

RESIDENT HANDBOOK

Patrick Henry & Mark Twain Village

August 2012



**USAG Baden-Wuerttemberg
Directorate of Public Works
Housing Division
Heidelberg**

A Note from the Housing Manager

It is with pleasure that I welcome our new residents to the Heidelberg Military Community. I am confident that your assignment here will be a most rewarding and pleasurable one!

Having the opportunity to live in a foreign country presents many opportunities for us. Living in Government quarters often presents some new experiences, but it may have its challenges, too. The Resident's Handbook is your introduction to the policies of living in quarters, a reference tool to familiarize you on where and how to get help, and how to work with the Command and staff of the Heidelberg community to help make your tour in this city a pleasurable and successful one.

Whether an individual's experience in Army housing is positive or negative depends, in large part, on the individual's attitude, approach to difficulties or problems, and his consideration of others. A good neighbor is considerate, compassionate, and understanding. Working together and having a mutual respect for others and their property is the foundation for good community relations.

An important component of living in Government quarters is the Area, Building, and Stairwell Coordinator program. The Stairwell and Building Coordinators (BC) are there to provide oversight, information, mediation, and enforcement of the Commander's policies. The Area Coordinator (AC) provides support and information to the BC or residents when warranted.

I invite you to find additional information and services relating to the Housing Division, the Directorate of Public Works (DPW), links to other sites within the U.S. Army Garrison (USAG), as well as other DPW services by browsing our Web Site at <https://onestop.army.mil> and ww.bw.eur.army.mil. You can even submit a service or work order on this web site.

The management and staff of the Housing Division are committed to excellent customer service and are available to assist you with issues that may come up while living in Army housing. If you are dissatisfied with the services provided by a member of my staff, please contact a manager, the NCOIC, or ask to see the Housing Manager, directly.

I wish you a successful and memorable tour in Heidelberg, Germany!

The Housing Manager

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Assignments & Terminations

Chapter 1

Mandatory Housing Policy

The funding levels for Housing Divisions for the maintenance, repair, operation, and renovations of army family housing are based on annual occupancy rates. Inadequate funding levels have a direct and profound impact on all family housing maintenance programs. To maximize the occupancy rates IMCOM has implemented a mandatory on post family housing assignment policy.

Certificate of Non-availability (CNA)

A Certificate of Non-availability provided by the Housing Office is an authorization to seek private rental housing if Government housing will not be available within 60 days of arrival.

Personnel authorized to move to private rental housing are required to attend the off-post housing briefing on Mondays and Wednesdays at 09:00, excluding German holidays. The briefing is held at the Housing Division conference room.

Eligibility for Government Controlled Quarters

Government Controlled Housing consists of housing located at Patrick Henry Village (PHV), Mark Twain Village (MTV), and Government leased housing situated in the Greater Heidelberg area. Every effort is made to consider specific requests, i.e., a first floor apartment or a specific housing area. However, an inability to honor such a request is not justification for declining quarters. Applicants may be offered a choice of two or three different addresses provided more than one unit is available at the time of offering quarters.

Pregnant military personnel who have no other family members may apply for army family housing once they receive written verification of a pregnancy. Normally, single pregnant soldiers may move into army family housing after the 7th month of gestation provided army family housing is excess and no waiting list exists. Single pregnant soldiers, especially those residing in the barracks, should contact the Housing Division as soon as they learn they are pregnant.

Assignment of Government Quarters

Normally, government quarters will not be offered more than 30 days in advance of the availability date. Applicants who have received a written offer for specific quarters have one working day to respond to the offer. If the applicant does not respond within this period the offer may be rescinded and the applicant removed from the waiting list. A written offer for quarters for an applicant that is in a TLA status will not be rescinded without guidance from the Housing Manager. Once an applicant has accepted the quarters the Housing Representative will work with the applicant to arrange for Government furnishings delivery or pickup and will issue the necessary paperwork for delivery of household goods.



Waiting List/Eligibility Date

Eligibility date for placement on a waiting list or assignment to housing for service members arriving from CONUS will be the date departed last permanent duty station. Service members will not be added to the waiting list before in processing. Service members who receive orders for an ITT or COT may be placed on the waiting list at the gaining installation 60 days before their reporting date. Eligibility date will be established in accordance with the basic AR 420-1.

Bedroom Eligibility

Effective 01 October 2003 service members may apply for one bedroom per child (up to five bedrooms) if available. Service Members in the ranks of sergeant first class, chief warrant officer four, and majors, and above are entitled to a minimum of three bedroom quarters.

Statement of Non-Availability

A Statement of Non-availability provided by the Housing Office is an authorization to seek private rental housing if Government housing will not be available within 60 days of arrival.

Personnel authorized to move to private rental housing are required to attend the Community Homefinding, Referral & Relocation Service (CHRRS) briefing held on Mondays and Wednesdays at 9:00, excluding German holidays. The briefing is held at the Housing Division conference room.

Exceptional Family Member Program (EFMP)

During in processing, military personnel are obligated to inform their housing counselor of any family members enrolled in the EFMP. Requirements or special requests for modifications to quarters require advanced notification whenever feasible to ensure families with special needs are taken care of in an expedient and adequate manner. The Housing Division frequently works in close coordination with the Army Community Service and the Deputy Commander for Clinical Services to ensure the resident's needs are clearly understood, documented, and all options considered. Medical exceptions to policy must be presented in memorandum format from the applicant with a statement from the Deputy Commander for Clinical Services.

Temporary Lodging Allowance (TLA) Entitlement on Arrival



The entitlement to TLA is governed by AE Regulation 37-4, which assigns the responsibility of ensuring TLA payments are kept to a minimum and correctly authorized. Entitlement to TLA depends on the availability of Government quarters. If quarters are not available, incoming personnel may be authorized up to 30 days TLA. TLA beyond 30 days must be forwarded to the Commander, USAG Baden-

Wuerttemberg. Extensions of TLA are not authorized for the personal convenience of the soldier, or for such reasons as not having bed linens.

Assignment Inspection

The assignment inspection is a joint inspection between a Housing Representative and the new residents. The Housing Representative will show residents how to operate the appliances, show the fuse box, issue keys, reevaluate the cleanliness of the quarters, inventory Government furnishings and equipment, and check the overall condition of the quarters.



Refusing an Assignment to Government Quarters

Applicants declining suitable quarters will be removed from the waiting list for a period of 30 days. When reapplying for government quarters the eligibility date will be the date of the new application. Personnel arriving by an Intra-Theater Transfer (ITT) or a Continuous Overseas Tour (COT) from a USAREUR installation who decline quarters will be removed from the waiting list. The housing manager of the losing installation will be notified of the declination.

Housing Maintenance Board

Personnel who believe quarters offered for assignment are in an uninhabitable condition must report the matter to Chief, Facilities Management Branch or the housing manager not later than the effective quarter's assignment date. Management will immediately execute a site visit of the quarters and make a determination of the adequacy of the quarters. If management determines the quarters meet cleaning and maintenance standards the sponsor will be given another opportunity to accept the assignment to quarters. If the sponsor again refuses assignment, the housing manager will convene a "Housing Maintenance Board". The Housing Maintenance Board, usually consisting of the Director, Public Works and members of the USAG Baden-Wuerttemberg command group, will perform a site visit and develop a consensus of the suitability of the quarters and submit their findings to the Commander, USAG Baden-Wuerttemberg. The Commander or his/her representative will inform the applicant of his decision. If the Commander determines the quarters are adequate for assignment, the resident will be given another opportunity to accept assignment to quarters. Applicants will be entitled to retain their entitlement to TLA pending the outcome of the Housing Maintenance Board or Commander's decision. Recurring maintenance or minor repairs that would normally be accomplished through service orders during occupancy are not considered a justifiable basis for refusing assignment to quarters.

Personal Expense vs. Government Paid Moves

Personal Expense: Residents assigned to government quarters may apply for assignment to other quarters when their bedroom requirement changes or upon becoming promotable to another grade category. Residents eligible to relocate may apply for other on post quarters provided they have 6 months remaining in the community. Applicants declining an offer of adequate quarters for the list for which they are competing will be removed from the waiting list. Residents may not reapply until their status changes again. Service Members will be added as a lower priority and their eligibility date will be the date of application. Single pregnant Soldiers electing to move to Private Rental Housing (PRH), Single Soldiers getting married and moving from Barracks to PRH, and Soldiers requesting moves from Private Rental Housing to Family Housing are usually considered moves for personal convenience and as such, will be at the resident's personal expense. "Personal expense" for the moves pertaining to this paragraph includes movement of household goods and quarters cleaning.

Government Paid Moves: The following are considered moves for the convenience of the government and are usually considered government paid:

- Single pregnant Soldiers directed to move from barracks to Family Housing
- Single Soldiers getting married and moving from barracks into Family Housing
- Married couple living in Government housing, divorces, sponsor remains and moves back to barracks
- USAG Commander directs relocation to other Government housing or directs termination of quarters, including relocations due to medical exceptions

All moves must be completed within 5 business days.

Delayed Return of Family Members

In accordance with AE 600-700, personnel may request authorization to leave family members in the community for up to 90 days after a PCS move to CONUS. Sponsor must submit a written request to the housing manager. Approval is not automatic. Extensions beyond 90 days are rarely granted and will require IMCOM-E and Host Nation approval.

Advanced or Early Return of Family Members (ERD)

When families no longer reside together, sponsors must immediately terminate quarters. Sponsors are obligated to inform the Housing Division of all Advanced or Early Return of Family Members actions and begin the process of quarter's termination. Personnel terminating quarters due to **Early Return of Family Members are not entitled to TLA or to Government contract cleaning.**

Termination

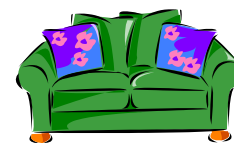
Residents who are clearing their quarters due to a PCS, ETS, retirement, or by Government authority, are entitled to Government-contract cleaning. Residents are still required to perform some cleaning, i.e. removal of all personal belongings and trash, removal of excess grease in the kitchen areas, removal of excess calcium deposits in and around sinks. The Housing representative will provide detailed information during the pre-termination inspection.

Pre-Termination Inspection

Residents are requested to contact the Housing Office approximately 45 - 90 days prior to their anticipated departure from the community to schedule a pre-termination inspection. PCS, ETS, or retirement Orders are not required to schedule a pre-inspection. At the appointed date and time of the pre-inspection, an inspector will visit the quarters and provide guidance to residents on their responsibilities for preparing to terminate their quarters, i.e., cleaning standards, maintenance, etc.

Furnishings Clearance

During your pre-inspection your inspector will issue a copy of your furnishings hand receipt. Carefully review your hand receipt and ensure all furniture is accounted for. If there are any problems with your hand receipt you must contact the housing office and resolve discrepancies prior to your final inspection.



At the time you schedule your pre and final inspection, please order temporary furniture if required. Individuals, to whom government furnishings were issued, are liable for damage, destruction, or loss caused through negligence or willful misconduct by them or their family members, guests or pets. All furniture transactions for pickup, delivery or rescheduling can be arranged by contacting your housing counselor. There is a three day lead time requirement.

Final Inspection



For residents transferring back to the United States, the final inspection can be scheduled as soon as the resident has a confirmed port call or scheduled departure flight. The final inspection will normally be scheduled three working days prior to the port call. Holidays and Military Training Holidays may require a resident to terminate his quarters a day or two earlier, so residents should talk to their Housing Representative as soon as they have their port call.

Damages occurring during Move in/out

In some instances damages to Government property i.e., walls floors, and stairwells have occurred during the delivery or pick up of the resident's personal belongings or Government furnishings. If this occurs, it is the responsibility of the resident to identify the damage (i.e. scratched, dented, etc.) that was caused

and to document it in writing. It is recommended to have the contractor that caused the damage to sign this statement. You then must contact the transportation inspector to report these damages. If you notice the damages after the contractor left you have 48 hours to report it. A Damage Report Form with phone numbers will be handed to you at move-in/out. Please ask your housing counselor for a detailed information paper.

Power of Attorney

If approval is granted to utilize a power of attorney, the outgoing Soldier must present this document to the Housing Office. The statement must contain the following:

To act on my behalf and perform any and all acts necessary to clear quarters and return government furniture, including the right to execute and deliver any documents necessary to effect the clearance of quarters and return of government furniture and the authority to pay any and all necessary expenses imposed by the Heidelberg Housing Office in order to secure complete clearance from my government quarters located at

Address

The **signature of the party** requesting the power of attorney and **the second party** acknowledging her/his acceptance and understanding **must appear on the special power of attorney.**

In all cases in which the usage of a power of attorney has been granted, the Soldier's designated representative will take all steps necessary to ensure that the quarters are cleared on or before the confirmed clearance date. Termination orders will be furnished to the Soldier at his/her duty station once quarters have been cleared.

Temporary Lodging Allowance (TLA) Entitlement on Departure

Soldiers are entitled to a maximum of three (3) days TLA. This entitlement is authorized due to the Quarters Cleaning Initiative (QCI) which was approved for overseas locations based on a substantial savings of TLA funds. **TLA is not authorized before clearance of Army Family Housing.**

General Information

Chapter 2

Conditions of Occupancy

The premises are for the sole use of the military member and dependents. Use of the unit for any other purpose is prohibited. Prior written consent must be granted to allow persons, other than temporary guests to reside in government quarters.

The Housing Division is responsible for all repairs not due to the abuse or negligence of the resident, their dependents, or guests during occupancy.

The resident must promptly notify the DPW Service Order Section whenever the structure or the equipment or any fixture contained in the unit become defective, broken, damaged or malfunctions in any way. The assigned military member will be responsible for any damages or loss of property.

The resident will not install or use any equipment that will overload any gas, water, heating, electrical, sewage, drainage, or air conditioning system of the assigned premises.

The resident will obtain written consent from the Housing Division before making any alterations, additions, or improvement to their quarters or common areas. All areas must be returned to their original condition at termination of quarters.

All recreational vehicles (i.e. trailers, motor homes, campers, boats etc.) must be parked at Tompkins Barracks. Recreational Vehicles can only be parked in the Housing Area to temporary load and unload.

Resident Responsibility

Living in government quarters requires the utmost in cooperation among residents. All residents must fully support the Area, Building, and Stairwell Coordinator Program. Sponsors must ensure their family members and guests understand their role in being a good neighbor.

Bedding, rugs, dust mops, laundry and other items will not be hung out to dry or shaken from windows or balconies. Charcoal burners, flowerpots, flower boxes, etc., will not be placed on boards attached to window frames. Loose objects such as flower boxes or pots will not be placed on the outside window ledges of buildings.

Parents are responsible for their children (see Chapter 3 Policies.)

Weapons and Ammunition

Use or possession of weapons, firearms, munitions and explosives including but not limited to, black powder fireworks, BB guns, pellet guns, dart guns, air rifles, bows and arrow, swords, machetes, straight razors, axes, hatchets, martial arts weapons or any other dangerous or deadly weapons is strictly prohibited. Some of these implements deemed as weapons may also be used as tools, such as for camping, and may be possessed so long as they are legal pursuant to local law and custom. This list is not meant to be all inclusive. Knives with a blade longer than 3 inches are prohibited. Exceptions are kitchen knives and government issues survival knives and equipment required to be stored with mobility gear. Military weapons will not be brought into Army Family Housing except as part of official military duties. Cleaning of weapons in this instance is not considered official military duty.

See AR 190-11, Physical Security of Arms, Ammunitions and Explosives

Army Liability Statement

Soldiers are responsible for the actions of family members who reside with them, regardless of age. In addition, they are directly responsible for the actions of all their guests, domestic employees, and pets. The soldier will pay for any damage to Government property by a soldier's family member, guest or pet. Residents will give the Stairwell Coordinator and Building Coordinator their fullest cooperation in all matters concerning the common welfare of the residents of the building. Every effort must be made to eliminate friction and unpleasant situations by avoiding arguments, criticism and petty differences. All Service members are required to sign an Army Liability Statement.

Leaving Quarters Vacant

If you are going to be away from your home for more than seven (7) days, you are responsible for coordinating with an adult neighbor or friend to look after your home during the time you will be gone. Be sure that the person you are appointing is responsible and willing to take on this responsibility. Please provide Family Housing and your Building/Stairwell Coordinator with the name of your point of contact, the signature of the point of contact accepting the responsibility for your home, and a day and night telephone number in case a problem arises. If the person will be staying in your home while you are gone, you must notify Housing first. Insure your point of contact knows where to call to report maintenance problems or emergencies.

Fire Prevention Inspections

The Building Coordinator, or a designated representative, is the Building Fire Warden. The Building Coordinator must attend fire safety training. An appointment for fire safety training can be made by calling the Heidelberg Military Fire Department at DSN 373-8400 or commercial 06221-17-8400.

The Building Fire Warden shall conduct fire prevention inspections monthly.

This designation should be posted on each stairwell bulletin board for general information. Emergency phone numbers shall be attached to this posting. The Building Fire Warden will seek out and eliminate fire hazards, unsafe practices, and careless or negligent acts by personnel.

Residents will comply with posted fire regulations and may be liable for damages to government property caused by violations (as stated in USAREUR Regulation 420-90).

Hazards and violations most commonly encountered during fire inspections in housing areas are as follows:

- ✓ Leaving ranges unattended.
- ✓ Children playing with matches and lighters.
- ✓ Children left unattended.
- ✓ Unauthorized combustible openly stored materials in stairways, hallways, i.e. flammable liquids, POV tires etc.
- ✓ Bridging and bypassing of fuses.
- ✓ Improper use and installation of electric appliances.
- ✓ Accumulation of litter, refuse, and combustible or hazardous materials in rooms, storerooms, attics, hallways, and cellars.

Energy conservation

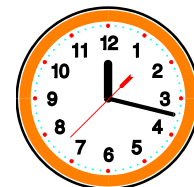


Residents should be made aware and practice energy conservation. The permissible temperature of 68 degrees F is the norm for military family housing units during the heating months. Please note that during the daytime the temperature in the homes can be 68 degrees F and at night the temperature is reduced to 55 degrees F. If any temperature problems occur residents should contact the Service Order Desk at DSN 387-3310/3311/3312, commercial 06221-4380-3310/3311/3312. Space heaters are not authorized in government quarters.

Plug appliances and electronic devices into power strips with a switch, and turn off appliances from the power strip. Unplug unneeded equipment and appliances (including mobile phone chargers when no phone is charging.) Turn off lights an use daylight whenever possible.

Quiet Hours

The quiet hours are daily from 1300 hours to 1500 hours, 2200 through 0630 hours, and all day on Sunday and German holidays. Quiet hours are host nation law and enforced by local military and German police authorities and apply at all areas, including at Mark Twain and



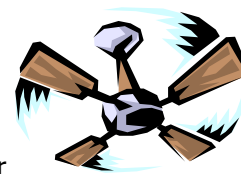
Patrick Henry Villages. Residents must be considerate about the noise level, especially in stairwell units. At no time will the noise level either inside or outside an individual's quarters be excessive. If a person inside their own quarters with the entrance door shut can hear their neighbor's TV, stereo, or other electronic equipment, then the volume of that equipment is too high. Disagreements over noise should be brought to the attention of the SC or BC.

Visitors/Residents in Government Quarters

Visitors in a tourist status, who are guests of family housing residents, will be considered as guests for a period not to exceed 90 cumulative days, in any 365-day period beginning with the first day of visitation. Multiple occupancy of Army housing by more than one family is not authorized. Written approval must be obtained from the Housing Manager.

Ceiling Fans

Until our renovation program is completed, not all quarters are equipped with ceiling fans. Residents who wish to purchase ceiling fans may do so provided the ceiling fans will be installed professionally. All ceiling fans must meet European Code. Residents need to process a cash collection voucher through the Facilities Branch (located in the Housing office) DSN 387-3334 and set up an appointment for installation.



Air Conditioners

Only free-standing interior portable floor model air conditioners with a flexible exhaust hose and a capacity of 1500 watts or less are authorized for use in AFH. Window air conditioners and free-standing portable floor model air conditioners with condensing units that require exterior support system are strictly prohibited.

Approval to install an air conditioning unit must be obtained from the Housing Manager or his/her designated representative prior to installing the AC in government quarters. Forms to request approval to install an AC unit are available in the Housing Division, Facilities Management Branch and on DPW/Housing website www.dpw.heidelberg.army.mil

Lockout Procedures

An emergency key for each set of government quarters is maintained at the Directorate of Public Works. Residents who require access to their apartment during normal duty hours from 0800 - 1600 need to call the Housing Office at DSN 387-3302, commercial 06221-4380-3302. After duty hours residents need to contact the MP desk at DSN 388-2222/2333, commercial 06221-678-2222/2333. Charges may apply for during or after hour calls. If no key is available and the lock has to be broken or changed, the resident will be liable for the service fees for an emergency service order.

Lost Keys

Replacement of lost keys will be made at the sponsor's expense. Requests for replacement keys must be made in person at the Facilities Management Branch, Housing Division. Residents need to process a cash collection voucher, or statement of charges through the Facilities Branch. No cash will be accepted.

Clogged Drains



Residents may not pour grease, oil, or harmful liquids etc., down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate. In case of a clogged drain use a plunger. Do not unscrew the shower and bathtub drain

under any circumstances. Improperly reassembled siphons will cause water leakages. These water damages are mostly not immediately visible and sometimes it takes days before you notice a wet wall or ceiling. Under these conditions you may be assessed charges for damages.

Balcony Areas

Balconies are not intended to be an additional storage room. Examples of items that will not be placed on balconies are i.e., refrigerators, deep freezers, washers, dryers, television sets, home stereos, luggage, boxes and trash. This list is not inclusive and good judgment should always be used.

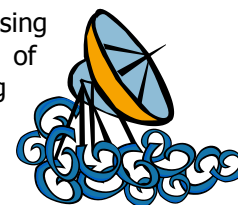
Residents are encouraged to personalize their balconies but modifications must be temporary, easily removed without damaging or scarring the balcony areas, and in good taste. Acceptable examples would be installing "skirts" around the base of the balcony, flowerpots, and seasonal decorative lights. Drilling into the façade of the building or balcony rails or permanently altering any part of the balcony area is strictly forbidden. Hanging blinds or "sun shades" from the balcony above or from the building fixtures is not authorized. Balcony areas will not be used to kennel pets at any time. Barbecue (BBQ) grilling on balconies is prohibited.

All safety, quiet hours, and child supervision policies apply.

Antennas and Satellite Dishes

This equipment will not be installed outside without written permission of the Housing Division. Requests will be approved when installed professionally. All expenses of installation, maintenance and removal of antennas and satellite dishes, including property restoration costs are the responsibility of the resident. No equipment will be installed by drilling into the façade of any building.

Amateur radio operators must ensure their antenna installations do not cause interference with other residents' radios, TV or stereo sets. Amateur radio operators may refer to USAREUR Regulation 105-41 for details.

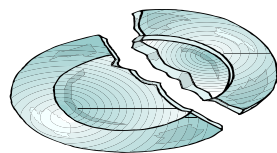


Storage Rooms

Storage rooms, basement, and attic rooms (previously known as maids/servants quarters) will not be used to house any personnel or animals, i.e., family members, visitors, domestic employees, pets, etc. Storage rooms do not meet the safety, security, or habitability standards set forth by this command. No exceptions to policy will be approved to allow anyone to reside in storage rooms.

Residents will not store excess government furnishings or equipment in storage rooms. Residents can arrange to turn in excess government furnishings and equipment by contacting the Housing Office.

Fair Wear and Tear



Fair Wear and Tear (FWT) is defined as the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. FWT is not determined by family size or ages of dependents. An item that has to be repaired or replaced before it's full life expectancy has been reached due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond FWT.

Some examples of items typically not considered FWT: Hand and fingerprints, stains, crayons, foodstuff or decorative finishes on painted surfaces that cannot be removed through normal cleaning, performing an unprofessional paint job, scratches and gouges due to furniture being placed directly against the walls, scratches, stains on floors, furniture, and appliances.

This is not a complete list. It's provided to give you an example of the guidelines inspectors use to determine damage or FWT.

Prevention of Mold and Mildew

During the 1980's residential windows were upgraded to double-paned windows. While this is great for energy efficiency, it poses new challenges in fighting mold and mildew. Residents must ventilate daily. If a cross draft is created for 10 minutes once in the morning and once in the evening and after each shower, mold and mildew should not be a problem.

If mold and mildew manage to develop anyway, open windows wide to dry the area, then scrub the mold spots with a solution of 1/3 cup of household detergent, 1/2 cup of chlorine bleach and 4 cups of warm water, rinse and then wipe dry. In the cases of mold on painted surfaces, allow this solution to soak in. Then scrub lightly, rinse and wipe dry. In bathrooms without windows, make sure that the ventilation shaft is open and do not close the bathroom door following showers and baths. The bathroom will benefit while cross-ventilating other parts of the house. If mold and mildew is beyond a resident's capability to fight, contact the Housing Office.

Entomology

Soldiers are responsible for integrated Pest Management in their quarters. The first step is to remove food sources for pests, such as open kitchen garbage cans, food spills, used dishes, and cooking utensils left in the kitchen sink overnight, trash bags containing food, food crumbs on floors and furniture, and food remains on preparation and cooking surfaces. The second step is to attempt counteraction of pest infestation by using materials available at the Self Help Store. If these materials are not sufficient, the third step is a survey and treatment by Pest Control Services. Call 387-3310/3311/3312 commercial 06221-4380-3310/3311/3312 to submit a service order.

Hazardous Materials

Ensure the storage of hazardous substances such as fuel, oil, and antifreeze do not exceed five liters each per storage room and are stored in authorized manufacture designed containers.



Herbicide and Pesticide applications are restricted if the products can pose a negative impact to health, soil, and or plants. If uncertain, contact the Pest Control Officer at DSN 387-3174. All products applied must have European seal of approval. Any unknown hazardous materials discovered, hazardous material spills, leaking containers or POVs, etc., must be reported to the Fire Department immediately.

POV vehicle maintenance repair will only be conducted at the Tompkins Auto Craft Shop. Restricted are repairs, which may result in the leak/spill/discharge of a hazardous substance into the environment. Adding oil or antifreeze is not considered as maintenance repair.

Asbestos, radon, lead based paint related information and inquiries can be obtained from our DPW website.

Water Quality

Tap Water within the Heidelberg Housing Areas is drawn from various, deep wells in the Heidelberg/Mannheim area.

Potable water in each area is tested regularly in accordance with the German Final Governing Standards (GFGS). Those tests are performed on annually, quarterly and monthly basis'. Analysis results show that all installations within the Heidelberg and Mannheim area have a good potable water quality. All tested parameters are below the allowed limits of the GFGS.



Chlorine: as soon as water enters the US installation water distribution net, Chlorine is added, as directed by the US Army regulations.

Fluoride: Fluoride is added into the water of all on post housing areas.

Hardness: In our area we have a hard water level of 4. Hardness is not harmful; it consists of minerals like calcium and magnesium that a human body can use. Hardness can build up unpleasant white residues on dishes and sinks. Please use appropriate amount of washing detergent for laundries and special salt for dishwashers.

Updates are available on our website: www.bsbdpw.heidelberg.army.mil

Service Order Desk – Emergency Service Order or Not?

What is an emergency? When do I call? Whom do I call? Every resident needs to know that all maintenance calls must be called in during the duty day and that 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, all day Saturday, Sunday, and Holidays is considered an emergency. Call the emergency service order number DSN 115 or CIV 06221-17-115) to report an emergency. The dispatcher receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem.

During normal duty hours Monday through Fridays 07:00-16:00 please call the service order desk for repairs DSN 387-3310/11/12 or CIV 06221-4380-3310/11/12).

When an appointment is made for DPW services, it is the sponsor's responsibility to be at the quarters for that appointment. If an appointment must be changed call the same number as originally dialed at least one workday prior (or as soon as possible) and reschedule.

Fire Reporting – Heidelberg

**DSN – 117
CIV 06221-17-117**

Germany-wide emergency number is 19217

All fires **MUST** be reported without delay, regardless whether or not damage is sustained.

Emergency phone numbers are required to be posted at every official telephone, in all family quarters.



Fire Prevention

The family housing sponsor is responsible for life safety in the quarters and personal storage areas, and for familiarizing family members with life safety procedures. As a minimum, family members must know how to report a fire and how to evacuate the building. **In case of fire you must vacate the building and immediately call the Fire Department**

Stoves and cooking ranges will NEVER be left unattended when in use, and will be maintained by the occupant in a clean condition, free from grease. ***UNATTENDED COOKING IS THE LEADING CAUSE OF FIRES IN THE HEIDELBERG COMMUNITY.***

Kitchen exhaust hood filters will be kept clean and free from excessive grease accumulation. Unserviceable filters must be replaced.

Smoke detectors will be tested monthly. The sponsor is responsible for the completion of smoke detector tests. Smoke detectors will not be tampered with, nor will they be removed from their installed locations.

Caution: Hard wired smoke detectors are not connected to the fire alarm system. When they activate they will only provide a local alarm within the apartment. In case of fire you must vacate the building and immediately call the Fire Department

Self Help

The Self Help Store can furnish residents with just about any item they need to repair, replace, or refurbish their homes

Many supply items such as fluorescent light bulbs, showerheads, faucets, hoses and handles are one for one, direct exchange. The nonfunctioning item must be brought with you when you come to the store. Additionally, any of the tools you may need to make home repairs are also available at the self Help Store.

Grounds Beautification: Flowerbeds may be planted as a self-help beautification effort. The planting of trees and shrubs are the responsibility of the DPW and will be accomplished as part of the landscape program, in accordance with the Installation Design Guide. Residents are not permitted to plant trees or shrubs without written consent of the Chief, Housing Division.

The Self-Help Store is located at the DPW Compound, Bldg # 3962, DSN 387-3232. Opening hours are Mo – Fr 10:00 – 18:00, Sa 10:00 – 14:00.

Spring and Fall Cleanup

Once in spring and once in fall the USAG Baden-Wuerttemberg sponsors a neighborhood cleanup program. During the spring the DPW normally provides vouchers to buy flowers for beautification of the housing areas. Each resident is expected to do their fair share of cleaning and beautification within their neighborhoods. Watch for flyers throughout the year listing the times and dates for these events. Supplies and tools are available through the Self-Help Center



Policies

Chapter 3

The following are abbreviated versions of the current USAG-Baden-Wuerttemberg policies. The complete policies are available on request or at www.bw.eur.army.mil

Policy and Procedures for Residing in Family Housing

This policy establishes responsibilities and procedures for personnel residing in government-controlled quarters. It includes the responsibilities for the community area and building coordinator program. This policy is intended to serve as a consolidated, "one-stop" reference, which will ensure that all residents are provided the pertinent "rules of the road" concerning living in government-controlled quarters. The policy could also be described as a guide to "living well" in Heidelberg housing or as a set of "community by-laws." Ultimately, it is intended to improve the quality of life in family housing by ensuring we have well-informed families who understand the various policies affecting "living well" in housing.

Quarters Based Home Business

If you are considering operating a home-based business from your Government quarters you must contact the Garrison Commander to determine the proper procedures for operating a business. Requests must be in writing. Type of business, expected customer load, and any equipment used must be included in the request. Approval by the Garrison commander is required for all commercial endeavors. All business activities are subject to host nation tax, business licensing laws, and are explained fully in AE Regulation 210-70.

Domestic Employees

Described as maids, nannies or housekeepers, sponsors may hire domestic employees to work and reside in sponsor's Government quarters, under two conditions: compliance with Army policy and compliance with German law. Sponsors must request approval from the Housing Manager to allow a domestic employee to reside in GCQ with the sponsor and his/her family. A move to larger quarters, requests for additional furnishings and other housing entitlements to accommodate the domestic employee will not be considered. Allowing Domestic Employees access to the installation without proper clearance through the official gates is a violation of the USAG security policy and is punishable under the UMCJ.

Domestic employees have no entitlement to additional army benefits or privileges. Please ask the Housing Office for a Policy letter and detailed procedures.



Child Supervision Policy

The IMCOM child-supervision policy is consistent with AR 608-18 and DA Child and Youth Services (CYS) policy. This policy is based on a child's grade in school, not the child's age. In all cases, parents are responsible for assessing the individual capabilities of their children, especially if the children have special needs, before deciding on appropriate supervision options. During summer, children are considered to be in the grade they have just completed.



Swimming Pools

The use or installation of swimming pools is not authorized in Government owned and Leased Housing. Responsible adults are unable to provide the required supervision at the pool at all times. Pools are typically unfiltered becoming dirty quickly and provide a haven for mosquitoes to hatch which is a health hazard.

Small, very shallow "wading pools" are authorized with the written approval of the Garrison Commander. They must be emptied and dried daily.



Occupancy of Government Quarters during Deployment

Deployed Soldiers are authorized and strongly encouraged to keep their Government Controlled Quarters (GCQ) for the duration of their deployment. Family members may remain in GCQ until the sponsor returns from deployment. Spouses who remain in their assigned quarters assume responsibility for the quarters.

Soldiers who elect advance return of family members to the Continental United States at Government expense re eligible to reapply for housing upon return from deployment if the Soldier has a minimum of 6 months remaining in the command. Return of family members from CONUS to OCONUS is at the Soldier's expense. Please call the Housing Office and Finance for more information on your entitlements.

Child Care in Government Quarters

Family Child Care (FCC) certification is a requirement in order to provide childcare in government owned or leased quarters. An FCC home is a certified housing unit under jurisdiction of the USAG Baden-Wuerttemberg, in which authorized childcare is provided on a regular basis to one or more children unrelated to the care giver. Under the provision of AR 420-1, individuals providing childcare without FCC certification jeopardize their authorization to reside in government quarters. For information contact the Child Development Services, DSN 370-8895/8985, commercial 06221-57-8895/8985.

Yard, Attic and Similar Sales

Residents in government quarters are the only individuals authorized to conduct yard, attic or similar sales. Such sales must be in their own yard and in an area specifically approved by the building or area coordinator. The Installation Coordinator must approve other locations. Residents must gain the approval of the Directorate, Community Activities, DSN 373-1350/7724, CIV 06221-17-1350 prior to beginning or advertising any sale.

Parking Policy

Building Coordinators are responsible for marking and assigning parking spaces for their building. Building Coordinators will identify one parking space in front of the building for each apartment in that building. When additional parking spaces exist, these will be identified as visitor parking and will be utilized by visitors of that building. Building Coordinators will develop the detailed marking scheme in a fair and equitable basis. The marking of reserved resident spaces will not be "freehanded". Materials for marking parking spaces are available at the Self Help Store.

Car Washing

Privately Owned Vehicles (POVs) can ONLY be washed at the Speedy Lube located on Paton Barracks, and the personal car wash area located directly behind Speedy Lube. If this is not convenient for the resident, then there are alternate locations within the economy similar to American car washes as options.

Military Vehicles can be washed at the vehicle registration wash rack on the DPW Compound near building 3987, or the fuel station wash rack on Tompkins Barracks, near building 4216. Within the Germersheim Army Depot, only military vehicles may be washed. The locations are 214A, near building 7870 and the wash rack at building 7546.

"Mass" POV washings, such as during fund raising events, may only be conducted at the vehicle wash facilities (wash racks) which have functional oil and fuel separators. In these instances, the event MUST be approved by the Directorate of Public Works, Environmental Division, DSN 387-3140, Civ 06221-4380-3140, at least 4 weeks prior to the event.



Smoking in Common Areas of Government Quarters

In accordance with Army Regulation 600-63, Chapter 4, smoking of cigarettes, cigars, and pipes is prohibited in all common areas of Government-controlled quarters (i.e., stairwells and stairways, laundry rooms, basements etc.)

Smokers will be considerate of others when using tobacco products outside residential buildings and not smoke directly outside the windows or door entrances of residents.

Pet Policy

Residents are responsible for maintaining and controlling their pets. Pet ownership in government quarters is a privilege, subject to revocation in specific instances of policy violation.



No more than two dogs or cats or combination thereof are authorized per dwelling unit. Other domestic pets, including goldfish, hamsters, and birds, may be kept in Army Family Housing. Barnyard animals, or exotic pets, such as snakes, lizards, tarantulas, etc. are prohibited. In accordance with host nation laws American Pit Bull Terrier, Bull Terrier, and Stafford shire Bull Terrier are prohibited from entering Germany.



Installation and Use of Air Conditioners

Only free-standing interior portable floor model air conditioners with a flexible exhaust hose and a capacity of 1500 watts or less are authorized for use in AFH.

Window air conditioners and free-standing portable floor model air conditioners with condensing units that require exterior support system are strictly prohibited. Window sills in on-post quarters are not constructed to properly support window AC units or condensing (fan) units on the exterior of the building and can only provide unstable exterior support. This constitutes a safety hazard; therefore, these type AC units are not authorized in government quarters.

Under certain conditions approval for AC installation may be granted and must be obtained from the Housing Manager or his/her designated representative.

The SORT Program

Recycling is the law in Germany and, as guests, we must abide by host nation laws. Generally speaking, host nation ordinances require the separation of trash at the point of generation, i.e., our homes.

Military personnel caught violating the community policy may be subject to action under the Uniform Code of Military Justice (UCMJ) and civilian personnel may be subject to action under the United States Army Europe Regulation 27-9, Misconduct by Civilians.

Residents can use the Patrick Henry Village Recycling Center! Mondays – Saturdays 08:00 – 12:00 and 1300 – 1600

Closed on German Holidays.

Bulky items such as furniture, carpets, etc., can be taken to the recycling center or collected at the curbside by appointment on Mondays. Bulky items will not be placed in the household waste or placed beside these containers. A special bulk pickup can be arranged by calling DSN 387-3217. If no one is available to answer your call, please leave a message on the answering service stating your name, your address, your daytime telephone number and a short message.

Most household hazardous substances can be taken to the PHV Recycling Center for proper disposal. Do not place hazardous substances in the solid waste disposal system or down the drain. Hazardous substances are considered dangerous to health and/or the environment and usually are described by any of the following: flammable, irritant, corrosive, reactive, poison, explosive, or water endangering. Common examples include paints, solvents, antifreeze, batteries, brake fluid, fuels, oven cleaners, disinfectants, and motor oil.

Which trash for which containers?

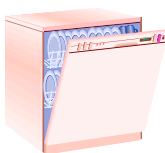
Please ensure the cans are placed on the sidewalk no later than 6:30 on Pickup day

CONTAINER	TYPE OF TRASH	Scheduled Pickup at PHV	Scheduled Pickup at MTV
Gray and black	Non-recyclable waste/rubbish, i.e., cigarette butts, light bulbs, vacuum cleaner bags, dirty diapers, carbon or waxed paper.	Fri	Thur
Yellow	Packing material, beverage cartons, Styrofoam, plastic, metal.	Fri	Thur
Brown	Biodegradable or "compost waste", such as grass trimmings, twigs, leaves, fruit, vegetables, coffee grounds, etc.	Fri	Thur
Blue	Paper, magazines and cardboard. Boxes must be flattened or cut	Fri	Thur
White w/3 chambers	Separated clear, green and brown glass. No porcelain.		

Tips and Things to Know

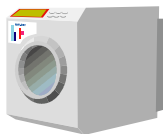
Dishwasher

Before using your dishwasher pour 1 liter water into the salt container. Using the funnel provided, pour in the salt until the container is full. Do not worry if water over flows from the unit when filling with salt, this is quite normal. Remove any trace of salt on the screw thread or on the gasket. Only use salt specifically designed for dishwashers. Table salt will damage the dishwasher (Refill after about 40 – 50 cycles) Rinse aid is automatically added during the last rinse. The dispenser, which is positioned inside the door, holds about 110 ml of rinse aid, which is sufficient for 16-40 cycles, depending upon the dosage setting. Check that the baskets have been loaded correctly and that the spray arms can rotate freely



Washing Machine

After water shut-off run one empty cycle to clear the brown, rusty water.



Dryer

Excessive lint buildup is a fire hazard. Clean your lint filter after every cycle. At least twice a year remove the dryer hose from the dryer and remove the lint from the hose. Condensing Dryer: Condensed water is collected to water container. The water container needs to be emptied after every

use. Not doing this may result in improper drying performance.

Ceramic Stove Top

It is usually enough to wipe the stove top before and after use with a wet and then a dry cloth. Wiping it before use will remove dust and after will protect it and prevent damage. Dried stains can be cleaned with standard cleaning agents. Apply the concentrated cleaning agent on the **cold** stain, leave it work and then wipe with wet cloth. When applied on a hot surface, the cleaning agent may damage the ceramic glass top. Remove the dried and burnt stains with scraper.

Only reliable cleaning agents, especially designed for cleaning ceramic glass surfaces may be used. Any other cleaning agents may damage the surface. These cleaning items can be bought at the commissary.

Automatic Sprinkler System

If you do have a sprinkler system installed, and have not received the complete information/instruction letter, please request at the Housing Office

The automatic sprinkler systems in these apartments have been installed as a life safety measure to protect occupants in the event of a fire. In a fire sprinkler heads will open automatically due to the high temperature that will be present and water will be discharged in a spray pattern over the fire area.

Don't tamper with or paint over sprinkler heads. Don't hang clothing, clothes hangers, picture frames, mirrors, or other items on sprinkler heads. Always maintain a minimum of 18"

clearance between sprinkler heads and other items.

Floors

Parquet floors are particularly susceptible to damage by water and other liquids. Generally, a combination of vinegar and water will suffice to clean your parquet floors and it is strongly recommended that no other products or wax be used on your parquet floors.

As preventive measures against tripping do not put double sided tape on borders of rugs. The tape will damage the shellac of the parquet.



Doors

Do not put nails in wooden doors to put up decoration. Fasten a string or a lace to the top of the frame and tie the decoration to it. The hole is not visible after removal.

Cable Television

Residents residing on post receive free AFN cable channels. For school closure, road conditions, or any other pertinent community information watch channel 15 USAG Baden-Wuerttemberg

Telephone Company

Telekom is located at Herzstr. 12 Heidelberg (near Kaufland Center)

Hours of Operation:
Mon- Fri 9:00-19:00,
Sat 9:00-14:00
Tel 0800 330 2020

Important Telephone Numbers



EMERGENCY NUMBERS – HEIDELBERG

	Mil	Civilian
Fire	117	(06221) – 57 117
Fire (alternate)		(06221) – 19 217
Ambulance	116	(06221) – 57 116
Military Police	114	(06221) – 57 114
Engineers	115	(06221) – 57 115
Hazardous Material Spill Hot Line	117	(06221) – 57 117
Emergency Room		(06221) – 172-891/790/757

DIRECTORATE OF PUBLIC WORKS – HOUSING DIVISION

	DSN	Civilian
Director, Public Works	387-3100	(06221) – 4380-3100
Chief, Housing Division	387-3290	(06221) – 4380-3290
Chief, Housing Services	387-3316	(06221) – 4380-3316
Chief, Facilities Branch	387-3336	(06221) – 4380-3336
Special Projects Officer	387-3360	(06221) – 4380-3360
NCOIC, Housing Division	387-3347	(06221) – 4380-3347
Self Help Store	387-3232	(06221) – 4380-3232
Service Order Desk	387-3310/11/12	(06221) – 4380-3310/11/12
Environmental Division	387-3140	
Special Bulk Pick Up	387-3217	
Transportation-Inbound	370-6347/8536	(06221) – 57-6347/8536
Transportation-Outbound	370-3503/8126	(06221) – 57-3503/8126
Damages caused by Government Moving Company	475-7894	(09641) – 83-7894

ICE Survey-Housing

Your feedback is paramount to our continued success. Please check our ICE survey website by clicking: www.bw.eur.army.mil for your valuable comments and recommendations