



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON GRAFENWOEHR  
UNIT 28130  
APO AE 09114-8130

IMEU-GFW-ZA

1 December 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter #18; USAG Grafenwoehr Lock-out Policy

1. **Effective Date.** This policy letter remains in effect until superseded or rescinded.
2. **Scope.** This policy letter is applicable to all USAG Grafenwoehr Soldiers, DA civilians, and their Family Members.
3. **Policy.** In order to minimize impact on mission accomplishment by the Provost Marshal's Office and DPW, the following lock-out policy will be implemented effective immediately.

a. Lock-out procedures for Family Housing USAG Grafenwoehr:

(1) If residents of government controlled on post or leased housing lock themselves out of their homes they will call their unit to request assistance. A unit representative will go to pick up the resident, provide them transportation to the local Key Control Office, obtain the key and then open the door, and return the key within three hours. If a unit representative is not available, the resident must contact the Key Control Office during duty hours. The Key Control Office will provide the resident instructions on the returning of the key. Note that the Key Control Offices at Main Post and Rose Barracks are not open on weekends.

(2) If the lock-out occurs after regular workday hours (on weekends or German Holiday), the resident must contact the Provost Marshal Office and explain their situation in order to determine whether there is an emergency. The MPs will notify the respective Emergency Services personnel and advise them of the quarters' number, authorized occupant, and the resident's name who will be picking up the key. The resident will have a unit representative provide them transportation to their local Fire Department. The resident will present an ID card and sign for the key at the Fire Department office, then go open the door, and return the key within three hours to the Fire Department.

(3) Lock-out service is not available to residents of Private Rentals. Contact private rental landlords for assistance.

b. Lock-out procedures for Barracks at USAG Grafenwoehr:

(1) If residents lock themselves out of their assigned barracks room, they must contact the appointed key custodian of his/her unit for assistance.

(2) If the unit key custodian cannot open the door with his/her spare or master key because the lock is broken or damaged, unit has to provide another room for the locked out person.

(3) There will be no lock service or repair after duty hours in the barracks other than emergencies.

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4. There will be no charge for this lock-out service. However, repeated requests (i.e., more than two per year) may result in this service no longer being made available to the resident, which means they will have to obtain their own locksmith services to re-enter the premises. There will be charges for lost or broken keys, or damaged locking systems. Contact the Key Control Office for more information.

5. In case of emergency (danger to life, limb, or eyesight; fire hazard, etc.), please call the local MP Station. The MP Station will contact the local Fire Department, and dispatch a patrol to the Fire Department to pick up the key. The Fire Department will obtain the key from Key Control and issue it to the MP patrol. The MP patrol will gain entry into the quarters, evaluate/verify the emergency, and then validate the resident's occupancy of the quarters.

5. **Point of Contact.** Point of contact for this memorandum is the USAG Grafenwoehr Directorate of Public Works at 475-7544.



AVANULAS R. SMILEY  
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Commanding

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