

# MOVING YOUR MOBILE HOME



*American Forces Information Service*

1992

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## CONTENTS

- [Introduction](#)
- [Who Can Ship a Mobile Home](#)
- [Your Entitlement](#)
- [Temporary Storage](#)
- [Insurance](#)
- [Costs the Government Will Pay](#)
- [Costs the Government Will Not Pay](#)
- [Who to See](#)
- [How to Move](#)
- [When to Make Arrangements](#)
- [Should I Move My Mobile Home?](#)
- [What You Cannot Ship in Your Mobile Home](#)

- [Valuables](#)
  - [Overloading](#)
  - [Documents](#)
  - [Change in Plans](#)
  - [Premove Inventory](#)
  - [Premove Requirements](#)
  - [Your Responsibilities](#)
  - [Mobile Home Carrier's Responsibilities](#)
  - [Before the Carrier Arrives](#)
  - [Securing Your Mobile Home](#)
  - [Ready to Roll](#)
  - [At Destination](#)
  - [Loss or Damage](#)
  - [Evaluation of Carrier Performance](#)
  - [Inconvenience Claims](#)
- 

## ***INTRODUCTION***

This pamphlet has been prepared to help you understand your entitlement and responsibilities in the movement of your mobile home. Your transportation office will make all arrangements to schedule the movement, if you desire. If any question or problems arise, call your transportation office. The counselors and inspectors are there to help you. History has shown that moving your mobile home will most likely result in excess transportation costs, which you are responsible for paying.

**(NOTE:** Remember that your mobile home was designed for movement with factory-installed furniture/equipment only. The more weight added to the basic weight, the greater the chances for structural damage.)

## ***WHO CAN SHIP A MOBILE HOME***

You are eligible to ship a mobile home if:

- You have received permanent-change-of-station orders and are entitled to a shipment of household goods.
  
- You own your mobile home or have permission from the lien holder prior to movement of your mobile home.

- You acquired your mobile home on or before the effective date of orders authorizing the move.
- Your mobile home will be used at destination as a residence by you and/or your dependents.
- The body and chassis of your mobile home, including tires and tubes, are roadworthy and will withstand the rigors of the move.
- Your mobile home can be moved legally from origin to destination according to limitations imposed by various state(s) regulations for size and weight.



## ***YOUR ENTITLEMENT***

After receiving PCS orders, you are entitled to ship a mobile home between permanent duty stations within the continental United States, between permanent duty stations in Alaska, to and from the continental United States and Alaska, and to the border crossing point or origin port when the new PCS station is outside Alaska or the continental United States. You may also ship to a designated location within the continental United States if the home will be used as a residence by your dependents.

When a self-propelled mobile dwelling is moved, payment is computed on a mileage basis for the official distance between the authorized points.

## ***TEMPORARY STORAGE***

The government can arrange for temporary storage for your mobile home, when necessary. Temporary storage may also be authorized for local moves if you are ordered to vacate premises.

There may not be an approved storage area located at the point where authorized. Some states do not

have any approved facilities, so your mobile home may have to be stored at origin, en route or at destination.

Temporary storage, commonly called storage-in-transit is authorized for 90 days. It may be used at origin, en route or at destination when authorized by the transportation office. If an emergency or hardship arises, you may request in writing an extension of the storage period. If the request is justified, your transportation office may authorize an additional 90 days of storage. After 180 days of storage at government expense, you must pay the cost of further storage.

## ***INSURANCE***

Some insurance firms will sell you coverage on your mobile home during transport. Check with your insurance agent. You may desire to have your local legal office review your policy to assure that it provides the coverage you need.

## ***COST THE GOVERNMENT WILL PAY***

To move your mobile home, the government will pay certain costs that do not exceed what it would cost to ship your maximum household goods weight allowance the maximum distance authorized by your orders. The government may pay some labor costs however the overall cost of the move will be reduced if you can safely perform some of these services or arrange their completion. Experience shows that few mobile homes are moved without exceeding prescribed allowances. Normally, the government will pay:

- Mobile home carrier's transportation charges, including movement via circuitous route, when required;
- Bridge, road and tunnel tolls, ferry fares, state or local transit permits and overdimension charges/permits; and
- Labor costs for removal and installation of skirting, blocking, unanchoring and anchoring, packing and unpacking of household goods in the mobile home, repairing tires, disconnecting and connecting utilities, disassembling and reassembling expando or fold-out rooms and renting extra axles with wheels and tires attached, when required; and
- Costs associated with movement of a double-wide mobile home.

## ***COSTS THE GOVERNMENT WILL NOT PAY***

Even if the total cost for the move of your mobile home does not exceed your prescribed allowances, the government will not pay for:

- Mobile home replacement parts;
- Permits and deposits for turning utilities on and off, placement Of utility poles and installation of pipes and wires (**NOTE:** *Many counties and states allow only licensed utility personnel to turn on/off utilities to meet state and local code requirements.*);
- Building/site permits or engineering studies to place mobile home on lot;
- Brake repairs;
- Original axle purchases (**NOTE:** The government will pay for rental of additional axles with tires if they are needed to meet state and local laws or to provide additional structural support for safety reasons.);
- Tires; and
- Repair and maintenance performed en route (except for labor costs to repair tires and tubes).

### ***WHO TO SEE***

The Army, Navy, Air Force, Marine Corps and Coast Guard operate transportation offices. Regardless of which service arranges your move, you will get the entitlement and service authorized by your branch of the uniformed services.

When questions or problems about the movement of your mobile home occur before the move begins, your transportation office at origin is your first point of contact.

### ***HOW TO MOVE***

You have three options when moving your mobile home:

#### **OPTION 1**

Tow it yourself and file for reimbursement for the cost of over-the-road movement. Remember, you must ensure that it is roadworthy and complies with all codes of each state through which it will be transported. You are also responsible for obtaining permits and licenses. Keep receipts of expenses (fuel, oil, tolls, parking, permits, escort services, etc) incurred during movement of the mobile home. You will need them to support your claim for reimbursement.

#### **OPTION 2**

Have the government arrange to move your mobile home. In this case, the local transportation office and the commercial carrier assume much of the responsibility. However, you are still responsible to ensure that it is roadworthy; complies with state codes; has the Required primary axles, tires and brakes; and is mechanically sound.

### **OPTON 3**

Obtain written authorization from your transportation office to draw an advance mobile home allowance from the government. For further information, contact your transportation office. You will be responsible for selecting a licensed commercial transporter (carrier) and arranging the movement. The carrier is responsible for assuring compliance with applicable state laws and for obtaining permits and licenses. You must obtain an itemized invoice identifying all costs incurred from the carrier and must promptly settle your account with the finance office upon completion of your move. Regardless of the method used, you are covered by the Military Personnel and Civilian Employees' Claims Act for loss and damage during transit. Under Option 1, you must be able to show that you did not commit an act of omission or negligence that contributed to the loss and damage.

#### ***WHEN TO MAKE ARRANGEMENTS***

You may ship your mobile home when you receive PCS, separation or retirement orders. Call or visit your transportation office as soon as possible after you receive written orders.

#### ***SHOULD I MOVE MY MOBILE HOME?***

Only you can answer this question. Some factors you should consider:

- Availability of space on a lot at destination;
- Whether mobile homes are permitted at your new station;
- Local, county, municipal and state regulations concerning mobile homes some states will not accept oversize units, others will not permit the use of oil for fuel, and others have rigid electrical code requirements;
- Age of your home and distance to be transported—it may not be structurally sound enough to withstand the rigors of the move;
- Estimate costs, which may be in excess of your entitlement and which you will have to pay;
- Your costs to prepare your home for transport, such as getting the body and chassis in a movable condition, including new tires, wheel bearings, springs and other mechanical and structural areas.

After considering these factors, if you don't meet these requirements, you may want to consider selling or renting your mobile home rather than shipping it.

### ***WHAT YOU CANNOT SHIP IN YOUR MOBILE HOME***

Again, it is important to remember that your mobile home was designed for movement with factory-installed furniture/equipment only. The more weight added to the "basic" weight, the greater the chances for structural damage. The following items cannot be shipped in your mobile home:



- Hazardous materials;
- Gas bottles, oil barrels and similar materials;
- Ammunition;
- Motorcycles/motorbikes;
- Concrete blocks;
- Outside central air conditioning and/or heat pump units not part of the trailer's manufactured equipment;
- Items such as pianos and electric organs;
- Lawn mowers;
- Fragile or antique furniture;
- Heavy freezers;
- Assembled or disassembled garden sheds, porches, swings, cabanas, skirting, fencing and steps;
- Flower boxes/plants;
- Full aquariums;
- Full waterbeds not originally part of the trailer (all waterbeds must be completely drained);
- Air conditioners;

- Yard or porch furniture:



- Outside television antenna/disks; and
- Heavy tool chests.

(NOTE: See your transportation office for additional information concerning separate shipments.)

### ***VALUABLES***

If your mobile home is to be towed by a commercial transporter, do not include valuables, such as important documents, currency, money, jewels or jewelry, precious stones, furs, bonds, deeds, stock certificates or securities, stamp or coin collections, personal or business papers, or any other articles of extraordinary or peculiar inherent value. Remember, the carrier is totally responsible for your mobile home during transit and must be given a set of keys to your mobile home. The carrier will not accept any liability for such articles.

### ***OVERLOADING***

Overloading during the movement of your home can contribute to problems such as buckled or popped panels, blown-out tires, broken axles, bent wheels and warped frames, and damage to other component parts of the undercarriage. Charges resulting from overloading can be several thousand dollars, for which you are responsible.

The government will not approve, nor will a commercial transporter accept, a mobile home believed to be overloaded. Avoid overloading by weeding out possessions no longer of value to you and your dependents. Have a yard sale, or donate such items to a charitable organization. If overloading still exists, ask your transportation office for details about a do-it-yourself move or to arrange a Personal

Property Government Bill of Lading move for the excess property. Professional books, papers and equipment should be packed, marked, weighed and, when necessary, shipped separately from the mobile home. The weight of professional items properly listed on the inventory is not counted as part of your weight allowance.

## ***DOCUMENTS***

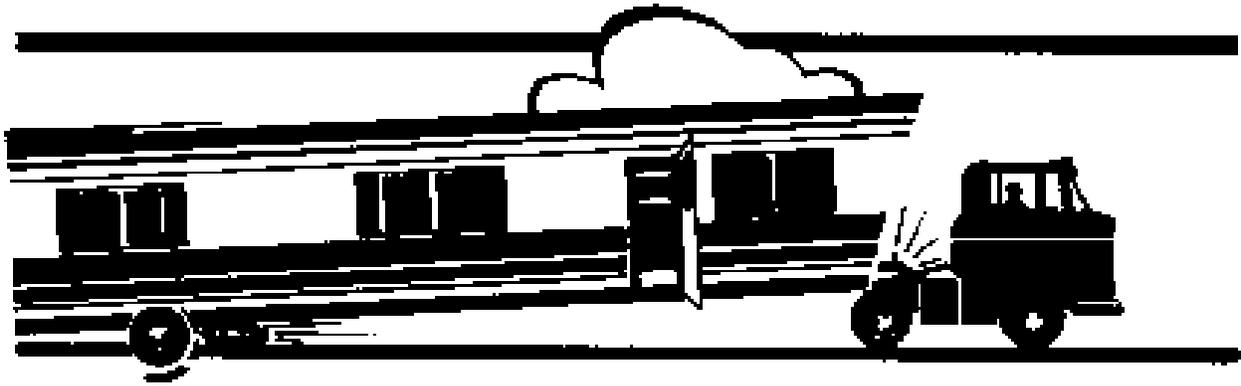
You will need to provide your transportation office copies of your orders (and any amendments). A counselor will provide information about your transportation and storage entitlements and options available for movement of your mobile home. After the counselor prepares all the necessary forms, you will get a copy of all the forms you sign. Keep them close at hand; do not leave them in the mobile home if it is to be towed by a commercial transporter. These are important documents; do not lose them.

If you cannot personally visit your transportation office, you must appoint an agent to act in your behalf. A letter of authorization, signed by you, or a power of attorney can be used. Written authorization will be needed by your spouse if your spouse will be acting for you. Be sure the person you choose knows what you want and has all the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person's decisions. The license/permit number, state name and year of issue must be provided to your transportation office for inclusion on the bill of lading.

Inform the transportation office in advance if wrecker service will be required to move your mobile home due to conditions of the ground or roadway.

In addition, have the following information available on your visit to the transportation office:

- The day you want to move (be flexible); avoid Fridays and major holidays; if possible, have your packing and pick-up services scheduled for the same day;
- The date you plan to arrive at your new duty station;
- The make, model and serial number of your mobile home, the number of axles and the number of braking axles;
- The dimensions of your mobile home (eaves, bay windows or overhangs, expando units or other permanent attachments must be included/ added in the overall dimensions);
- A list of all services that will be required in connection with the movement of your mobile home—for example, unblocking/blocking, removal/installation of skirting, packing/unpacking;
- All additions (inside and/or outside) not part of the original structure when the home was acquired.



Based on your personal judgment and evaluation, provide your origin transportation office with a written statement as to how much in excess of \$150 may be expended by the carrier without first obtaining your or your agent's permission for repairs and services while in transit. Although these repairs and services are chargeable to you, your transportation office will authorize them on your behalf.

**(NOTE:** If you decide to personally transport your mobile home, try to avoid movements that cannot be completed before major holidays.)

### ***CHANGE IN PLANS***

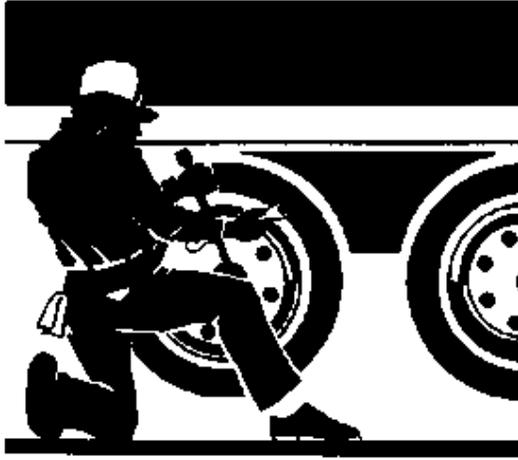
Keep your transportation office informed of any change in your orders, address and telephone number and any other useful information that can be used to reach you until departure from your old duty station. Notify the transportation office at least 48 hours in advance of the scheduled pickup if your plans change. These changes must be coordinated with the carrier at least 48 hours prior to scheduled pickup, or the carrier will bill for services ordered but not used or for an attempted pickup. You will be liable for these charges.

### ***REMOVE INVENTORY***

In conjunction with the carrier, you are responsible for the following at the time of pickup:

- Prepare an original and three copies of DD Form 1412, "Inventory of Articles Shipped in House Trailer." **BE CAREFUL:** An inventory is required to substantiate any claim for loss or damage to the interior contents of your home. Also, it is wise to prepare an inventory even if you tow your mobile home. Snapshots or pictures are also very helpful in supporting a personal property claim. **(NOTE:** Add serial numbers of your tires on this form.)
- Identify articles left in closets, drawers and cupboards by location and general description.

The carrier returns two signed copies of the inventory. One copy goes to the transportation office and the other to you. The carrier retains the original for you or your agent to verify the quantity and condition of your mobile home and household goods at destination.



## ***REMOVE REQUIREMENTS***

Regardless of who tows your mobile home, you or a commercial transporter, the following must be done before your home can be moved:

- Inspect the springs for adequate distance from the floor of your mobile home to the top of the tires. A clearance of not less than three inches above the tires is required. Exercise caution in blocking and unblocking.
- Inspect all brake and clearance lights and hitch components to ensure safe and proper operating condition. The hitch must be in place and properly installed by the pick-up date.
- Repack wheel bearings within 90 days of pick-up date.
- Inspect the brake linings and operating mechanism, and tighten wheel lug nuts.
- Ensure underframe and wall supports of the mobile home are not damaged. When in doubt, seek professional assistance.
- Make sure all visible frame-to-body attachments/connections are in place.
- Ensure exterior paneling and molding are tight and secure.
- Check tires for deterioration, dry rot, proper inflation, correct size and the load capacity for the size of your mobile home.
- Check axles for roadworthiness,



### ***YOUR RESPONSIBILITIES***

- Keep in touch with the destination transportation once regarding the progress of your move; this is especially important once you arrive at destination to avoid delays in delivering your mobile home.
- Make sure that space is available for your mobile home at destination or will be available in the near future. Remember, storage-in-transit can be costly and adds to the government's overall cost of your move; you can reduce this cost by arranging for direct delivery of your home at the new mobile home site. Also, selecting and preparing the site, including making it accessible, is your responsibility.
- Make sure your mobile home is sufficiently insulated to withstand weather conditions during and after the move.
- Drain the plumbing and winterize the system to prevent pipes and other fixtures from freezing during the move.

### ***MOBILE HOME CARRIER'S RESPONSIBILITIES***

- Comply with state, local and municipal laws and obtain permits for the movement from origin to destination.
- Provide ordered accessorial services at origin and destination.
- Provide safe movement of the mobile home from origin to destination.
- Complete DD Form 1800, "Mobile Home Inspection Record," jointly with you.
- Arrange for authorized repairs.
- Place the mobile home in an approved storage facility, if necessary.
- Deliver and set up the mobile home at destination (does not include purchase or delivery of concrete

blocks for reblocking home).

### ***TRANSPORTATION OFFICE'S RESPONSIBILITIES***

- Counsel you on your entitlement.
- Prepare "Mobile Home Inspection Record," DD Form 1800.
- Arrange for the movement of your mobile home and related services, if requested.
- Provide written authorization and cost documentation for you to arrange your own commercial transportation.
- Authorize repairs en route, based on your concurrence.
- Approve storage-in-transit, if needed.

### ***BEFORE THE CARRIER ARRIVES***

A good move depends largely on how much you get involved and how well you are prepared when the movers arrive. This checklist is a guide for preparing for the carrier and may be used as your record of tasks accomplished.

**(NOTE:** Items with an asterisk (\*) cannot be shipped in the mobile home and must be shipped separately.)

- Remove your TV antenna.\*
- Empty, defrost and thoroughly wash the inside of your refrigerator and freezer. Appliances need at least two days to dry to keep mildew to a minimum while in transit or in storage. After cleaning, leave doors open and place a drying agent inside to help control mildew.
- Dispose of foods that could spoil while in transit or in storage.
- Remove window air conditioners and flower boxes.\*
- Make sure that appliances, such as washers, dryers and stoves are disconnected from external sources. If plumbing, electrical or carpentry work is required to disconnect these appliances, arrange for the work and pay any charges.
- Dispose of unnecessary items to avoid extra packing and possible overloading.

- Remove pictures and mirrors from the walls.
- Ensure items in utensil and food racks and other kitchen holders are secured. Remove or seal items, if necessary.
- Dismantle outdoor play equipment and outdoor structures (utility sheds, playhouse, swing or gym set).\*
- Remove gas bottles.\*
- Have utilities disconnected (water, gas, electric, telephone, etc.).
- Pack all freestanding lamps: remove shades and pack them carefully. Secure all fixtures that cannot be removed.
- Secure hanging lamps and ceiling fans.
- Pack small, movable items, including breakables, in boxes and place on floor. These items may be placed under beds, sofas or other pieces of furniture to prevent movement when the mobile home unit is under way.
- Attach valid license or permit to your mobile home.
- Arrange for a gypsy moth inspection, if required. Your counselor will advise you if this pertains to your shipment.

### ***SECURING YOUR MOBILE HOME***

Recommendations for arranging property and preparing built-in items in the home:

- Place medium-weight boxes under beds and secure them. Do not leave loose items on beds.
- Place loose furniture forward of the axle(s) and secure.
- Place as little weight as possible behind the axle(s).
- Secure all windows and mirrors. Storm windows should be treated as separate windows. Taping large glass surfaces will help reduce the chance of breakage.
- Pack and secure all accessories. Loose articles in the kitchen, broom closet and cabinets must be

secured or removed and packed.

● Secure all doors, including appliances. Hinged or sliding doors should be blocked or taped. Tape or tie cupboard doors between handles to hold them closed.

### ***READY TO ROLL***

If a commercial transporter is moving your home, be sure that you give them one set of keys before you depart. Also, provide the origin and destination transportation offices an address or telephone number where you may be contacted while your mobile home is in transit.

### ***AT DESTINATION***

Upon arrival in the destination area, provide the destination transportation office with your contact telephone number and the new address for the mobile home.

You must check the DD Form 1412, "Inventory of Articles Shipped in House Trailer"; DD Form 1800, "Mobile Home Inspection Record"; and DD Form 1863, "Accessorial Services - Mobile Homes." A carrier may also ask you to verify completion of services, using the company's forms. Be careful that you do not sign anything that relieves the carrier of liability for loss and damage!

Do not sign for accessorial services on DD Form 1863 at origin or destination unless those services have actually been performed by the carrier. Make sure the carrier completes Part B of the form before you sign it. All repairs and services must also be supported with signed receipts marked "paid" for each repair and service provided, with labor and material costs identified separately.

**(NOTE:** For escort service entries, the carrier must provide certification stating the public law or ordinance of the town, county or state, or the circumstances dictating the requirements for an escort.

Make sure the carrier furnishes receipts for tires replaced en route. Each receipt must show the serial number of the new tire(s), place of purchase and the serial number of the replaced tire(s). The carrier must also turn over the old tire(s) to you upon delivery of the mobile home. You should verify the serial number of the old tires with your copy of the inventory, DD Form 1412.)



## ***LOSS OR DAMAGE***

Whatever method of transportation you choose, the government's maximum liability for loss and damage, less depreciation, is \$40,000, or the fair market value, whichever is less. This includes the mobile home and its contents. However, unless the damages were caused by carrier provided equipment, such as axles and tires, the carrier's liability does not include damages that occurred as a result of tire failure, undercarriage failure, mechanical or structural breakdown, or "acts of God."

Upon delivery, carefully examine the interior and exterior of your mobile home as well as all articles shipped inside the home.

Note all obvious discrepancies on the DD Forms 1840/1 840R, "Joint Statement of Loss or Damage at Delivery," which is provided by the carrier. You have up to 70 days to inspect and report any additional loss or damage to the destination or claims office. (**REMEMBER:** Failure to complete and submit these forms within 70 days will reduce the amount payable on your claim.)

## ***EVALUATION OF CARRIER PERFORMANCE***

To assure a high standard of service for you, transportation offices are there to evaluate the quality of carrier operations based on your comments —good or bad.

Be sure to obtain a copy of DD Form 1799, "Member's Report on Carrier Performance Mobile Home," from your destination transportation office, fill it out completely, and return it. The information you provide is used to determine the carrier's overall performance and continued participation in the movement of mobile homes for service members.

To complete the picture, make sure DD Form 1800, "Mobile Home Inspection Record," is executed. This final check affords you an opportunity to tell your destination transportation office exactly how good or bad the move was.

***INCONVENIENCE CLAIMS***

When a carrier fails to pick up and/or deliver a mobile home as scheduled, causing financial hardship for you and your family, you may file an inconvenience claim. Carriers will reimburse members for expenses incurred as a result of delays caused by the carrier, up to a specific dollar amount. The transportation office at your new duty station can help you, but you are responsible for filing the claim directly with the home office of the carrier. You must document your claim fully with an itemized list of charges and receipts for costs incurred. If your claim is denied by the carrier, contact the transportation office.

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## CONTENTS

- [Introduction](#)
- [Who Can Ship a Mobile Home](#)
- [Your Entitlement](#)
- [Temporary Storage](#)
- [Insurance](#)
- [Costs the Government Will Pay](#)
- [Costs the Government Will Not Pay](#)
- [Who to See](#)
- [How to Move](#)
- [When to Make Arrangements](#)
- [Should I Move My Mobile Home?](#)
- [What You Cannot Ship in Your Mobile Home](#)

- [Valuables](#)
  - [Overloading](#)
  - [Documents](#)
  - [Change in Plans](#)
  - [Remove Inventory](#)
  - [Remove Requirements](#)
  - [Your Responsibilities](#)
  - [Mobile Home Carrier's Responsibilities](#)
  - [Before the Carrier Arrives](#)
  - [Securing Your Mobile Home](#)
  - [Ready to Roll](#)
  - [At Destination](#)
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- Age of your home and distance to be transported—it may not be structurally sound enough to withstand the rigors of the move;
- Estimate costs, which may be in excess of your entitlement and which you will have to pay;
- Your costs to prepare your home for transport, such as getting the body and chassis in a movable condition, including new tires, wheel bearings, springs and other mechanical and structural areas.

After considering these factors, if you don't meet these requirements, you may want to consider selling or renting your mobile home rather than shipping it.

### ***WHAT YOU CANNOT SHIP IN YOUR MOBILE HOME***

Again, it is important to remember that your mobile home was designed for movement with factory-installed furniture/equipment only. The more weight added to the "basic" weight, the greater the chances for structural damage. The following items cannot be shipped in your mobile home:



- Hazardous materials;
- Gas bottles, oil barrels and similar materials;
- Ammunition;
- Motorcycles/motorbikes;
- Concrete blocks;
- Outside central air conditioning and/or heat pump units not part of the trailer's manufactured equipment;
- Items such as pianos and electric organs;
- Lawn mowers;
- Fragile or antique furniture;
- Heavy freezers;
- Assembled or disassembled garden sheds, porches, swings, cabanas, skirting, fencing and steps;
- Flower boxes/plants;
- Full aquariums;
- Full waterbeds not originally part of the trailer (all waterbeds must be completely drained);
- Air conditioners;

- Yard or porch furniture:



- Outside television antenna/disks; and
- Heavy tool chests.

**(NOTE:** See your transportation office for additional information concerning separate shipments.)

### ***VALUABLES***

If your mobile home is to be towed by a commercial transporter, do not include valuables, such as important documents, currency, money, jewels or jewelry, precious stones, furs, bonds, deeds, stock certificates or securities, stamp or coin collections, personal or business papers, or any other articles of extraordinary or peculiar inherent value. Remember, the carrier is totally responsible for your mobile home during transit and must be given a set of keys to your mobile home. The carrier will not accept any liability for such articles.

### ***OVERLOADING***

Overloading during the movement of your home can contribute to problems such as buckled or popped panels, blown-out tires, broken axles, bent wheels and warped frames, and damage to other component parts of the undercarriage. Charges resulting from overloading can be several thousand dollars, for which you are responsible.

The government will not approve, nor will a commercial transporter accept, a mobile home believed to be overloaded. Avoid overloading by weeding out possessions no longer of value to you and your dependents. Have a yard sale, or donate such items to a charitable organization. If overloading still exists, ask your transportation office for details about a do-it-yourself move or to arrange a Personal

Property Government Bill of Lading move for the excess property. Professional books, papers and equipment should be packed, marked, weighed and, when necessary, shipped separately from the mobile home. The weight of professional items properly listed on the inventory is not counted as part of your weight allowance.

## ***DOCUMENTS***

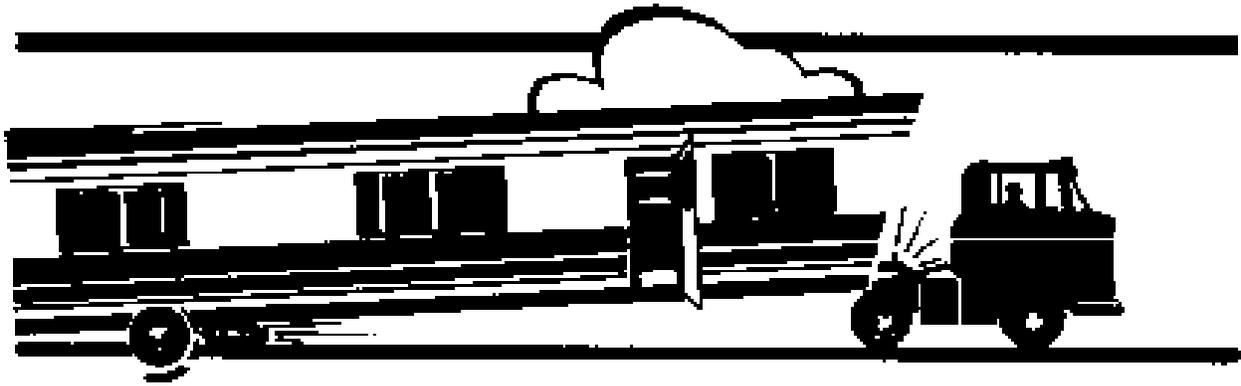
You will need to provide your transportation office copies of your orders (and any amendments). A counselor will provide information about your transportation and storage entitlements and options available for movement of your mobile home. After the counselor prepares all the necessary forms, you will get a copy of all the forms you sign. Keep them close at hand; do not leave them in the mobile home if it is to be towed by a commercial transporter. These are important documents; do not lose them.

If you cannot personally visit your transportation office, you must appoint an agent to act in your behalf. A letter of authorization, signed by you, or a power of attorney can be used. Written authorization will be needed by your spouse if your spouse will be acting for you. Be sure the person you choose knows what you want and has all the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person's decisions. The license/permit number, state name and year of issue must be provided to your transportation office for inclusion on the bill of lading.

Inform the transportation office in advance if wrecker service will be required to move your mobile home due to conditions of the ground or roadway.

In addition, have the following information available on your visit to the transportation office:

- The day you want to move (be flexible); avoid Fridays and major holidays; if possible, have your packing and pick-up services scheduled for the same day;
- The date you plan to arrive at your new duty station;
- The make, model and serial number of your mobile home, the number of axles and the number of braking axles;
- The dimensions of your mobile home (eaves, bay windows or overhangs, expando units or other permanent attachments must be included/ added in the overall dimensions);
- A list of all services that will be required in connection with the movement of your mobile home—for example, unblocking/blocking, removal/installation of skirting, packing/unpacking;
- All additions (inside and/or outside) not part of the original structure when the home was acquired.



Based on your personal judgment and evaluation, provide your origin transportation office with a written statement as to how much in excess of \$150 may be expended by the carrier without first obtaining your or your agent's permission for repairs and services while in transit. Although these repairs and services are chargeable to you, your transportation office will authorize them on your behalf.

**(NOTE:** If you decide to personally transport your mobile home, try to avoid movements that cannot be completed before major holidays.)

### ***CHANGE IN PLANS***

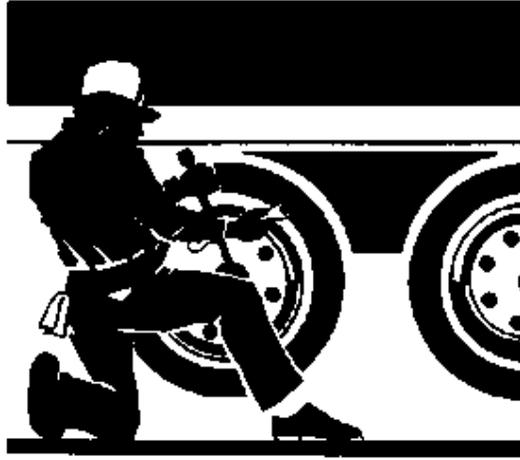
Keep your transportation office informed of any change in your orders, address and telephone number and any other useful information that can be used to reach you until departure from your old duty station. Notify the transportation office at least 48 hours in advance of the scheduled pickup if your plans change. These changes must be coordinated with the carrier at least 48 hours prior to scheduled pickup, or the carrier will bill for services ordered but not used or for an attempted pickup. You will be liable for these charges.

### ***REMOVE INVENTORY***

In conjunction with the carrier, you are responsible for the following at the time of pickup:

- Prepare an original and three copies of DD Form 1412, "Inventory of Articles Shipped in House Trailer." **BE CAREFUL:** An inventory is required to substantiate any claim for loss or damage to the interior contents of your home. Also, it is wise to prepare an inventory even if you tow your mobile home. Snapshots or pictures are also very helpful in supporting a personal property claim. **(NOTE:** Add serial numbers of your tires on this form.)
- Identify articles left in closets, drawers and cupboards by location and general description.

The carrier returns two signed copies of the inventory. One copy goes to the transportation office and the other to you. The carrier retains the original for you or your agent to verify the quantity and condition of your mobile home and household goods at destination.



### ***REMOVE REQUIREMENTS***

Regardless of who tows your mobile home, you or a commercial transporter, the following must be done before your home can be moved:

- Inspect the springs for adequate distance from the floor of your mobile home to the top of the tires. A clearance of not less than three inches above the tires is required. Exercise caution in blocking and unblocking.
- Inspect all brake and clearance lights and hitch components to ensure safe and proper operating condition. The hitch must be in place and properly installed by the pick-up date.
- Repack wheel bearings within 90 days of pick-up date.
- Inspect the brake linings and operating mechanism, and tighten wheel lug nuts.
- Ensure underframe and wall supports of the mobile home are not damaged. When in doubt, seek professional assistance.
- Make sure all visible frame-to-body attachments/connections are in place.
- Ensure exterior paneling and molding are tight and secure.
- Check tires for deterioration, dry rot, proper inflation, correct size and the load capacity for the size of your mobile home.
- Check axles for roadworthiness,



### ***YOUR RESPONSIBILITIES***

- Keep in touch with the destination transportation once regarding the progress of your move; this is especially important once you arrive at destination to avoid delays in delivering your mobile home.
- Make sure that space is available for your mobile home at destination or will be available in the near future. Remember, storage-in-transit can be costly and adds to the government's overall cost of your move; you can reduce this cost by arranging for direct delivery of your home at the new mobile home site. Also, selecting and preparing the site, including making it accessible, is your responsibility.
- Make sure your mobile home is sufficiently insulated to withstand weather conditions during and after the move.
- Drain the plumbing and winterize the system to prevent pipes and other fixtures from freezing during the move.

### ***MOBILE HOME CARRIER'S RESPONSIBILITIES***

- Comply with state, local and municipal laws and obtain permits for the movement from origin to destination.
- Provide ordered accessorial services at origin and destination.
- Provide safe movement of the mobile home from origin to destination.
- Complete DD Form 1800, "Mobile Home Inspection Record," jointly with you.
- Arrange for authorized repairs.
- Place the mobile home in an approved storage facility, if necessary.
- Deliver and set up the mobile home at destination (does not include purchase or delivery of concrete

blocks for reblocking home).

### ***TRANSPORTATION OFFICE'S RESPONSIBILITIES***

- Counsel you on your entitlement.
- Prepare "Mobile Home Inspection Record," DD Form 1800.
- Arrange for the movement of your mobile home and related services, if requested.
- Provide written authorization and cost documentation for you to arrange your own commercial transportation.
- Authorize repairs en route, based on your concurrence.
- Approve storage-in-transit, if needed.

### ***BEFORE THE CARRIER ARRIVES***

A good move depends largely on how much you get involved and how well you are prepared when the movers arrive. This checklist is a guide for preparing for the carrier and may be used as your record of tasks accomplished.

**(NOTE:** Items with an asterisk (\*) cannot be shipped in the mobile home and must be shipped separately.)

- Remove your TV antenna.\*
- Empty, defrost and thoroughly wash the inside of your refrigerator and freezer. Appliances need at least two days to dry to keep mildew to a minimum while in transit or in storage. After cleaning, leave doors open and place a drying agent inside to help control mildew.
- Dispose of foods that could spoil while in transit or in storage.
- Remove window air conditioners and flower boxes.\*
- Make sure that appliances, such as washers, dryers and stoves are disconnected from external sources. If plumbing, electrical or carpentry work is required to disconnect these appliances, arrange for the work and pay any charges.
- Dispose of unnecessary items to avoid extra packing and possible overloading.

- Remove pictures and mirrors from the walls.
- Ensure items in utensil and food racks and other kitchen holders are secured. Remove or seal items, if necessary.
- Dismantle outdoor play equipment and outdoor structures (utility sheds, playhouse, swing or gym set).\*
- Remove gas bottles.\*
- Have utilities disconnected (water, gas, electric, telephone, etc.).
- Pack all freestanding lamps: remove shades and pack them carefully. Secure all fixtures that cannot be removed.
- Secure hanging lamps and ceiling fans.
- Pack small, movable items, including breakables, in boxes and place on floor. These items may be placed under beds, sofas or other pieces of furniture to prevent movement when the mobile home unit is under way.
- Attach valid license or permit to your mobile home.
- Arrange for a gypsy moth inspection, if required. Your counselor will advise you if this pertains to your shipment.

### ***SECURING YOUR MOBILE HOME***

Recommendations for arranging property and preparing built-in items in the home:

- Place medium-weight boxes under beds and secure them. Do not leave loose items on beds.
- Place loose furniture forward of the axle(s) and secure.
- Place as little weight as possible behind the axle(s).
- Secure all windows and mirrors. Storm windows should be treated as separate windows. Taping large glass surfaces will help reduce the chance of breakage.
- Pack and secure all accessories. Loose articles in the kitchen, broom closet and cabinets must be

secured or removed and packed.

● Secure all doors, including appliances. Hinged or sliding doors should be blocked or taped. Tape or tie cupboard doors between handles to hold them closed.

### ***READY TO ROLL***

If a commercial transporter is moving your home, be sure that you give them one set of keys before you depart. Also, provide the origin and destination transportation offices an address or telephone number where you may be contacted while your mobile home is in transit.

### ***AT DESTINATION***

Upon arrival in the destination area, provide the destination transportation office with your contact telephone number and the new address for the mobile home.

You must check the DD Form 1412, "Inventory of Articles Shipped in House Trailer"; DD Form 1800, "Mobile Home Inspection Record"; and DD Form 1863, "Accessorial Services - Mobile Homes." A carrier may also ask you to verify completion of services, using the company's forms. Be careful that you do not sign anything that relieves the carrier of liability for loss and damage!

Do not sign for accessorial services on DD Form 1863 at origin or destination unless those services have actually been performed by the carrier. Make sure the carrier completes Part B of the form before you sign it. All repairs and services must also be supported with signed receipts marked "paid" for each repair and service provided, with labor and material costs identified separately.

**(NOTE:** For escort service entries, the carrier must provide certification stating the public law or ordinance of the town, county or state, or the circumstances dictating the requirements for an escort.

Make sure the carrier furnishes receipts for tires replaced en route. Each receipt must show the serial number of the new tire(s), place of purchase and the serial number of the replaced tire(s). The carrier must also turn over the old tire(s) to you upon delivery of the mobile home. You should verify the serial number of the old tires with your copy of the inventory, DD Form 1412.)



## ***LOSS OR DAMAGE***

Whatever method of transportation you choose, the government's maximum liability for loss and damage, less depreciation, is \$40,000, or the fair market value, whichever is less. This includes the mobile home and its contents. However, unless the damages were caused by carrier provided equipment, such as axles and tires, the carrier's liability does not include damages that occurred as a result of tire failure, undercarriage failure, mechanical or structural breakdown, or "acts of God."

Upon delivery, carefully examine the interior and exterior of your mobile home as well as all articles shipped inside the home.

Note all obvious discrepancies on the DD Forms 1840/1 840R, "Joint Statement of Loss or Damage at Delivery," which is provided by the carrier. You have up to 70 days to inspect and report any additional loss or damage to the destination or claims office. (**REMEMBER:** Failure to complete and submit these forms within 70 days will reduce the amount payable on your claim.)

## ***EVALUATION OF CARRIER PERFORMANCE***

To assure a high standard of service for you, transportation offices are there to evaluate the quality of carrier operations based on your comments —good or bad.

Be sure to obtain a copy of DD Form 1799, "Member's Report on Carrier Performance Mobile Home," from your destination transportation office, fill it out completely, and return it. The information you provide is used to determine the carrier's overall performance and continued participation in the movement of mobile homes for service members.

To complete the picture, make sure DD Form 1800, "Mobile Home Inspection Record," is executed. This final check affords you an opportunity to tell your destination transportation office exactly how good or bad the move was.

***INCONVENIENCE CLAIMS***

When a carrier fails to pick up and/or deliver a mobile home as scheduled, causing financial hardship for you and your family, you may file an inconvenience claim. Carriers will reimburse members for expenses incurred as a result of delays caused by the carrier, up to a specific dollar amount. The transportation office at your new duty station can help you, but you are responsible for filing the claim directly with the home office of the carrier. You must document your claim fully with an itemized list of charges and receipts for costs incurred. If your claim is denied by the carrier, contact the transportation office.