

8.2 Roles & Responsibilities Revised 10/2015

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This section outlines the major roles and responsibilities of offices within the FAA LOBs to implement the FAA housing program. This listing is not all-inclusive.

### A. Aviation Logistics Organization (ALO)

1. **Aviation Logistics Organization, Real Estate Policy, Procedures and Budget (ALO-200)** is responsible for managing the national housing program by establishing housing policy for ARC Real Estate Contracting Officers to implement. In addition, ALO-200 appoints the National Housing Manager and Internet Quarters Management Information System (iQMIS) Quarters Manager.
2. **ALO-01** has designated the three (3) Logistics Service Area Managers as the Housing Representative for ARC/ALO.
3. **Logistics Service Area Manager (LSAM) or Deputy LSAM** is the Housing Representative for ALO in the Logistics Area and coordinates all employee housing activities within or outside the agency.
4. **National Housing Manager** is designated the principle housing officer for the FAA. Also serves as voting member on Department of Interior Housing Council, ensures that budgeting for and payment of the iQMIS annual bill is timely and accurate, and responds to housing inquiries related to rents.
5. **iQMIS Quarters Manager** is designated the housing officer responsible for updating and validating iQMIS data for all Service Areas. The iQMIS Quarters Manager inputs data regarding FAA's housing inventory into the iQMIS database. In addition, the iQMIS Quarters Manager:
  - Receives and validates reports provided by the Department of the Interior from the iQMIS system.
  - Validates Sample Plans for Regional Rental Market Surveys submitted by the Department of the Interior.
  - Receives rental rates for housing quarters from Department of the Interior, National Business Center, and implements rents in iQMIS.
  - Issues annual tenant rental notices and adjustments in compliance with OMB Circular A-45 to all tenants occupying permanent quarters.
  - Issues of payroll deductions, arrears, overages, and collections will be coordinated by the iQMIS Quarters Manager between FAA HR, the PLS Liaison, and DOI.
  - Coordinates and develops FAA specific iQMIS training for Tenant Managers, CORs and other FAA employees, as directed, by the National Housing Manager.
  - Assists the National Housing Manager in developing national housing policy. Updates time sensitive housing information in iQMIS at the request of the Service Area Group Manager when Service Area Tenant Managers are unavailable.
6. **Tenant Manager** is the housing officer designated by the Service Area Manager to be responsible for entering tenant data, managing housing assets, and providing housing documents to LOB Housing Contracting Officers Representatives (COR). In addition, the Tenant Manager:
  - Adds and deletes tenants in iQMIS.
  - Prints and transmits required iQMIS documents to the LOB Housing Contracting Officer's Representative (Housing COR).

- Coordinates arrivals and departures with the LOB Housing COR and ensures iQMIS tenant data is accurate.
  - Sends tenant rental information to the Service Area Payroll Liaison Specialist (PLS) when FPPS/iQMIS automated interface is inoperable.
  - Maintains Service Area Housing File Folders.
7. **Real Estate Contracting Officer (RECO)** is designated by the Service Area Manager and is responsible for the following:
- The RECO acquires and disposes of housing quarters.
  - For leased quarters, the RECO works with the Lessor to correct performance deficiencies as well as ensuring the lease clauses are met. LOB field manager (Housing COR) or representative is responsible for the assignment of the housing quarters. At no time will the RECO become involved with housing assignments at the local level, or employee matters that rest with the LOB managers.
  - Requires funded PR from the LOB prior to initiating the acquisition of additional leased housing.
- RECO ensures that all housing quarters assets are listed in the Real Estate Management System (REMS).

## **B. Air Traffic Organization (ATO)**

1. **Housing Contracting Officer Representative (Housing COR)** or local FAA housing designee is appointed by ATO and is responsible for the local housing program, who once designated, will be issued a COR appointment letter signed by the Tenant Manager or RECO. These are agency employees whose duty assignments place them in the vicinity of employee housing locations on a frequent or day-to-day basis.
- The Housing COR shall be appointed in accordance with all applicable policy and must complete the required on-line and person-to-person training as outlined within the Acquisition Management System (AMS).
  - The Housing COR must conduct on-site inspections of employee housing units with ATO Manager at least once every three years and will provide appropriate documentation to the iQMIS Quarters Manager for rent calculation and real property inventory purposes.
  - The Housing COR will handle management of day-to-day functions of FAA housing in the area including but not limited to:
    - Immediately advise Tenant Manager of tenant occupancy/vacancy and submit completed paperwork. Also maintains record of current tenant agreements and inventory listings for each unit as well as other pertinent information. Preparing and forwarding required reports to the Tenant Manager and iQMIS Quarters Manager..
    - Housing COR is responsible for conducting move-in/out inspections and inventory with tenants and for maintaining appropriate paperwork to document such inspections.
    - Resolution of problems arising from occupancy and operations, and inform the Tenant Manager.
    - Advising the Tenant Manager/RECO of all pertinent actions.
    - Housing COR will assist the Tenant Manager and iQMIS Quarters Manager

in gathering market data and providing pictures, prices, and other information for the purposes of acquiring new housing, or for making the determination to remain in existing housing.

2. **ATO Service Center Manager** is responsible for ensuring the budget requests have been forwarded to headquarters for the construction, maintenance and upkeep of the housing inventory. They are also responsible to help resolve any employee issue related to the condition, maintenance and upkeep of the housing unit. They should notify the ALO LSAM, Tenant Manager and RECO of any adverse situations that arise with respect to the FAA housing. Housing Managers will retain notification in the file. ATO Service Center Manager is also responsible for coordinating with ALO Logistics Housing Representative for the collection of payment for damages to housing, posting eviction notices, and responding to Congressional inquiries on housing. **ATO Manager (SSC or other ATO Manager as appropriate)** is responsible for reviewing, coordinating and securing necessary approvals of all project documents involving housing. Other responsibilities include:
  - The ATO Manager will develop and prepare, in coordination with Program and Requirements who will coordinate with the ATO Service Area Tech Operations Director, annual estimates for funding the construction, maintenance, repair, and upkeep of the employee housing inventory located in their Service Area. Actual budget submissions will be the responsibility of the ATO Service Area in accordance with annual budget submission procedures.
  - The ATO Manager will also maintain for record purposes copies of both Facilities and Equipment (F&E) and Operations annual budget submission.
  - ATO Manager will designate a project manager or site representative for housing construction, repair, and improvement projects per assigned project. (Upon request from the RECO, the Project Manager on behalf of the ATO Manager shall submit the annual report identifying the number, condition, and information on the status of the project.
  - ATO Manager may designate a representative or the Logistics Management Specialist (LMS) may inspect the housing units using the forms as outlined in IV. "Forms & Documentation."
  - ATO Manager will provide funding for RECO travel for housing inspections, **subject to the availability of appropriations**. In the event that there are insufficient funds to pay all travel-related expenses, the Housing Manager shall assign sufficient funds to pay all travel-related expenses, the Housing Manager shall assign the inspection to the COR, subject to the review and approval of the inspection report by the Tenant Manager or RECO.

### C. Service Area Housing Oversight Committees

Service Area Housing Oversight Committee(s) shall consist of LSAM, Group Manager, Tenant Manager, RECO and ATO Service Representative, AT Flight Service Representative, Flight Standards Representative, and Human Resources (HR). This committee will be formed in the service areas that have employee housing. This committee shall meet as needed to discuss and resolve housing issues arising in the Service Areas.