

FACT SHEET

DPW
MRS WRAY (287-4048)
11 May 2011

IMWE-HOD-PWH

SUBJECT: Reporting Damages Caused by Transportation Contracted Carrier

PURPOSE: To provide information on reporting procedures when damage to on-post housing unit occurs by moving company.

FACTS:

1. When a Transportation carrier causes damage to an on-post house during move-in or move-out, the occupant is liable for the repairs.
2. The occupant should call Fort Hood Family Housing (FHFH), Bldg. 18010, at 287-4212, to receive an estimate and to coordinate the required repairs. Occupant is responsible to reimburse FHFH, if repairs are made by FHFH. Liberty Village occupants should contact Liberty Village Administration Office at 526-3788.
3. The occupant is responsible to seek reimbursement from the carrier for the cost of repairs, and is responsible for coordinating all loss and payment for damages directly with the contractor/ carrier agent and the Transportation Office.
4. Before the carrier departs from the address, the occupant must obtain as much information as possible from the carrier, such as:
 - a. Statement from the carrier, stating how damage occurred.
 - b. Name of person who caused the damage, with their signature on the statement mentioned above.
 - c. Name of carrier and agent, as well as phone number and address of carrier.
5. Tenant insurance is highly recommended. Having tenant insurance allows you to seek compensation in the event of theft or property damage/ loss. FHFH is not responsible for personal property losses.

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6. Visit our website at www.hood..army.mil/dpw for more information on housing services and policies.

(original signed)
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