



**DEPARTMENT OF THE AIR FORCE
PERSONAL PROPERTY ACTIVITY HEADQUARTERS
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**PERSONAL PROPERTY ACTIVITY HEADQUARTERS
ADVISORY**

November 02, 2017

PPA-17-019

Subject: Household Goods (HHG) Movement Program Improvements

Purpose: To inform Air Force PPPOs/PPSOs and JPPSOs of major changes to Personal Property Counseling and Air Force Inspection Standard of HHG.

Be Advised: As a result of MAJCOM feedback, and the recent USTRANSCOM HHG operational planning team results, HQ USAF/A4L has identified two key changes that can be implemented immediately to increase quality and improve our customer's moving experience.

Action: Effectively immediately, the Air Force inspection standard for HHG, unaccompanied baggage, non-temporary storage, and local move shipments into, out of, or within a Transportation Officer's Area of Responsibility is increased from 50% to 80%. Additionally, personal property offices will provide one-on-one counseling to all members as the norm. Group counseling and self-counseling through the Defense Personal Property System may be used where mission or unique circumstances dictate.

Attachment 1: HQ USAF/A4L LTR, Same Subject

Attachment 2: Procedural Guidance

POC: ppahq.ppec.customerservice@us.af.mil

Expiration: N/A

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