

**Directorate of Family, Morale, Welfare, and Recreation (FMWR)
Outdoor Recreation (ODR) & Equipment Resource Center**

**Standard Operating Procedures (SOP)
Privately Owned Vehicle (POV) Storage**

1. **PURPOSE:** The following guidelines will be utilized in the storage of POVs (passenger car, truck, sports utility vehicle, trailer, boat, motorcycle or RV) at FMWR Outdoor Recreation and Equipment Resource Center, Building 1707 Gillespie Street, Fort Benning, GA 31905.
2. **REFERENCES:**
 - a. 10 USCS 2575
 - b. Vehicle Storage Application
 - c. Vehicle Storage Agreement
 - d. Storage Financial Agreement
 - e. Hold Harmless Agreement
3. **SCOPE:** This SOP applies to all FMWR-eligible customers that utilize the ODR POV Storage lot. Customers must present a valid government identification card at the time of parking space rental.
4. **GENERAL:**
 - a. The following items are prohibited and cannot be stored inside any POV in storage at ODR: illegal items, food, beverages, explosives, firearms, munitions, flammable liquids/materials, corrosives, hazardous or toxic materials/waste, animals, people, or trash. No property is permitted under, around or on top of the stored POV.
 - b. The ODR POV storage lot is on government-owned property and is subject to inspection without notice by government authorities.
 - c. ODR nor the United States Army is responsible for any damages incurred while the vehicle is in storage. It is highly recommended that insurance and registration be kept current on any stored item. Please refer to the Hold Harmless Agreement for further information.
 - d. Storage rental agreements are month-to-month and fees will not be prorated nor will refunds be given for partial month rentals. Customers will receive a monthly statement. ODR is not responsible for contacting customers with past due accounts.
 - e. Rental payments will be made at least one month in advance and will begin on the date the agreement is signed. The due date will be the same day of the month each month thereafter.
 - f. Payments can be made in person using cash, check, money order, Visa, MasterCard or American Express. Credit card payments can be made over the phone, checks and money order payments can be mailed to: P.O. Box 53323 Fort Benning, GA 31995. Customers can pick up receipts for payments made via mail/phone in person or request that they be emailed or faxed.
 - g. Returned checks will be processed through FMWR. All fees associated with the returned check will be explained, assessed, and collected by FMWR.
 - h. Customers will be mailed a notice of any pending price increases at least 30 days in advance.
 - i. ODR may terminate the Vehicle Storage Agreement for non-payment as follows: any account 60 days or more delinquent will have the gate access card(s) deactivated; a diligent effort will be made by ODR to notify the customer via phone and/or email. If an account becomes 90 days or more delinquent, a certified letter will be mailed to the last known address on the customer's account. The customer will be given 45 days from the date of the letter to pay the past due amount in full and collect their POV and, or pay the balance in full and continue to make monthly payments for future storage. If there is no response from the customer, the POV is considered abandoned; a DA Form 2504 will be placed on the POV by the MP Station. The customer will have 72 hours to claim and remove the POV. If the POV remains unclaimed, it will be disposed of in accordance with title 10 of the United States Code section 2575 (10 USC 2575).
 - j. The POV Storage packet will include the following items:
 - i. Vehicle Storage Agreement
 - ii. Vehicle Storage Application
 - iii. Hold Harmless Agreement
 - iv. Storage payment standards form
 - k. The POV Storage Packet will be stored at ODR.

- l. Customers will be issued a coded gate access card. A fee of \$5.00 will be charged for the initial card and all replacement cards thereafter. Customers will not be reimbursed for the card(s) when the account is closed out. If you experience difficulty exiting the gate after normal business hours, please call (706) 984-2557.
- m. Access is granted 24 hours a day, seven days a week. In the event of mechanical or electrical failure, every effort will be made to correct the issue as soon as it is discovered. Please immediately report any issues with the gate to ODR staff.
- n. The customer is not permitted to sublet parking space under any circumstance.
- o. Only the customer or designee will be permitted to take possession of the POV and only with proper picture identification.
- p. Vehicles not registered with ODR will be towed and stored at owner's expense.
- q. All vehicles must be backed completely into the parking space and centered between the lines.
- r. All spots are numbered and assigned to a specific vehicle. One alternate vehicle may be listed on the rental agreement; however, only one POV is allowed per parking space. Any changes made to the registration, insurance, vehicle or personal information must be submitted immediately to the ODR office.
- s. In the event a vehicle needs to be moved, every attempt will be made to contact the customer in a timely manner. In the case of an emergency, the ODR Manager reserves the right to move the POV.
- t. Repair, maintenance and/or cleaning of any item will not be permitted in or around the storage space.
- u. All tires must be inflated, windows rolled up, and factory locks activated on POV.
- v. POV covers are permitted; however, if they become dislodged, they will be discarded as deemed appropriate by the ODR Manager.
- w. The customer may terminate their rental agreement in person with ODR Front Desk staff. The POV must be removed and gate access card returned the day the agreement is terminated. Monthly rental fees will be charged until the account is terminated in accordance with the above procedures.
- x. ODR may terminate this agreement immediately if any of the above policies are violated. In such case, the customer will be notified verbally of the termination and will have 7 days to remove all property from the POV Storage Lot.

5. PROCEDURES:

- a. Each customer must provide the following information:
 - i. Valid proof of current vehicle insurance
 - ii. Valid current state registration in the customer's name
- b. Each customer must complete all documents in the POV Storage Packet.
- c. Each customer must pay the first month's storage fee when the contract is signed.
- d. ODR staff will inform customer of the due date each month; it will be the same day each month that the contract was signed. If the due date falls on a holiday, please ensure the payment is made prior to the holiday.
- e. Each customer will receive a gate access card. Customers have access to their POV 24 hours per day, seven days per week.
- f. After the POV has been accepted for storage, the customer will be directed to their assigned location in the storage lot.
- g. All windows must be rolled up, tires fully inflated and factory installed locks activated on POV.
- h. After the vehicle is in the assigned location, the owner may cover the POV; however, the cover must be properly secured to the POV to prevent dislodging during inclement weather. Any cover that has blown off the vehicle will be disposed of as deemed appropriate by the ODR Manager

6. RESPONSIBILITIES:

- a. ODR Manager will have overall responsibility for the program
- b. ODR Staff will:
 - i. Prepare all POV Storage Packets
 - ii. Act as the POC regarding POV Storage
 - iii. Maintain current POV Storage files
 - iv. Provide a receipt, give the assigned location, and give the due date to each customer at the time the contract is signed

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