



U.S. Army Garrison Ansbach

Family Housing Handbook & Resident's Guide

Office of the Garrison Commander

SUBJECT: Housing Guide for the Ansbach Military Community

Dear Housing Resident,

This guide has been prepared for all residents of our community. For the future resident, this guide is intended to inform you of some of the “ins and outs” of what to expect when living in Europe and the Ansbach community. For the current resident, this guide establishes rules and guidelines that if they are followed, will make you a better neighbor and member of this community. It also establishes a clear chain of command, where you fit in, and who to go to should you need assistance.

The housing policies and procedures you find communicated in this guide have been established to help ensure harmonious living conditions for all Families of our community. Living in military housing is a privilege, not a right, and should be treated that way. However, if everyone does their part the community as a whole prospers. Therefore, I would appreciate your cooperation in upholding the resident responsibilities outlined in this guide and supporting the housing chain of command.

Whether your stay with us is measured in days, months, or even years I sincerely hope that the memories created here make this the best assignment of your military career.

Your comments and suggestions for improvements to this guide may be directed to the Chief, Housing Division at CIV: 09802-83-3414/DSN: 467-3414.

Making Your Stay One Of Life's Greatest Experiences

Welcome to USAG Ansbach, Germany



The Housing Office is one of the single most important places, other than your unit, you will encounter during your tour here. It's important to all of us at Housing that we get to know you and to make sure you know and understand the services we provide. We are all committed to making your tour the best experience of your career. We know this will be done by providing you with housing and services which meet, or exceed, your expectations.

We have taken great steps towards providing you and your family with high quality housing that you deserve. We provide and maintain over 1000 family housing units and more than 2500 unaccompanied personnel quarters within the Ansbach Community. Housing areas are separated into five different areas which are within a 5-45 minute drive of Katterbach.

Your safety and quality of life are our priorities. Our goal is to make you feel at home! We want to make certain your housing area is safe, clean, attractive, well-maintained, and comfortable. We are here for you and we are devoted to making our community a place that you will be proud to call HOME.

Your feedback is important to us. If the services we provide ever fall short of your expectations, please feel free to let us know! The following website is a direct link between you and our Management Resource Team to ensure you that no complaint goes un-noticed or ignored <http://ice.disa.mil>. We pride ourselves in listening to, working with, and learning from the most important person in our business - **THE CUSTOMER!** We don't just solve problems, we create opportunities to improve! After all, small complaints can generate big improvements.

This Resident's Guide provides information and policies on living in Government quarters in the Ansbach Military Community to ensure the best possible living experience for you and your family.

For more information on Army Housing throughout the world, please visit <https://www.housing.army.mil/ah/>.

For everything you need to know about living in USAG Ansbach please visit our website at <http://www.ansbach.army.mil>

US Army Garrison Ansbach
Strategic Imperatives and Vision

We are USAG Ansbach. The combined effort of our community and our collective focus is to build a strong team of teams. We as a team support this through three strategic imperatives:

- *Effective communication...*
- *Common sense leadership...*
- *Treating others like you want to be treated...*

These strategic imperatives will be the foundation of success for this organization, and ensure that we accomplish our Mission and Vision.

Vision

We are the IMCOM-E installation management team for Ansbach. We support the IMCOM-E vision that Army installations are the DOD standard for infrastructure quality and are the provider of consistent quality services. We are a force multiplier in supported organizations' mission accomplishment and materially enhance Soldier and Family well-being and readiness.

Our community makes memories of a lifetime everyday...

Purpose of this Guide:

The purpose of establishing housing policies is to enrich the living environment of all residents. This is done by establishing a common set of standards for all residents to follow. The following policies on housing expectations and responsibilities apply to all housing residents and their guests.

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Army Family Housing

HOURS OF OPERATION:

Monday thru Thursday
7:30am - 4:00pm

Friday
Closed: 8:00am - 12:00pm (**Training**)
Open: 12:00pm - 4:00pm

Holidays:

Closed on all German and American Holidays

Important Phone Numbers

Emergency Numbers

Service	Ansbach	Storck Barracks
Military Police	CIV 09802-83-110 DSN 110	CIV 09841-83-110 DSN 110
Military Fire Department	CIV 09802-83-112 DSN 112	CIV 09841-83-112 DSN 112
Ambulance	CIV 09802-83-116 DSN 116	CIV 09841-83-116 DSN 116
German Police-Ansbach/Bad Windsheim	CIV 0981-909-4121	CIV 09841-66-160
German Fire-Ansbach/Bad Windsheim	CIV 09802-83-117	CIV 09841-83-117
24-Hour Nurse Advice	CIV 00800-475-92330	(same)
Krankenhaus-Ansbach/Bad Windsheim	CIV 0981-4840	CIV 09841-990
AER-After Hours	CIV 09802-83-2064 DSN 467-2064	(same) (same)
Poison Control- English	CIV 008-004-448-8444 (toll free) CIV 06371-86-7070 (toll call) DSN 468-7070	(same) (same) (same)
Victim Advocate/Sexual Assault Response Coordinator -During Duty Hours After Duty Hours	CIV 09802-83-3660 DSN 467-3660 CIV 0162-271-0334	(same) (same) (same)
Duty Chaplain	CIV 0981-183-7848 DSN 468-7848	(same) (same)

Work Order Numbers

Emergency Work Orders- After Duty Hours	CIV 09802-83-2115 DSN 467-2115	(same) (same)
Work Order/Repair Desks During Duty Hours	CIV 09802-83-2133/2125 DSN 467-2133/2125	CIV 09841-83-4622 DSN 467-4622
Pest Control/Ice Removal	CIV 09802-83-2063/3370 DSN 467-2063/3370	CIV 09841-83-4995/5081 DSN 467-4995/5081

Housing Numbers

Housing Chief, Housing Division	CIV 09802-83-3415 DSN 467-3415 (Building 5843D)	CIV 09841-83-4523/4633 DSN 467-4523/4633 (Building 6516)
Deputy Chief, Housing	CIV 09802-83-2943 DSN 467-2943 (Building 5843D)	(N/A)
Housing NCOIC	CIV 09802-83-2043 DSN 467-2043 (Building 5843D)	(N/A)
Housing Admin Office	CIV 09802-83-3415 DSN 467-3415 (Building 5843D)	(N/A)
On-Post - Family Housing	CIV 09802-83-2965/2967 DSN 467-2965/2967 (Building 5843D)	(N/A)
Off Post - Economy Housing	CIV 09802-83-3959/2962/3468 DSN 467-3959/2962/3468 (Building 5843D)	(N/A)
Unaccompanied Housing (BOQ/BEQ)	CIV 09802-83-2332 DSN 467-2332	(N/A)
Furnishings Customer Service	CIV 09802-83-3428 DSN 467-3428 (Building 5843D)	(N/A)

Temporary Quarters Subsistence Allowance

Temporary Lodging Allowance (TLA)

TLA reimburses service members for the cost of occupying temporary lodging facilities (transient accommodations on- or off- post) and meals upon arrival while seeking permanent quarters or upon termination with Permanent Change of Station (PCS) orders.

Incoming service members with concurrent travel are entitled to TLA (up to 60 days) while waiting for quarters (on-post housing or government leased housing off post) or private rental housing. TLA authorization stops upon assignment to Government quarters or private rental housing.

Service members on deferred travel are not entitled to TLA. When there are no accommodations in the senior enlisted bachelor quarters or single officer's quarters, TLA may be initiated by written request to the Housing Office. Unit sponsors have no authorization to start TLA. Incoming personnel whose family members traveled without dependent travel authorization (not command sponsored) and family members leaving on Early Return of Dependent orders are not authorized TLA.

Outgoing service members from Government-controlled quarters (on-post and leased) are entitled up to three days TLA (or up to ten days if residing in private rental housing) maximum outgoing TLA. Transportation, household goods pick-up, flight dates/times, and Central Processing Facility (CPF) final appointments must be coordinated to comply with this policy. Linen is not provided by any Government agency. Therefore, you must plan accordingly to mail or pack your linens upon expected termination of housing. For further information with regards to TLA, refer to AE Regulation 37-4 (dated 15 Nov 13).

Army Community Service (ACS)

ACS provides for new Families here in the Ansbach community. This organization also assists in making your transition easier by providing several services to include loaner appliances, dishes, and other transitional support for Soldiers and their Families. To inquire about all of the services provided by ACS, please contact them by using the information provided below:

Katterbach Kaserne, Bldg. 5817A
CIV 09802-83-2883/2846 or DSN 467-2883/2846

Chain of Command

Duties and Responsibilities

Community Support Chain

Community Support Chain
Garrison Commander
Garrison Command Sergeant Major
Housing Office and DPW
Area Support Team
Building/Stairwell Coordinators duties
Resident Responsibilities

The Community Support Chain (CSC) is a chain of command designed to ensure safe and pleasant neighborhoods. The chain consists of the sponsor, Stairwell Coordinator, Building Coordinator, the Housing Office, the Area Support Team, the Garrison Command Sergeant Major, and the Garrison Commander. The CSC serves as the first avenue for resolving housing problems and complaints related to living in Government housing. The CSC considers the reasonable expectations of residents and uses a common sense approach to interpret and apply regulations, policies, and procedures.

Garrison Commander

The Commander of the US Army Garrison Ansbach has overall responsibility for housing within the Ansbach Community. The Commander prescribes policies and procedures for proper

operation of housing within our community to ensure a harmonious living environment for all residents.

Garrison Command Sergeant Major

The Garrison's Command Sergeant Major (CSM) ensures our housing communities are safe, clean, well-maintained, and provides a positive environment for you and your family. The CSM acts as grievance arbitrator concerning housing issues, investigates complaints concerning housing conditions, mediates, and involves a civilian misconduct advisor as needed and forwards findings to the Garrison Commander. Additionally, the Garrison Command Sergeant Major:

- Oversees the Area/Building/Stairwell Coordinator Program.
- Ensures enforcement of all housing regulations, rules, and policies.
- Provides clarification of housing standards.
- Reviews any discrepancy or question of fairness of Housing Violation Tickets.
- Oversees informal Warning Letter/Early Return of Dependents (EROD) hearing panel (or designates a representative).

Housing Office and DPW

The Garrison Housing Office and DPW are responsible for managing and maintaining Government Quarters and assisting residents with their housing needs. More specifically, the Housing Office and DPW:

- Assigns and terminates quarters for service members, Family members, and civilian employees.

- Maintains waiting lists.
- Sets community housing standards.
- Assists residents to ensure their housing needs are met.
- Provides self-help training, materials, and tools.
- Provides refuse collection and recycling services.
- Maintains and repairs quarters.
- Notifies residents of major projects and utility outages.
- Monitors disciplinary actions which could result in eviction from quarters.
- Initiates evictions from quarters on behalf of the Garrison Commander.
- Administers the Building/Stair-well Coordinator Program.
- Provides each resident with a Resident's Guide.

Area Support Team (AST)

The AST is responsible for the upkeep of the installation. This includes but is not limited to:

- Conducting police calls.
- Making reservations for use of the Post Theaters.
- Assisting Housing in mediating disputes between housing residents.
- Posting information of upcoming events on the marquees.
- Inspecting Housing areas for cleanliness.
- Ensuring that bulk items* are picked up on a quarterly basis, along with Spring and Fall Clean-up.
- Facilitating all Town Hall and Building/Area Coordinators meetings.

* Bulk items are items too large to fit into a garbage bag, trash container or your POV (to transport to the recycle center). For example, bulk items are furniture or large appliances. AST will only be used as a last resort if you have no other means to transport bulk items to the recycling centers. The AST will not transport household trash, car parts or hazardous materials.

Building/Stairwell Coordinators Duties

Building/Stairwell Coordinators, have the responsibility of ensuring housing policies are enforced within their assigned areas in accordance with AR 420-1 and AE SUP 1 AR 420-1, Army Facilities Management. The Housing Office identifies the senior ranking occupant in the building and in coordination with the Garrison CSM, appointment orders are issued. This person's responsibilities are to prevent negligent or unsafe conditions and are available to assist residents with housing issues. Building/Stairwell Coordinators are proponents of the Housing Office. The Housing Office, in conjunction with the Garrison CSM, will ensure all levels of coordinators are properly trained on their duties and responsibilities. The garrison Command Sergeant Major, not the Housing Office, decides if a coordinator may be exempt from Building or Stairwell Coordinator duties.

Building Coordinators assist the Housing Office in ensuring community standards and residents' needs are met. Building Coordinators act as the liaison for the residents and mediate or report inappropriate behavior issues so they can be quickly and fairly addressed. Stairwell Coordinators are appointed by the Building Coordinator or individuals may volunteer (volunteer must be a service member).

The Building Coordinator also serves as the building Fire Marshall and Building Energy Monitor. As the Fire Marshall, he/she seeks out and eliminates fire hazards, unsafe practices, and determines the conditions of fire extinguishers. As the Building Energy Monitor, his/her primary responsibility is to help the Installation Energy Coordinator achieve the objective of an energy efficient installation without an adverse impact on the quality of life for residents.

The Stairwell Coordinator oversees the fair and equitable maintenance and cleaning of their assigned areas. The senior Stairwell Coordinator acts on behalf of the Building Coordinator in their absence and ensures residents fulfill their responsibilities. The Stairwell Coordinator stresses the importance of friendly living and tolerance. The Building/Stairwell Coordinator duties include:

- Directing and enforcing housing policies.
- Helping residents with problems.
- Clarifying housing practices and procedures.
- Developing and preserving a harmonious group living situation.
- Disseminating information from the command.
- Welcoming new residents and orienting them with their responsibilities in the stairwell and building.
- Resolving noise complaints and other disagreements between residents.
- Conducting regular inspections (IAW the checklist found in Appendix E).
- Adhering to and enforcing all rules and regulations for residing in Government quarters.
- Maintaining and regulating what goes on the building's bulletin board.
- Serving as the building's Fire Marshal and the Building Energy Monitor.

***Among their most important tasks is helping residents feel that they all belong to a group or community that shares common interests, concerns and activities.**

Resident Responsibilities

All residents (Sponsors, Family members, and guests) are responsible for observing housing policies and maintaining quarters and common areas. In general, residents assigned to Government quarters are responsible for:

- Maintaining stairwells, parking areas, sidewalks, refuse collection areas, playgrounds, common areas, and the grounds within 50 feet or halfway between the next buildings, whichever is less. All these areas are to be kept clean and free of debris.
- Participating in Spring/Fall Clean-up days as well as building clean-up events. Family members are also responsible for assisting during clean-up activities. Refusals to assist in common area maintenance could result in administrative actions (e.g. Violation Ticket) being imposed.
- Proper storage of bicycles, carts, toys, etc. to avoid a hazardous or unsightly appearance.
- Pest and insect control for their quarters and outside areas, including lawns and car ports.
- Cooperating with inspectors, contractors or maintenance personnel.
- Practicing fire safety in and around their quarters (residents may be liable for damages caused by negligence).
- Ensuring their quarters and the exterior are maintained during their absence (e.g., unaccompanied tours, deployments, deferred travel, and personal travel) according to the standards outlined in this guide.
- Provide the Housing Office with an emergency phone number and point of contact before departing the area.
- The conduct of Family members, guests, domestic employees, and pets.
- Harmonious and respectful living with other residents to include conduct that does not disturb neighbors.
- Reporting violations of this Resident's Guide, acts of vandalism, and misconduct to the Stairwell

Coordinator or Building Coordinator, Housing Division, or Military Police as appropriate.
Misconduct may be a reason for termination of Government quarters.

- Participation in the Separate or Recycle Trash (SORT) program.
- Proper disposal of refuse in accordance to the areas scheduled pickups.
- Cleaning of the premises both inside and outside in accordance with the Resident's Guide.
- Closing and securing all interior and exterior doors at all times.
- Reporting any needed repairs that are not resident self-help repairs to the Service Order Desk as soon as possible. This includes arranging access for maintenance workers after calling in a Service Order.
- Providing support to the Stairwell and Building Coordinators.
- Smoking is permitted in quarters, but not common areas. (IAW AR 600-63 Army Health Promotion, Chapter 7)

What you need to know about Obtaining Quarters



Urlas Housing Area

Eligibility

Eligibility for Family housing: The following categories of personnel are eligible for Family housing:

- (1) Military personnel with accompanying command sponsored Family members.
- (2) DOD civilian employees with accompanying Family members who are DOD-sponsored (key and essential only).
- (3) Foreign military trainees, foreign Personnel Exchange Program and integrated personnel, special projects personnel (foreign military and civilian), and foreign liaison personnel with accompanying Family members.
- (4) Unmarried chaplains and unaccompanied married chaplains.

Use and Assignment of Quarters

Quarters are to be used by the sponsor, immediate Family, and officially authorized guests. Quarters, basement, storage, and attic rooms may not be used for work-shops or commercial business without prior approval from the Garrison Commander.

Personnel will be assigned to housing in accordance with AR 420-1, Army Facilities Management, which is regulated by their grade and bedroom requirement. Assignment will be based on one bedroom per child. Mandatory assignment will be made for all incoming personnel regardless of rank if necessary. Service members will be informed of housing availability and procedures for mandatory assignments upon application for family housing. Service members refusing to occupy Government housing will be advised, in writing, that housing allowances will be forfeited as long as adequate housing is available for their grade and bedroom requirement.

On-Post (Government)

Service member must report to the Housing Office with one (1) copy each of official PCS orders and DA 31 leave form (if applicable).

Off Post (Private Rental)

If government housing is not available, and not projected for 60 days service members may be issued a Certificate of Non-Availability (CNA) by the On-Post Housing Office. A CNA is required for Overseas Housing Allowance (OHA) eligibility and authorization to obtain private rental housing.

If service members move off-post without a certificate of non-availability, Overseas Housing Allowance (OHA) will not be authorized and Soldiers will only receive their Basic Allowance for Housing (BAH). Personnel who make commitments for economy housing (after receipt of PCS orders) without first reporting to the gaining Housing Office, will not be authorized OHA unless Government controlled housing was not available within 60 days of their arrival.

The following provides guidance and defines the difference between adequate private rental housing and desired private rental housing. This policy pertains to all military customers of Ansbach Community Housing Services (private rental housing). This policy applies to all persons subject to the Uniform Code of Military Justice (UCMJ) as well as members of the civilian component and Family members of military and civilian sponsors who are eligible to receive individual logistic support from USAREUR and who reside in or traverse through the Ansbach Community.

Housing in the Ansbach Community commuting area is not typical of what you will find in the United States. Culturally, housing in this rural area of Franconia, consists of mostly multi-family single

structures where a landlord or other renter may also live. Private homes with two-car garages are rare, expensive and outside the OHA rate for the majority of our customers. Our Housing Referral Office is required to refer you only to homes that are within your OHA rate. If you feel it necessary to look outside your OHA rate, before committing to a contract you will have to obtain written concurrence from your Command. If you are a couple, or a couple with one child, you will be referred only to two and three bedroom units. You will also only be referred to private rental units that will be available within 45 days of your arrival. Single Service Members will be referred only to one and two bedroom units. There will be no subletting of private rental units. Two single Service Members may share a private rental dwelling. However, both names must be on the lease.

The goal of the Private Rental Housing Office is to assist you in finding adequate, affordable housing that meets your family's needs as quickly as possible. However, private rental housing units referred to you are deemed adequate based on Army standards. While the Housing Office would like to provide customers with all of their desires, the type of housing most of our customers' desire are not available within our community.

Be cautious when working with a local Immobilienagentur (real estate agent). Military personnel MUST have authorization to work through an Immobilienagentur PRIOR TO signing a lease, if the service member wishes the Government to reimburse associated fees. Reimbursement is not an entitlement nor is this guaranteed. Fees are expensive and can be as high as three months' rent. The most the government will reimburse is one month's rent. DO NOT sign a lease provided by an Immobilienagentur without having the Housing Services Office (HSO) review the lease with you. It is preferred that once you find a house through an Immobilienagentur you bring that information to the HSO and request a condition check to assure the home meets Army standards. Additionally, the HSO provided lease should contain a military clause. This is important should you receive short notice orders. Without this clause local German law states you MUST give 90 day notice prior to departing, or pay the equivalent in rent. Once you move out of your private rental, your OHA stops, and you could pay those extra months out of pocket. Nearly every lease negotiated between an Immobilienagentur and a customer, without the support of the HSO, ends up in disagreement, disputes, or financial strain for the service member. Some Immobilienagentur in the local area will tell the service member that they work with HSO and the service they are providing is approved by the Army. This is NOT true. If the HSO office did not assist in negotiating your lease with your landlord, there is little they can do to assist you if troubles arise. You will be assisted on a space available basis only and will be referred to the Staff Judge Advocate (SJA) for assistance. Please follow your PCS orders, and report to the HSO PRIOR to making any permanent housing arrangements.

Convenience Moves

When a service member requests to be relocated to other quarters, it may be considered a move for the convenience of the individual and not a Government-directed move. Therefore, any cost incurred as a result of this relocation will be paid by the service member. If approved, the service member is not placed in a priority status for housing and must abide by waiting list policies. In addition, the Housing Office will work to accommodate the Family's needs but cannot guarantee a housing area or unit of preference. Governing regulations state that a service member will be assigned to the first available unit within the grade and bedroom category. Some reasons for relocation request may be:

- Relocation to larger quarters due to an increase in Family size. An exception to policy memorandum will be submitted through the Housing Division for quarters prior to the birth of the child. The request must include a doctor's statement with the expected delivery date.
- Relocation due to promotion. The request must include promotion orders or documentation with your promotion sequence number.
- Relocation based on Exceptional Family Member Program (EFMP) or medical reasons, other

than pregnancy, the following is needed:

- a. Statement from the Health Clinic Commander (a letter from the primary physician, military or civilian, will not be accepted.)
- b. Exception to Policy memorandum.
- c. Verification from the EFMP Office of enrollment in the EFMP program.

Changes in Status

Sponsors must notify the Housing Division of any change in family status. This includes:

- Early return of Family member(s).
- Absences of Family member(s) for more than 30 days.
- Family member(s) no longer residing with sponsor.

Additionally, sponsors must report all length of tours changes to include the following:

- Extension
- Curtailment
- Reassignment to another unit
- Change in rank
- Increase/Decrease of Family members

Be aware that some status changes may affect your eligibility to retain quarters. However, the Housing Office will assist you in obtaining alternative housing arrangements when possible. Soldiers may become ineligible to retain quarters when:

- The sponsor or dependents no longer reside permanently in quarters over 90 consecutive days (365 days in case of death of sponsor in the line of duty).
- Sponsor is absent without leave or is dropped from the rolls. Sponsor's unit will be responsible to clear quarters.
- Divorce is finalized and sponsor does not have court-appointed custody of the children.
- Authorized retention of quarters has expired.
- The sponsor is convicted of an offense which requires the sponsor to register as a convicted sex offender.
- The sponsor is punitively discharged or imprisoned for one or more years.

Termination of Government quarters for residents losing eligibility for Government quarters will include input from the sponsor's chain of command and will be at the discretion of the Garrison Commander. Termination of Government quarters becomes effective immediately upon notification or as stated in the eviction notice. Service members may appeal a decision to terminate their assigned Family housing to the Garrison Commander. The chain of command will recommend, in writing, what action on the appeal should be taken by the Garrison Commander. The decision of the Garrison Commander is final.

Changing Unaccompanied Tours to Accompanied

In most cases, service members serving in USAREUR on an unaccompanied tour can change to a "With Dependents" tour and relocate their Families to Europe with full PCS move entitlements. To start

the process of changing to a "With Dependents" tour, the Service Member must visit the units Retention NCO, who determines if the Service Member has enough time in service remaining to meet the DEROS date adjustment, and if required, executes an extension of the Service member's ETS date.

The next step is for the Service Member to visit their unit S1 Personnel Administration Center (PAC) to request a "Change of Tour," and apply for Command Sponsorship of their Family members. Once these two actions are approved, Family members can relocate to the sponsor's duty location in Europe. The Family at home will need to go to their nearest Medical Treatment Facility for shots and medical clearance. To make travel arrangements, the servicing travel office will need no-fee passports for Family members. No fee passports can be obtained from the passport office at the nearest installation to the Family.

The opportunity to change from "All Others" to "With Dependents" tour option also applies to any service member who elected an "All Others" tour for personal reasons but has brought Family members to USAREUR at their own expense without requesting prior approval. These service members have the option of requesting a tour change from "All Others" to "With Dependents" Command sponsorship. Reimbursement of travel expenses is not authorized for the Family members who traveled from CONUS to USAREUR at their own expense without prior approval. However, with the approval of command sponsorship, service members become eligible for Government paid transportation of Family members and household goods when they PCS to a new duty station.

Service members with Family member(s) newly enrolled in the Exceptional Family Member Program (EFMP) must request a Change of Tour and Command Sponsorship through their chain of command to 1st PERSCOM and include all applicable medical and educational documentation for Family member(s). 1st PERSCOM will coordinate with the Department of Defense Dependent Schools-Europe (DoDDS-E) to ensure that appropriate medical care and educational opportunities are available within the community. Soldiers choosing to change their tour option will automatically serve the longer of the prescribed "With Dependents" tour of 36 months or 12 months from the date the Command Sponsorship of the Soldier's Family member is approved.

Early Return of Dependents

If you're facing a separation or divorce you may be wondering how your Family members will return to the United States. An "Early Return of Dependents (EROD)" provides the entitlement for Family members to return to the United States prior to completion of the sponsor's current assignment. The entitlement provides for shipment of household goods as well as Family travel.

EROD orders may be requested by either the sponsor or Family member through the sponsor's unit. Once a family member leaves Germany on EROD orders, return at Government expense is not authorized. For further information concerning ERODs refer to AE REG 55-46, Travel Overseas.

Policies and Procedures

General

The intent of Housing's policies and procedures are to ensure the best possible living environment for all residents. Remember, housing is a privilege and not a right, and every resident will be given the chance to prove themselves a good neighbor. Bottom-line, all residents should adhere to the resident responsibilities and procedures in this guide. However, there are consequences for those who refuse to comply with the policies and procedures outlined by the Garrison Commander in this guide. A sponsor could face UCMJ action. Some of the tools at the Garrison Commander's disposal to correct/punish non-compliant Family members are loss of Commissary/PX privileges or driving privileges. What will be discussed in this section are Violation Tickets, Warning Letters, and Involuntary Early Return of Dependents (EROD).

Housing Violation Ticket Program

The intent of this program is to improve the quality of life for housing residents by documenting resident violations and establishing an avenue for corrective action through the Community Support Chain Building Coordinator Program. All residents, to include Family members and guests, are subject to the Housing Ticket Program. (Sample of a Violation Ticket is in Appendix C)

Housing Ticket Program Guidelines

Recommended guidelines for Stairwell and Building Coordinators in administering the Housing Ticket Program:

1. Verbally counsel first-time offenders by identifying rules and policies that resident is failing to follow; specifically citing those guidelines violated.
2. Issue violation tickets for subsequent offenses and again verbally counsel the offender.

* Serious violations may warrant immediate ticketing, counseling, or reporting to MPs.

Note: Family members **will not** act in the capacity of the appointed Stairwell or Building Coordinator. In addition, Family members will not issue tickets or instructions in the name of a member of the Community Support Chain of Command (e.g. Stairwell and Building Coordinator).

Distribution and Notification

One copy of the violation ticket will be issued to the service member of the violating household. If the service member is not present, the ticket will be given the service member's Chain of Command. Copies of the ticket will be kept with the Building Coordinator and the Housing Office.

The Garrison CSM will be notified when a Soldier has been issued two tickets for noncompliance with the established polices. The Garrison CSM (or a designated representative) will also serve as a direct reviewer if the circumstances of a ticket are questioned by the accused. The Housing Ticket Program is not intended to replace investigation of criminal acts by the Military Police. When allegations of criminal misconduct are raised, the matter must be promptly reported to the Military Police. Stairwell and Building Coordinators will not investigate possible crimes.

Compliance

The issuance of two Violation Tickets in a six-month period or the commission of an offense of a flagrant or more serious nature may result in the issuance of a Warning Letter by housing. (Violations of a serious nature are defined as criminal actions e.g. assault, rape, or burglary. For military members, serious nature is defined as criminal actions that are punishable under the UCMJ and Summary, Special, or General Courts Martial).

Warning Letter

The Housing Office issues Warning Letters when all previous attempts to rectify an offensive behavior have failed. (Sample of a Warning Letter is in Appendix D)

Warning Letter Guidelines

A Warning Letter is issued when a resident fails to correct a behavior identified through verbal warnings, Violation Tickets, or the commission of an offense of a serious nature.

Distribution and Notification

The sponsor of the violating household will be issued a copy of the Warning Letter and will sign an acknowledgement of its receipt (if the service member is not present, the Warning Letter will be given to the Soldier's Commander/ISG). A copy will be forwarded to the Garrison Commander/CSM, the Soldier's Chain of Command, and a copy will be retained at the Housing Office.

As with the Housing ticketing program, a Warning Letter is not intended to replace an investigation of criminal acts by the Military Police. When allegations of criminal misconduct are raised, the matter will be promptly reported to the Military Police.

Compliance

The issuance of three Warning Letters in a six-month period, or the commission of an offense of a serious nature, may result in the termination of government quarters and an involuntary EROD.

Involuntary Early Return of Dependents (EROD)

If all attempts to correct an adverse action have failed (e.g. Violation Tickets, Warning Letters, or suspension of privileges), the Garrison Commander may impose an Involuntary Early Return of Dependents.

Involuntary EROD Guidelines

Involuntary ERODs will be considered only as a last resort, and if it is determined by the Garrison Commander to be in the best interest of the community.

Distribution and Notification

Housing will notify the sponsor and the respondent that an Involuntary EROD is being recommended to the Garrison Commander for action. The sponsor and the respondent will also be notified that if the Involuntary EROD is affected, and the respondent refuses to leave, the garrison may take further action, such as barment from government services (e.g. driving privileges revoked and PX/Commissary privileges revoked) without further notice or opportunity to respond. The respondent may appeal the recommendation to the Garrison Commander.

Compliance

Once the Garrison Commander approves an EROD, there is no appeal. The sponsor's tour will be changed from a command sponsored accompanied tour to an unaccompanied tour. The sponsor's Family member(s) will then be sent back to the states. Once an involuntary EROD has been executed, the government will not pay to have the sponsor's Family members to return. For further information concerning Involuntary ERODs refer to AE Regulation 27-9, Misconduct by Civilians (dated 22 Nov 11) (Chapter 11, paragraph d., sub-paragraph (c)).

Informal Warning Letter/Involuntary EROD Hearing Panel

Considering the seriousness of separating a Family, there is a mandatory Informal Hearing Panel for all Involuntary ERODs and Warning Letters issued because of the commission of an offense of a serious nature. Informal hearings will also be held if the accused questions the allegations annotated on a Warning Letter. The difference between a formal and informal panel is there is no formal hearing (e.g. all members gather, discuss, and then adjudicate the case). Adjudication of the case is based solely upon written evidence submitted to the Informal Hearing Panel.

Process

- It will be annotated on the Warning Letter that the accused has five (5) working days of receipt of a Warning Letter to request a hearing. (mandatory letters and Involuntary ERODs are automatically put before an informal hearing)
- The accused then has three (3) working days to gather evidence and build their case. The case will include a written statement from the accused and any witnesses they have on their behalf. For mandatory hearings, the lack of a response, within the allotted three (3) days, will be considered compliance with the accusations stated in the Warning Letter.
- At the end of three (3) days, or before, the accused submits their evidence/case to the Informal Hearing Panel.

Informal Hearing Panel

The members of the Panel are the complainant, any witnesses for the complainant, the complainant's Building Coordinator, the Housing Chief, and the Garrison CSM (or designated representative). The Garrison CSM will head the panel. The panel will weigh all the evidence presented (Note: since this is an informal hearing, all evidence will be written and submitted to the Garrison CSM). The Garrison CSM will make a decision on the case and present the panel's findings to the Garrison Commander. The Garrison Commander will then make a decision to either uphold the panel's findings or to dismiss the case.

Distribution

Warning Letters that have been upheld by the Garrison Commander will be filed in the resident's folder in Housing. Involuntary ERODs will be submitted to Military Personnel for action.

Guests

You are allowed to have visitors in your quarters for a reasonable amount of time. Anyone visiting for more than 90 days in a given year (365 days) requires an approved exception to policy by the Garrison Commander and a German Resident Permit. Permission is granted for visitors to stay in your quarters only. It is important to know that quarters are used solely as a single-family residence for you

and your command-sponsored dependents. Use of the premises for any other purpose including the shelter of any additional number of persons except as temporary guests is prohibited. Residents are responsible for the conduct of their guest(s).

Rental of your quarters or any part of them is also prohibited. Abuse of this policy will result in loss of quarters. Additional furniture will not be issued based on requirements of guests. Service members who desire to have a non-dependent permanently reside in their quarters beyond 90 days, must submit an exception to policy prior to the individual's arrival. An approved request will not authorize an additional bedroom to accommodate the non-dependent family member or any other benefits or privileges to which the individual is not otherwise eligible. In addition, guests that are not German Nationals will require a resident permit from the German Government for visitation beyond 90 days. Contact Legal Assistance for information on obtaining a German Resident Permit.

Noise/Quiet Hours

Noise/Quiet Hours German laws apply both on and off the kasernes. The law requires residents to observe the German quiet hours which are listed below, excessive noise and mowing are strictly prohibited during quiet hours. Housing residents will ensure that noise is kept to a minimum during these hours. During the hours noted below, the noise generated within an apartment should not be audible to the residents of other apartments. Residents must ensure individual activities do not infringe upon the rights of others or degrade the overall quality of life at any time. The standard is, "Each of us has the responsibility to ensure that our courteous behavior makes this community an enjoyable place to live and work."

Definition of loud music/noise:

- Inside quarters -music or other noises made loud enough to be heard by a neighbor or a person walking outside.
- Inside vehicles -music or other noises made loud enough to be heard by the residents of an adjacent vehicle or by pedestrians.
- In open areas - music or other noises made loud enough to be heard fifteen feet away from the source.
- Vulgar, obscene language, whether spoken or contained on tapes, records, clothing, or other media is not acceptable when others are involuntarily exposed to it.

During the hours noted below, the noise generated within an apartment should not be audible to the resident of other apartments.

<p>Quiet Hours: The quiet hours for the USAG Ansbach per German law are:</p>
<p>2200hrs (10:00pm) to</p>
<p>0600hrs (6:00am)</p>

Force Protection

The safety and security of our community residents is priority one. Practice Force Protection and ensure all stairwell entry/exterior doors are closed and secured at all times. Report

any suspicious activity immediately to the Military Police. Practice Operation Security (OPSEC) and don't discuss security issues outside the workplace or shop. Listed below are some helpful tips regarding Force Protection.

- Never open suspicious packages with incorrect spelling, protruding wires, without return address, or unknown address.
- Don't give out Family travel plans to strangers or persons who do not need to know.

- Don't open doors to strangers, including unexpected deliveries or unknown service personnel, especially during evening hours.
- Shred or destroy personal papers with sensitive information.
- Always lock car doors when unattended.
- Report suspicious vehicles and personnel. Take note of license plates and a description of persons and vehicles for local authorities.
- Parents should "buzz" their child in and not allow children to prop doors open during playtime.

Health and Welfare Inspections

Residents are responsible for maintaining their quarters in a sanitary and habitable condition. The Garrison Commander may authorize a sanitation inspection of any quarters alleged to be a health hazard. The Housing Facilities Maintenance Branch will conduct investigations of written reports or complaints of unsanitary conditions.

When a complaint of unsanitary conditions is reported, the Housing Office notifies the Garrison Commander, the sponsor's unit commander, and the Health Clinic. The unit commander will then schedule an inspection of the quarters. Inspections are conducted by a team consisting of representatives from the unit, Housing Office and the Health Clinic. The resident is given minimal notice of the inspection to preclude an attempt to clean the quarters prior to the inspection. During the inspection, the resident is given instructions on how to maintain the quarters in acceptable standard. A re-inspection of the quarters is then scheduled to ensure compliance; the Garrison Commander will refer any further disciplinary problems to the sponsor's unit.

NOTE: Parents may also be charged with child neglect if quarters are not maintained in a sanitary condition.

Resolving Conflicts

Conflicts and concerns that arise in community living should be resolved as quickly as possible. If you have an issue or concern with your neighbor, you should first attempt to resolve the conflict with the neighbor in a respectful manner. This type of action goes along with the concept of the Golden Rule. In other words, before you elevate an issue with your neighbor through the Community Support Chain you must ask yourself: how would I want to be dealt with in this situation. However, if your personal attempts to resolve the issue fail, contact your Stairwell or Building Coordinator for assistance. If they are unable to resolve the problem, the Stairwell/Building Coordinator will present the problem to the Housing Office.

If necessary, the Garrison Command Sergeant Major or Garrison Commander will intervene after all other means have been exhausted. It's important to remember that the Community Support Chain exists to serve you and ensure issues are resolved at the lowest level possible.

Things to know about living in Quarters

Living in German-style housing is a little different from what you may be used to in America. The following tips will hopefully help you to adjust to your new environment successfully.

Electricity

The electrical current in Germany is 220 volts and 50 cycles. **The majority of government housing quarters have both 110- and 220- volt electrical outlets.**



*German Power Outlet

*German Power Adapter

Electrical appliances, electronics, or machines manufactured for the U.S. market that are not dual voltage or not being used in housing quarters with 110 volt outlets require transformers to operate them in Europe. If an electrical appliance is dual voltage, follow the instruction booklet for conversion.

Transformers

Transformers are small electrical boxes into which you plug your 110-volt appliance for conversion to 220 volts. Clocks and other timed or sensitive electrical devices may not properly function due to the difference in Hertz cycles (60 in the States, 50 in Europe).

To determine the correct size transformer needed, find the wattage listed on the label of the appliance, electronics, or machine. Match the wattage of the electrical appliance to an appropriate transformer. Some appliances list the power rating in amperes instead of watts. To determine the wattage, multiply the number of amperes by the voltage that is listed on the label.

Transformers typically rate 15W, 75W, 150W, 300W, 750W, or 1000W. Check the watt rating on the appliance that you are plugging into the transformer to ensure it does not exceed that of the transformer. You should avoid plugging multiple appliances into one transformer as the total watts may exceed that of the transformer and cause fires.

Use only transformers with a replaceable fuse and a switch on the power cord. Transformers continue to draw power even when the connected appliance is turned off. Transformers should be turned off and unplugged when not in use.

New transformers range in prices from \$50 to \$200 each. Used transformers range in price from \$25 to \$125 (The higher the transformer wattage, the more costly the transformer). New transformers may be purchased at the Post Exchange. Used transformers may be purchased at the Thrift Shop and from military and civilian personnel relocating back to the states.

General Electrical guidelines

1. Don't overload an extension cord!
2. Don't plug extension cords into extension cords (making a train); this can become a fire hazard.
3. Never run any wiring under carpets or through doorways and avoid placing electrical cords too close to a heat source!
4. **Never plug 110V appliances into 220V outlets!**
5. Submit a work order for recurring problems with blowing fuses or tripping circuit breakers or if you feel a tingle when you touch an electrical appliance, or discoloration of wall outlets.

Surge Protectors

Due to frequently unstable weather conditions, electrical spikes, and surges it is highly recommended that you use surge protectors. Surge protectors will guard against damage to your electrical appliances, i.e., computers, televisions, and stereos. The purchase of surge protectors is the resident's responsibility.

Light Bulbs

Yes, even the light bulbs are different. You cannot use the American 120V bulbs in German 220V light fixtures. **The higher voltage will make them blow.** 220V light bulbs are available at the Self-Help Store.

Telephones

In most German apartments, the telephone jack looks like the picture below. Your American phone will work with an adapter which you can purchase at the PX.

WARNING!!! It is illegal to own, operate, or sell cordless transmission equipment brought from the United States (e.g. walkie-talkies and baby monitors). Use of this equipment is illegal in Germany because radio frequency bands are used differently in Europe than in the States. Use of these transmitters may interfere with air traffic control, private business, radar security and television. The penalty can be imprisonment up to 20 years or a fine up to 5,000 euro.



German Telephone Extension Cord

German Telephone Jack

Appliances

Repair or replacement of Government issued appliances may be requested by calling work order desk DSN 467-2125/2133 or civ 09802-83-2125. The office is located on Bismarck Kaserne in Bldg. 5843D, the hours of operation are Mon-Fri from 0730 to 1600 hrs, or Storck Barracks, Bldg. 6537. For emergency calls (Mon-Fri, 07:30 to 15:00) the contractor has to respond that same day if the contractor is notified prior to 14:00 hrs. Emergency calls are only accepted for inoperable refrigerators and freezers, i.e., frozen food is thawing and ranges where all four burners are in-operative. If one burner is working it is not an emergency even if the oven is not working.

All other appliances microwaves, dishwashers, washers and dryers receive a response in 24 hours. The contractors for appliances do not provide services on Saturdays, Sundays or German holidays. Appliances scheduled for repair must be thoroughly cleaned by the resident, otherwise the contractor will not pick up or exchange the item. If the refrigerator breaks after normal duty hours, on the weekend or a German holiday, call the emergency work order desk at DSN 115 or 09802-83-115. The contract personnel will ask for all pertinent information pertaining to the appliance problem (i.e., name, address, telephone number, nature of the problem and other information). The emergency personnel (Fire Station) will arrange a time for the customer to go to Bldg. 5809 on Katterbach Kaserne or Bldg. 6505 on Storck Barracks to pick-up the appliance. The resident will be required to sign a DA Form 3161 (Temporary Hand Receipt) when the emergency appliance is issued. Appliances available are: small refrigerator (6.5 cu ft), small freezer (2.0 cu ft), and table top 2-burner range.

Dishwashers

The water in our region of Germany is 'hard.' In other words, the water contains an appreciable quantity of dissolved minerals. There is nothing wrong with hard water. When water is heated, carbonates may precipitate out of the water and cause scaling. Your dishwasher has a built-in water softener to prevent lime scale build up and streaks on dishes.

The water softener requires a special granular salt available at AAFES and the Commissary under the name brand "Somat". The softener will use the salt to replenish itself each time you wash. You should refill the salt container in your dishwasher about once a month.

Do not substitute any other salt for Somat. Table, cooking, and rock salts may contain additives that could actually increase the water hardness. Hard water scaling can also occur around faucets, sinks, baths, and showers. Immediately wiping these areas dry will prevent calcium buildup. Scale removers such as "Lime Away" will dissolve calcium buildups.

Television

Residents residing on-post receive free standard AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News, and AFN Spectrum. Additional channels may be purchased through **TKS Cable Services**. American cable services and AFN is available to those residing in rental housing units off the kasernes by internet (TKS) or satellite dishes (AFN Satellite) and receiver that is available for purchase or rent through AAFES. AFN stations can be picked up by antenna in some areas.

Antennas and Satellite Dishes

Installation of radio and TV antennas and satellite dishes in quarters requires permission from the Housing Office. Please forward all requests for equipment installation to the Housing Office for

approval prior to installation. If approved, installation may be performed by the resident or the resident may hire a contractor.

Installation is subject to inspection and approval by the Directorate of Public Works. Cost for the installation, maintenance, inspection, and property restoration will be paid by the resident. Amateur radio operators will ensure antenna installations do not cause interference with the other residents' radios, TVs, or stereo sets and must obtain an appropriate license or permit.

Satellite dishes may not be installed on window frames, door frames or exterior walls. Service member will be held liable for damage to the housing unit or structure. Satellite dishes may be setup on the balcony or patio using a sturdy tripod. Satellite dishes may be installed with a clamp on existing window bars or existing holes from removal of window bars. No additional holes may be drilled.

Furniture

The Government provides loaner furniture to authorized military personnel with JFTR authorization and civilian personnel receiving Living Quarters Allowance (LQA) with orders for the Ansbach community (this excludes contractors). Eligibility for Government furnishings support requires assignment to Government quarters or Government controlled-leased or economy quarters with an approved lease at the Housing Office.

Government furniture support consists of essential items or loaner/supplemental items for 90 days for arriving families and 60 days for departing families. Basic appliances already exist in kitchens in the Government quarters. The type of essential furniture available for issue includes beds, dining tables and chairs, davenports and easy chairs. Off-post quarters are issued wardrobes, washers/dryers, stoves, refrigerators and one kitchen cabinet. All other items are considered loaner/supplemental furniture. The sponsor or spouse will sign the hand receipt for Government issued furniture and appliances upon assignment or termination. Subsequent loss, damage or destruction other than normal wear and tear will be the hand receipt holder's responsibility. To have furniture picked up or exchanged call Housing, Furnishings Customer Service Office at DSN 467-2966/3428 or 09802- 83-2966/3428.

Note: A 72-hour coordination prior to pick-up or delivery of furniture is required by the housing office.

Rolladen

Some quarters and most rental units are equipped with Rolladen (the modern version of a shutter). In the evenings you will find that your German neighbors typically close the Rolladen or Rollos; this provides additional privacy and keeps all outside light out in the morning, thus keeping the house interior cooler for a longer period during the summer.

Energy Conservation

As a Family housing resident your assistance is needed in conserving energy. Fewer dollars and rising utility costs demand that all of us do our part to conserve energy. The money spent for utilities means there is less money available to improve and operate family housing. Energy usage is tracked and monitored. Families using excess energy may be required to attend energy conservation training. Some practical ways to save energy are:

- Have leaky faucets repaired immediately so energy is not used to heat wasted water.
- Turn the heaters to low when you leave the quarters.
- Keep windows and doors closed during the winter months (except to air quarters for 10 minutes per day). There is no need to have a window open and the furnace running.

- Don't block radiators.
- Run your dishwasher only with a full load and let them air dry rather than going through the drying cycle.
- Don't leave lights on or appliances or transformers running when they are not in use. Clean light bulbs and lamp shades at least monthly. Dust accumulates and decreases the amount of light given off by the bulb.
- Wash only full loads of clothes.
- Use the Self-Help Center to obtain caulking to seal around leaky windows and doors.
- Regularly defrost manual-defrost refrigerators and freezers. Don't let the frost build up to more than one-quarter inch.
- Keep the lint screen in the clothes dryer clean, it can decrease the efficiency of the appliance and is a fire hazard.
- Keep the cooling coils on the back of your refrigerator dust free. Vacuum them with the brush attachment or wipe gently with a soft cloth.
- Repair leaky toilet tanks, or call in a work order.
- Microwave meals when possible.
- Take showers instead of baths.
- Purchase dual voltage electrical equipment to save energy on use of transformers.
- Do not use the oven for space heating purposes. Portable electric (any type) space heaters are not permitted or authorized in Government quarters.
- Promptly report all malfunctions of utility systems (faulty electrical switches, broken windows and leaking faucets) to the Service Order Desk (Katterbach DSN 467-2133 or commercial 09802-83-2133, Storck DSN 467-4622 or commercial 09841-83-4622).
- Open windows as required for apartment ventilation, particularly during the heating season to prevent mildew, and especially after each shower.

If you have any questions or concerns about energy conservation, contact your Building Coordinator (who is also the Building Energy Monitor). If he/she cannot help you, they can get you in contact with the Installation Energy Coordinator. By following these guidelines, the money saved on energy for the Installation will be significant. Additionally, the Public Works contractor won't be called out unnecessarily.

Heating

Heating in most units is provided by hot water radiators. The heating is centrally controlled by the Directorate of Public Works. In each radiator within your quarters is a thermostat which you can set to a desired temperature during the heating season. During the period May 1 through September 30 heat will not normally be supplied unless the average daily outside temperature is below 60 degrees Fahrenheit for 48 consecutive hours. The authorized maximum temperature within the quarters is 72 degrees Fahrenheit. Before calling in a work order to report the lack of heat within your quarters check to see if the weather is below this level. For further information about heating refer to the Ansbach Standard Operating Procedure Memorandum for Utility, Energy, and HVAC Heating; Ventilation; Air Conditioning (HVAC) (dated 18 Aug 09).

Airing out your Quarters

Often you'll see the windows open in houses occupied by German families, even in the winter time. There's a reason for this. German houses are made from concrete rather than wood. Therefore, they are airtight. It's important to ventilate your quarters for 10 minutes or more a day to prevent the growth of mildew. If your quarters begin to smell, it's likely you have mildew growth. Airing the quarters will prevent the mildew and also have the added health benefit of clearing the air of airborne viruses and bacteria. If you have mildew growth, use a disinfectant spray and open your windows.

Holiday Lighting

Christmas decorations may be displayed throughout the housing areas during the holiday season. When using holiday lighting, care must be taken to ensure safety and prevent damage to homes.

- Lights or other holiday decorations will not be stapled or nailed to any part of the housing structure.
- Yard decorations are allowed as long as they do not use excessive electricity or present an unsightly appearance.
- Exterior lights and extension cords should be designed for outdoor use and contain a factory label indicating Underwriter Laboratory (UL) approval. The exterior extension cords should also be heavy duty.
- Routing extension cords through windows or doors is prohibited.
- Exterior lights should be plugged into existing outdoor outlets, which are equipped with Ground Fault Circuit Interrupters (GFCI).
- To conserve energy, lights may be displayed from 15 November to 7 January from 1600 hrs (4:00pm) until 2400 hrs (midnight). When using holiday lights, residents are asked to reduce the use of other energy items in the home to compensate for their use of decorative lights.

Enclosed Storage Rooms and Cages

Storage areas/rooms are for the exclusive use of the resident. Please keep storage areas clean, neat, and orderly at all times. Government furniture will not be stored in storage areas/rooms. Storage areas/rooms will be cleaned and cleared upon termination of quarters. Items stored in common storage rooms will be identified with the owner's name. Motorcycles **may not** be stored in the storage room or common areas.

The basement storage rooms in the stairwell apartments are high-risk flood areas. **DO NOT** store items that can be damaged by water in the basement storage rooms. Ensure the exterior basement door areas are clean and free of leaves and debris. Also, the use of a portable platform, such as a pallet, will help prevent the flooding of drainage ducts and basements; therefore, preventing loss of personal property.

Please be aware that basement drains can and do back up. Use the basement for storing items only, and place those items on wood pallets from CFMO (Subject to availability) to prevent water damage. Basements are not to be used as living and sleeping areas. Under no circumstances is storage of personal property allowed in any portion of the building other than storage rooms/cages or the resident's apartment. Personal items stored in unauthorized areas such as attics, basement hallways, utility, boiler, maid or mechanical rooms will be removed without notice.

Key Control

In order for potential residents to receive keys they must first be approved for quarters. They must also have submitted all the necessary documents to either the On-Post office or the Off-Post office so that their status can be determined. Once these steps are complete, the resident will then complete an official move-in inspection with an assigned inspector and the keys will be given to the resident once the inspection is complete. At the time of assignment one key is issued per adult family member for the stairwell entrance and the apartment entrance doors. The Housing Office must approve additional key requests. Off-Post residents will receive keys from their landlord.

Lock out procedure

If you are an On-Post Resident and you are locked out please contact the Military Police immediately. Give them your name and location along with any other information they may request.

During the day residents may contact the Housing Office for access to the quarters with proper identification. After duty hours, residents will report lock-out problems to the Emergency Work Order Desk, DSN 467-2115 or civilian 09802-83-2115. Emergency lock-out procedures have been established to provide residents with fast and efficient service in getting their quarters unlocked. The procedures outline liability as verified by the locksmith's visual inspection and knowledge of emergency lock exchanges.

If you are an Off-Post resident please contact your landlord.

Pest Control

Everyone wants to live in a clean environment. Here are some guidelines to reduce and prevent pest infestation in the housing areas and individual quarters.

- Empty trash at least two times a week.
- Wash out the trash containers regularly and line them with plastic trash bags.
- Keep your quarters clean: Wash dishes regularly, store food properly, and clean up spilled food/drinks immediately.
- Dispose of soda cans or rinse the cans before recycling.
- Clean up after pets immediately.

Use of Insecticides

Aerosol bombs are strictly prohibited. Roach traps and boric acid are permitted and available at the Self-Help Store, Katterbach Kaserne, Bldg. 5516 or Storck Barracks, Bldg. 6555. Pesticides are allowed, such as Ant and Roach killer available at the Commissary or the PX. Please follow the manufacturer's instructions. If infestation cannot be controlled after trying the items listed above, turn in a service order by contacting the DPW Service Order Desk at DSN 467-2133 or 09802-83-2133 on Katterbach Kaserne or DSN 467-4622 or 09841-83-4622 on Storck Barracks.

Water Damage to Quarters

In case of a broken water pipe and flooding of the interior of the quarters, call DPW immediately. The resident is also expected to take reasonable action to protect personal and Government property. The resident should exercise the same care and response that would be taken in a privately owned home. Residents should be familiar with the location of all water shut-off valves. Any alleged loss or damage to personal property may be addressed through the Staff Judge Advocate's Office by calling: DSN 467-2104 or 09802-83-2104 for further assistance. Government property/real property repair work will be accomplished by the most expeditious means possible.

Sewer Backup

The sewer lines in the family housing units all run into one main line and sewer backups can occur. On occasion, blockages are the result of toys and other foreign objects flushed down the toilet. Parental attention is the best way to avoid such a disaster. If a sewer backup does occur in the basement,

IMMEDIATELY call the Service Order Desk and request service to unplug the drain. While waiting for the plumber to arrive, remove any personal items from the basement that could be damaged. Do not allow children and pets into the basement area until the clean-up has occurred. Use caution in entering the living area of quarters after being in the basement. The carpeting in the quarters could be contaminated by sewage that has been carried in on shoes. When backups occur more than once in a short period, even when not severe, contact DPW. This will give the maintenance personnel an opportunity to investigate and repair the problem before it can escalate.

Balconies

All balconies will be maintained in a clean and orderly fashion. Items that may seem attractive to you might be offensive to other residents. **NO BARBEQUING ON BALCONIES!**

Grounds

For residents of single Family dwellings (e.g. Urlas, government housing, and private rentals) the area of responsibility includes those grounds that fall within a logical lot line, i.e., to the fence line or one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from the quarters, whichever is less. The area between the sidewalk and the streets to include front and side, if on a corner lot, is also the resident's responsibility. Residents should ensure that sidewalks, driveways, and porches are kept clean and free of trash, snow, obstructions, and other hazards. Grounds maintenance (not to extend more than 50 feet from building) may consist of the following:

- Cutting grass and edging at least once every two weeks during the summer months.
- Responsibility for shrubs, lawns, parking areas, walks, and areas around garbage containers.
- Minor lawn repairs such as filling of holes, reseeding of bare areas.
- Raking and removal of thatch (old clippings and dead matted material).
- Replacement or planting of new flowers and shrubs.
- Removal of all dead plant life and disposal in paper bags obtained from the Self-Help Store.
- Proper disposal of trash.
- Maintenance of paved and stabilized areas.
- Cleaning of walkways, patios, and steps, in a neat and serviceable condition.
- Maintenance of gravel areas to provide proper drainage.
- Filling of ruts and eroded areas to deter erosion.

Playgrounds

Playgrounds are a special area of consideration as they are used by everyone. It is also in the interest of everyone that our children have a safe and clean place to play. Therefore, if your building is in the vicinity (anywhere within 150 feet) of a playground it is your responsibility to ensure that it's clean and free of debris. As part of their monthly inspections, Building Coordinators, within the vicinity of playgrounds, will ensure that they are kept in accordance with the inspection checklist.

- Don't allow pets to urinate or defecate near or in playgrounds.

Winter Months

Any accumulation of snow/ice on exterior stairs, sidewalks, or driveways will be removed daily. Snow shovels, sand, and salt can be obtained at the Self-Help Stores. All water hoses must be detached from outside faucets from 1 November to 1 April. Frozen water pipes could easily result in broken water lines and flooding. These damages may be charged to the responsible residents.

Swimming Pools

Only kiddie or wading pools are allowed. Parents must supervise children at all times while using wading pools. In addition, water must be emptied from the pool after each use. Pools are not permitted to be stored in common areas.

Barbecuing

The use of barbecue grills is only allowed outside and away from the building, where smoke will not bother the neighbors. Barbecue grills will not be left unattended or stored on balconies. When using your grill, safety must be foremost in your mind. Children should not be allowed near a grill. At no time should children be cooking, serving, or playing near a grill. Under no circumstances are grills, regardless of type or size, allowed to be used on balconies. All grills are to be fifteen feet from any combustible structure. The grill needs to be far enough away from quarters, so that sparks do not ignite anything and the heat does not melt the siding of the building. Different types of grills require different precautions. Liquefied Petroleum Gas (LPG) is contained under pressure in a steel cylinder. The contents of a LPG cylinder vaporize and in a confined area have the explosive force of several sticks of dynamite. Be aware of the dangers involved and precautions needed to avoid accidents when using LPG.

Take the following precautions when using an LPG burner:

- Read the manufacturer's instructions and ensure you understand them.
- If you are using a propane grill, you should check the hoses and fittings to make sure they are still in good operating order. Over time, the hoses deteriorate and the fittings can become loose. Check the hose and fitting to ensure that there are no leaks. It is recommended that propane tanks are never stored in the garage, house, or storage units. Should they leak, any small spark can cause ignition and the fire will spread quickly. Instead, buy a weather resistant cover. Ensure proper maintenance of grills and keep the area clear of articles and store the grill and tank outside in a cool shaded area away from the building.
- Make certain that your propane tank matches the manufacturer's recommendations for size and type. Attaching a larger tank to a grill can be very dangerous.
- Never use a propane barbecue inside any structure. Do not move it into the garage if it starts to rain.
- Make sure that grease is not allowed to drip on the hose or the cylinder.

If your grill uses charcoal, you are under the same fifteen-foot restriction and the grill cannot be used on a balcony or inside the quarters. Once a fire has been started, never add starter fluid. Fire may follow the stream of fluid back to the container, causing an explosion and scatter flaming liquid. Once cooking is completed, extinguish the fire with water, or cover the grill with a noncombustible cover to prevent the wind from scattering hot coals. Do not move the grill into the garage, house, or storage unit until it is completely cool and the ashes have been disposed of in an outdoor container. When having summer cookouts, please take a few minutes to think about fire safety and use common sense. Outside areas and gazebos away from the building may be used for the purpose of barbecuing. Residents must remove all garbage and police the area afterwards.

Privately Owned Vehicles Car/Motorcycle Parking

One parking space is assigned to each Family. All extra parking spaces are identified for visitors. Multiple car owners may park extra cars in the visitor parking spaces. Motorcycles will be parked in visitor spaces and not under covered bicycle areas. Visitor parking will be on a first-come, first serve basis. Non-operational vehicles will not be parked in housing areas.

Vehicles may not be parked on lawns or seeded areas. German law prohibits parking with the wheels on the curb unless space is adequate to provide passage by a handicapped person in a wheelchair. The Military Police will respond to the request of Building Coordinators to cite parking violators. Parking spaces are numbered and painted by DPW and the Housing Office not the residents. The Housing Division and DPW will determine when parking spaces are to be repainted.

Washing Vehicles

Vehicles may not be washed in housing areas. Vehicles will be washed at approved wash racks on post or at off-post facilities. Water hoses may only be used when the hose is equipped with a spray attachment that does not permit continuous running of the water. Otherwise some type of container must be used to hold the water when washing the vehicle. The engine or the underside of the vehicle may not be cleaned.

Vehicle Repairs

Automobile/Motorcycle repairs are not authorized in Family housing, leased housing, unaccompanied personnel housing areas, streets or parking areas. Any repair with the possibility of drainage or spillage of gasoline, oil or other lubricants (POL) on the ground is not permitted. The vehicle owner may be held personally liable for the total cost of environmental cleanup for any spill. Minor maintenance repairs may be made in place, but draining of oil, grease, antifreeze, brake fluid, etc., on the streets, parking areas and lawns is prohibited. Residents are advised to use the Auto Crafts Shop at Urlas or have maintenance performed by a certified mechanic at the auto care center or in a garage. Certified garages can properly dispose of used vehicle parts such as tires, batteries, shocks as well as POL products. Old car parts may not be disposed of in regular or bulk trash containers.

Abandoned Vehicles

The control of abandoned privately owned vehicles (POVs) is necessary to prevent vandalism and the creation of eyesores. A POV found in on-post or off-post housing will be subject to the abandoned vehicle procedure under the following circumstances:

- License plates are not affixed to the vehicle.
- Registration has expired.
- Vehicle is unattended or disabled adjacent to a roadway or trail more than **72** hours (excepting safety hazards, which will be removed sooner).

The Military Police will tag vehicles found abandoned and owners will have **72** hours to register or dispose of the vehicle. Vehicles left abandoned after notification are subject to disposal by the Garrison. Owners may be charged a towing fee and disposition fee.

Speed Limit

The posted speed limit is 30 km/h (about 18 mph) for on-post housing. If you own a motorcycle or motorbike, we urge you to be particularly careful to obey the laws. All drivers should keep in mind that there are many children within the housing areas. Please observe all posted speed limits, traffic laws and drive carefully.

Wildlife

We share our kasernes with a variety of wildlife to include deer, wild pigs, foxes, and a huge population of rabbits. Please do not bother the animals. Contact DPW if wildlife becomes a nuisance or danger. Hunting and fishing require a license and permit. Contact the Directorate of Morale, Welfare, and Recreation (MWR) for information on hunting and fishing courses.

Outdoor Equipment

At no time will outdoor items such as tents or camping equipment be allowed to remain in wooded areas adjacent to or in housing areas more than seven days. Any such items found not properly stored will be considered junk and subject to disposal at the resident's expense.

Bulletin Boards

The Bulletin Boards in the stairwell building are meant as a means to convey pertinent information to the residents of the building. The standard information posted is: Chain of Command, Appointment Orders, Clean-up roster, Recycle Information, Fire and Safety information, Work Orders, and Garrison Updates. The Bulletin Board is the responsibility of the Building Coordinator. If you wish to post something, it must be cleared by him/her.

Yard Sales

Yard or lawn sales are permitted on the 1st weekend of the month. We ask that you remove any signs used for advertising your sale upon completion of the event. No signs are permitted to be posted on windows.

Renter's Insurance

Renter's insurance is an option that should be considered by all residents in Government housing on-post, government leased housing and private rental. Residents are responsible for any damages to personal items as well as damages to the quarters. Sponsors are ultimately responsible for their own actions and the actions of their Family members and guests. The Government is not liable for personal property damage due to acts of nature such as lightning, storm damages and floods. Insurance companies offer discounts for non-smoking households, for fire extinguishers, and smoke detectors located on the premises. Evaluate different policies to ensure the proper type and amount of coverage. Check with an insurance company representative for additional information.

Business Activities

Operating a home-based business in Government quarters requires an approved exception to policy from the Garrison Commander. The business must be in the interest of the installation's quality of life, must not detract from installation operations and may be subject to host nation tax and business licensing laws.

The only permissible home-based businesses are those that provide a service, such as accounting, tax preparation, graphics, sewing, music, dance and art lessons, word processing, tutoring, child care, nail, and hair styling. Authorized service businesses involve the application of a skill and do not involve the sale or resale of commercial products. Service should not be confused with goods or products. Contact the Housing Office for information on operating a private business from your quarters.

Door-to-Door Sales

Due to increased security within this community, door-to-door sales and solicitation are prohibited. This policy applies to all private organizations and commercial businesses with no exceptions. The establishment of this policy is not to hinder profit making, but to ensure the safety of the community as a whole. Organizations may conduct sales in public areas and facilities with proper approval.

Supervision of Children

Children are our most valuable asset and deserve to be cared for properly. They need rules and guidance to protect them and keep them safe. Children under the age of 10 must be supervised. "*Supervised*" means being cared for by a parent, guardian, or sibling aged 11 years old or older. Supervised also means a person outside the Family 13 years or older, who has completed an approved baby-sitter's training course.

Parents are responsible for their children even when they use a baby sitter in their home. They should exercise care in selecting a baby-sitter to ensure the sitter is mature and experienced enough to adequately supervise their children. Parents are responsible for the behavior of their children and are liable for the destructive acts of their children.

Children are to play only in authorized playrooms or playgrounds and must be accompanied by an adult. Damaging or defacing buildings, digging in or damaging landscape lawn areas and destroying picnic tables is prohibited. Children may dig in playground areas. Personal items such as bicycles, wagons, sleds, or other toys in entrances, stairwells, lawns, or hallways are prohibited. Personal toys must be removed from the playground area and lawn area after each use. Residents may not erect tree houses.



Children are prohibited from doing the following:

- Entering boiler rooms.
- Climbing or damaging trees.
- Playing in parking areas or streets.
- Playing in or around refuse containers or refuse collection areas.
- Playing on picnic tables.
- Firing air rifles, pellet guns, or bow and arrows.
- Interfering with grass cutting.
- Interfering with work operations.
- Throwing items off balconies.
- Littering or destroying common areas.

Parents will supervise children according to the following guidelines:

- Children 5 years and under will be attended at all times.
- Children 6-9 years of age will be provided indirect supervision.
- Children 10-12 years of age may be left alone for short periods of time not to exceed 6 hours.
- Youth from 13-15 years of age will not be left unattended for more than 12 hours.
- Youth from 16-18 years of age may be left alone overnight for up to 48 hours. If child abuse or neglect is suspected, it must be reported to the Social Work Services or Military Police Desk.

Child Care

Have you been asked to watch a friend's child for a few hours each week but been afraid that you might have to become a Family Child Care (FCC) Provider? Have neighbors asked if you would take care or watch their children while they go on vacation for a week but you weren't sure you were allowed? Family members may think they must be certified, when all they really want to do is help a friend. Good News! It is not - and never has been the intent of Child Development Services to eliminate such good neighbor favors.

The Army has a responsibility to balance the ability of Families to rely on one another to meet their short term child care needs with protecting the safety and well-being of children. There is a difference between watching children a few hours a week and providing child care services as a profession.

National studies show that specialized training and outside monitoring are two key indicators of providing quality care to children in regularly scheduled child care settings. Therefore, a 10-hour child care limit has been established to protect children from being in unregulated child care settings on an on-going basis. Simply stated, the 10-hour limit means any Family member living in Government quarters providing child care for more than 10 child care hours per week on a regular basis must be certified as a Family Child Care Provider.

A "child care hour" is defined as one child for 10 hours per week, two children for five hours per week, etc. Children from the same family count as one child. If you watch a friend's child all day but not on a regular basis you can and you do not need to be an FCC provider. If you watch one child one hour per day on a regular basis, but do not exceed the 10-hour limit per week, you do not need to be an FCC provider. So go ahead - it's OK to watch your neighbor's children - it's OK to be neighborly. If you are interested in becoming a professional care provider, please contact the Family Child Care Service (FCC) at DSN 467-2536 or 09802-83-2536.

Pets

No other subject provokes more complaints and emotional reactions than the problems with pets in Government housing areas. Ownership of a pet within Government housing is a privilege and may be revoked by the command at any time if the owner fails to control and properly care for the pet (dogs are especially a problem). Bottom-line, pet ownership is about accepting responsibility. You will accept responsibility for the care of your pet and also ensure that your pet is not a nuisance to your neighbors. Sponsors and their spouses will ensure that pets are controlled so they do not become a public nuisance or menace (e.g. constant barking that disturbs others, failure to pick up excrement or allowing them to relieve themselves in unauthorized areas). Animals that habitually bite, scratch, attack or otherwise threaten people without provocation are a community health menace and will not be allowed in Government-controlled housing or facilities. **The privilege to have pets will be revoked if Housing issues two Warning Letters to a household for any of these offenses.**

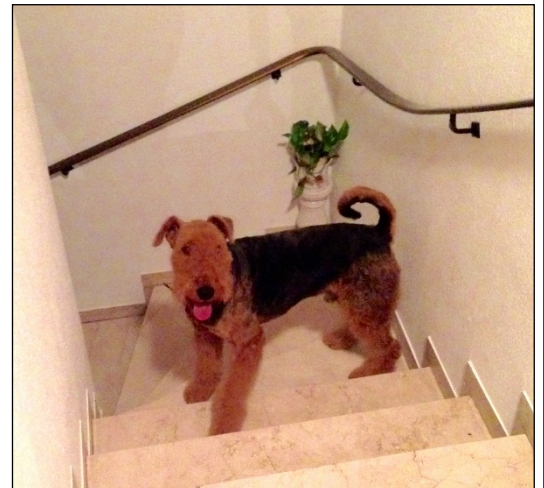
You are limited to no more than two pets. This can be a combination of either two cats, dogs or a combination of both. Small caged animals, such as birds, hamsters, gerbils, guinea pigs, etc. are also authorized pets. Breeding for the purpose of financial gain is unauthorized. If litters occur, they may be kept for a maximum of 90 days. Wild animals such as skunks, raccoons, opossums, foxes, ferrets, reptiles, monkeys and other exotic animals that are normally found in a zoo are not allowed within Government housing. The problems with pets center around barking dogs, pets not on leashes and pet excrement. Pet excrement on lawns poses a very real health and sanitation problem. Therefore pet owners are required to clean up after their pets. Children and adults both are likely to step in the excrement and track it through entrance ways and into individual houses.

Residents will immediately clean up pet excrement and dispose of it properly. Maintaining pet walk areas is the responsibility of pet owners. Pets will not be allowed to relieve themselves:

- Inside buildings
- On balconies
- Within 50 feet of housing buildings
- At or around playgrounds
- In the immediate vicinity of walkways

All pets must be on leashes, this is not an option. Your pet is not allowed outside of your residence if it is not leashed. This is for the protection of you, your neighbors, and your pet. An animal that bites or claws someone can end up costing you a great deal of money and can result in the pet being impounded.

There is little doubt that a dog barking all day or all night can be a real nuisance to your neighbor. Start training your pet early that constant barking is not permissible. Try playing a radio quietly if you are gone so the dog does not feel alone. We realize that cats are independent animals and there is a general belief that cats cannot be put on leashes. However, that is not true. Unattended cats are notorious for their attraction to playground areas. They choose to use the sand a litter box and pose a problem to children. Exercise your cat or dog regularly and make sure they have plenty of food and water. Again, owning a pet is a responsibility and a pleasure and this responsibility cannot be overlooked. When people live together as they do in Government quarters, consideration for one's neighbors is necessary. While it can be difficult to properly care for a pet, it does not negate the owner's obligation to the animal or to their neighbors. Please be a considerate pet owner.





Pets will only be kept in a fenced area or secured on tethers or chains. They are not to be secured to trees, shrubs, privacy fences or buildings. Balconies will not be used for pet holding areas or kennels. Furthermore, pets will not be locked in spare rooms to any apartment or left in common areas, balconies or stairwells.

Pets must be vaccinated against rabies upon reaching three months of age and on an annual basis. Rabies vaccinations may be obtained from the Veterinary Clinic or a local veterinarian. Owners must register pets with the Veterinary Clinic within two weeks of acquisition or arrival in country. The owner must, upon request, present evidence that the pet is currently vaccinated.

Pets must wear the issued vaccination tag at all time. Pet owners residing in Government housing are subject to host nation laws governing the treatment of pets. German law, IMCOM Directorate Europe, and this Command prohibit neglect and abusive treatment of animals. Neglect and abuse treatment is defined as any act or omission whereby an animal's physical or psychological well-being is compromised. Punishment for violation of the German laws can be in the form of fines or actual removal of the pet from the owner's possession. In cases where owners are negligent in pet care or supervision, immediate action will be taken to have the pet removed from the home. Pet neglect and abuse are subject to severe penalty and fines from the Host Nation to include actions under the Uniform Code of Military Justice (UCMJ) and civilian misconduct.

Pets are not to be left unattended for any extended period of time and no more than 10 hours. Leaving pets unattended for more than 10 hours could be construed as neglect. Residents are responsible for making arrangements for the care of their pet when that are absent for an extended period of time to include TDY, deployment or leave, etc. The abandonment of domesticated pets is a violation of AR 40-905, Veterinary Services. Owners that abandon their pets are subject to action under the Uniform Code of Military Justice (UCMJ), and are responsible for all costs incurred by the Government for transfer, care, custody, and final disposition of the animal.

Animal Attacks

Unfortunately aggressive attacks by pets resulting in injury and even death of other pets is not uncommon on our garrison. In almost all cases the common factors are: unleashed pets, pets with a history of attacking other animals, pets being walked by individuals who lack the strength to stop the dog from an attack. Complaints of improper control of pets should be reported to the Stairwell/Building Coordinators or the Housing Office. Incidents involving attacks of other pets or bites breaking the skin or other dangerous acts **must** be reported directly to the Military Police. Any pet involved in a bite incident causing injury or breaking the skin of another person or pet will require a temperament test to be completed at the owner's expense within 30 days. Until such time as the pet is shown to be safe by temperament test it will be muzzled at all times while out of the home. Investigations of the complaint, when appropriate, will be forwarded to the military police and Garrison Commander for action. Copies of formal complaints will be provided to the owner's commanding officer for necessary action. A health and welfare sanitation inspection maybe conducted of any quarters alleged to be substandard in cleanliness, odorous, or in which a pet has apparently been abandoned. Entry into quarters will be in the presence of the sponsor or an adult family member unless immediate entry is required to prevent damage or destruction of Government property, or the pet's welfare is in question.

Quarters Enhancement and Self Help



Quarters Enhancements

All alterations, modifications, or changes of any existing structure, including painting and/or moving of installed property, must have prior approval by the Chief, Housing Division. Requests should be initiated in writing and forwarded to the Housing Office for processing. Government funds will not be used for installation or removal of alterations that would normally be performed by residents to meet their personal needs. Examples are personalized painting, shelving for personal items, wallpapering and installation of wall-to-wall carpeting; installation of fenced enclosures for pets or fencing to separate neighboring property.

Painting

The Self-Help Store carries paint that can be used for any painting project within Government quarters. Failure to use the approved paint from the Self-Help Store could result in the resident being charged to have a contractor repaint the quarters. As a rule no painting is allowed without permission from the Housing office. The Housing Office is required to assess charges for the repainting of the quarters or stairwell. It may be possible that a resident will be required to paint all or part of the quarters prior to clearance. Do not paint any portion of the quarters without first having the pre-inspection and receiving instructions from the Housing Inspector. Here are some cases where the resident might have to pay for the repainting of their quarters:

- Paint that has been removed from the walls due to stains, crayons, food, or other foreign material.
- Hand and fingerprints that cannot be removed through normal cleaning.
- An unprofessional paint job.
- Using colored paint
- Scratches and gouges from furniture being placed directly against the walls.
- Excessive use or overly large wall fasteners for hanging pictures.
- Smoking that has caused the walls to turn yellow.

- Excessive grease splatters in kitchen areas.

Note: This is not a complete list. It is provided to give the resident an idea of what is being inspected and the guideline inspectors use to determine fair wear and tear during clearing.

Wallpaper/borders

Wall borders may be applied. However, residents are required to remove the borders and any residual adhesive before clearing quarters. Failure to adequately remove the border/adhesive may result in the resident being charged for costs associated with contract maintenance. Stenciling may be done, but the resident will be held responsible for bringing the entire room back to the original color. Residents will be charged if areas are not painted to professional standard. These standards apply to all, even if the quarters are scheduled to undergo contract painting when vacated. At no time should cabinets in renovated kitchens be painted or have nails/hooks applied to the cabinets. Decorative type knobs may be placed on cabinets/closets; however residents must reinstall standard Government knobs before clearing. Knobs are available at the Self-Help Store.

Self Help Tasks

The following is a listing of items a homeowner would normally perform (This list is not intended to be all-inclusive).

- **Furniture:** Dust, clean, wax, polish, shampoo, tighten screws and knobs and install child safety locks.
- **Carpentry:** Reset nails, re-secure and replace coat hooks, clothes poles, and closet shelves.
- **Carpeting:** Vacuum and shampoo.
- **Hardware:** Oil hinges, lubricate door hardware with graphite powder, and tighten loose screws.
- **Caulking:** Remove and replace caulking (as necessary) around doors, windows, bathtubs, and showers.
- **Screens:** Patch holes in screens.
- **Drapes:** Light vacuuming for cleaning.
- **Cleaning:** Floors, accessible windows, walls, tile work, woodwork, metal surfaces, brass, stainless steel, and aluminum trim.
- **Heating:** Remove flammable material in close proximity to the heaters.
- **Plumbing:** Unstop drains; stop simple faucet and commode tank leaks; replace washers in faucets; adjust float rods in commode; unclog accessible traps; install shower head.
- **Electrical:** Replace broken globes on lighting fixtures as well as accessible burned out light bulbs (residents will furnish bulbs) and fluorescent lights and starters; replace cracked or broken switch or outlet plates; reset tripped breakers; operate reset button.

Clean all easily accessible exteriors and interiors with mild soapy water removing all debris, dirt, lint, food particles, spills and liquids on the range, refrigerator, dishwasher, clothes washer and dryer, kitchen exhaust fan, range hood (including replacement filters), etc.

Self Help Program

There are certain things that a resident can do himself under the expanded Self-Help program, to give the quarters a personal touch. For example: installing fences, painting, or simply adding the feel of home, etc., but remember all improvements require prior approval from the Housing Office. To request approval please submit an exception to policy to the Housing Office, Bismarck Kaserne, Bldg. 5843D, Room 18.

The Self-Help Store is located on Katterbach Kaserne, Bldg. 5516. The Self-Help Store provides hand tools, equipment, supplies, and classes under the Self-Help Improvement Program. Residents are responsible for doing "handyman" type work under the Self-Help Improvement Program. Self-Help jobs are those which are normally done by prudent homeowners to maintain their premises which include oiling hinges, tightening loose screws, replacing broken glass light globes, burned out light bulbs, ground maintenance (within normal yards boundaries not to exceed 50 feet from the building).

This is a list of some of the items available at the aforementioned Self Help Locations:

Fluorescent lights and starters	Light fixtures
Glass light globes	Light bulbs
Switch/outlet covers	Knobs (major appliances)
Paint (one coat white)	Paint rollers w/tray
Paint brushes	Thinner
Plastic drop cloths	Masking tape
Wood/plaster filler	Water saver shower heads
Shower curtain rods	Toilet paper holder
Shower hoses	Towel bars
Drain stoppers	Toilet seats
Bathroom cup holders	Assorted nails and screws for hanging pictures
Hinges and hasps	Curtain hanging hardware
Door bumpers	Weather insulating tape and caulking
Window screen repair hardware	Lawn maintenance equipment (loaned)
Cockroach bait	Roach sticky-traps
Pharaoh ant bait	Boric acid
Mousetraps	Fly swatters

Additional items are available, please contact your local Self-Help location for a list

NOTE: If you have any questions or concerns on how to properly perform any self-help projects, seek guidance through DPW.

Maintenance/Service Orders

Every resident needs to know that all maintenance calls should be called in during the duty day and only bona fide emergencies should be called in after duty hours. An unexpected serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to Government facilities which occurs after duty hours Monday through Friday or Saturday, Sunday, and American and German Holidays, are considered an emergency. To report an emergency service order, dial DSN 467-2115 or civ 09802-83-2115. The **Fire Control Center** receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem. All calls are evaluated and responded to in the following order:

- Physical harm to personnel
- Structural damage to the facilities
- Potential property damage

Routine maintenance work orders can be placed at:

**The Service Order Desk at
DSN 467-2133 or 09802-83-2133 on Katterbach Kaserne or
DSN 467-4622 or 09841-83-4622 on Storck Barracks
During duty hours Mon-Fri 7:30 a.m. to 4:00 p.m.**

Service Order Response Times

Service orders are responded to on a priority basis to ensure the most urgent work is completed in a timely manner. When you call in a service order it is assigned a priority of routine, urgent, or emergency and is serviced as quickly as possible dependent on the workload. Therefore, the response time to your service order may vary depending on the type of work required and availability of the contractor. The work receptionist will arrange an appointment for you.

Terminating Quarters

Clearing

Residents will return the dwelling unit and immediate area in an orderly and undamaged condition. The unit must meet the standards established by AR 420-1. Residents will be required to remove alterations made during occupancy. Sponsors will contact the Housing Office 45-60 days prior to scheduled departure to make arrangements for clearing quarters.

The Customer Service Section will issue the Termination of Quarter's memorandum to the resident after the final inspection. The termination memorandum will be taken to the Finance Section of the Central Processing Facility, Bldg. 5818, on Katterbach Kaserne to start Basic Housing Allowance (BAH).

Below is a helpful checklist to ensure clearing your quarters goes as smoothly as possible:

When	Who	What
Step 1 45-60 days prior to departure	Resident	Schedules and performs pre-termination inspection with the Housing Office.
Step 2 45 days prior to departure	Housing	Review requirement for termination, HHG pickup, *Government furniture delivery and contact guest lodging for reservations.
Step 3 20 days prior to departure	Resident	Request loaner furniture, contact CFMO, Bismarck Kaserne Bldg. 5843D Room 20 or 21
Step 4 20 days prior to departure	Resident	Schedule final inspection
Step 5 3 days prior to departure	Resident	Vacates after final inspection

***Request for loaner furniture should be coordinated to coincide with pickup of household goods. Outgoing service members are entitled to up to three (3) days, ten (10) days if living in private rental, maximum outgoing TLA. Transportation, pickup of household goods, flight dates/times, and Central Processing Facility (CPF) final appointments must be coordinated to comply with this policy. Please notify the Housing Office as soon as possible, if there is a conflict with meeting this requirement (i.e. Holidays or change in orders).**

Preparing Your Quarters for Termination

The Garrison Command contracts a professional cleaning agency to clean quarters upon termination to ensure the quarters are in prime condition for new residents. However, this does not relieve you from the responsibility of ensuring your quarters are clean and in good condition when you vacate. This guide is meant to make your move easier. If you have any questions about the intent of this guide, please contact the Housing Office. Also, be sure to visit the Self-Help Store for advice and expertise on how to make minor repairs that will save you a great deal of frustration and money.

Listed below are the general expectations for the cleanliness and condition of quarters upon termination. This guide is meant to make your move easier.

- **Carpets/floors:** will be mopped or vacuumed. Non-carpeted floors will be swept and mopped.
- **Walls, Doors, and Ceilings:** Walls, ceilings, doors, and attached hardware such as knobs will be cleaned free of all dust, dirt, cobwebs, grease, food particles, and fingerprints, pen, pencil, crayon and any other potential damage to walls will be cleaned or repaired by the resident prior to termination. The walls, doors and ceiling should have a uniformly clean appearance. Use only mild cleaning solutions on walls, ceilings and doors. Leave ceiling hooks in place and remove nails prior to termination. Do not fill nail holes.
- **Windows, Doors and Screens:** Window, doors, and screen tracks will be free of all cobwebs, and dead insects. Window and door screens will be in place if needed.
- **Light Fixtures:** Residents will ensure that all light bulbs of interior and exterior fixtures are working and do not exceed 60 watts/220 voltages. The base of the light fixture and ceiling fans will be wiped clean.
- **Cabinets, Counter tops, and Shelving:** The interior portion of all cabinets and drawers, including attached handles and hardware will be empty and free of shelf paper, dirt, dust, grease and food particles. Exterior of cabinets will be wiped clean to remove grease and food particles. Counter tops shall be wiped down and free of all grease, stains, and residue.
- **Sink fixtures and Faucets:** Kitchen, bathroom, and utility room sinks shall be clean and free of all dirt and debris.
- **Bathrooms:** Sinks, tubs, tumbler holders, soap dishes and sink stoppers will be cleaned with a nonabrasive cleaner so they are free of mildew, soap scum, lime build-up, stains, streaks, and foreign material. Toilets and attached tanks will be cleaned using a non-abrasive disinfecting cleanser. Never use steel wool inside of toilets.
- **Ranges (Stoves):** All surface and areas of cook top to include oven racks; burner pans; burner rings; elements; burners; control knobs; and all other removable parts will be cleaned. Clean so that all grease, food, rust, tarnish, and cleaning streaks are removed. Be extremely careful when using oven cleaner and use only in accordance with manufacturer's instructions. **DO NOT** use oven cleaner on painted surfaces. Also be careful with the use of steel wool pads.
- **Dishwasher:** The exterior shall be cleaned using a mild non-abrasive cleaning solution.
- **Refrigerator:** Refrigerators and freezers will be defrosted and washed to remove all dirt and food particles. All removable parts, including shelves, brackets, storage bins, utility trays, egg trays, etc. will be thoroughly cleaned using a mild detergent. The refrigerator will be unplugged and doors left open.
- **Storage Areas** will be swept clean and all spider web, dust and debris should be removed.
- **Exterior of Quarters:** All trash, animal feces, and other debris must be cleaned from patios, balconies, storage areas, yards, carports, and sidewalks. In summer months, lawns must be mowed, raked, trimmed and weeds removed from flower and shrubbery beds. In winter, sidewalks leading to quarters, driveways and patio slabs must be shoveled and cleared of snow.
- Disconnect cable TV and telephone service and notify the TV/phone Company of forwarding address. Also, notify post office of forwarding address.
- Return/transfer all hand receipt items prior to final clearing date.
- Turn in all keys to the Property Manager at termination inspection.
- **Refuse and Recycle Containers:** All trash cans and recycle containers must be empty and thoroughly cleaned.

Painting and Fair Wear and Tear

Spot painting of quarters is not permitted. If painting is required by the resident when clearing quarters the entire wall from floor to ceiling must be painted. Do not paint light switches, receptacle covers or baseboards that are made of wood. When applying paint it must be done in a professional manner. All work is subject to the approval of the Housing Inspector. Painting not considered professional will be charged to the resident. Currently flat latex paints are used in the living areas and semi-gloss latex paint is used in the bathroom and kitchen areas. Both paints are washable. However, the paint applied to the kitchen and bathroom walls is more durable due to the usage of these rooms. Semi-gloss latex paint is not used throughout the remainder of the house due to its sealing properties and the fact that inconsistencies in the wall finish are greatly magnified. It is the resident's responsibility to ensure the walls are properly cared for through normal cleaning and wear (deterioration) prevention. Residents can be charged for damage to paint if it is deemed that the life cycle of the paint is shortened for reasons beyond fair wear and tear i.e., colors other than neutral (off-white) and or cartoons for children's room.

What is fair wear and tear? To some degree, it is a judgment call by the Housing Inspector who typically has in-depth knowledge of paint and paint conditions. Fair wear and tear is defined as the normal occurrence of expected wear of a component system or any part of an assigned housing unit as a result of wear from normal use. An item that has to be repaired or replaced before reaching its full life expectancy due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond fair wear and tear.

Fire Prevention

Fires are a devastating occurrence, which can result in the loss of life and both Government and personal property. Kitchen fires from unattended cooking and overloaded or defective electrical appliances are the main source of all fires. Residents should take safety precautions or they may be held liable for damages caused by fires that start due to negligence. Sponsors are responsible for all actions of their Family members and guests.

FIRE OR OTHER TYPE EMERGENCY REPORTING

- Don't panic.
- Call the USAG Ansbach Fire Department: Ansbach Area 09802-83-112, or Storck Barracks 09841-83-112, DSN 112 at either location.
- State your 4 digit building number.
- Identify your housing area and apartment number.
- Specify the type of emergency and define the location within the building.
- State your name and telephone number.
- Do not hang up until the operator in the Fire Control Center has repeated your information.
- Notify all residents.
- Help anyone out that needs assistance (if safe to do so).
- Never return to a burning building.

Every fire needs to be reported to the USAG Ansbach, Fire & Emergency Services, even if already extinguished. After a fire, property will not be disturbed or removed until directed by the Directorate of Emergency Services. Residents are responsible to safeguard military property against further loss or damage after a fire.

It is imperative that all members of the household are instructed so they know what to do in case of a fire or emergency. Anticipate problems and have alternate routes of escape. Have a prearranged meeting place to account for all members of the household. Plan and discuss escape from all rooms. Practice the plan as appropriate. If you utilize a babysitter, familiarize them with the Family's fire plan.

Evacuation Procedures in case of a fire:

- **Alert all building occupants (push button box)**
- **Evacuate all occupants if possible, know your escape ways**
- **Close all windows and doors behind you**
- **Never open a door if it feels hot**
- **Crawl low in smoke**
- **Never go back into a burning building**
- **Go to your meeting place outside**
- **CALL THE FIRE DEPARTMENT**
- **Guide the Fire Fighters to the scene**
-

If you are trapped in upper floors:

Do not panic, stay calm:

- **CALL THE FIRE DEPARTMENT**

- **Keep your apartment door closed, seal the bottom of the door with a wet towel**
- **Open a window and signal to the fire fighters to be rescued**

Fire Prevention

Make every effort to keep matches, lighters, flammable liquids, and similar materials out of reach from children. Non-combustible ashtrays of ample size should be used for disposal of smoking materials. Make sure you determine that all burning embers are extinguished before emptying any ashtrays.

Hazards in the Kitchen

Never leave a stove unattended and keep all flammable items (e.g. paper products, towels, candles, flammable liquids, cleaning solvents, etc.) away from the stove. Remember to turn off the stove if a fire occurs and/or you leave the kitchen. If a grease fire occurs, **DO NOT** use flour, sugar, salt or water on the fire. Take a lid and slide it from the front over the burning pot/pan until completely covered, turn off the burner, and let it cool. Never pick up a burning pan, the grease could spill and cause burns or spread the fire. Keep panhandles turned inward on the stove. Never wear loose clothing while cooking. Clean the oven, range top, and exhaust fan filter regularly. Good housekeeping is synonymous with good fire prevention.

Smoke Detectors

AFH buildings are equipped with different design Fire Alarm Detection Systems as listed below.

- Total number of building detectors are hardwired and connected to the building fire alarm system (commonly in AFH buildings with a sprinkler system) – signal transmitted to the Fire Department
- Mixed systems: Hardwired smoke detectors in the stairwells and basements- connected to the building fire alarm system only; and single apartment alarm only (hardwired smoke detectors with a 9V battery power backup) - no signal transmitted to the Fire Department.
- Hardwired single alarm smoke detectors with 9V battery power backup without a building fire alarm system – no signal transmitted to the Fire department.

Smoke detectors alert the families and give residents time to escape. The smoke detector is virtually maintenance free. If you have smoke detectors with a 9 V battery you will see a test button on the exterior casing - push the button to check your detector at least once per month. A beeping every few minutes may indicate a low battery or defective detector. In this case please call the Service Order Desk to submit a service order for maintenance or replacement.

If there is no smoke detector in the quarters, contact the Housing Division Facilities Branch. For fire safety questions/issues please call the Fire Prevention Office at DSN 467-2822.

Fire Extinguishers

For safety reasons, fire extinguishers are purposely omitted from Government quarters. Residents risk injury when using extinguishers, particularly on grease fires in kitchens. It has also been found that residents lose valuable time by extinguishing the fire themselves. Efforts usually do not prevent fire spread, but delays fire evacuation, and Fire Department notification.

NOTE: IAW AR 420-1, Army Facilities Management, “Garrisons will not furnish portable fire extinguishers in Family housing areas.” Fire extinguishers are provided in the stairwell areas of each building. The Building Coordinator is responsible to inspect the extinguisher monthly for serviceability e.g., missing seals, cracks to the hose or nozzle. If service is required, fire extinguisher should be brought to the Katterbach Fire Department, building 5809 or the Storck Barracks Fire Department, building 6505, Monday, Wednesday or Thursday from 1300-1500 hours.

Space Heaters

Electric space heaters or other supplemental heating devices **will not** be used in Government quarters without specific approval from the Housing Office. Space heaters with open heating coil or fuel powered heaters are prohibited.

Clothes Dryers

Clothes dryers must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. Dryer filters should be cleaned before / after each use. Check vent hose MONTHLY for lint and dust accumulation. Check the quarters before going out or retiring for the evening.

Smoking

Smoking is permitted in Family housing. With this said, care should be taken in ensuring that cigarette/cigar butts are properly disposed of (e.g. before disposing cigarette/cigar butts ensure are thoroughly extinguished before putting them in the trash). However, smoking is not permitted in common spaces of multiple housing areas. Common space is defined as any space within a building that is common to occupants and visitors. These areas include but are not limited to corridors, laundry rooms, lounges, stairways, elevators, lobbies, storage areas, and restrooms. However, smoking is permitted 50 feet from government buildings. Therefore care should be taken when disposing of cigarette/cigar butts used in common areas to ensure they do not create a fire hazard. For more information about smoking in quarters refer to AR 600-63, Army Health Promotion.

Holiday Fire Safety

To prevent a home fire during the holidays, everyone must be extremely cautious. Almost without exception, we hear of at least one fire that sweeps through a home, taking with it an entire Family's possessions. There are several easy approaches to preventing fires at this time of the year:

- Use extension cords cautiously. Make sure they are UL, ICE or TUV approved and in good condition. Ensure they are not strung under carpets or rugs. Do not overload circuits.
- Make sure that the tree you bring into your house is fresh. It should have a fresh scent. Give the tree a mild shake. If the tree loses more than a handful of needles, don't buy the tree because it has already started to dry out. Make certain the tree is given plenty of water daily. When the tree no longer absorbs water or looks dry and brittle – dispose it.
- While candles may be lovely to look at, never use life fire on or near the tree. Do not use candles in reach for children or where pets could knock the candle over.
- Do not let gifts and packages rest against a tree light. The heat from the light could ignite the package and flames will spread to the tree.
- Double check your smoke detector and make sure it is operating correctly. Practice a fire exit drill with every member of the Family and ensure there is a single designated meeting place outside.

The holidays are a time to enjoy with friends and family, to reflect on past gatherings and to look forward to future ones. Don't let a fire ruin this time together. Also, open fires such as campfires or bonfires are not permitted in the housing areas.

Separate or Recycle Trash (SORT) Program

Recycling is the law. German environmental laws and AR 200-1, Environmental Protection and Enhancement, requires separation and special disposal of recyclable materials and hazardous waste. Separate or Recycle Trash (SORT) is a program to minimize "trash generation" and to recycle refuse. Therefore, all residents must participate in the SORT program. Residents are required to SORT such as paper, cardboard, glass, plastic, and metal cans. Ensuring our children understand and participate in SORT is a great gift we can give to future generations.

In the USAG Ansbach Community there are two refuse pickup systems. The Housing areas have the colored receptacles and a Recycle Center. All areas have a bulk trash pickup area. To dispose of trash items such as metal, rocks, dirt, wood, Christmas trees, or large items in housing communities, contact the Building and Grounds Maintenance Division of the Directorate of Public Works at DSN 467-2129 or 09802-83-2129 in Katterbach and DSN 467-4722, 4622 or 09841-83-4722, 4622 in Illesheim. Please respect and comply with the community SORT program by placing household trash into the designated receptacle. Place trash in bags and seal the top prior to disposing of them in the receptacle. Parents need to ensure that if young children are taking out the trash or recyclable items, that the child can reach the receptacle lid to open it, place the trash in the receptacle, and close the lid. The child must also be able to clean up any mess they may have caused when disposing of trash or recyclables. All housing residents have a shared responsibility to keep the trash center clean.

Colored Recycling Containers

In the Housing areas there are colored containers to make SORTing as easy as possible. The following are the colored containers and what should be disposed in each:

Black (Regular Trash)- Sweepings, animal litter, ballpoint pens, band-aids, bicycle tubes, airbeds, brooms, brushes, chewing gum, cigarette/cigar butts, diapers, napkins, torn textiles, old shoes, video tapes, gloves, rubber boots, linoleum tiles, first-aid supplies, regular light bulbs and used personal hygiene items.

Brown (Organic Material)- Fruit (peels etc.), vegetables, coffee grounds, tea/tea bags, egg shells, bones, meat/fish, kitchens scraps, grass clippings, plants and flowers. Collect material in paper bags or newspaper to suck up moisture. **NO PLASTICS!!**

Green (Paper)- Notebooks/paper, brown paper bags, cardboard rolls, computer paper, cardboard boxes, envelopes, junk mail, legal pads, magazines, books, newspaper, packing paper, cereal boxes, egg cartons, shoe boxes, appliance boxes, manuals, wrapping paper, folders, and pizza boxes.

Yellow (Katterbach) and Red (Urlas and Storck) (Plastics) - Beverage cup lids, beverage cartons, fast food containers, sandwich bags, candy wrappers, chip bags, ice cream cartons, juice cartons, milk cartons, coffee containers, plastic bags, plastic bottles, plastic containers, saran wrap, wax paper, Styrofoam, tooth paste tubes, shampoo bottles, small plastic toys, and water bottles.

Gray (Cans/Aluminum)- Aluminum foil, aluminum pans, aluminum pats, bottle tops (crowns), coffee cans, cookie tins, food cans/tins, metal cans, metal jar lids, pie/pizza tins, cooking trays, scrap metal, soda/juice cans, metal coat hangers, nails/screws, metal hand tools, silverware, and small metal furniture parts.

Brown-White-Green containers (Glass) - Glass food jars, juice bottles, liquor bottles, soda/beer bottles, wine bottles, shot glasses, drinking glasses, pickle jars, beer mugs, glass tubes, and empty candle jars.

Orange or Beige (Used clothes and shoes) - Used clothes, beddings, pillows, and shoes. All textiles and shoes should be clean and in good condition. **DO NOT** dispose of military uniforms in this container.

Note: Hazardous waste can be disposed of at the hazardous waste site. Household hazardous waste can be disposed of at the Recycling Center. Useable household cleaners can be dropped off or picked up at the Self-Help Issue Point. Fluorescent light tubes/energy saving bulbs can be disposed of at the Recycling Center. Bring bulky items to the Recycling Center or make an appointment for pick-up.

Manned Recycling Centers

There are two manned recycling centers in the Ansbach community. Building 9024 on Katterbach (DSN 467-2194 CIV 09802-83-2194) and Building 6633 on Storck Barracks. Below is a list of some of the items collected at these points:

- Electronic/electrical devices, multimedia electronics, TV sets, electrical kitchen devices, refrigerators, cables, etc.
- Household hazardous waste labeled “Danger” or “Caution,” cleaning agent residues, paint residues, dry cell batteries, fluorescent bulbs, energy saving bulbs, etc.
- Scrap wood or wooden items.
- Scrap metal (e.g. barbecues, bikes, etc.).
- Pottery, ceramics, porcelain, stoneware, construction debris.
- Large amounts of paper and cardboard.
- Greenery and garden waste.
- Plastics, toys, Styrofoam packaging materials.
- Glass bottles.
- Industrial glass (window glass, mirrors, etc.).
- Wheels and tires.

Any further questions about the SORT program can be referred to the Ansbach DPW Environmental Management Division at DSN 467-3403 and CIV 09802-83-3403.

FAQs

(Frequently Asked Questions)

- **Can I apply for housing before I arrive overseas?**

NO, you can not apply until you actually have arrived.

- **Does my spouse need a power of attorney (POA) to sign for quarters?**

NO, your spouse can sign and terminate government housing.

- **I cannot move right now and want to be bypassed on the waiting list. Can I keep my position on the waiting list?**

YES, if you have a legitimate reason (i.e. deployment, field duty, etc.).

- **What happens if I don't like the quarters you offer me?**

If you reject adequate quarters for personal reasons, your name will be removed from waiting list and you may reapply after 60 days. However, your new eligibility date will be date of the new application.

- **I must reside on the first floor, is that possible?**

YES, if you have medical documentation supporting your request.

- **How many pets are allowed in quarters?**

Dogs and cats are limited to a total of not more than two.

- **What appliances are available in housing?**

All AFH units have built-in kitchen with stove, refrigerator, dishwasher, washers, and dryers.

- **How many bedrooms am I entitled to?**

We offer one bedroom per child when space permits. The regulation is more stringent.

- **I don't like where I'm living, can I move?**

This requires an exception to policy. Visit the Housing Office for assistance.

- **My family goes back to States to visit relatives, how long can they stay?**

They should not be absent from quarters beyond 90 days. Exception is if the sponsor is deployed.

- **I need more bedrooms. Will I get a government paid move?**

Any moves from permanent housing to permanent housing are at Soldiers expense.

- **I have relatives visiting me, how long can they stay?**

Not to exceed 90 days. When a sponsor is deployed, the 90 day limitation is waived.

- **I have problems in my building with neighbors, who can I contact for assistance?**

First address your issues with your neighbors. If that fails, follow the established military chain of command: Stairwell-Coordinator, Building-Coordinator, Housing Office, and Garrison CSM.

- **I'm on deferred travel, how long will it take for my Family to join me?**

As soon as you are command sponsored we will provide you the next available house which you can sign for up to 30 days before your family arrives.

- **What do I do if one of my Government-owned appliances breaks down?**

Before you report a broken appliance, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the appliance is a washing machine, make sure the water is turned on and the drain is not clogged. If the power is on and the appliance still does not run or runs poorly, call the Work Order Section.

- **What should I tell Appliance Repair when I call to report a broken appliance?**

If you call in repair, please give the following information:

Government owned quarters and Government leased quarters are equipped with the following appliances:

Your name.

Your street address, including your apartment number.

The telephone number where you can be contacted.

The type of appliance, including the make, model and the inventory number.

A complete description of the problem.

- **How does Appliance repair work?**

The work order reception clerk will schedule an appointment with you. Remember it is your responsibility to be home when you have made an appointment. You are wasting Government money when you schedule an appointment and are not home when the repair worker arrives. If something comes up and you cannot be home during your scheduled appointment time, call and reschedule.

- **Will repair workers speak English?**

Most repair workers speak and understand enough English to do their job. If you have given a good description of your appliance and the problem to the Appliance Repair clerk, the worker should not need to ask many technical questions.

If you have a problem communicating, call the Work Order Section at Military or Civilian

- **How quickly will my appliance be repaired?**

Ranges - 24 hours

Refrigerator - 24 hours

Dishwasher - 72 hours

Dryer - 72 hours

Washer - 72 hours

Note: All are just estimated times. Repair time can be effected by the availability of parts and workload of qualified technicians for your appliance.

- **Do I ever have to pay for appliance repairs?**

If you damage your appliance, you will have to pay for the repair or replacement of the item. For example, if you puncture the cooling tubes in your refrigerator while trying to chip ice off the wall with a knife, or your children sit or stand on the oven door and break it.

- **What if the repair workers damage my home when they repair the appliance?**

Call the Work Order Section at the military or civilian phone number provided.

- **What if my appliance is not repairable?**

If you live in Family housing, private rental housing, bachelor housing, or Soldier quarters, your old appliance will be picked up and a serviceable one will be brought and installed. The repair worker will schedule when the appliance will be replaced.

Below are some frequently asked housing questions during deployment:

- **Can I go home to be with my Family while my sponsor is deployed? What will happen to my quarters if I do so?**

The Housing Office does not penalize Family members who choose to go home while their sponsor is deployed. All we ask is that you notify us before you leave with information on how to contact you if required. We may need to enter your quarters in the event of an emergency (such as broken water pipes). Providing us with your contact information gives us a phone number so that we can contact you if there is an emergency. You also need to let us know who you are leaving a quarter's key with and who will do the snow shoveling or lawn mowing while you are away.

- **What if I suddenly decide to leave and forget to contact the Housing Office?**

We can accept your absence notification over the telephone. Call Facilities Management at Katterbach DSN 467-2480, 09802-83-2480 or Storck DSN 467-4523, 09841-83-4523 and provide the same information as required above.

- **Why do I need to leave my key with someone?**

Your quarters should be checked on a weekly basis. That way, minor problems can be called in for maintenance before they become major problems. Instruct this person to check to make certain that there is heat in the quarters and that all water is turned off.

- **What safeguards to my quarters should I make before I leave?**

Unplug all small appliances, clocks, etc. Remove all perishables from your refrigerator but do not unplug it. Remove any trash or garbage and make sure the garbage and recycling containers are clean so that they do not attract pests. Turn off the water to your washing machine, disconnect all outside hoses, and make sure all faucets are turned off. Make certain that you have made arrangements for any pets. Take them with you, ask friends to care for them, or board them at a kennel. Pets are not allowed to in quarters unattended during vacation or deployment. You might consider asking the person who is watching your house to turn your lights off and on in a random pattern, and to open and close drapes to increase the security of your quarters.

- **What if I decide to stay away longer that I originally planned?**

Simply notify the Housing Office at DSN 467-2480 or 09802-83-2480 on Katterbach Kaserne or DSN 467-4523 or 09841-83-4523 on Storck Barracks. Also, please make sure the Rear Detachment knows where you are and how they can reach you.

- **We are on the waiting list, but have not received quarters. How does the deployment affect me getting quarters?**

A spouse can sign for and accept quarters. Your sponsor's deployment does not affect this. However, you will need to have a current ID card and a Power of Attorney to make transportation arrangements and to receive your household goods.

- **I live on the economy and I am having difficulty with my landlord while my sponsor is deployed. Who can help me?**

The Housing Services Office (HSO) at the Housing Office stands ready to help you with any problems. You can reach them at DSN 467-3415 or 09802-83-3415 on Katterbach Kaserne or DSN 467-4523/4633 or 09841- 83-4523/4633 in Storck Barracks.

- **I'm staying here in my quarters. What things can I do to make it easier for me?**

Remember to be vigilant about fire safety. **Supervise** children closely. **Practice** fire drills. **Be cautious** when cooking with grease. **Test** your smoke alarm. **Report** all fires and gas leaks to the appropriate fire department. **Stay** involved and ask for help when you need it. Bottom-line, follow the rules and procedures in this guide.

- **What if I just want to leave Germany and not return during my spouse's tour?**

Family members may elect to return to the United States prior to completion of their sponsor's tour. However, we recommend that you think this decision through thoroughly as the Government will not pay to return you to Germany upon your sponsor's redeployment. Additionally, the support provided by the US Army, Rear Detachments, and Family Readiness Groups may not be available to you if you return to the United States. If you are positive that you want to return to the States, your sponsor or you

may request an Early Return of Dependents through your unit or Rear Detachment. A spouse may initiate the request, but the sponsor must be made aware of it whether or not the sponsor agrees to it. For more information on Early Return of Dependents, contact your Legal Office or Personnel Support Battalion.

- **Can I remain in my quarters if my sponsor is PCSing to a deploying unit? (CONUS/ OCONUS)?**

It may be possible for you to remain in your quarters during your sponsor's deployment, even though he/she PCS'd to another community. If your support network is in Ansbach and you wish to remain in the community during the deployment submit a request to the Housing Office. We will do our best to support your needs and desires.

- **Am I liable for Damage to Assigned Quarters?**

Public law makes military residents of Government housing units legally responsible for damage to the units or for damage or loss of Government-issued appliances and furniture. This notice explains the new rules which apply to family and permanent party unaccompanied personnel housing. You should read it carefully and keep a copy for your records.

First, you can be held pecuniary liable when your Government housing, appliances or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly or if you are aware that your Family members or those you allow on the premises are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing, e.g. conducting an unauthorized business in the housing unit.

Second, the Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct. In such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your Family members or persons you allow on the premises are likely to act recklessly and you do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of Family members or guests, and are aware of such knowledge, and you fail to exercise available opportunities to prevent or limit the damage, you are grossly negligent and will be charged for the full amount of the loss.

Third, you are not liable for damage consisting only of fair wear and tear, caused by an act of God, or by the acts of persons other than Family members or guests. You are, however, responsible for damage caused by pets belonging to you or your guests.

Fourth, special rules for housing-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interest of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.

The purpose of the housing liability law was to let us set limits for your liability and to waive claims in appropriate circumstances. Potentially greater liability created by the law makes the question of insurance very important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

References

AR 420-1, Army Facilities Management (dated 24 Aug 12)
AE SUP 1 AR 420-1, Army Facilities Management (dated 20 Nov 08)
AE REG 37-4, Providing Temporary Lodging Allowance in USEUCOM (dated 15 Nov 13)
AE REG 55-46, Travel Overseas (09 Jun 15)
AE REG 27-9 Misconduct by Civilians (dated 22 Nov 11)
Ansbach Standard Operating Procedure Memorandum for Utility, Energy, and Heating, Ventilation, Air Conditioning (HVAC) (dated 18 Aug 09).
AR 40-905, Veterinary Services (dated 29 Aug 06)
AR 600-63, Army Health Promotion (dated 14 Apr 15)
AR 200-1, Environmental Protection and Enhancement (dated 13 Dec 07)
Ansbach Separate or Recycle Trash-SORT (recycling and SORT Guide)
Storck Barracks (Recycling and SORT Guide)

APPENDIX A
(Sample of Building Coordinator Appointment Orders)

(Letterhead)

IMAN-PWH

17 August 2012

MEMORANDUM FOR SSG ANSBACH, Barton, HHC, 12th CAB

SUBJECT: Appointment of Building Coordinator/Fire Marshall/Building Energy Monitor

1. Effective 17 August 2012, as the senior occupant of Building XXXX you are appointed as the Building Coordinator IAW the references in paragraph two.
2. Authority: IAW USAG Ansbach Housing Guide (dated Nov 2012) and AE Supplement 1 to AR 420-1 (dated 18 Jan 2008).
3. Purpose: To perform duties IAW applicable regulations and directives.
4. Period: Until officially relieved of released from appointment.
5. Special Instructions: During periods of absences (e.g. leave, schools, or deployments) you will appoint the senior Stairwell Coordinator as the temporary Building Coordinator.
6. The POC for this action is the USAG Ansbach Housing Office NCOIC at 467-2943.

////Original Signed////
JOHN C. STORCK
MSG, USA
Housing NCOIC

CF:
Individual
SM's Unit
Housing NCOIC

APPENDIX B
(Sample of Stairwell Coordinator Appointment Orders)

IMAN-PWH

Date_____

MEMORANDUM FOR_____

SUBJECT: Appointment as Stairwell/Floor Coordinator

1. Effective_____, you are appointed as a Stairwell Coordinator for Building_____.
2. References: USAG Ansbach Housing Guide (dated Sep 2012) and AE Supplement 1 to AR 420-1 (dated 18 Jan 2008).
3. Purpose: To perform duties IAW applicable regulations and directives.
4. Period: Until officially relieved or released from appointment by the Building Coordinator.
5. Special Instructions: In the absence of the Building Coordinator, the senior Stairwell Coordinator will serve as the Building Coordinator.

(Signature)
_____, USA
Building Coordinator

CF:
Individual
Building Coordinator

APPENDIX C
(Sample of Housing Violation Ticket)

IMAN-PWH

Date: _____

FOR _____

SUBJECT: Housing Violation Notification

1. You are hereby advised that you are in violation of USAG Ansbach Housing Guide (dated Sep 2012) and AE Supplement 1 to AR 420-1 (dated 18 Jan 2008) for the following reason (s):

- | | | |
|------------------------|------------------------------|----------------------------------|
| a. ___ Excessive Noise | b. ___ Pet Problem | c. ___ Scheduled Clean-up Duties |
| d. ___ Police Call | e. ___ Vehicle/Parking Issue | f. ___ Fire Prevention |
| g. ___ SORT Violation | h. ___ Dependant Supervision | i. ___ Environmental |
| j. ___ Grass not cut | k. ___ Other _____ | |

Explanation:

2. You are to ensure that the above violation(s) are corrected without delay. If you fail to take corrective action by _____, the Housing Office and your (or your sponsor) Chain of Command will be notified.

3. Under the aforementioned references, sponsors are responsible for their assigned quarters and the conduct of their spouses, Family members, guests, and pets. Remember that living in government quarters is a privilege, not a right, and we must all do what we can to preserve the good order and discipline of residents in our housing areas.

4. Receiving three Violation Tickets will result in a Warning Letter from the Housing Office. Receiving three Warning Letters may result in termination of government quarters and an Early Return of Dependents (EROD).

5. The point of contact is the undersigned.

(Signature)
_____, USA
Building Coordinator

APPENDIX D
(Sample of Warning Letter)

(Letterhead)

IMAN-PWH

17 August 2012

MEMORANDUM THRU Commander, XXXXXXXXXXXXXXXXX

FOR SSG HARDHEAD, Iama, XXXXXXXXXXXXXXXXX

SUBJECT: Warning Letter

1. It has come to my attention that you have been allowing your pets to use the balcony to relieve themselves instead of walking the animals. This is prohibited and a health concern for you and your neighbors. In addition, under no circumstances is debris and feces to be swept off balconies down onto the grounds and stairwells below.
2. It is expected that you properly care for your pets and clean up after them. Failure to rectify this situation immediately could result in the loss of your privilege to have pets in your quarters.
3. You have five (5) working days to request an informal hearing with regards to the allegations in this letter.
4. POC for this memorandum is the undersigned at DSN 467-3414.

BEA GOODNEIGHBOR
Chief, Housing Division

Acknowledge receipt- SSG HARDHEAD, Iama

(Signature)

(Date)

APPENDIX E
(Building Coordinator Inspection Checklist)

NAME OF INSPECTOR: _____ DATE _____ BUILDING NUMBER: _____

PART A: INTERIOR BUILDING INSPECTION CHECKLIST

	(Green)	(Amber)	(Red)
1. Stairwells/Hallways:			
a. Floors swept daily	_____	_____	_____
b. Floors mopped daily	_____	_____	_____
c. Railings wiped down daily	_____	_____	_____
d. Spills cleaned-up in a timely manner	_____	_____	_____
e. Building Coordinator name displayed	_____	_____	_____
f. No trash, waste, or refuse build-up	_____	_____	_____
g. Lights in common use area functioning	_____	_____	_____
h. No unsecured personal property	_____	_____	_____
i. Fire extinguishers are in proper working order	_____	_____	_____
j. Ensure bulletin board is neat and does not have dated material posted	_____	_____	_____
k. Ensure lights are turned off in unoccupied areas	_____	_____	_____
2. Attics and Storage Areas:			
a. Floors swept/mopped weekly	_____	_____	_____
b. Garbage cans emptied/cleaned	_____	_____	_____
c. No trash, waste, or refuse build-up	_____	_____	_____
d. Walls/windows wiped down/cleaned	_____	_____	_____
e. Personal property secured	_____	_____	_____
f. Lights are functioning properly	_____	_____	_____
g. All windows in unfinished attics closed	_____	_____	_____
h. Lights turned off in unoccupied areas	_____	_____	_____

PART B: EXTERIOR BUILDING INSPECTION CHECKLIET

	(Green)	(Amber)	(Red)
1. Exterior of the Building:			
a. Exterior steps, sidewalks, and gutters are swept	_____	_____	_____
b. Exterior lights are turned off during daylight hours	_____	_____	_____
c. Exterior doors and windows are shut	_____	_____	_____
2. Carports and Parking Lots:			
a. Policed of all trash	_____	_____	_____
b. Not used for storage of furniture, unregistered or non-operational vehicles	_____	_____	_____
c. Swept Daily	_____	_____	_____
d. Parking only in designed/approved spaces	_____	_____	_____
3. Garbage Containers and Refuse Collection area:			
a. Emptied regularly	_____	_____	_____
b. Area in and around refuse collection areas policed as needed	_____	_____	_____
c. Garbage properly bagged and in the proper container (e.g. normal trash and recyclables in proper bins)	_____	_____	_____

(Building Coordinator Inspection Checklist (continued))

d. Refuse Collection areas free of any material that might be a safety hazard (e.g. broken glass laying on the ground)	_____	_____	_____
4. Building Exteriors and walkways:			
a. Outside stairwell walkways swept weekly	_____	_____	_____
b. Walkways from parking areas swept weekly or free of snow and ice during the winter time	_____	_____	_____
c. Common windows cleaned quarterly	_____	_____	_____
d. No advertisements posted on windows	_____	_____	_____
5. Playgrounds:	(Green)	(Amber)	(Red)
a. Policed of all trash weekly	_____	_____	_____
b. Surrounding area policed as needed	_____	_____	_____
c. NO PET WASTE IN AREA	_____	_____	_____
6. Other Exterior Areas:			
a. All trashed policed from around the building weekly	_____	_____	_____
b. Lawns mowed weekly	_____	_____	_____
c. Holes filled and spots re-seeded as necessary	_____	_____	_____
d. Shrubs trimmed as necessary	_____	_____	_____
e. Flower and shrub beds weeded as necessary	_____	_____	_____
f. Streetlights and all exterior lighting functioning properly	_____	_____	_____
g. ALL PET WASTE REMOVED	_____	_____	_____
h. No landscaping watering done between the hours of 0900-1700	_____	_____	_____
i. Sprinklers pointed at grass and not onto roads and sidewalks	_____	_____	_____

PART C: COMMENTS

1. Specifically identify problems with deficient areas and corrective actions taken.
2. Identify assistance needed from the Housing Office to ensure appropriate corrective action is taken.
3. Use a continuation sheet if necessary
4. Assign tasks and give a timeline when you want the task completed. Ensure that tasks have been completed.

Comments: _____

The undersigned can be reached at _____.

(Signature)
_____, USA
Building Coordinator