and hangers. Remove all accumulated dust and residue from door tracks. Leave closet doors open for inspection.

d. Painted/Varnished Surfaces throughout Quarters. Surfaces will be clean with all adhesive and residue removed.

e. Exterior Entrance Doors. Wipe down exterior of entrance doors and wood and metal parts of storm doors. Sweep out and thoroughly clean the thresholds and sill space between doors.

f. Windows, Sliding Glass Doors, Storm and Screen Inserts, Combination and Screen Doors. Clean interior frame to remove any residue or marks. Clean all window tracks to remove accumulated deposits and residue, including the track for the sliding glass door. Wash interior glass with commercial cleaner as required to remove dirt and residue. Clean entire surface of curtain rods and hangers. Shades will be half drawn for the final inspection. Clean all window screens to remove dirt or by removing and washing with hose. Reinstall all rods or shades which were removed during occupancy.

g. Floors

(1) Tile or Vinyl Sheet Floors including Closet Floors. **Strip entire floor area to remove all wax.** Scrap, as required, to remove wax around room border and in corners. Mop and scrub to remove all dirt/marks/residue. Do not reapply wax. Tile floors should be buffed.

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(2) Ceramic Tile. Mop or wash with warm water and detergent. Rinse thoroughly. **Do not wax.**

(3) Wood. Clean and remove spots, stains, scuff marks, and excess wax. **Do not use excessive water. Apply paste wax and polish.**

h. Stair Risers and Treads. Clean to remove accumulation of dirt or wax, especially in corners and crevices and around threads.

i. Removable Floor and Wall Registers. Remove, wash, and replace removable registers. Scrape and wash floor/wall area under register flange to remove all wax and residue. Vacuum dust in duct area which is accessible when register is removed.

j. Fixed Wall Registers and Radiators. Wash exposed surfaces and vacuum grated surfaces.

k. Lighting Fixtures. **Remove, wash and replace light globes or fixtures. Secure power to fixture while cleaning.**

l. Fireplaces. Remove all ashes and wood. Sweep down inside of fireplace. Close the damper. Scrub to remove any smoke or soot on exterior brick or mantle.

m. Government Furniture. Clean and empty all drawers of property, liners, and debris. Dust, clean, and apply furniture polish and buff surfaces. Clean lamps and **have a working light bulb in each. Vacuum all surfaces** of upholstered furniture items (underside, back, under cushions, etc.). Items of furniture should be arranged according to the standard room configuration.

n. All Quarters Areas Occupied by Pets. Thoroughly wash, scrub, and disinfect any walls and floors in areas that were frequently occupied by pets. In particular, all animal hairs, odors, or stains must be removed.

2. KITCHEN ITEMS

a. Gas Range. Wash wall and cabinet surfaces behind the range. Scrub exposed floor surfaces. Wash front, top, and sides (within reach) of range. **Do not use abrasive cleaners which will damage the factory painted finish, chrome or plastic parts. (DO NOT USE COMMERCIAL OVEN CLEANER ON CONTINUOUS/SELF CLEANING RANGES).** Clean oven, broiler, and storage drawers to remove all grease and residue. Pay special attention to the inside, top of the oven. The use of copper cleaning pads is recommended to remove baked-on grease.

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Commercial oven cleaner should be used with caution, as it may damage floor and cabinet surfaces. Surfaces should be thoroughly rinsed to remove any film or residue from commercial cleaners. Remove and wash burner grates, drip pans, burners, oven racks, and broiler pan. Thoroughly wash all burner surfaces, the area under the range top, and all the knobs. **Do not put appliance parts in the dishwasher for cleaning.** Range should be reassembled and in working condition before inspection.

b. Refrigerator. Pull refrigerator away from wall. Clean exposed wall, floor, and cabinet surfaces. Wash exterior front, top, and sides of refrigerator. Dust the back of refrigerator, using care not to damage any exposed refrigerator coil. **Do not use abrasive cleaners which will damage the factory painted finish.** Remove, wash, and replace any drip pan in compressor space below refrigerator if possible. The front cover (kick plate) is generally attached by clips and may be pulled off for access. Vacuum excessive dust accumulation from compressor space. Wash all interior surfaces, racks, and pans of refrigerator and freezer spaces. **Do not place any appliance parts in the dishwasher** for cleaning. Wash door gaskets on refrigerator and freezer compartments. **Do not unplug the refrigerator.** Set the temperature control to the medium setting.

c. Dishwasher. Wash all accessible exterior and interior surfaces, including gaskets and hinge areas. Clean the filter at the drain of the dishwasher. Special attention should be paid to the soap buildup along the bottom, inside surface of the door.

d. Exhaust Hood or Wall Exhaust Fan. Disassemble cover and filter to the extent possible. Wash all surfaces, including side and front ledges, to remove all grease and dirt. **Do not use oven cleaner or put in dishwasher.** Reassemble prior to inspection.

e. Kitchen Cabinets. Remove all thumbtacks, staples, shelf paper, and contact paper, including the adhesive, roach traps tape or powders. Wash all accessible surfaces, interior and exterior. Remove all drawers and clean the inside of the opening and all surfaces of the drawers themselves. Check the inside corners for dust/debris.

f. Counter Tops. Clean and wash, especially in all corners, crevices, and along metal trim.

g. Kitchen Wall Surfaces. Wash all wall surfaces including above cabinets, sink, and range.

ENCLOSURE (1)

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h. Sink. Scour all accessible sink surfaces with a non-abrasive cleanser on stainless steel sinks. Particular attention should be paid to removing all accumulations around faucet surfaces and crevices, the lip of the sink where it meets the counter, the drain baskets, and the area of the garbage disposal, including the splashguard. Remove the faucet aerator, rinse out/clean and reinstall.

3. BATHROOM ITEMS

a. Ceramic Tile or Vinyl Wall Surfaces. Wash and scrub all surfaces. Rinse thoroughly to remove any film from cleaning agents. Scour all accessible surfaces. Particular attention should be paid to removing all accumulation on faucet surfaces and crevices. **Remove all soap film.**

b. Tub or Shower. Scour all accessible surfaces and clean to **remove all soap film.** Particular attention should be devoted to cleaning around faucets and the junction of the tub with the wall. **Do not use abrasive cleaners on fiberglass tubs or showers.** Wipe off the shower curtain rod.

c. Commode. Wash and scour all accessible surfaces, including the underside of the rim, and the exterior base of the commode. Secure water.

d. Medicine Cabinet. Wash all accessible interior and exterior surfaces. Clean track of sliding doors and clean mirror thoroughly.

e. Exhaust Fan. Disassemble, and wash the grating cover, if possible; otherwise, clean the grating in place. Do not remove if it is painted to the ceiling.

f. Accessory Fixtures. Wash towel bars, paper holders, soap dishes, toothbrush holders, etc. Chrome should be shined with a dry towel to remove water spots.

4. UTILITY ROOM, BASEMENT, GARAGE, AND STORAGE ROOM

a. Furnace and Hot Water Heater. Dust all horizontal surfaces.

b. Laundry Tub and Laundry Area. Wash and scour laundry tub. Thoroughly scrub area where washer and dryer were located. Rust marks left on the floor by the feet of the appliance may be removed carefully with steel wool. Clean washer faucet connections.

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c. Walls, Overheads, and Shelving. Dust or vacuum all horizontal and overhead surfaces including pipes, ducts and shelving. Clean all wall surfaces.

d. Concrete Floors. Sweep and damp mop.

5. EXTERIOR

a. Police grounds assigned to quarters.

b. Walks, Steps, Landings, Terraces and Patios. Sweep or wash clean.

c. Carports and Drives. Sweep or hose down paved areas. Remove snow, ice, or leaves.

d. Windows and Doors. **All tilt-in type windows will be cleaned inside and out.** All screens and storm windows which can be removed from the inside will be cleaned thoroughly. See paragraph 1f of this enclosure.

e. Trash Storage. Enclosures or other areas used to store trash and garbage cans should be policed and cleaned to remove any accumulated trash or debris. As necessary, thoroughly hose down the area. No trash should be on the curb the day of the final inspection unless the final inspection is on trash pickup day. **Garbage cans will be hosed clean, remain empty, and stored in appropriate location.**

6. GENERAL

a. Have all keys on hand. Keys lost or misplaced are to be replaced upon the final inspection.

b. The Housing Handbook will remain in the quarters for the final inspection.

ENCLOSURE (1)

MCBO 11101.5
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AUTHORIZATION LETTER

11101
B 04
Date

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

Forwarding Address: _____

To: Director, Family Housing Branch, G-5, Marine Corps Base,
Quantico, VA

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

Encl: (1) Copy of Cleaning Contract
(2) Certified Check or Money Order in the Amount of

\$ _____ payable to _____

1. This is to authorize _____,
an approved 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.

(Signature)

ENCLOSURE (2)

1 MAY 2000

APPLICATION FOR THE CERTIFIED COMMERCIAL QUARTERS CLEANING PROGRAM

Company's Name: _____ Owner's Name: _____

Address: _____ Phone Number: _____

In the event of an emergency the following person should be contacted:

Name: _____ Phone Number: _____

Relationship: _____

Certified Checks/Money Orders are to be payable to: _____

The following individuals are authorized to stand final cleaning inspection for myself/company.

(1) _____

(2) _____

(3) _____

I have received a copy of MCBO 11101.5. I fully understand the Order and agree to conduct business per its provisions. I hereby apply for the Approved Commercial Family Quarters Cleaning Program, called "Clean and Go Program."

Cleaner's Signature Date

Application received by:

Family Housing Branch Date

ENCLOSURE (3)

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APPROVED COMMERCIAL FAMILY QUARTERS CLEANING CONTRACT

This is to certify that _____, hereinafter
(Sponsor)

Referred to as the "resident", and _____,
(The cleaner)

Hereinafter referred to as the "cleaner" have this date entered
into a contract to clean MCB, Quantico Family Quarters at
_____, now assigned to

(Sponsor grade and name) _____
(Sponsor SSN)

It is agreed that:

1. This is to authorize _____, an approved
(The cleaner)
cleaner, to clean my quarters under "Clean and Go" for the total
amount of \$_____.

2. The quarters will be completely vacated by the resident, all
private property removed, and full access given to the cleaner after
_____ (time) hours on _____ (date). The
resident will provide one key to the quarters to the cleaners which
will be returned to the Family Housing Office by the cleaner at the
time of final cleaning inspection.

3. The quarters and appliances as well as the garage/storage
shed/carport/storage areas, as applicable, will be cleaned per the
attached cleaning instructions.

4. The cleaning will be completed by _____ (**time**) hours on
_____ (date).

5. The cleaner will furnish all necessary equipment and supplies to
complete the cleaning.

ENCLOSURE (4)

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6. The cleaner will be present at the final cleaning inspection, and in the event the quarters are found by the Family Housing Representative to be unsatisfactory for termination, the cleaner will accomplish such additional cleaning as is required to pass inspection.

7. The cleaner acknowledges that in the event quarters are not cleaned per the standards attached, payment will be returned to the resident.

Resident's Signature & Date

Cleaner's Signature & Date

Housing Branch Representative:

Signature and Date

RECEIPT FOR FINAL PAYMENT

_____ hereby acknowledges receipt of
The Cleaner

\$_____, as full and final payment for cleaning MCB, Quantico

Family Quarters for _____ at
The Resident

Address

The Cleaner Signature Date

Family Housing Branch Signature Date

ENCLOSURE (4)