

RESIDENTS HANDBOOK

July 2012



**U.S. Army Garrison Wiesbaden
Directorate of Public Works
Housing Division**

A Note from the Housing Manager

It is with pleasure that I welcome our new residents to the Wiesbaden 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 was designed as a step towards initiating good communication with our residents by providing pertinent information regarding USAG Wiesbaden policies, procedures and guidelines governing occupancy of Government family housing in the Wiesbaden community. The information herein complies with policies and regulations of the United States Army and USAG Wiesbaden. It also outlines and clarifies your responsibilities as a new resident of government housing, as well as that of the DPW, the Housing Division and the Command and staff of the Wiesbaden community to help make your tour in this city a pleasurable and successful one. The information provided herein will assist you in becoming acquainted with your new home and surroundings. Sponsors and their family members are expected to adhere to all policies and regulations governing occupancy of family quarters; therefore, it is important that you and your family members become familiar with the information provided in the handbook.

Our goal in the Housing Division is twofold: First, we aim to provide you with the best possible customer service, second to none. You will find that the Housing team is always ready, willing and able to assist you with any problem or concern you may have concerning your assigned quarters. With effective communication and cooperation, we can work together to make your stay in Wiesbaden an enjoyable one. Secondly, our objective is to provide you with housing that is clean, safe, comfortable and an attractive place to live.

In keeping with the latter objective, we have completed the construction of Newman Village which consists of 326 new homes, playgrounds, gazebos, running path and Roman ruins to name a few of our completed projects. In addition, we are still planning many projects aimed at improving the quality of life for our residents and their families throughout our existing housing areas as well. Some of these projects include interior upgrades of dwelling units, new playgrounds, new trash enclosures and sealing/insulation of basement walls. Some projects are ongoing as you move in; others are programmed for accomplishment in the future, depending on the availability of funding. Be assured that we are doing everything we can to provide you and your family with the highest possible quality of life during your assignment here in Wiesbaden.

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 their 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.

We 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 <http://www.wiesbaden.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 our staff, please contact a manager, the NCOIC, or ask to see the Housing Manager, directly.

We wish you a successful and memorable tour in Wiesbaden, Germany!

The Housing Manager

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Mandatory Housing Policy

The funding levels for Housing Divisions for the maintenance, repair, operation, and renovations of Army Family Housing (AFH) 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 the garrison will house all military families in on-post government quarters when available. Assignment policy for government quarters can be found under command polices on the garrison web site.

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 thru Fridays at 11:15, excluding German holidays. The briefing is held at the Housing Division, Bldg 1023W, room 108 on WAAF.

Eligibility for Government Controlled Quarters

Government Controlled Housing consists of housing located at Hainerberg, Crestview, Aukamm, Mainz- Kastel, Clay Kaserne and Newman Village housing areas. 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. **The garrison's goal is to** offer residents a choice of at least two different addresses provided more than one unit is available at the time the quarters are offered.

Pregnant military personnel who have no other family members may apply for AFH once they receive written verification of a pregnancy. Normally, single pregnant soldiers may move into AFH after the 7th month of gestation. 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 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 provisions of Chapter 3, AR 420-1, paragraph 3-14 f.

Bedroom Eligibility

Service members may apply for one bedroom per child (up to five bedrooms) if available. Service Members in the ranks of Sergeant First Class (SFC) and above, Officer MAJ (or CW4) and above are entitled to a minimum of three (3) bedroom quarters. Staff Sergeant (SSG) and below, Officers in the rank of CPT, CW3 or below are entitled to a minimum of two (2) bedroom quarters.

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 Army Clinic Commander 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 verification/endorsement of the Medical Clinic Commander.

Temporary Lodging Allowance (TLA) Entitlement on Arrival



The entitlement to TLA is governed by Army in Europe (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 Wiesbaden. Extensions of TLA are not authorized for the personal convenience of the Soldier, or for such reasons as not having bed linens. TLA ends on the day before you sign for quarters.

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 and basement storage areas.



Refusing an Assignment to Government Quarters

Applicants declining suitable quarters may 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 that decline quarters may be removed from the waiting list. The Housing Manager of the losing installation will be informed of the status as well. The Garrison Command **Group and the Soldier's chain of command will be** consulted to resolve any situation regarding refusal of quarters.

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 of Public Works and representatives from the USAG Wiesbaden 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 Wiesbaden. 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: Personal expense moves are mostly related to change of authorization to move into larger quarters (more dependents) or change in category due to promotion. 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 and if being allowed to reside in PRH then a CNA must have been issued therefore is a government authorized move. 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 AFH
- Single Soldiers getting married and moving from barracks into AFH
- 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 AR 420-1 and AE Suppl. 1 to AR 420-1, 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. An extension beyond 90 days is rarely granted and requires 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 Government 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.

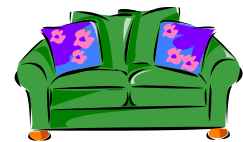
Pre-Termination Inspection

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, cleaning of all appliances (kitchen/laundry), toilets, tubs and sinks, 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 business 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 business 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, stairwells, common areas have occurred during the delivery or pick up of the residents 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 Representative 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 Wiesbaden 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 residing in AFH 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. Soldiers residing off post are entitled a maximum of 10 days.

TLA is not authorized before clearance of AFH or PRH and is limited to sponsors and authorized dependents only.

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 ventilation 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. Personally owned air conditioning systems are not authorized to be operated in Army Family Housing without specific written authorization from the Chief of Housing. All areas must be returned to their original condition at termination of quarters.

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. Charcoal burners, flowerpots, flower boxes, etc., will not be 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.)

Renter's Insurance

Renter's insurance is an option that should be considered by all residents residing in government family housing. Sponsors are responsible for any damages to personal items as well as damages to the quarters. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests. Residents are reminded that the government is not liable for personal property damage due to acts of God such as lightning and storm damage. You should evaluate different policies to ensure the proper amounts, and types of coverage, which will be provided. Policies can be written for full replacement value of personal property. A second type available, for a lesser premium, is an Actual Cash Value (ACV) policy, which covers a depreciated value of your items. Be sure to ask an agent the best way to inventory your household contents. Reevaluate your coverage yearly and include any major purchases. Some insurance companies offer discounts for non-smoking homes, fire extinguishers, and smoke detectors located on the premises. Any insurance company representative can provide additional information.

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 sponsors 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 Wiesbaden Military Fire Department at DSN 337-5883 or commercial 0611-705-5883. 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 Chapter 25 of AR 420-1. 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 of and practice energy conservation. The permissible temperature of 68 degrees F is the norm for Army Family Housing units during the heating months. Please note that during the daytime the temperature in homes can be 68 degrees F and at night the temperature is reduced to 55 degrees F. Space heaters are not authorized in government quarters. During summer months residents are expected to use shading of windows and small room fans/ventilators to maintain comfortable room temperatures. In general climate conditions in Germany do not authorize use of air conditioning except in limited circumstances. Additionally rechargeable vehicles (motorcycle/automobile) are not authorized to be plugged into Army Family Housing power sources.

The US Army policy is to conserve our valuable resources. There are many good reasons to conserve the use of electricity, gas, oil, and water:



- Conserves resources (natural and monetary).
- Reduces air pollution caused by burning
- Avoids the hothouse/greenhouse effect by reducing CO2 emission
- Saves energy reduces dependence on natural resources

There are many ways to conserve energy, many of which are common sense measures. Here are some examples:

WATER

- Arrange proper repair of water leaking (call for service order).
- Do not use hot water if warm or cold water will suffice.
- Operate washer/dishwasher with a full load only.
- Do not pre-rinse dishes before putting them in the dishwasher (scrape-off food and empty liquids).
- Eliminate wasteful usage of water by taking showers instead of tub baths, showers typically use less than one half the hot water required for a tub bath

ELECTRICAL APPLIANCES

- Setting refrigerators to save energy (Refrigerator 37 — 40 °F).
- Turn off lights in your apartment, storage rooms, attics, utility rooms, and basements when not needed
- Replace paper wrappings with aluminum foil or plastic wrap, when storing food in the refrigerator.
- Turn-off PC monitor when unused.
- Turn-off PC and monitor at night
- Unplug electric appliances when not in use.
- Turn-off transformers when not required.
- Make sure your refrigerator and freezer door seals are airtight (call for service order if needed).

HEATING

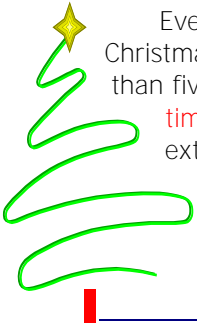
- Do not overheat; turn thermostat or radiator controls down to 68 °F (20°C); middle setting #3.
- Keep doors closed in unheated rooms.
- Suggest shutting off radiators in corridors, vestibules and stairways.
- Raise shades, open curtains and let the sun-warmed air inside.
- Check caulking around windows and doors to prevent air infiltration.
- Eliminate air infiltration; keep doors and windows closed.
- Never use your oven for space heating purposes.
- Portable electric (all types) or gas space heaters are not permitted or authorized for usage in government quarters.

In addition:

- Report promptly all malfunctions of utility systems, i.e., faulty electrical switches, broken windows and leaking faucets.
- Open windows during the heating season only as required for apartment ventilation to prevent creation of mildew, and especially after each shower.

All family members must be actively involved in this endeavor for it to be effective. Parents should take the lead in setting the example for their children to follow.

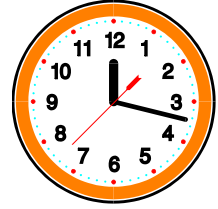
Seasonal Decorations



Everyone loves to decorate for the holidays. Remember do not overload electrical outlets. Christmas lights should not be installed prior to 1 December. Light strands should be limited to no more than five per unit and only operated between sunset and 2200 hrs. **Lights shall be turned off during day time and in the morning. Don't forget to keep cut trees watered. During the Christmas holidays it is extremely important to be aware of fire danger.** Christmas trees normally are picked up and disposed of by the 10th of January each year. You will receive information on disposal points and dates each year.

Quiet Hours

The quiet hours are, daily from 2200 through 0700 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 Housing areas in the USAG Wiesbaden footprint. 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 Stairwell or Building Coordinator.

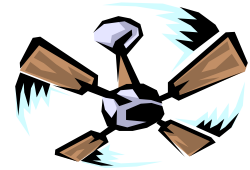


Visitors/Non –Family Members Residents in Government Quarters

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. Exception requests should be submitted through the housing office to the Garrison Commander for approval or disapproval. Multiple occupancy of Army housing by more than one family is not authorized.

Ceiling Fans

The use of ceiling fans in family housing units is not authorized in all housing units. Ceiling height, structural integrity as well as the age and capacity of electrical wiring are all factors that are not conducive to this type of installation. For further information contact the Facilities Branch of the Family Housing office at 337-6289 or CIV 0611-705-6289. The DPW does not install ceiling fans.

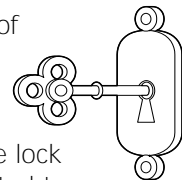


Air Conditioners

The use of air conditioners in family housing units is not authorized in all housing units. Only free-standing interior portable floor model air conditioners with a flexible exhaust hose and a capacity of 1500 watts or less may be authorized for use in AFH when a medical condition of residents requires air condition and is verified by the Medical Clinic Commander. Request for this exception still need to be routed through Housing Division. Window air conditioners and free-standing portable floor model air conditioners with condensing units that require exterior support system are strictly prohibited.

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 0730 - 1600 need to call the work reception at DSN 337-9999, commercial 0611-705-9999. After duty hours residents need to contact DSN 337-115, or 0611-705-115. 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 held liable for any additional costs related to the 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.

Appliance Emergencies and Repairs

There is no emergency repair or replacement of Government furnished appliances after duty hours 1600 in on-post housing. This includes all day on weekends German and American holidays. The appliance contract is managed by the **Host Nation Liaison Field Operating Activity (HNLFOA)** a separate division of Installation Management Command, Europe Region.

Residents will need to call the furnishings section of the housing office at DSN 337-6066 during normal duty hours to request repair or replacement of the damaged appliance. In the event that personal property becomes damaged the residents can file a claim with the Wiesbaden Claims office.

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.

Outside Faucets

Outside Faucets need to be drained and stored inside the building no later than 01 October each year. Ensure that the outside faucet is turned off. Some quarters have internal shut-off knobs to turn the water off, which feeds the faucet. Turn this knob off and turn on the outside faucet until no water comes out.

Snow and Ice Removal

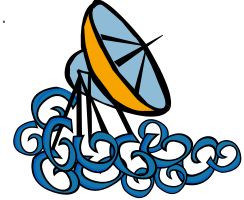
In snowy weather, residents are responsible for the removal of snow and ice from entrance areas, steps, porches, driveways and sidewalks in the front and rear of their buildings and will clear walkways daily. Snow and ice on entrance areas and walkways shall be removed NLT 07:00am. Snow shovels and salt/sand are available in the Self Help Store. Snow and ice shall be removed prior to sprinkling salt.

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, grills and trash. 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. 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.** Flower boxes will be attached to balconies but have to be hanging to the inside of the balconies. Objects such as flower boxes or pots will not be placed on the outside window ledges of apartment buildings. Balcony areas will not be used to kennel pets at any time. Barbecue (BBQ) grilling on balconies is prohibited. Balcony drains must be cleaned routinely by each occupant. All safety, quiet hours, and child supervision policies apply.

Antennas and Satellite Dishes

The government provides free basic cable TV service to each Army Family Housing unit. Therefore, the installation of antennas and satellite dishes in Army Family Housing will not be done by DPW. Residents are not authorized to install a satellite television receiver dish or any type of antenna on the exterior of their house or apartments. This also includes Amateur radio antennas.



Storage Rooms, Storage Cages & Attics in Apartment Buildings

Storage rooms must be kept clean, locked and free of materials which constitute fire/safety hazards (gasoline, charcoal lighter fluid, paints, propane gas bottles, gasoline lawn mowers, grills with propane gas, motorcycles). Basements and attics are not to be used for/as entertainment, party rooms, gym, kids play rooms, living and sleeping areas. Residents will not store excess government furnishings in storage rooms/attics and common areas. Storage rooms, basements and attics will not be used to house any personnel or animal. Attics are prohibited for use and storage. Electrical equipment is not authorized to be connected in the basement (such as freezer, refrigerator etc).

Finished basements in Aukamm duplex and single houses are excluded from above.

The basements are flood area risks. Residents **"SHOULD NOT" store items that can be damaged by water** in the basement storage rooms (such as clothes, furniture, rugs, antiques, electrical equipment etc.). In these specific cases, no claims will be accepted.

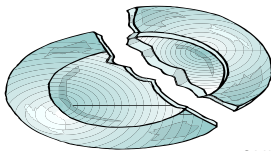
Basement Drains & Window wells

Do not wash paint, gasoline, solvents, pet feces, toys etc. into the basement floor drain. Keep exterior basement windows and manholes clean and free of leaves and debris to prevent water damage and mold/mildew. This also includes exterior basement stairwell drains.

Common Areas & Stairwells

One designated common area in the basement can be used to store bikes, trolleys and patio furniture selected by the building coordinator. Residents and building coordinators are not authorized to lock common areas or rooms. It's prohibited to store any other items, equipment and material beside bikes, trolleys and patio furniture in common areas. Hallways, entrance areas and stairwells are prohibited for storage including shoes and furniture. Common Areas, hallways and stairwells must be kept clean and free of items that would block the exit in an emergency. Stairwells have to be cleaned on a weekly base. Each floor should clean their section of stairwell on a rotating bases (landing down to next landing, first floor to the basement).

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.

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: Home Improvement Store. If these materials are not sufficient, the third step is a survey and treatment by Pest Control Services. Call 337-9999 or commercial 0611-705-9999 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 DPW at DSN 337-9999. 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 DFMWR Auto Skills Shop on Mainz-Kastel. 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

Water is currently supplied by the City of Wiesbaden. Potable water in each area is tested regularly in accordance with the German Final Governing Standards (GFGS). Those tests are performed on a monthly basis. Analysis results show that all installations within the Wiesbaden have a good potable water quality. All tested parameters are below the allowed limits of the GFGS.

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 0611-705-115) 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. For emergencies only, not for convenience services. During normal duty hours Monday through Fridays 07:30-16:00 please call the service order desk for repairs DSN 337-9999 or CIV 0611-705-9999.

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 – Wiesbaden

DSN – 117
CIV 0611-705-117

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 WIESBADEN 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. Fire Alarm System connected Smoke detectors, without any test button, shall not be tested by occupant, because any manipulation will cause false alarm or trouble on the system.

PICTURES FROM DIFFERENT SMOKE DETECTORS



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

Open Fires in Housing Areas

No open fires such as campfires, bonfires, trash fires, fire baskets, vegetation fires, etc. are authorized, regardless of their size without prior written authorization. Prior inspection and written approval by Fire and Emergency Services (Fire Department) are required; permit will be issued by the fire prevention office.

The following prerequisite fire safety procedures will be adhered to when permit is issued by the fire prevention office:

- a. Place open flames or fires at least 50 feet away from any structure.
- b. Burning rubbish, plastic or any toxic material is prohibited; burn only paper, cardboard and wood.
- c. Do not empty hot ashes onto grass, hedges or into trash containers.
- d. The use of any flammable liquid (petrol or spirits) is prohibited when lighting fires.
- e. Never leave open flames or fires unattended; minors (under 18) must be supervised by a responsible adult at the scene. Always have a bucket or water and/or a fire extinguisher nearby.

Self Help

The Self-Help program allows you to accomplish minor upkeep and repair work in a timely manner at your convenience (no more waiting for the maintenance workers to show up). Participation in the Self-Help program is mandatory. Use of the Self-Help: Home Improvement Store is available to Building Coordinators, their designated representatives; housing residents living in government owned. The Self-Help program is a means of obtaining maximum use of available resources to improve living conditions and general appearance of facilities. The program includes the repair work that you can realistically be expected to perform. **By performing the minor maintenance of your quarters, DPW's maintenance workers will be available to perform repairs requiring professional skills in a more timely fashion.** Additionally, if you learn how to perform minor maintenance work in your quarters, you will ultimately be a more successful "homeowner" in the future when you buy a home.

Grounds Beautification: Flowerbeds may be planted as a self-help beautification effort in designated areas. 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 Home improvement Store is located at Mississippi Strasse, building #7802; the telephone number is DSN 335-5160 or CIV 0611-705-5160. Opening hours are Mo – Fr 1000 – 1645, Sat 0900-1345.

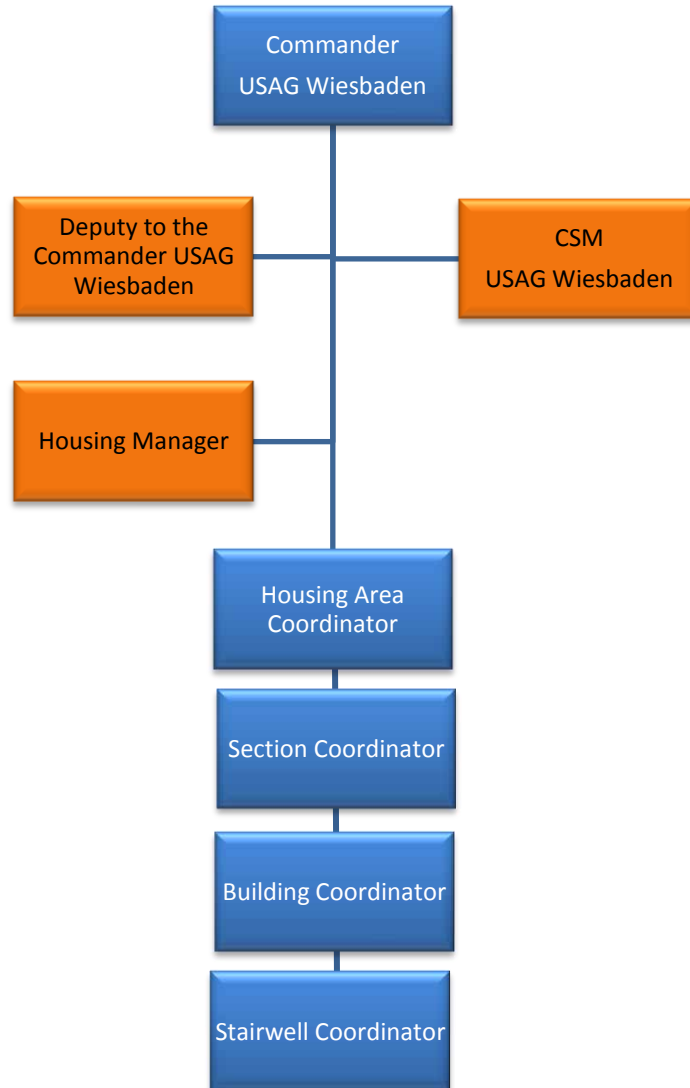
Spring and Fall Cleanup

Once in spring and once in fall the USAG Wiesbaden sponsors a neighborhood cleanup program. During the spring the DPW normally provides flowers and other plantings for beautification of the housing areas. All residents (including spouses) are required to participate in fall/spring clean-up. Watch for flyers throughout the year listing the times and dates for these events. Supplies and tools are available through the



Self-Help store. On the day that is designated by the garrison commander, all residents are required to be in their quarters for Spring/Fall clean-up. This is the military **sponsor's** place of duty.

Housing Area Chain of Command



The Housing Area Chain of Command should be used for the resolution of any complaints or disputes that may arise within a housing area. The blue boxes reflect the Chain of Command; the orange boxes reflect the support chain available to Area Coordinators. All problems or disputes within a housing area should be elevated to the next level of command as shown. Building Coordinators are responsible for posting the Chain of Command in each stairwell.

Area Coordinators, Section Coordinators, Building Coordinators, Stairwell Coordinators and the USAG Wiesbaden Command group may issue warning notices to residents who fail to fulfill their responsibilities or who are in violation of this directive or other applicable directives. The Housing Manager, upon request of an Area Coordinator, will issue a formal warning letter. If subsequent warning letters are necessary, they will be from the USAG Wiesbaden Commander to the sponsor through his/her Brigade and/or Battalion Commander. Repeated violations of housing or any other garrison policies can result in involuntary termination of Government quarters (eviction) and/or revocation of command sponsorship and early return of dependents (ERD) to the United States.

The Commander, USAG Wiesbaden, serves as the Installation Coordinator for all government family housing areas in Wiesbaden. The Commander manages the housing areas through the Area and Section Coordinators to maintain a high quality of life for housing residents and acceptable standards in facilities and on grounds.

The USAG Wiesbaden Commander or designated representative (Housing Manager) will appoint in writing Area Coordinators. The senior area/building resident with at least one year remaining prior to their DEROS will typically be appointed as the Area Coordinator. Building coordinators are appointed in the same fashion by the housing manager. The appointment as Area Coordinator or Building Coordinator will continue until such time as officially relieved from the appointment. The appointment will typically remain in effect for a minimum of one year, even though a more senior resident may be assigned to the building. Additionally, chaplains, lawyers, Inspector Generals, and staff doctors normally will not *be* appointed as Area Coordinators or Building Coordinators. Single/unaccompanied personnel that reside in family housing units that have been diverted to Unaccompanied Personnel Housing (UPH) quarters also will not be appointed these duties, but will still be responsible for stairwell duty.

The Housing Manager will appoint Building Coordinators in writing. The Building Coordinator will typically be the senior resident of the building that has a minimum of 12 months remaining prior to his/her DEROS.

Building Coordinators must appoint an Alternate Building Coordinator and Stairwell Coordinators. Stairwell Coordinators will usually be the senior resident of the stairwell. All appointments will be made in writing and a copy of the appointment order will be provided to the housing office, as well as a current email address.

Area/Section Coordinators: Area Coordinators work to resolve problems and conditions brought to his/her attention by the Section and Building Coordinators. Any items the Area Coordinator cannot resolve will be forwarded to the USAG Wiesbaden Commander. The Area and section Coordinators conduct meetings with Stairwell and Building Coordinators to discuss and resolve common problems, improvements, and suggestions to improve the quality of life for all residents.

Building Coordinators: The Building Coordinator works to resolve problems and conditions that the Stairwell Coordinator brings to his/her attention. The Building Coordinator conducts biweekly inspections of the building and grounds ensuring that all fire and safety standards are met.

Stairwell Coordinators: This person deals directly with the resident in resolving problems, disputes, and other matters within the stairwell. This is your first step in solving any problems or conditions that may occur while residing in Government quarters. The Stairwell Coordinator informs the residents of their duties and responsibilities regarding conduct of family members, pet control, parking, and updates the stairwell bulletin board with information relative to your community. Additionally, Stairwell Coordinators are responsible for submitting service orders for deficiencies in common use areas. Coordinators are also responsible for ensuring compliance with policies and procedures described in this handbook.

Policies

Chapter 3

The following are abbreviated versions of the current USAG-Wiesbaden policies. The complete policies are available on request or at www.Wiesbaden.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 Wiesbaden 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 request prior approval from the Garrison Commander. Requests must be in writing routed through the Housing Division to determine the proper procedures for operating a business. 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 Access Control Points 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 policy guidance and detailed procedures.



Child Supervision

In consistent with AR 608-18 and DA Child and IMCOM child-supervision 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.



Swing Sets, Trampolines, Tree Play Houses, Garden sheds, car ports etc.

Outdoor play equipment (swing sets, trampolines and others) is not authorized. Installed play equipment must be removed. Construction of garden sheds, car ports, tree houses etc. is prohibited.

Removal and planting of bushes, shrubs and trees is only authorized by DPW.

Swimming Pools

The use or installation of swimming pools is not authorized in Government owned quarters. 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 daily.



Playgrounds

Playgrounds in our housing areas are a place for children to play and have fun. Parents are to ensure children are properly supervised and safety is observed at all times. DPW performs routine inspections to ensure equipment is working and safe. No pets are allowed within 50 feet of playground areas. We ask that residents assist in maintaining and removing trash from playgrounds and report any vandalism or damages to the housing office or DPW for repair.

Gazebos

Gazebos have been placed throughout our housing areas and are open for everyone to use. Therefore personal items should not be placed under or around gazebos for extended periods of time. Residents wishing to reserve a gazebo for a specific event or time in their area can do so through the Area Coordinator. The person scheduling the gazebo has the responsibility to clean up the gazebo and surrounding area after the event and dispose of any trash; trash will not be left at the gazebo. The Area Coordinator will schedule the gazebo, inspect the gazebo area prior to use, sign the area over to the resident and will re-inspect the area prior to clearing the resident.

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 are 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**. Service members that have made arrangements for someone to look after their quarters while deployed should inform the housing office prior to their departure and an annotation will be made in their file. 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. A FCC home is a certified housing unit under jurisdiction of the USAG Wiesbaden, 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 370-5329/5383, commercial 0611-705-5329/5383.

Yard, Attic and Similar Sales

Yard, Attic, and similar sales are governed in USAREUR by AE Regulation 550-175. Residents wanting to conduct a Yard, Attic or similar sale must go through a two step process in order to obtain approval to conduct the sale. The process is lengthy so residents must plan well in advance. The first step in the process is to obtain approval for the Wiesbaden Customs Office; 10 weeks in advance of the sale. The customs office will provide all required host nation documents and once approved you will receive a document stamped by the customs office showing you have met all the legal requirements for the sale. The second step is to contact the Housing Office at civilian telephone number 0611-705-5556 or DSN 337-5556 before beginning or advertising any sale. The housing office will provide information on the conduct of the sale, advertisement rules/policy and proper clearing of the site upon completion. Residents will need to show the approved (stamped) customs paperwork to the housing office. Once the resident contacts the housing office they will receive a request form to fill out which will be kept on file at the housing office until after the event. 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 housing office, sales will not be conducted in basements or building common areas.

Please note: In accordance with AE Regulation 550-175, privately organized yard sales and garage sales by individuals are restricted to ID-card holders with status under the SOFA in Germany. Transfer of duty- and tax-free goods to unauthorized individuals is not authorized unless permitted in accordance with section III of the aforementioned publication.

Parking Policy

Parking in the stairwell Housing Areas of Crestview, Hainerberg and Aukamm is "first come, first served". For Mainz Kastel and Clay Kaserne Housing Areas, the assignment of parking spaces is based upon the upper level apartments getting the closest parking space to the stairwell entrance. The only exceptions are for handicap family members where the Housing Office can provide guidance. Vehicles will not be parked where they block access to trash containers, driveways, fire hydrants or other safety devices, nor will vehicles be parked on lawn or seeded areas. Vehicles that impede the flow of traffic or cause an immediate safety hazard are subject to towing at the expense of the owner.

Car Washing

According to local law, whether in Family housing, unaccompanied personnel housing areas, streets or parking areas, cars may ONLY be washed with a bucket of plain water. No soaps or detergents are to be used and water hoses are not permitted. Personal Owned Vehicles (POVs) can ONLY be washed at the Host nation approved Car Wash or the AAFES facility in Mainz-Kastel. If this is not convenient for the resident, then there are alternate locations within the economy similar to American car washes as options.

"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 337-7140, commercial 0611-705-7140, 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 and are responsible for proper disposal of cigarettes butts.

Pet Policy

Pet ownership brings great joy to many people in our community. It also brings several responsibilities. Pet ownership in government quarters is a privilege, subject to revocation in specific instances of policy violation.



Pets will be on a leash when outside of government quarters. All pets, when outside of quarters, will be accompanied by the owner or responsible representative capable of controlling the pet. Young children under the age of twelve without adult supervision may be considered incapable of controlling the pet. Any dog that has the tendency to attack people or other animals will be muzzled and kept on a short leash when out of quarters. Owners and victims of pets involved in biting incidents must report them to the military police.

Pets will be exercised (walked or run on a leash) outside of the immediate vicinity of the housing area, and a minimum of fifty feet away from residential buildings and signed playgrounds.

Dogs and cats will not be allowed to relieve themselves on balconies or playgrounds, or within fifty feet of residential buildings. Pet owners will clean up excrement from their pets. Pet owners are responsible for carrying the means and supplies needed for immediate pet toileting clean up and disposal.

Owners must register their dog or cat with the post veterinary clinic within two weeks **after acquiring the pet or the arrival of the pet at the sponsor's duty station. The owner must** present evidence of the pet's current vaccinations at the time of registration, maintain a record, and update required vaccinations, as necessary. **Pet owners must ensure that their pet's rabies tags are worn** all the times.

In accordance with host nation laws, the following class I canines are prohibited from entering Germany, and are prohibited from residing in government controlled quarters. Any mix breeds containing bloodlines of class I canines are also classified as class I canines.

- (1) Pit Bull Terrier.
- (2) Bull Terrier.
- (3) American Staffordshire Terrier.
- (4) Staffordshire Bull Terrier

There are specific restrictions regarding class II canines. For a list of these breeds and additional information regarding class I or II canines, personnel should contact the community

veterinary clinic. The chain of command will ensure assigned personnel adhere to host nation regulations concerning class I canines.

Residents may be subject to immediate loss of pet privileges if:

- (1) A dog is found to be a prohibited breed.
- (2) A dog physically appears to be a class I canine, and the owners are unable to prove the dog is an allowable breed.
- (3) A dog shows aggression to the extent the garrison commander determines it is a danger to the community.

The owner is liable for animal abandonment or animal disposal by inhumane means. Animal maltreatment may result in disciplinary action. Pet owners may be liable under Army regulations and/ or host nation civil laws, for any damage to property or injury to persons caused by an animal, whether the animal is in the owner's possession, lost, or abandoned. Liability insurance is recommended for all pets. In cases where owners of pets are negligent in the care or supervision of their pets, immediate action may be taken to determine if it is necessary to have the Soldier and/or pet or pets removed from government housing.

Breeding pets and the construction and maintenance of kennel-type operations are prohibited in government-controlled housing.

All community members are encouraged to help keep their buildings, sidewalks, yards, and playgrounds cleaned of pet excrement which can create various hazards. Any individual who witnesses a violation of this pet policy should attempt to correct the violator when possible, and report any person who fails to comply with this policy to stairwell or building coordinator. While the following are basic guidelines for failure to abide by this policy, the garrison commander has the discretion to prescribe an alternate penalty if necessary to address the particular facts and circumstances of the infraction:

- (1) First infraction - Letter of warning to pet owner.
- (2) Second infraction - Up to eight hours of community service.
- (3) Third infraction – Up to forty hours of community service.
- (4) Fourth infraction - Pet may be barred from US facilities.

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.

Government Housing Residents can use the Clay Kaserne Recycling Center Mondays – Fridays 1300 -1530






Bulky items such as furniture, carpets, etc., can be taken to the recycling center or collected at the curbside every Monday. 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 337-9999. 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 Clay Kaserne 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 trash cans are placed on the sidewalk no later than 6:30 on Pickup day

Residual Waste	Paper + Cardboard	Packaging / Yellow Bag	Bio Waste	Glass
 <ul style="list-style-type: none"> ✓ vacuum cleaner bags incl. content ✓ diapers ✓ cigarette butts ✓ tissues ✓ dirty recyclable material (e.g. soiled pizza boxes) ✓ broken items ✓ dust and dirt <p>=====↓=NO=↓=====</p> <ul style="list-style-type: none"> ■ glass ■ papers and cardboards ■ all types of packaging ■ white goods, chemicals, ■ varnish, batteries, ■ electrical equipment 	 <ul style="list-style-type: none"> ✓ newspapers ✓ magazines ✓ catalogs ✓ brochures / flyers ✓ books ✓ writing paper ✓ cardboard (flattened) ✓ paper packaging <p>=====↓=NO=↓=====</p> <ul style="list-style-type: none"> ■ extremely dirty paper (e.g. soiled pizza boxes) ■ household cleaning papers (Kleenex, handkerchiefs, paper towels, etc.) ■ baking, tracing, thermal and carbon papers ■ wallpaper ■ coated papers 	 <ul style="list-style-type: none"> ✓ plastic bottles ✓ plastic cups and bags ✓ laminated cups and bags ✓ films, sheets, and foils ✓ styrofoam ✓ tins and cans (composite) ✓ tetrapak packaging ✓ beverage cartons (milk or juice) <p>=====↓=NO=↓=====</p> <ul style="list-style-type: none"> ■ glass (with or without "Green dot") ■ paper or cardboard packaging (with or without "Green dot") ■ broken household appliances ■ plastic toys 	 <ul style="list-style-type: none"> ✓ Fruit and vegetable scraps ✓ Egg shells ✓ Coffee grounds with filter, tea bags ✓ Leftovers and twigs, ✓ grass, tree and hedge trimmings ✓ Sawdust and wood chippings (from untreated wood) <p>=====↓=NO=↓=====</p> <ul style="list-style-type: none"> ■ Vacuum cleaner bag with content ■ Stones, cigarette ends, ash ■ Diapers, tissues ■ Animal excrements, sweepings ■ Furniture wood (treated or untreated) 	 <ul style="list-style-type: none"> ✓ bottles separated by color: ✓ "green" box (also for yellow and blue glass) ✓ "white" box ✓ "brown" box ✓ drinking glasses ✓ glass containers ✓ jars <p>=====↓=NO=↓=====</p> <ul style="list-style-type: none"> ■ window glass ■ mirrors ■ porcelain ■ stoneware ■ bulbs <p>Lucius D. Clay Kaserne drop off at: Recycling Yard near BLDG: 1219 Heerstr. Next to BLDG: 1255</p>

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<p>Electronic Waste</p> <ul style="list-style-type: none"> ✓ TVs ✓ PCs ✓ radios ✓ household appliances <p>Please drop off at:</p> <ul style="list-style-type: none"> - Hainerberg, SHIP Store, BLDG 7802 phone 335-5160 (open Mo - Fri 9am - 4pm and Sat 10am - 1pm) - Lucius D. Clay Kaseme, Recycling Yard 	<p>Hazardous Products</p> <ul style="list-style-type: none"> ✓ paint ✓ cleanser ✓ oil (essence, transmission fluid, etc.) ✓ pesticides <p>Please drop off at:</p> <ul style="list-style-type: none"> - Hainerberg, SHIP Store, BLDG 7802 phone 335-5160 (open Mo - Fri 9am - 4pm and Sat 10am - 1pm) <p>Please dispose empty household hazardous waste containers in the packaging bin.</p>	<p>Clothes + Shoes</p> <p>Clothes and shoes (in pairs) not longer needed but still usable drop off at:</p> <ul style="list-style-type: none"> - Hainerberg, SHIP Store, BLDG 7802 - Hainerberg, Chapel, BLDG 7779 - Aukamm, Hessenstr. 10 - Aukamm, Westfalen Str. 25 - Aukamm, Wuerttemberg Str. 31 - Crestview, Plutoweg, 17 - Crestview, Saturn Str. 13 - Mainz-Kastel, Thrift Shop, BLDG 4019 <p>Please dispose of unusable clothes and shoes in residual waste.</p>	<p>Batteries</p> <p>Used household dry cell batteries drop off at:</p> <ul style="list-style-type: none"> Hainerberg, SHIP Store, BLDG 7802 - Hainerberg, PX, BLDG 7762 - Hainerberg, Commissary, BLDG 7765 - Lucius D. Clay Kaseme, DPW, BLDG 1057 - Mainz-Kastel, Shoppette, BLDG 4005 <p>Used POV batteries drop off at:</p> <ul style="list-style-type: none"> - Hainerberg, SHIP Store, BLDG 7802 - Mainz-Kastel, AAFES Car Care Center, BLDG 4005 - Mainz-Kastel, Auto Skills Center, BLDG 4010 	<p>Bulk Waste</p>  <p>privately owned large items no longer needed:</p> <ul style="list-style-type: none"> ✓ couches and chairs ✓ rugs ✓ tables, cabinets ✓ appliances ✓ toys <ul style="list-style-type: none"> - take bulk items to the DPW Recycling Yard near BLDG # 1219, Lucius D. Clay Kaseme, (open Mo - Fri 13:00 - 15:30) - for special pickups call DPW Recycling Management
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Remember
Sorting trash and recycling is German law, protects the environment and saves natural resources.

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DPW - Individual Trash Can Usage Guide



Keep your trash can inside the enclosure



Use support strap for filling of trash cans



Support strap will hold trash can during filling



Please keep ground free of trash

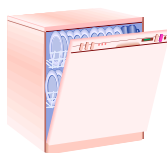
On assigned pick-up day, but no earlier than evening before, place trash can at curbside. Lid should be completely closed. Return trash can to enclosure as soon as possible, but no later than next morning.

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Tips and Things to Know

Dishwasher

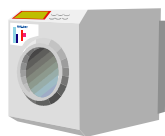
Before using your dishwasher pour 1 liter water into the salt container.



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

If the water has been shut-off in your building or residence, run one empty cycle of water to clear any 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 the local USAG Wiesbaden channel

Newman Village Housing Area

Newman Village is the newest housing area in the Wiesbaden Community and sets a high standard for quality of life for Service members and their families. Newman Village consists of 160 sets of Junior Enlisted quarters, 65 Senior Enlisted quarters, 32 Company Grade Office quarters, 24 Field Grade Officer quarters and 39 Senior Officer quarters. Newman Village was developed with a community concept in mind. The housing area provides something for everyone with multiple playgrounds, gazebos, running paths and areas to just relax. The houses were designed with state of the art amenities and with the environment in mind. Therefore, residents living in Newman Village will have a few more challenges and benefits compared to our other housing areas. The following guidance is provided specifically for Newman Village in addition to the the aforementioned guidance provided in the handbook.

Grass Cutting/Lawn Mowers

Each housing unit in Newman Village is provided with an electric lawnmower for the residents use. Residents will sign for the lawnmower upon assignment to the quarters. Electric lawnmowers are the only mowers authorized for use in Newman Village; gas powered mowers are not authorized for use. Since Newman Village is located near the Wiesbaden Airfield electric mowers were provided to help reduce the noise pollution footprint.

Residents are responsible for cutting the grass in front of and behind their quarters and also maintaining the light pole area and tree island in front of the houses . The common areas between housing units and playgrounds will be maintained by Government contract or the DPW in house work force. Residents should place their grass clippings in the brown Bio can; brown paper bags will no longer be issued by the SHIP store for grass and yard clippings.

Garden Tools are also provided at each house for residents residing in Newman Village. These tools will be inventoried and signed for at the assignment inspection. Residents are responsible for their accountability and serviceability while living in the quarters.

Ceiling Fans

The installation and use of ceiling fans in Newman Village is not authorized. The ceilings in Newman Village are "drop" type ceilings and will not support the installation and or weight of ceiling fans.

Self Help Store

The Self-Help program allows you to accomplish minor upkeep and repair work in a timely manner at your convenience. Participation in the Self-Help program is mandatory. Use of the Self-Help: Home Improvement Store is available to residents living in Newman Village; The Self-Help program is a means of obtaining maximum use of available resources to improve living conditions and general appearance of housing facilities. The program includes the repair work that you can realistically be expected to perform. **By performing the minor maintenance of your quarters, DPW's** maintenance workers will be available to perform repairs requiring professional skills in a more timely fashion. Additionally, if you learn how to perform minor maintenance work in your quarters, you will ultimately be a more successful "homeowner" in the future when you buy a home.

Grounds Beautification: residents living in Newman Village are required to perform the upkeep on the flowerbeds located at their quarters. 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, shrubs, vegetables or plants without written consent of the Chief, Housing Division in Newman Village. Residents should maximize the use of pots when planting.

In order to make it easier for residents living in Newman Village the Self-Help Home Improvement Store is located on WAAF Airfield at Building 1757. Opening hours are Mo – Fr 1000 – 1530. This facility is closed on weekends, American and German Holidays. When closed residents can utilize the Main Self Help Improvement Store located at located on Hainerberg, building #7802; the telephone number is DSN 335-5160 or CIV 0611-705-5160. Opening hours are Mo – Fr 1000 – 1645, Sat 0900-1345.

POV Parking, Vehicle Maintenance, & Car washing

Residents are responsible for maintenance of parking spaces, driveway and garage to include removal of oil and stains from the space prior to clearing quarters. Residents will not park in areas that constitute a traffic hazard, deprive other residents of their allowed space, and/or block access to dumpsters or fire hydrants. Vehicles must stay on paved areas at all times. Parking on lawns or seeded areas is not authorized. Residents are responsible for parking violations by their visitors.

Residents are permitted to make only minor automotive repairs within Newman Village changing wiper blades, tires and bulbs. Any repair that involves drainage or replacing of fluids, e.g., gasoline, motor oil, transmission fluids, anti-freeze or other lubricants (POL) or any major repairs to the automotive power train system is prohibited within Newman Village. Residents will be held personally liable for the total cost of environmental cleanup for such spills. Residents should use the DFMRW Auto Crafts Shop or have maintenance and/or repairs performed by a certified mechanic 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 the regular or bulk trash containers.

According to Host Nation law, whether in Family housing, unaccompanied personnel housing areas, streets or parking areas, cars may ONLY be washed with a bucket of plain water. No soaps or detergents are to be used and water hoses are not permitted. Personal Owned Vehicles (POVs) can ONLY be washed at the Car Wash in Mainz Kastel. If this is not convenient for the resident, then there are alternate locations within the economy similar to American car washes as options.

Important Telephone Numbers

EMERGENCY NUMBERS – WIESBADEN

	Mil	Civilian
Fire	117	(0611) – 705 117
Fire (alternate)		(0611) – 705 217
Ambulance	116	(0611) – 705 116
Military Police	114	(0611) – 705 114
Emergency DPW Customer Service	115	(0611) – 705 115
Hazardous Material Spill Hot Line	117	(0611) – 705 117
German Police	110	
German Medical	112	

DIRECTORATE OF PUBLIC WORKS – HOUSING DIVISION

	DSN	Civilian
Director, Public Works	337-1560	(0611) – 705-1560
Customer Service	337-5344	(0611) – 705-5344
Chief, Housing Division	337-5556	(0611) – 705-5556
Chief, Housing Services	337-7063	(0611) – 705-7063
Chief, Facilities Branch	337-6289	(0611) – 705-6289
Furnishings Management	337-6105	(0611) – 705-6105
NCOIC, Housing Division	337-5442	(0611) – 705-5442
Off Post Housing	337-7059	(0611) – 705-7059
Household Appliance Repair	337-5310	(0611) – 705-5310
Home Improvement Store	335-5160	(0611) – 705-5160

Service Order Desk 337-9999 (0611) – 705-9999

Other

Transportation-Inbound	337-5375	
Transportation-Outbound	337-6473	
Vehicle Receiving Point	334-2723	
Veterinary Clinic	337-6283	
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.wiesbaden.army.mil for your valuable comments and recommendations