

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

**Standard Operating Procedures (SOP)
POV Storage**

1. **PURPOSE:** To be utilized for guidance in the storage of a POV (passenger car, truck, SUV, trailer, boat, motorcycle or RV) by active duty or retired Soldiers, their dependents, and DOD civilians (active and retired), hereinafter referred to as “customers”. The POV storage lot is located at 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. Waiver of Liability

3. **SCOPE:** This SOP applies to all Soldiers (active and retired), their dependents, and DOD Civilians (active and retired) that utilize the POV Storage lot.

4. **GENERAL:**

- a. The following items are prohibited and cannot be stored inside any vehicle, boat or recreational vehicle stored at ODR POV Storage Lot: Illegal items, food, beverages, explosives, firearms, munitions, flammable liquids/materials, corrosives, hazardous or toxic materials/waste, animals, people, or trash.
- b. The ODR POV Storage Lot is government owned property and is subject to inspection without notice by government authorities.
- c. Neither ODR & Equipment Resource Center 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 Waiver of Liability for further information.
- d. Storage rental agreements are month to month and fees will not be prorated or refunds given for partial month rentals. Customers will receive a monthly statement; however, ODR is not responsible for contacting customers with past due accounts.
- e. Rental payments are paid 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, and 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 this 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 customers account. The customer will be given 45 days from the date of the letter to either collect their POV and pay the past due amount in full, 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; 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:
 1. Vehicle Storage Agreement
 2. Vehicle Storage Application
 3. Waiver of Liability
 5. Storage payment standards form

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- 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 cards 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. Customer is not permitted to sublet storage 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 in 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 Storage lot. 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. No property is permitted under, around or on top of the stored POV.
- u. All tires must be inflated, windows rolled up, and doors locked on all POV's.
- 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:
 - 1. Valid proof of insurance
 - 2. Valid state registration in the Soldiers, dependents, or DOD Civilian's name
 - 3. Valid Ft. Benning DOD decal
- 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/ 7 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 and the factory installed locks activated.
- 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 it from being dislodged during inclement weather. Any cover that has blown off of the vehicle will be disposed of as deemed appropriate by management.

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6. RESPONSIBILITIES.

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

Darlene Hines
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