

Housing

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Family housing is available to all ranks provided the service member is authorized an accompanied tour. Waiting time for government quarters is 0 to 4 weeks depending on the rank and bedroom requirement. Information and application for government family housing, assignment and termination of government family housing, temporary lodging allowance (TLA), assignment of unaccompanied personnel housing is accomplished by housing division services branch personnel located at the Central Processing Facility (or ITC — In-processing Training Center), Wiesbaden Army Airfield building 1023 West.

The majority of housing is on or in the immediate vicinity of the caserns. In Wiesbaden, family housing areas located in Hainerberg, Mainz-Kastel, Crestview, and Aukamm.

[The Resident Handbook](#), available to all housing residents on-line and from the housing office, contains many items designed to assist you in getting acquainted with your home and surroundings. It also identifies your responsibilities as residents of government housing, leased housing and unaccompanied personnel housing, as well as the responsibilities of the Directorate of Public Works and other post support activities. You and your family should become familiar with the information contained within the handbook. An unaccompanied service member in the ranks E7-E9 and single commissioned officers can request a statement of non-availability to live off-post.

Centralized Furniture Management Office (CFMO):

Furnishings support is available to all housing occupants from the Furniture Management Office. The CFMO utilizes the Common Table of Allowances (CTA) 50-909 to determine the amount and types of furniture a resident is authorized.

All residents will establish and sign a hand receipt for furnishings at the time of quarter's assignment. Furnishings support in private rental housing is authorized if the sponsor presents a copy of the completed rental contract from the Community Home-finding Relocation and Referral Service office. Contractor personnel are not eligible for furnishings support.

Community Home-finding Relocation and Referral Service (CHRRS):

Housing on the local economy in this area of Germany can be costly. The type and size will determine how much you pay. The majority of available rental property is apartments, usually one floor or section of a house, or a row (town) house. Single family homes can also be found but are not as plentiful. The average dwelling size is smaller than most Americans are used to and usually without furnished kitchens, closets or even light fixtures. Closets, kitchen cabinets and appliances can be borrowed from the furniture management office. The CHRRS office has listings of rental property, can assist with rental negotiations and will review all unsigned leases presented to ensure a military transfer clause is included. If you find rental property on your own, DO NOT sign a rental contract until the rental property and contract has been reviewed by the CHRRS office.

Household Goods:

U.S. Army Garrison Wiesbaden has two separate transportation offices — one for in-bound shipments and one for out-bound shipments. They will assist in the processing of your hold baggage, household goods and POV shipments.

All incoming personnel must report to the transportation office located in the Central Processing Facility (or ITC), Building 1023W, WAAF, with all shipping documents, Form 1299 or GBL for personal property and Form 788 for a vehicle, and three copies of all orders. Soldiers must provide an address and a duty telephone number where they can be contacted once their property has arrived. Household goods and hold baggage can be left in storage for up to 90 days. An additional 90 days is possible under extenuating circumstances. To process a claim for damaged household goods or hold baggage, you must have the DD Form 1840, left by the carrier at the time of delivery, and your inventory sheets. It is a good idea to make a personal inventory with thorough descriptions of your belongs before your goods are packed. If you have any antique furniture, have it appraised before shipping and have the appraisal papers in hand. Claims are processed at the legal centers.

Pets:

If you have a pet, refer to the Resident Handbook, USAREUR Policy on importing dogs, the USAG Wiesbaden Pet Policy, the Dangerous Dog Ordinance and the Northern European Veterinary Detachment's website. The military vet clinics in Europe offer limited care. Additional care can be obtained from German veterinarians. The veterinary clinic is located in Wiesbaden on the WAAF.

In accordance with AR 40-905 and AE Supplement to Ar 420-1, registration of pets at the local military veterinary treatment facility is required within two weeks of acquisition of a pet or arrival in the command. There is not a fee to register the pets. While the presence of your pet is not required, the following information should be taken to the clinic:

- Most recent vaccination information
- Existing pet medical records from last duty station
- Sponsor's name, pay grade, SSN, home telephone number and address
- Organization address and duty phone

A local rabies tag will be issued to assist in identifying your pet if it is lost. An appointment for required vaccinations and/or other appointments may be scheduled at this time. All pets require an annual vaccination and appointments are necessary.

You should be aware that the German authorities have instituted many regulations affecting owners of "fighting breeds". Fighting breeds include American Pit Bull, Staffordshire Bull Terrier, Bull Terrier, Dogo Argentia, Bull Mastiffs, etc. Other breeds may be included in these regulations and vary depending on the state (Bavaria, Hessen, etc.). Currently, it is illegal to own a Pit Bull in the state of Bavaria (Aschaffenburg). In other cities there are yearly fees (\$600–700) for owning a fighting breed. The regulations governing fighting breeds have been increasing and getting more restrictive over the past few years. Reference regulation on fighting breeds.

There are German kennels for boarding pets. For a list of kennels, contact the vet clinic.

An animal shelter is called a Tierheim in Germany. Because pet abandonment by American personnel has become a major problem in the last few years, Americans are no longer permitted to adopt a pet from these shelters. It is possible, however, to give a pet to the Tierheim. Germany does not quarantine pets provided they are shipped with a valid bilingual health certificate no more than 10 days old before arriving in country, and have recent vaccinations.

Self Help Issue Point Store:

The Self-Help program allows housing residents to perform minor upkeep and repair work. Participation in the Self-Help Program is mandatory. Use of the Self-Help Store is available to building coordinators, their designated representatives, and housing residents living in government owned, leased or government rental housing program (GRHP).

The 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 residents can realistically be expected to perform.

Recycling:

Germany, as well as other European Union member states, has strict recycling laws. Fines may be imposed if the rules are not followed. Trash is divided into several categories for recycling — glass, paper, plastic and bio, and each are placed in color-coded containers. These containers are located on all U.S. military installations and in housing areas. Hazardous or bulky materials require special handling. For recycling information, refer to the residents' hand guide or contact the Department of Public Works. For information, view the [recycling guidelines](#)

Electricity:

The electrical current in Germany and other European countries except the United Kingdom is 220 volts and 50 cycles. The U.K. is 240 volts and 60 cycles. The majority of government housing quarters have both 110 and 220 volt electrical outlets. Electrical appliances, electronics, or machines manufactured for the U.S. market that are not dual voltage or not being used in housing quarters with 110 volt outlets, require a transformer to operate them in Europe. If an electrical appliance is dual voltage, follow the instruction booklet for conversion.

Transformers are small electrical boxes into which you plug your 110 appliance for conversion to 220 volts. Transformers are made to handle different wattages. The wattage capability is listed on the transformer. To determine the correct size transformer needed, find the wattage listed on the label of the appliance, electronics, or machine. Match the wattage of the electrical appliance to an appropriate transformer.

Some appliances list the power rating in amperes instead of watts. To determine the wattage, multiply the number of amperes by the voltage that is listed on the label.

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

Telephone:

Telephone services in Germany were formerly provided exclusively by the Deutsche Bundespost or, later, by Deutsche Telekom AG. In mid-1996, the Telecommunications Act entered into force. This act established the regulatory framework for a liberalization of the telecommunications market as of Jan. 1, 1998. Since then, telecommunications have been deregulated throughout Europe and sparked keen competition and lower telephone rates. Even with the competition, telephone rates are more expensive in Europe than in the U.S. Each call is measured in units. The cost and length of the unit varies with the time of day, the length of the call, and the distance you are calling. Because of the competition, varying rates for long distance calls are available. Customers can either contractually

commit themselves to a single long distance provider or select the cheapest rate and thus a different provider for each individual call. Phone cards can be purchased for use in most German pay phones and can be purchased for varying amounts of money. Long distance telephone cards for use on your home telephone are available from the major telephone companies, all of which can be accessed from Germany.

A cellular telephone in Germany is called a handy. Cellular telephones and home telephones may be purchased at AAFES Power Zone or on the economy. U.S. cellular telephones cannot be used in Germany. A new German law went into effect on Jan. 1, 2001 prohibiting to talk on a handy while driving. The law is strictly enforced by the Polizei on German roads and by Military Police on U.S. installations.

Internet access can also be very costly. Deutsche Telekom now offers Internet service called AOL Germany, Debitel, Topsurf.

Water:

The water is very hard due to calcium and, to a lesser extent, magnesium. The use of a decalcification product is recommended for the dishwasher and washing machine. AAFES, the commissaries and local stores sell water filter systems that remove some of the hardness in the water. Unlike the U.S., Germany does not fluoridate the water supply. Check with a dentist or doctor to determine whether a supplemental source of fluoride is necessary during your stay in Germany.

Gazebo guidelines

Gazebos in Army family housing are for residents' use only. When planning an event, the most senior member should contact the area coordinator to make a reservation. He/she is responsible for visitors' conduct, noise control and clean up. Water and electricity connections to surrounding buildings must be in accordance with applicable German law and safety regulations and are permitted only with the approval of the building coordinator responsible for that building. Those not in compliance will be asked to leave the area immediately and be reported to the U.S. Army Garrison Wiesbaden Housing Office for further action. For more information call the housing non-commissioned officer in charge at mil 337-5105 or civ (0611) 705-5105.

Residents Hand Book

[Residents Hand Book](#)

1. On behalf of the U.S. Army Garrison Wiesbaden, the Director of Public Works (DPW), and the Army Family Housing Staff, I would like to welcome you to your new home and wish you an enjoyable rewarding tour while stationed in Germany.
2. This is the 2nd edition of the Resident Handbook and it contains many items designed to assist you in getting acquainted with your new home and surroundings. It also identifies your responsibilities as a resident of Army Family Housing (AFH), and unaccompanied personnel housing (UPH), as well as the responsibilities of the Directorate of Public Works and other post support activities. We continually strive to keep this handbook up-to-date. You and your family should become familiar with the information contained within this handbook. This command fully supports the rules, policies and procedures contained herein.
3. To help maintain effective communications with all of our residents, the garrison has appointed the senior service member of the area as the Area Coordinator and the DPW has appointed the senior service member of each building as the Building Coordinator. Additionally, the senior service member of each stairwell has been appointed as the Stairwell Coordinator by the Building Coordinator. The Stairwell and Building Coordinator's jobs are to assist in keeping our community a harmonious place to live, as well as assisting the Area Coordinator of your housing area. Your Stairwell Coordinator will be contacting you within a few days to explain your responsibilities concerning the maintenance and policing of the area surrounding your home, and other matters related to the occupancy of government housing. It is expected that a cooperative relationship be developed among all residents, but, should an incident occur or conditions exist that are beyond your authority or capacity to resolve, they should be brought to the attention of the Stairwell, Building or Area Coordinator.
4. Our objective is to make all housing areas safe, comfortable and attractive places to live, work and play. In keeping with this objective we have many ongoing projects (such as building renovations and playgrounds) designed to improve the quality of life for our residents. We ask for you and your family's support and cooperation in assisting us to achieve this objective. Your comments and suggestions for improvements are important and valuable to us, as part of our "Excellent Customer Service" goal. Please take the time to fill out and return customer questionnaires.
5. Housing Division personnel are available to assist you with any housing issues that may arise during your assignment to quarters within the Wiesbaden Military Communities. For any further assistance, please contact DSN 337-7058 or civ 0611-705-7058.

signed
Jeffrey W. Dill.
COL, IN Commanding

FAMILY HOUSING

This Resident's Handbook was prepared to provide the information necessary to assist you and your family in making your home as comfortable as possible. The information is in compliance with policies and regulations of the United States Army and the U.S. Army Garrison Wiesbaden. Your adherence to the policies and regulations is expected. Now that you are in your new home, please familiarize yourself with the information presented within this Resident's Handbook.

Remember that you, as the sponsor, are ultimately responsible for any damage or loss of property. All residents are responsible for giving their full cooperation to Housing Division personnel. Additionally, you are responsible for the behavior of your family members and visitors, regardless of their age.

Community living requires mutual cooperation and consideration of every resident. Every effort must be made by the residents to avoid interpersonal conflicts that may lead to unpleasant situations. Please keep this in mind at all times. Do not hesitate to call your Stairwell, Building or Area, Coordinator or the Family Housing Office at mil 337-7063/7058, if you have any questions.

STAIRWELL, BUILDING AND AREA COORDINATORS

Following is the Chain of Responsibility for housing residents. All residents should use the system to solve problems, disputes and other circumstances that affect the overall quality of life in their stairwell, buildings, or area.

1. **Stairwell Coordinator:** 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.
2. **Building Coordinator:** The Building Coordinator works to resolve problems and conditions that the Stairwell Coordinator brings to his/her attention. The Building Coordinator conducts weekly inspections of the building and grounds ensuring that all fire and safety standards are met.
3. **Area Coordinator:** The Area Coordinator works to resolve problems and conditions brought to his/her attention by the Building Coordinator. Any concern the Area Coordinator cannot resolve will be forwarded to the Housing Division. The Area Coordinator conducts meetings with Stairwell and Building Coordinators to discuss and resolve common problems, improvements and suggestions to improve the quality of life for all residents.
4. To find out the names and phone numbers of the coordinators for your area, you may contact the Area/Building Coordinator Program Manager & Housing NCOIC at mil 337-5442 or civ (0611) 705-5442

HOW TO HANDLE A COMPLAINT IN YOUR BUILDING/HOUSING AREA

The first step in the process of dealing with complaints in your housing area is to first go to the person you have differences with. Many times people don't realize they are doing something that could be considered an annoyance by others in the building or area. This usually results in the problem being solved. Remember to calmly discuss your issues openly and honestly, refrain from making the issue a personal one. If this step does not solve your problem it should be reported to the Stairwell Coordinator. You should keep a record of attempts to solve your issues. If the Stairwell Coordinator fails to resolve the problem they are required to report it to the Building Coordinator. You should be involved in this process as well. If the issue still isn't resolved it should be elevated to the Area/Section Coordinator. Again, it's important to keep track of all issues, discussions, the persons you dealt with and what steps have been taken to get an issue resolved. If the Area/Section Coordinator fails to resolve the issue it should be brought to the attention of the Housing Divisions Area/Building Program Coordinator Manager (ABCM).

The ABCM will get those involved within the Housing Division in an attempt to get the problem solved. If this proves unsuccessful the issue will be elevated to the DPW and the garrison Commander respectively.

All issues should be dealt with and solved at the lowest level possible. We are all in the military family and must strive to ensure our living environment is peaceful, pleasant and comfortable for all.

It is the responsibility of each Building Coordinator to post the Chain of Responsibility in each stairwell.

RESIDENT'S RESPONSIBILITIES

Upon move-in, remember you are responsible to complete an inventory of all damages NOT annotated on the Quarter's Assignment Inspection Record and turn it in to the Family Housing Office within 14 days. Failure to complete this inventory could result in you being held responsible for damages you may not have caused. Your assignment inspector can assist you in completing this record.

Please remember that you are responsible for maintaining your home as a prudent homeowner. This responsibility includes keeping your home and grounds in a clean, orderly, sanitary, and safe condition. As a sponsor, you are responsible for ensuring that your quarters, grounds, and equipment are not subject to abuse or neglect, and that the premises are not used for commercial, illegal or immoral purposes.

The care and cleaning of your home's appliances and fixtures are strictly your responsibility. You are expected to maintain your home in accordance with good housekeeping practices. Please keep in mind that it is your responsibility to call in service orders as required. You can call in a routine service order by phoning 0611-705-5511 or 0611-705-5633. You may also submit work request via the web at www.wiesbaden.army.mil. You must provide access to the workman. Repairs must be accomplished as soon as practicable to prevent further damage.

Occupancy of Government quarters carries with it a responsibility for some self-reliance by doing "handyman" type work. Specifically, Self-Help type jobs are those which would be done by a prudent homeowner to conserve funds and to preserve the individual premises. The self-help store for Wiesbaden is located on Mississippi Strasse in building #7802, the telephone number is Civ (0611) 705-5583. For more information on your Self-Help requirements please refer to the listing of Self-Help Responsibilities starting on page 33.

For residents of single family dwellings, your area of responsibility includes those grounds that fall within your logical lot line, i.e. one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from your unit, whichever is less. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also your responsibility. You should ensure that sidewalks, driveways and porches are kept clean and free of trash, snow, ice, obstructions, and other hazards.

In cases of damage to quarters resulting from pets or any resident damage beyond normal fair wear and tear, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information, refer to: Conditions of Occupancy for Military Family Housing and Notice to Housing Unit Residents; Liability for Damage to Assigned Quarters. You have signed these agreements when you signed for your home; copies of these publications are provided for you in Appendices A and B.

In the summer, all residents are responsible for maintaining their yards. This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along your sidewalks, watering, fertilizing and pruning of your yard, bushes and trees. Rake all leaves to the curb. The contractor is responsible for collecting leaves that have been secured in the blue bags that have been placed at the curb. These bags are available at the Self Help Store. Bulk items may be placed at the curb on the 1st and 3rd Monday of each month. Please do not put these items out until the evening prior. Special pickups for bulk items can be arranged by calling the Utilities Branch at Civ (0611) 705-6869

During the winter season, all residents are responsible for the removal of snow and ice from steps, porches, driveways, and sidewalks in the front and rear of their quarters. Rock salt is available through Self-Help; however, you must remove snow prior to sprinkling salt.

Coordination of building residents is necessary to insure all adjoining and common areas are free of trash, snow and ice. It is the Building/Stairwell Coordinator's responsibility to insure all residents comply with these instructions. It is expected that, by performing these duties, a harmonious and cooperative relationship be developed between all housing residents of the building.

If you notice safety deficiencies or maintenance requirements in a common use area in the interior or exterior of your stairwell or building, please contact your Stairwell or Building Coordinator.

If you are being deployed, you should ensure your spouse (or a person who has been designated to care for the quarters) is familiar with this Resident's Handbook, location of circuit breakers, garbage collection information, lawn maintenance, Self-Help maintenance requirements, and a point of contact for your Unit's Rear Detachment.

If you will be clearing within 60 days after your deployment, your spouse should contact the Housing Office to set up your preliminary inspection. PCS Orders are not necessary to schedule this pre-termination inspection. As soon as orders are received, a personal property shipment and a Termination appointment should be made. If the quarters will be terminated while the sponsor is away, your spouse must have a Power of Attorney to effect the shipment of household goods. To schedule a final termination inspection the Housing Division requires: copy of PCS orders, copy of flight itinerary & reservation/confirmation of for hotel stay.

E-MAIL & WEBSITE

Do you have a question, problem, suggestion, concern, complaint, or compliment about housing? If so, just ask Housing. A direct email address has been established to the Housing Manager and Customer Service Representative in Wiesbaden. You can get your questions answered on housing policies, construction programs or anything else pertaining to housing within our community. Just e-mail: housinginfo@EUR.army.mil. You will receive an e-mail response within one working day.

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 that was caused and to document it in writing on the invoice. It is required that the employee or contractor that caused the damage sign a statement to that effect on the invoice for personal property shipment or a Customer Performance Sheet and the Issue/Turn in document for government furniture delivery/pickup. You then must contact the transportation inspector for your personal property shipment to report these damages or the Housing Office if Government furnishings were delivered. Additionally, contact the Housing Facilities Branch at mil 337-6289/5105 to have this added to your inspection sheet, to prevent charges or liability on your part.

INSPECTION OF FAMILY HOUSING AREAS

Family Housing areas are inspected periodically by Housing Inspectors as well as Building and Area Coordinators. Items of interest for inspections are; pet excrement removal; pet damage; pets tied to porches, trees, fences or utility outlets; storage of recreational vehicles; cleanliness of stairwells; storage of tires or other appliances and items in basements and common areas, security of the building, privately owned vehicle repairs, policing of trash including all common areas and trash enclosure areas.

BUILDING OF THE MONTH

The U.S. Army Garrison Wiesbaden conducts monthly community Building of the Month Competitions during the months of June through October. It encourages Area and Building Coordinators and their residents to improve their present standards of living, also it recognizes those residents that exceeds the standard and displays a sense of pride in their living areas. The garrison commander recognizes winners of each area and signs are placed in front of the winning building for the entire month until the following month's competition winners are selected.

RENTER'S INSURANCE

Renter's insurance is an option that should be considered by all residents residing in government owned or leased Family Housing. You are responsible for any damages to your 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 approach to inventory your household contents. Reassess 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.

SURGE PROTECTORS

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

TRANSFORMERS

Transformers come in a variety of sizes. Transformers plug into the 200v outlet and allow one to use 110v appliances. Clocks and other timed or sensitive electrical devices may not properly function due to the difference in Hertz cycles (60 in the states, 50 in Europe). It is extremely important to know the watt rating of your transformers. Transformers typically rate 15W, 75W, 150W, 300W, 750W or 1000W. Check the watt rating on the appliance that you are plugging into the transformer to ensure it does not exceed that of the transformer. You should avoid plugging multiple appliances into one transformer as the total watts may exceed that of the transformer.

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

CONSERVATION OF UTILITIES

There are many good reasons to reduce the use of electricity, gas, oil and water. The first and foremost reason is to conserve resources (natural and monetary). The second is that it's just the right thing to do for future generations. The Army policy is to conserve our valuable resources. All family members must be actively involved in this endeavor.

There are many ways to conserve utilities here are some examples:

- Turn off lights in your apartment, storage rooms, attics, utility rooms and basements when not needed.
- 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.
- Consider buying dual voltage electrical equipment to save energy on use of transformers. If you have to use a transformer, use the proper size, as larger transformers use more energy. Always turn off or unplug transformers when not being used.
- Never use your oven for space heating purposes. Portable electric (all types) space heaters are not permitted or authorized for use in government quarters.
- Promptly report 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.

Of course there are many other ways to conserve energy, many of which are common sense measures. Be on the look out for them.

LIGHT

Light bulbs greater than 60 watts should not be used in closed light fixtures. Due to the build up of heat this could cause the wiring insulation to become dry, brittle and ultimately cause fire damage to Government quarters and/or personal property.

CABLE TELEVISION

Residents residing on post receive free AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News AFN Family, AFN Movie and Spectrum. Questions concerning service or repair can be directed to TKS Civ (06134) 284-862.

HEATING QUARTERS

The heating season for Germany usually begins sometime between mid September – mid October, when the average daily temperature or weather conditions is below 60 degrees Fahrenheit for three consecutive days. The heating season ends 31 May. The garrison commander can approve exceptions based on local conditions. Due to safety issues, space heaters are not authorized in government quarters. Space heaters typically draw more power than the circuits are designed to withstand.

QUARTERS VENTILATION – MOLD

Most windows in Wiesbaden quarters have been upgraded to have double-paned windows. While this is great for energy efficiency, it poses new challenges in fighting mold and mildew. Residents must ventilate their quarter's daily by opening windows to create a cross draft. If cross drafts are created for 10 minutes a day and after each shower, mold and mildew should not be a problem.

If mold and mildew manages to develop anyway, open windows in the affected area to facilitate drying, then scrub the mold spots with a solution of 1cup chlorine bleach and 1 gallon of warm water, rinse and wipe dry. In the case of mold on painted surfaces, allow this solution to soak in. Then lightly scrub, 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 when cross-ventilating other parts of the house.

NOTE:
IF MOLD IS LEFT UNATTENDED AND CONTINUES TO GROW, IT COULD POSE POSSIBLE HEALTH AND ALLERGEN PROBLEMS IN YOUNG CHILDREN.

CEILING FANS/AIR CONDITIONING

The use of ceiling fans and/or air conditioning 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 mil 337-6289.

CHANGES IN BEDROOM REQUIREMENTS

Families whose bedroom requirement changes while residing in quarters can apply and compete for housing based on their new requirement (date of eligibility in these cases is the date of application). Wiesbaden authorizes one bedroom per child when inventory permits. No more than two persons may share a room. Relocation to larger quarters will occur after all incoming soldiers have been housed. If you are unsure of your bedroom eligibility, contact the Family Housing Office. Families are reminded that moves between quarters will be at their own expense. This includes cable and telephone reconnect charges (i.e., must be in a condition suitable for immediate re-occupancy by the next resident). The quarters being vacated must be cleaned to standards and all Self-Help items completed. When completing an intra-post move you must vacate your old quarters within three working days after signing for your new quarters. Careful planning with work and personal schedules is extremely important. If quarters are not cleared within three working days, you risk the possibility of being charged a daily service charge for the unit being vacated.

THE SAFE NEIGHBORHOOD AWARENESS PROGRAM (SNAP) is a new concept in neighborhood watch programs. SNAP aims to improve the situational awareness of USAREUR personnel in Europe to supplement Force Protection and Crime Prevention efforts.

SNAP helps us protect ourselves against terrorist and criminal threats and deters illegal acts throughout USAREUR. SNAP is a community-based volunteer program that mirrors traditional "Neighborhood Watch" in many ways and is run in coordination with military and civilian police officials.

Community leaders and volunteers tailor each program to address local concerns and target all community members. SNAP volunteers patrol housing areas but do not intervene or take unnecessary risks. The program focuses on improving reporting skills, developing and sustaining situational awareness.

The program also strengthens community bonds by encouraging neighbors to get to know one another. If you know your neighbors, and they know you, you can better recognize suspicious activity.

By widely disseminating force protection and crime prevention information, SNAP increases awareness and observation skills, provides better information to the Military Police, thereby reducing a community's vulnerabilities.

For more information on SNAP, refer to Army in Europe Regulation 190-25.

Things to watch for:

- People asking, screaming or shouting for help
- Someone appearing to be in distress or danger
- Unusual noises
- Property being taken out of houses or buildings by strangers where no one known is at home, or the business/activity is closed
- Vehicles moving slowly with no lights or no apparent destination
- A stranger running through the neighborhood
- A stranger taking pictures
- A stranger sitting in a car or stopping to talk to a child
- Persons appearing to hide their activity
- Incidents such as fires, and other activity that may require an emergency response
- Vandalism, to include graffiti, broken windows, doors and other unsafe property
- Abandoned cars
- Someone strange looking into windows and parked cars
- Report the above suspicious activity or other suspect acts to the Wiesbaden Military Police at mil 337-5096
- Reporting suspicious activity
- Briefly describe the event — what happened, when, where, and who was involved
- Describe the suspect; sex, race, age, height, weight, hair color, clothing, and distinctive characteristics such as beard, mustache, tattoos, scars, or accent
- Describe vehicle if one is involved: color, make, model, year, license plate and special features such as stickers, dents, rims, or decals



Remember to report the 4 Ws
Who, What, When and Where.

It's a SNAP to make a difference

If you are interested in volunteer opportunities with SNAP or would like to receive SNAP Observer Training, please contact: USAG Wiesbaden MILITARY POLICE mil 337-6962 or civ (0611) 705-6962

FORCE PROTECTION

The protection of soldiers, family members and DOD civilians is priority one. Practice FORCE PROTECTION and ensure all stairwell entry/exterior doors are closed and secured at all times. If someone looks suspicious – report it immediately to the Military Police, at 115. Practice OPSEC — Don't discuss security issues outside the workplace or shop. Listed below are some helpful tips regarding Force Protection.

- Never open suspicious packages with incorrect spelling, protruding wires, no return or unknown address.
- Don't give out family travel plans to strangers or persons who don't need to know.
- Don't open doors to strangers, including unexpected delivery or service personnel, especially during evening hours.
- Shred or destroy personal papers with sensitive information.
- Always lock your car doors when unattended.
- Report suspicious vehicles and personnel. Take note of license plates, description of persons and vehicles for local authorities.
- Parents must buzz their child in and not have their child prop the door open during playtime.

SPRING AND FALL CLEANUP

Twice each year, once in the spring and once in the fall, the garrison sponsors a neighborhood cleanup program. During the spring the DPW normally provides flowers and other plantings 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

Residents are encouraged to use the established Housing Area Chain of Responsibility to resolve all neighborhood housing problems and conditions; i.e., stairwell, building, or area coordinators. As a reminder, repeated violations of any post policies may result in the removal of the privilege of residing in Government quarters and/or receiving logistical support. See page 1 of this booklet for specific duties and responsibilities of the "Chain of Responsibility". Command Policy letters can be found on the Wiesbaden web site.

EXCESSIVE NOISE, MUSIC VOLUME AND OFFENSIVE LANGUAGE

We must ensure our individual activities do not infringe upon the rights of others or degrade our overall quality of life. The standard is "Each of us has the responsibility to ensure that our courteous behavior makes this command an enjoyable place to live and work"

Definition of loud music/noise:

- a. (Housing) Music or other noise made loud enough to be heard by a neighbor or a person walking outside.
- b. (Vehicle) Music or other noise made loud enough to be heard by the occupant of an adjacent vehicle or by pedestrians.
- c. (Open Areas) Music or other noise made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on CD's, tapes, records, clothing or other media, is not acceptable in Government housing or housing areas when others are involuntarily exposed to it due to location or volume of the language.

QUIET HOURS

Living overseas can provide new and exciting adventures as well as opportunities to learn about different cultures. While we expect some of the ways of our host nation neighbors to be a bit different from those we are accustomed to at home, it is important to take steps to respect and obey German customs and laws. Local noise-abatement guidelines are much more restrictive here than in the United States. German law stipulates that noise is acceptable only as long as neighbors are not disturbed. German mid-day quiet hours are also in effect in most communities. The laws governing the State of Hessen, quiet hours are:

- Daily from 13:00-15:00
- All day on Sunday and German holidays
- 20:00-07:00, Monday through Saturday, September through April
- 21:00-07:00, Monday through Saturday, May through August

Additionally, State of Hessen laws do not allow lawn machinery to operate from 07:00-09:00, 13:00-15:00 and after 17:00. Fines are imposed when quiet hour laws are broken.

The following guidelines are for residents of American housing areas located near German residential neighborhoods (including garden/farm areas) and US Army personnel living in leased housing on the economy: Avoid noise of any kind such as but not limited to loud music, lawn mowing, running engines during the quiet hours. Confine the playing of musical instruments or stereo equipment to quarters. Volume level at all times should be such that no loud music can be heard outside the residence. Adjust accordingly when windows are open during the summer months. The same general rules apply to playing car radio/audio equipment. For more information regarding quiet hours, you may contact the U.S. Army Garrison Wiesbaden Public Affairs Office at mil 337-5772.

AUTOMOBILE REPAIRS

Automobile repairs are not authorized in family housing, unaccompanied personnel housing areas, streets or parking areas. Any repair where the possibility of drainage or spillage of gasoline, oil or other lubricants (POL) on the ground is not permitted. The vehicle owner may personally be liable for the total cost of environmental cleanup for any spill. Residents are advised to use the Auto Crafts shop or have maintenance 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 are not authorized to be disposed of into regular or bulk trash containers. Residents are not authorized to change their motor oil in Family Housing, or Unaccompanied Personnel Housing areas. For additional information or hours of operation you may contact the Auto Craft shop at mil 334-2460.

PARKING

Parking in the Housing Areas, Crestview, Hainerberg and Aukamm housing areas is "first come, first served". **For Mainz kastel and WAAF 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 coal chutes, 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. German law prohibits parking with the four wheels above the curb unless space is adequate to provide passage by the handicapped person in a wheelchair.

Parking violations may result in the registered owner of the vehicle to be ticketed and forwarded to the unit commander for action. For more information regarding parking within Army Family Housing can be directed to the U.S. Army Garrison Wiesbaden Provost Marshal's Office at mil 337-5139. Refer to Appendix H for Parking in Housing Areas policy letter.

ABANDONED — INOPERABLE VEHICLES

Abandoned, unlicensed or expired tag vehicles will be ticketed and chain of command informed for action. Vehicles with flat tires or in obvious inoperable status will also be ticketed by the Military Police. In accordance with MP regulations, parking of abandoned, unlicensed vehicles in family housing, leased housing, unaccompanied personnel housing areas, streets or parking areas is prohibited. Residents may refer to the Army in Europe Regulation 190-1 for more information regarding inoperable privately owned vehicles.

CAR IDLING

In accordance with German law, it is against the law to allow automobiles to idle in order for the engine to warm, defrost windshields, or for any other reason prior to driving off. The purpose of the law is to conserve energy as well as reduce air pollution. Residents can be fined for violations.

PET CONTROL AND POLICY

Residents of Army Family Housing are responsible for maintaining and controlling their pets. The privilege to maintain an animal is granted to residents based on the owner's ability to carry out their responsibilities. This privilege may be withdrawn if the pet displays a threat to the health or safety of personnel, becomes a nuisance or the pet owner fails in the responsibilities in the care of the pet.

Residents may have no more than two domestic pets (dogs or cats only), or any combination thereof per dwelling unit. Other domestic pets including goldfish, hamsters and birds may be kept in Army Family Housing. Exotic pets such as snakes, ferrets are prohibited. Pet owners are required to register their pet with the Veterinary Clinic within two (2) weeks after acquiring the pet or the arrival of the pet to USAREUR. The owner must present evidence of the pet's current vaccinations at the time of registration and update the vaccinations when required. A vaccinated pet will receive a rabies tag that will be worn by the pet at all times.

Pet owners will ensure that pets are controlled so that the pet is not a public nuisance or menace to the community. Animals that habitually bark, bite, scratch, attack or otherwise threaten people without provocation are a community health menace and will not be allowed in government housing or facilities. A severe incident, i.e., the pet has attacked an individual is cause for removal of animal, regardless of the number of prior incidents.

Pet owners residing in Army Family Housing are subject to Host Nation laws governing the treatment of pets. HN law and USAREUR policy prohibits the inhumane or abusive treatment of animals. Inhumane or abusive treatment is defined as any act or mission whereby the animal's physical or psychological well being is compromised. Punishment for violation of HN law may be in form of fines or actual removal of the pet from the owner's possession.

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

When outside the owner's quarters, animals will be kept on a leash at all times and will be accompanied by an individual capable of controlling the pet. Young children under the age of 12 years without adult supervision will be considered incapable of controlling the pet. Children 12 years or older must be capable of restraining the pet if necessary.

Dogs and cats will not be allowed to relieve themselves on balconies, playgrounds or within 50 feet of family housing buildings or playgrounds. Pet owners will clean up all excrement left by their pets and must be properly disposed into the appropriate refuse container.

Pets will not be: 1) Tied to stair railings, pipes, trees, posts or fences. 2) Kept in fenced playgrounds where children congregate. 3) Allowed on balconies unattended. 4) Housed or locked in storerooms, attics, kennels on balconies or in basements. 5) Allowed in laundry rooms.

A sanitation inspection (health and welfare) may be conducted on any dwelling unit alleged by written complaint to be substandard in cleanliness, odorous or where the pet has apparently been abandoned. Entry into quarters will be in the presence of the sponsor or an adult family member unless immediate entry is required to prevent damage or destruction of government property. Owners who abandon their pets are subject to action and will be charged for all costs incurred by the Government in relation to transfer, care, custody, and final disposition of the animal. During extended absence, i.e., TDY, deployments, leave, pet owners must make arrangements for the care of their pets. Pets will not be left unattended in vacant quarters for an extended period of time.

Failure to comply with this policy and the Family Resident Handbook will result in notification of your command, the garrison commander and Area/Building Coordinator. A second infraction of the same nature could result in grounds for termination of housing and/or loss of pet privileges. Refer to Appendix G for Pet Policy.

WATERBEDS

Waterbeds are not authorized for use in government quarters. The construction material and type of ceilings in our quarters do not support the weight of the waterbeds and damage can be extensive in the case of rupture.

SMOKING

Smoking in common use areas of Government owned housing units is not authorized. This includes stairwells, hallways, washrooms, basements and dayrooms.

QUARTERS ENHANCEMENTS

Residents are not permitted to perform minor quarter's improvement projects provided they obtain permission from the Housing Facilities Branch. It may be possible that you will be required to paint all or part of your quarters prior to clearance. If required, this is considered self-help. Do not paint any portion of your quarters without first having your pre-inspection and receiving instructions from your inspector. NOTE: Spot painting of quarters IS NOT permitted. If painting needs to be accomplished by the resident in order to clear, the entire wall from floor to ceiling will be painted. Do not paint the baseboards if they are not made of wood. Do not paint light switches or receptacle covers. When applying paint it must be done in a professional manner. All work is subject to the approval of the housing inspector.

Currently flat latex paints are used in the living areas and semi gloss latex in the bathroom and kitchen areas. Both paints are washable, however the paint applied to the kitchen and bathroom walls is more durable due to the usage of these rooms. Semi gloss paint is not used throughout the remainder of the house due to its sealing properties and the fact that inconsistencies in the wall finish are greatly magnified.

Quarters are painted a minimum of three years (during change of occupancy). It is the resident's responsibility to ensure the walls are properly cared for through normal cleaning and wear prevention. Residents can be charged for damage to paint if it is deemed that the life cycle of the paint is shortened for reasons beyond fair wear and tear (FWT).

What is FWT? To some degree it's a judgment call by the housing inspector who typically has in-depth knowledge of paint and paint conditions. 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 considered beyond FWT:

- Paint that has been removed from the walls due to stains, crayons, foodstuff or other foreign material.
- Hand and fingerprints that cannot be removed through normal cleaning.
- Performing an unprofessional paint job.
- Scratches and gouges due to furniture being placed directly against the walls.
- Excessive use or improper size (too large) of wall fasteners for hanging pictures.
- Smoking that causes the walls to turn yellow.
- Excessive grease splatters in kitchen areas.

This is not a complete list. It's provided to give you an idea of what is being inspected and the guideline inspectors use to determine FWT.

To properly clean the walls one should use a light non-abrasive cleaning solution with warm water. A sponge or other non-abrasive item should be used to soiled areas. If you have to paint walls due to damages its important to note that walls must be cleaned prior to painting. Painting is required from floor to ceiling without overlapping of either area. Paint should be applied smoothly and evenly. Do not rush a paint job.

There are several very helpful painting tips located at the following website: www.paintinfo.com/mp/index.htm

Wall borders may be applied; however, occupants are required to remove the borders and any residual adhesive before clearing quarters. Failure to adequately remove the border/adhesive may result in the occupant being charged for costs associated with contract maintenance.

These standards apply to all, even if the quarters are scheduled to undergo contract painting when vacated. At no time should cabinets in renovated kitchens be painted, or have nails or hooks applied to the cabinetry. Decorative type knobs may be placed on cabinets/closets. However, occupants must reinstall standard Government knobs prior to clearing. Knobs are available at the SHIP store.

For more information on the Self-Help Program refer to the Self-Help section of this handbook.

CARE OF WOODEN FLOORS

Parquet floors are sanded and sealed on a 10-year cycle, which saves money and prolongs the life of the floor. Although constructed from hardwood, these floors are particularly susceptible to damages from heels and furnishings. While some scratches are to be expected during the life of the floors, residents are expected to provide adequate protection to keep such damages to a minimum. Simple preventative steps such as not wearing cleats on the floor; not walking in steel tipped heels over bare floors; or moving furniture without proper protection to the floors, go a long way in preventing the requirement for out of cycle sanding and possible resident liability. Pets are a major cause of damage to hardwood floors. Large animals tend to scratch floors with their claws. Pet urine will permanently damage floors if not cleaned immediately.

Cleaning of parquet floors is very easy. Just damp mop. No cleaning solutions are needed. When mopping, the mop should be damp enough to provide cleaning but should not be dripping with water. Do not use any kind of wax product on the floors. Do not allow water to stand on the floors, as that will cause permanent damage (black spots).

SWIMMING POOLS

Swimming pools within government controlled housing areas, other than small plastic wading pools are prohibited. This restriction is necessary due to concerns for the safety of children having access to our housing areas. The following guideline apply: Pool dimensions may not exceed 14 inches in height and 60 inches in diameter. The pool must be emptied and stored properly when not in use. The resident (sponsor or spouse) will provide continuous supervision while there is water in the pool. The pool will not have a cover attached. Area, Section and Building Coordinators will be held responsible for monitoring and maintaining compliance with guidelines given. Refer to Appendix J, Swimming Pools in Government Controlled Housing Areas.

TREE/PLAY HOUSES

Tree houses may not be built for safety reasons and to avoid possible damage to trees. Construction of playhouses is also not permitted. Lawn type plastic play sets, as sold in the Post Exchange are approved for use.

PRIVATELY OWNED LIGHT FIXTURES

Prior to installing privately owned light fixtures you must first obtain approval from the Facilities Branch of the Family Housing Office. The request must be in writing and include building number, type of fixture and approximate weight of fixture. Expense of installation, maintenance and removal including property restoration will be at the expense of the resident.

ANTENNAS AND SATELLITE DISHES

Prior to installing any type of antenna you must first obtain approval from the Facilities Branch of the Housing Office. The request must be in writing and include the building number, type of antenna, desired use of antenna and installation method. All installations are subject to inspection and approval by the Facilities Branch. Installation, maintenance and removal, including property restoration, will be at the resident's expense. Amateur radio operators must ensure that their antenna installation does not interfere with other residents' radio, TV or stereo equipment.

Amateur radio operators may refer to USAREUR Regulation 105-41 for details.

SEASONAL DECORATIONS

Everyone loves to decorate for the holidays. Remember do not overload electrical outlets. Check your extension cords thoroughly prior to use. Christmas lights should not be installed prior to 1 December. Light strands should be limited to no more than five per unit. 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.

GRILLING

Grilling or storage of grills on balconies is not permitted at any time. Grilling on balconies constitutes a fire hazard and/or causes smoke problems to upper floors. Lawns may be used for grilling provided the grill is located at least 30 feet away from the building and does not constitute a menace to others. Security, policing, sanitation and maintenance of common areas are the joint responsibility of all occupants. Damages to common areas will be reported to the Building Coordinator.

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).

VISITORS/RESIDENTS IN GOVERNMENT QUARTERS

In accordance with AR 210-50, (Installations Housing Management, 26 February 1999), Family Housing is to be occupied only by the service member and family members. Requests for non-family members and guests to reside with you must be routed through the soldier's unit commander to the Family Housing Office, building 1023W, WAAF. Requests must include the reason for the visit, number and names of guests, and the length of stay.

Residents of Government quarters may have temporary guests in their quarters for up to thirty (30) days without prior approval. Residents must notify the Housing Office of guests that will remain in family housing for thirty- (30) days or more. A temporary guest is defined as a person(s) that is not a resident of the area or does not live or work within a commuting distance of one hour.

Occupancy of Government quarters by non-family members is not authorized without prior approval in writing from the Housing Office. Total quarters occupancy will not exceed more than two residents per bedroom. Basements, attics and maid's rooms are not authorized as living or sleeping areas for safety and health reasons. Rent or other monetary compensation may not be collected from family members, non-family members or guests.

Military and family members stationed within commuting distance (1 hour) of Wiesbaden who are authorized other types of Government quarters are not considered under the "guest" category. Military personnel and/or family members are not authorized to reside with another military family in government quarters.

All guests and family members must comply with all existing U.S. Army Garrison Wiesbaden policies. Sponsors are required to inform their guests of all such rules and to ensure their compliance. Failure to comply will result in revocation of approval and the guest immediate departure from quarters.

As the sponsor, you are ultimately responsible for the actions of your guests and non-family members. Having unauthorized guests or non-family members residing with you could be cause for eviction from government quarters. Permission for a guest or non-family member to visit or reside with you may be revoked for misconduct or violation of post policies.

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 may apply in writing through the garrison commander to the direct-reporting garrison commander for an exception to policy to allow domestic employees to live with the sponsor/family in government quarters. If the exception to policy is approved, no government furnishings will be issued and no additional bedroom allowances will be given for domestic employees. Domestic employees residing in government quarters must comply with Army Family Housing regulations and garrison policies. The policy permits no increase in bedroom or other housing entitlements to accommodate the domestic employee. The policy disallows additional Army benefits or privileges not available to other non-dependents, with the exception of shopping and driving privileges, when approved by the USAREUR Provost Marshal. The policy does not allow the domestic employee to live in attics, basements, or other areas that do not meet safety, health or habitability standards. German law prohibits the hiring of illegal aliens and requires a background check by German Police authorities. Additionally, German law requires the employee to have a valid tax card and registration number with the local employment office. The sponsor must pay social security and pension contributions, must buy health and accident insurance for the employee and pay any other applicable German taxes. German employment law concerning termination of contracts, age restrictions, pregnant employees, vacation periods and time off all apply. The employee must have a current health certificate validated by a licensed physician compliance with German residence, tax, and insurance obligations, a copy of a written contract with the employee and a copy of the German police background check. Refer to Appendix F, Domestic Employees for Child Care and Other Domestic Services for additional guidance.

QUARTERS BASED HOME BUSINESSES

If you are considering operating a home based business from your Government quarters you must contact the U.S. Army Garrison Wiesbaden, S1 FIRST to determine the proper procedures for operating a business. Requests to conduct a business 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. These activities must be in the interest of the garrison service member's quality of life and must not detract from garrison operations. Typically, businesses that increase utility usage, cause parking problems or create excess traffic in the stairwell or building are not favorable. The only kind of moneymaking enterprises that may be operated by Americans living in Government housing are those that are service-based such as tutoring and giving music or dance lessons. Selling products such as Tupperware, Avon, Mary Kay, Herbalife and Pampered Chef is not within regulatory guidance; these items and others may not be marketed through product parties in Government homes. All business activities are subject to host nation tax, business licensing laws, and are explained fully in USAREUR 210-70. For more information please contact the U.S. Army Garrison Wiesbaden S1 at mil 337-7068.

CHILD SUPERVISION POLICY

Refer to the 221st Command Policy Letter and the AR 608-18 — child-supervision policy for explanation of adult level supervision required for children in different grades. This policy is based on the child's grade in school, not the child's age. During the summer months, children are considered to be in the grade they have just completed. This policy is enforced 24 hours a day; 7 days a week to USAREUR supported personnel who are parents or legal guardians of children who live with them in military housing, or in a home in the local community, or children who have not yet graduated from high school. Children in the fifth grade and below require adult supervision at all times. Children in the sixth grade and above may be left alone and may baby-sit siblings if they have ready access to adult supervision. Children in the seventh grade and above may baby-sit children other than siblings. Incidents of unsupervised children should be reported to the installation Family Advocacy Program Manager — (FAP), who will ensure that the incident is investigated. The FAP Manager will forward cases of unsupervised children to the garrison Commander for resolution if appropriate. For information on child supervision guidelines, please call the Family Advocacy Program Manager at mil 337-5754, or Army Community Services at mil 337-5611.

LEAVING QUARTERS VACANT

Any time you are away from your quarters, it is your responsibility to ensure that the grass is mowed, the snow is shoveled, your pet(s) are at an alternate "home", newspapers or flyers are removed from your step, door or mailbox, and to make sure emergency maintenance work is completed.

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. If your home will be vacant for more than 90 days, you will need to obtain permission from the garrison Commander and designate someone with a Power of Attorney to be responsible for your home during your absence.

In addition, you are required to notify the Housing Division 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.

ENCLOSED STORAGE ROOMS AND CAGES



IMPORTANT NOTE: The basement storerooms in the stairwell apartments are high-risk flood areas. DO NOT store items that can be damaged by water in the basement storage rooms. Ensure the exterior basement door areas are clean and free of leaves and debris. This will help prevent the flooding of drainage ducts thus preventing a loss of personal property.

Please be aware that basement drains can and do back up. You should use your basement for storing items only, and place those items on wood pallets if available to prevent water damage. Basements are not to be used as living and sleeping areas.

Storage Areas/Rooms are for the exclusive use of occupants. Storage areas will be kept clean, neat and orderly at all times. Government furniture will not be stored in storage areas/rooms. Storage areas/rooms will be cleaned and cleared upon termination of quarters. Items stored in common storerooms will be identified with the owner's name.

When there are more residents than available storage spaces the following will apply; storage rooms will be assigned on a seniority basis to those that do not already have an enclosed storage room. The basis for determining seniority is the date assigned to the present quarters, regardless of rank or number of dependents.

Under no circumstances is storage of any kind allowed in any portion of the building other than storage cages or the resident's apartment. Personal items stored in unauthorized areas such as attics, transformer, utility, boiler, maid or mechanical rooms will be removed without notice.

COMMON USE AREAS

Common use areas in Family Housing and UPH are areas, which are shared by all building occupants. Common use areas can include but are not limited to kitchens, hallways, stairwells, lounges, TV rooms, reading rooms, storage areas/rooms and laundry rooms. Occupants will not store personal property of any kind in common use areas not specifically designed for such use; to include brooms, shovels, bicycles, motorcycles and boxes. Damage to common areas will be reported immediately to the building coordinator.

Laundry Rooms — are for the exclusive use of occupants. Occupants should ensure that the laundry rooms are kept clean and free of all empty laundering packaging (cartons, bottles, dryer sheets, etc.). It is important to remember that this is a sensitive area among other residents. Care and consideration of others should be exercised when utilizing washers and dryers. Families should refrain from occupying all machines at once. Residents must remove clothing from appliances after the completion of washing and drying cycles. Storage of any item not pertaining to laundering is prohibited. Washers and dryers will be cleaned after each use. Laundry rooms will be policed immediately upon completion of each laundry session. Remember to clean the lint traps in the washer and dryer after each use. When necessary, laundry rooms will be secured when not in use.

Lounges (basement common rooms) — The lounges in each building are provided for the use of all occupants. In order to facilitate equitable distribution of this privilege, all persons desiring to use the lounge for the purpose of parties and social functions shall submit a request in writing to the building coordinator no later than 48 hours in advance of the event. The requester is responsible for the care and cleaning of the lounge as well as the conduct of his/her guests. ATTIC/MAID ROOMS — Access to these areas are unauthorized due to fire/safety regulations.

LOCKOUT PROCEDURES

Non-emergency lockout service provided is on a basis of time and manpower availability. Contact the Service Order Desk at mil 337-5511/5633.

It is your responsibility to establish a system for you and your family to gain entry to your home without causing damage. Furthermore, you are responsible for the accountability of all keys issued to you. For security reasons it is recommended that you do not hide a key above/around the door, etc.

An alternative is leaving a key with a dependable neighbor, your First Sergeant or where you work to decrease the inconvenience of having to wait to gain access to your home.

LOST KEYS

Family members over the age of 12 are authorized issuance of quarter's keys. If keys become lost or stolen you must report to the Family Housing Office. Extra keys will not be issued or replicated until payment for the lost key(s) is received.

WHAT'S SCHEDULED FOR YOUR NEIGHBORHOOD?

We communicate with residents in several ways in our attempt to keep you fully informed as to what projects are planned for your neighborhood and home. We utilize articles, newsletters, direct mailings, and town hall meetings. Each project will have a point of contact that will be available to answer questions on specific contracts or concerns. If you should ever have difficulty obtaining information on current or planned projects contact our Facilities Branch Office at mil 337-5080, civ (0611) 705-5080.

FURNISHINGS BRANCH (ESC)

Residents will establish a hand receipt at the time of quarters assignment. A joint inventory by the Housing Inspector and resident will be conducted at the assignment inspection. The Furnishings Branch utilizes the Common Table of Allowances 50-909 (CTA) to determine the amount and types of furniture a resident is authorized. Deliveries and pick-ups should be requested as early as possible in order to prevent unnecessary waiting times. Additional transactions may be coordinated whenever the customer is willing to provide transportation to and from the warehouse. If a resident misses a scheduled delivery appointment they risk the possibility of having their name moved to the bottom of the waiting list. Proper care to prevent loss or damage other than fair wear and tear is the resident's responsibility. Upon clearance of assigned quarters a joint inventory will be conducted to clear the hand receipt account. For further information contact the Furnishings Management Office at mil 337-5265/5310/5644 or civ (0611) 705-5265/5310/5644.

EMPTY MOVING BOXES

What do you do with your empty moving boxes? If you request unpacking by the carrier, it is the responsibility of the carrier to remove all packing material. If you choose to unpack the cartons and boxes, it is your responsibility to notify the servicing agent from the inbound household good section or the Quality Control office to schedule a date for pick up of the empty boxes. The carrier is not obligated to return and remove the packing material, it is recommended you call the agent and request if this can be done. Residents wishing to unpack some or all of their unaccompanied baggage or household goods are responsible for the proper disposal of all packing material. Contact the Transportation office for the company name that delivered your property mil 337-5375.

REFUSE DISPOSAL

Residents are responsible for proper recycling and trash segregation in their area. Coordinators will ensure that proper disposal methods are followed.

TRASH COLLECTION

Trash containers are provided for residents to use for waste disposal. Residents are responsible for proper placement of waste into these containers. Refuse should be bagged in plastic or paper bags, and placed neatly into the container. Refuse should never be placed outside the container. The lids of the containers must be kept closed for sanitation purposes. The area surrounding the container must be free of obstructions to allow the pick-up crew accessibility to the containers. The contractor will not pick up trash placed outside the container.

Trash collection in Wiesbaden is accomplished by both the city of Wiesbaden and DPW in-house personnel. The city of Wiesbaden picks up refuse from the Aukamm, Crestview, and Hainerberg housing villages. DPW personnel provide refuse collection services to the Mainz-Kastel and Wiesbaden Air Base housing villages. Refuse collection days that fall on a German holiday will be picked up the day prior or the day after the holiday.

BULK TRASH

Bulk trash are items that are no longer needed, but too large to place into the refuse container. Examples are: sofa, table, rugs, and old appliances. Bulk trash is not automatically picked up when left beside the container. Residents living in the Wiesbaden Air Field and Mainz-Kastel housing villages can call the DPW Sanitation Branch, mil 337-5500/5415, to arrange an appointment for bulk trash pick up.

The city of Wiesbaden provides free bulk trash pickup for residents in the Aukamm, Crestview and Hainerberg housing villages. This special pickup is the first and third Monday of each month. Items are to be placed curbside prior to 0600 but no earlier than 1800 hours the day before and are to be segregated by wood and metal items.

Residents in Wiesbaden can deliver bulk items directly to the city landfill. More information to include directions can be obtained from the DPW Sanitation Branch, mil 337-5500/5415.

TIRES

Tires may not be disposed of with your regular trash. The store where you purchased new tires is required, by law, to accept your old tires, free of charge. Do not leave tires at any disposal or refuse container. Another option to discard old tires is to bring them to the One Stop Point, 3 Mississippi Strasse.

GREEN WASTE.

Green waste is compost yard waste such as leaves, branches, grass clippings and shrub trimmings. Wiesbaden residents are required to separate green waste from regular trash for proper disposal at the city compost lot. Bi-weekly green waste collections are provided to the housing villages according to the following schedule. Aukamm every third Monday of the month; Crestview and Wiesbaden Air Base, Tuesday; Hainerberg and Mainz-Kastel, Wednesday. Place green waste into plastic bags and on curbside prior to 0700 hours the day of pickup, but no earlier than 1800 hours the day before.

RECYCLING

Reducing the amount of trash we generate is increasingly important as landfill space becomes less available, natural resource supplies dwindle and improper waste disposal threatens our environment. Recycling is the key in helping to solve these problems.

- a. Paper is easy to recycle. There are many blue and white "Altpapier, Papp" containers for recycling paper. Items that can be recycled include: newspapers, magazines, catalogues, brochures, office paper, clean and flat cardboard and paper grocery bags. Staples, paper clips and tape must be removed. Items that cannot be recycled are paper with waxed lining (i.e., milk cartons) and heavily soiled paper (i.e., pizza boxes).

- b. Glass can be recycled using "Altglas" containers. Glass must be separated by color: white, brown and green. White glass will be disposed of into the "Weiss glas" container, which is all white in color. Green glass disposed of into the "Gruen glas" container, which is green and white; brown glass items will be disposed of into the "Braun glas" container which is brown and white in color. Although the labels do not have to be removed, the lids must be removed and the bottle or jar rinsed. Items that cannot be recycled are mirrors, light bulbs, and window glass.
- c. Plastic and metal can be recycled using the yellow lidded "Kunststoff" containers and yellow bags provided at the Home Improvement Store. Items that can be recycled include cans, plastic bottles, lids and caps from bottles, Styrofoam, packaging material, beverage cartons for milk, juice, mineral water, aluminum foil, and empty(!!!) spray cans. Although the labels do not have to be removed from cans, all items must be rinsed.
- d. Cardboard recycling is mandatory under German law. Cardboard boxes must be broken down and placed into the cardboard recycling containers. All housing areas have "cardboard only" dumpsters for disposing of large amounts of cardboard.

HOUSEHOLD HAZARDOUS WASTE

Household Hazardous Waste (HHW) is waste which is hazardous to human or environmental health if improperly handled or disposed. Containers are often marked with labels such as "Flammable", "Danger" or "Keep out of Reach of Children;" Examples of HHW are: aerosol cans, ammonia, paint, disinfectants, oven cleaners, insecticides, anti-freeze, paint removers, lubricants, polishes, fertilizers, bleach, and automotive cleaners. The empty containers from these items are also considered household hazardous waste.

The city of Wiesbaden provides a quarterly collection of HHW free of charge. The Hainerberg Shopping Center is the collection point of HHW. Collection dates and times are published in the newspaper. Resident may also bring HHW to the One Stop Point in Hainerberg, 3 Mississippistr for disposal. You may contact the One Stop at mil 337-5583 or civ (0611) 705-5583.

BATTERIES

Batteries are considered to be hazardous waste and must not be disposed of with regular household refuse.

Automotive batteries should be disposed of where you purchase your new battery. Special battery disposal containers are located throughout the community at the following locations:

1. Wiesbaden Airfield, DPW Bldg. #1057
2. Wiesbaden Airfield, Shoppette Bldg. #1046, Entry Barber Shop
3. Kastel Storage Area, Shoppette Bldg. # 05
4. Kastel Storage Area, Seasons Bldg. # 02
5. Hainerberg PX, Bldg. # 7762
6. Hainerberg Commissary, Bldg. # 7855 Main Entrance
7. Hainerberg Elementary School, Bldg. #7778
8. Hainerberg One Stop Point, 3
9. Aukamm Elementary School, Bldg. # 7267

These small blue containers are labeled "Altbatterien". Toy, radio, and watch batteries can be disposed into these containers. Batteries may also be disposed of at the HHW designated location at the One Stop Point.

HOUSEHOLD HAZARDOUS PRODUCTS REUSE CENTER

Household Hazardous Products (HHP) are those products which are hazardous to human or environmental health if improperly handled or disposed, but could still be of use to someone else. Examples of HHP are: oven cleaners, polishes, lubricants, paints, bleach and disinfectants.

A section of the Home Improvement Store has been set up as an HHP Reuse Center. Residents who have HHPs they no longer need should deliver them to the Center. The HHPs are there for anyone to take and use, free of charge.

RETURN SYSTEM IN GERMANY

One of Germany's solutions to the problem of growing waste is a "return system" concept. This concept is symbolized by a green dot (Der Gruene Punkt). Any items containing the green dot should be placed in special containers located in German store parking lots and other areas.

WHAT CONTAINER TO USE?

Paper Containers.

These containers are BLUE. Packaging made of paper and cardboard may be placed in the paper containers as well as newspapers, magazines and other forms of waste paper, such as paper bags, candy boxes, cigarette boxes, cereal boxes and soap boxes. This is especially important because clean cardboard and paper is a valuable item to recycle in Germany.

Lightweight Materials.

Lightweight materials belong in the YELLOW bins. Packaging made of polystyrene, plastic, composites, aluminum and tinplate may be disposed of in the yellow bags or containers. Therefore, most plastic packages, aluminum cans, food tin cans, potato chip bags, yogurt cups and the like may be disposed into these containers.

Glass Containers.

These containers are labeled with green, brown, and white lettering for the appropriate glass color container. Only glass waste is to be disposed of in these containers.

Household Refuse.

Items such as cigarette butts, frying pans, hairbrushes, textiles, diapers or just about any other normal non-hazardous waste can go in these containers.

Bulk Trash.

Residents who are PCSing should start clearing out bulk trash items at least 6 months prior to departure. Items are to be segregated neatly at the designated pick up point for your community. Pick up days are the 1st and 3rd Monday of each month. Bulk items should not be put out until the evening prior to the scheduled pick up or no later than 0700 on the day of pick up. Contact 337-5500/5415 for special pickups for extremely large loads.

NOTE:

You will not be cleared from your quarters until all bulk trash items have been disposed of properly and the items picked up by the collection agency. There are no exceptions to this rule.

Hazardous Waste.

Containers used for paints and varnishes, thinners, adhesives, corrosives or disinfectants may only be placed in household waste containers after they have been emptied completely, and otherwise it must be disposed of as hazardous waste. There are numerous hazardous waste collection points throughout the community. Please call for their location. If you have any questions regarding any recycling programs please contact the Utilities Division of the Directorate of Public Works at mil 337-5500/5415 or civ (0611) 705-5500/5415.

Parents need to ensure that if children are disposing of trash or recyclable items that the child can lift the lid, place the trash into the container and close the lid. The child must also be able to clean up any mess they may have caused in disposing of refuse.

Improper sorting of refuse could result in charges being assessed to the resident, and also possible grounds for termination of Government quarters.

REPORTING A HAZOURDOUS WASTE SPILL

ALL spills are reportable. Reporting spills is important from a legal standpoint in that it lessens the potential for possible legal actions against the person who is responsible for the "spill". If you witness a "spill" (i.e. someone dumping engine fluids in a dumpster or flushing them down the curb also constitutes a "spill") please call the Fire Department by dialing civ (0611) 705-117, right away. A small spill can pose health or safety threats and should be reported to the Fire Department.

DOMESTIC WATER SUPPLY

It is highly recommended not to use water from the hot water tap for preparing food, baby formula, or beverages. If you need potable hot water, draw water from the cold water tap and heat it. Due to aging plumbing systems it's advisable to periodically remove faucet strainers from all taps and run the water for three to five minutes to flush out any rust that has accumulated. This will help improve the coloration of the water. This is also important if the water lines have not been used for extended periods of time, i.e. 8 or more hours. Please refer to Appendices C regarding Quality of Drinking Water. For questions concerning your water source contact the Utilities Branch at civ (0611) 705-5500. See Appendix C.

FIRE PREVENTION AND SAFTEY

WHAT TO DO IN THE EVENT OF FIRE OR IF YOU SMELL SMOKE?

1. Immediately warn all residents and leave the building by your planned route of escape. Close doors (and windows if possible) as you evacuate to deter the fire from spreading. Every second counts so do not waste time getting dressed or picking up valuables.
2. When leaving, do not open any inside door without first feeling its surface. If it is hot, or if you see smoke seeping through the cracks, do not open that door. Instead, use your alternate exit. If the inside door is cool, place your shoulder against it, open it slowly, and be ready to slam it shut if heat and smoke rush in.
3. Stay close to the floor if the air is smoky. Breathe slowly through a cloth, wet if possible.
4. Once outside, go to the selected meeting place and make sure everyone is there. **DO NOT GO BACK INSIDE OF THE HOUSE.**
5. Call the Fire Department from a civilian phone, from the next building, civ (0611) 705-117.
6. Stay calm; give your name, address and location of the fire. Wait a safe distance from the fire to direct the Fire Department and to tell them if everyone is out of the building.
7. **DO NOT** return to your home until fire officials say that it is all right to do so.

NOTE:

Statistically, most soldiers and family members are injured trying to fight a fire, rather than emphasize evacuation and wait for professional fire fighters to deal with the situation.

IN CASE OF FIRE

- MAKE SURE EVERYONE IS OUT OF THE HOUSE. IF CALLING FROM A CIVILIAN PHONE, WITHIN WIESBADEN, DIAL 0611-705-117. GIVE ADDRESS, NAME AND LOCATION OF FIRE. IF CALLING FROM A MILITARY PHONE, DIAL 117. DO NOT HANG UP UNTIL FIRE DEPARTMENT DISPATCHER HAS ALL INFORMATION.
- HAVE SOMEONE MEET FIRE FIGHTERS AND DIRECT THEM TO THE FIRE.
- BE READY TO ASSIST THE FIRE DEPARTMENT IF CALLED UPON.
- CALL THE FIRE DEPARTMENT IN ALL CASES OF FIRE EVEN THOUGH THE FIRE IS OUT.
- MAKE SURE EVERYONE IN YOUR FAMILY KNOWS WHERE ALL THE EXITS ARE LOCATED.
- PREARRANGE A PLACE OUTSIDE FOR YOUR FAMILY TO MEET IN CASE OF FIRE.
- NOTIFY THE FACILITIES BRANCH OF THE HOUSING DIVISION AFTER YOU HAVE HAD A FIRE.

NOTE:

IAW AR 429-90, Fire and Emergency Services, 10 October 1997, "Installations will not furnish portable fire extinguishers in family housing". Fire extinguishers are provided in the stairwell areas of each building. The building coordinator is responsible to inspect the extinguisher monthly for serviceability; i.e., missing seals, cracks to the hose or nozzle. If service is required a service order should be called into the Work Order Desk at mil 337-5511/5633.

SMOKE DETECTORS

Smoke detectors can wake you up and give you time to escape. However, there are situations when a smoke detector may not protect you and your family against fire or smoke. For instance: smoking in bed, leaving children alone at home, or cleaning with flammable liquids such as gasoline. As the head of the household, you are responsible for enforcing fire prevention measures. Most home fire deaths happen between 10 p.m. and 6 a.m.

SMOKE DETECTOR MAINTENANCE

The smoke detector is virtually maintenance free. However, under dusty or greasy conditions, a vacuum cleaner may be used to clean the exterior of the unit (including the slots on the cover). Do not remove the-detector cover when the vacuum is used.

Test your detector(s) at least once a month. Press the test button for approximately 30-45 seconds to activate the alarm. You may do this with a broom handle or a similar instrument. If no alarm sounds, check the circuit breaker. Continuous chirping or erratic noise or a low sound alarm may indicate a defective detector. If you have a defective smoke detector call the Service Order Desk to submit a work order for maintenance or replacement.

In units where battery operated smoke detectors are installed replace the battery once every six months. Test battery operated smoke detectors more frequently than direct wired ones. It is recommend that battery operated detectors are checked weekly.

PREVENTATIVE MEASURES

- In the event your clothing should catch fire, STOP what you are doing, and DROP to the floor and ROLL around until flames are extinguished.
- Your clothes dryer must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. You should clean the lint filter before each use and check the motor compartment and vent hose MONTHLY for lint and dust accumulation.
- Check your home before going out or retiring for the evening. Close all bedroom doors as this could possibly prevent smoke and heat from closing in on you while you sleep, should a fire occur.
- Do not overload outlets.
- Store flammable materials away from stairways or walkways (if a fire did break out, they could block your exit).
- Also, as a precautionary measure, if you buy or cut your own Christmas tree, cut the trunk at an angle before putting it in your tree stand. This will keep your tree from drying out, and becoming a major fire hazard. Remember, newly cut trees can drink as much as 6 inches of water per day.

HAZARDS IN THE KITCHEN

- Never leave a stove unattended and keep all flammable items (i.e. paper products, towels, flammable liquids, cleaning solvents, etc.) away from the stove.
- Remember to turn off the stove if a fire occurs. If you have a grease fire, DO NOT use flour, sugar, salt, baking soda or water on the fire. Instead, place a lid or pan over the fire, turn off the burner and let it cool. Never pick up a burning pan, the grease could spill and burn you or spread the fire.
- Keep panhandles turned inward on the stove. Never wear loose clothing while you are cooking.
- Clean the oven, range top and exhaust fan filter regularly. See the section on appliance maintenance for more information.

STORAGE REQUIREMENTS

Furnace rooms, boiler and mechanical rooms will not be used for storage. Storage areas such as broom closets should be kept orderly and free of debris. Storage under stairs is prohibited.

Storage of flammable materials such as gasoline and paints are not permitted in family housing, storage buildings or garages. Storage of gasoline lawnmowers, grills, motorcycles, snow blowers, etc. in your quarters is prohibited. These items must be kept in the basement storage areas. All flammable materials must also be stored in the secured storage areas. Your building coordinator can assist you with access to your building's exterior utility shed for proper storage of these materials.

Storage of excess shipping boxes, piles of newspapers and of clothes is prohibited.

WATER DAMAGE IN YOUR HOUSE?

If the emergency consists of a broken water pipe and the result is flooding of the interior of your home, you are expected to take reasonable action to protect your personal property as well as the government's real property. You should exercise the same care and response as you would in your own home. You should be familiar with the location of all water shut off valves.

Personal Property: Any alleged loss or damage may be addressed through the Staff Judge Advocate's Office call mil 337-5030, or civ (0611) 705-5030.

Government Property/Real Property repair work will be accomplished by the most expeditious means possible.

SEWER BACKUP

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

If a sewer backup does occur in your basement, IMMEDIATELY call the Service Order Desk for your area and request service to unplug the drain. While waiting for the plumber to arrive, remove any personal items from the basement that could be damaged. Do not allow children and pets into the basement area until after clean up has occurred. Use caution in entering the living area of your quarters after being in the basement. The carpeting in your quarters could be contaminated by sewage that has been carried in on your shoes. In cases of sewer backups with the resultant loss or damage to personal property, the Staff Judge Advocates Office, Claims Section, DSN 337-5030, Civilian 0611-705-5030, will be able to assist you in filing your claim. When backups occur more than once in a short period of time, even when not severe, contact the Facility Branch of the Family Housing Office, DSN 337-5080, civilian 0611-705-5080. This will give the maintenance personnel an opportunity to investigate and repair the problem before it can escalate.

EMERGENCY SERVICE ORDER OR NOT?

What is an emergency? When do I call? Whom do I call? Every building and housing 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 expected, 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 on Saturday, Sunday and Holidays is considered an emergency. Call the emergency service order number (mil 337-115 or civ (0611) 705-115) to report an emergency service order. 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. All calls are evaluated and responded to in the following order:

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

WHEN AND WHOM DO I CALL DURING DUTY HOURS?

Please call the service order desk (mil 337-5511/5633 or civ (0611) 705-5511/5633) during duty hours, 0730-1600 hours, Monday -Friday for normal repairs. Residents are reminded that only bona fide emergencies are responded to after duty hours, so please do not wait until then to call in a routine service order.

SERVICE ORDER RESPONSE TIMES

How long does it take for a service order request to complete? How can I find out the status of my service order? These are the two most commonly asked questions when it comes to service orders. *The contractor normally has up to 30 days to complete routine service orders, but almost always completes routine tasks quickly. Routine service orders are the normal day-to-day items that may occur in your home, i.e., loose tile, sticking doors and items of this nature. Urgent service orders will be responded 4hrs – 2 work days. Urgent service orders are those items that may turn into emergencies if not repaired quickly. Emergency service orders will be responded to by the next available craftsman. If you are unsure about the service order classification, please ask the service order desk when phoning in. It should be noted that on German holidays the Work Order Reception Desk is closed. All emergencies should be called in to the Emergency Desk 115 [civ (0611) 705-115].

APPLIANCE REPAIR

What do you do if your Government owned appliance breaks down? Before you report a broken appliance to the Work Order Reception Desk, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the power is on and the appliance still does not operate call the Work Order Reception Desk at mil 337-5310/5664. Provide the make, model, and inventory number of the appliance (if available) and a complete description of the problem.

GENERAL INSTRUCTIONS FOR OVEN TIMERS

TO USE THE SIGNAL TIMER

— The signal timer will give you an alarm (buzz or chime) at the end of the set interval. To set the timer turn the knob (1), without depressing, in counter clockwise direction to the desired time interval. To turn off the alarm, turn knob (1) until the pointer (2) is at "OFF".

TO SET THE TIME OF DAY.

– Push knob (1) in and turn clock hands in either direction.

TO SET INTERVAL TIME

– Using knob (1) turn interval timer hand (2) in counter clockwise direction to desired time interval. At the end of time interval a buzzer will sound until hand is turned to "OFF".

TO SET OVEN COOKING TIME

— Using knob (3) turn in either direction placing the hour you desire the cooking operation to "begin" in the window located above the knob. Next turn knob (4) in either direction placing the hour you desire the cooking operation to "end" in the window located above this knob. After the timer has been programmed the cooking operation will delay until the time of day clock reaches the hour indicated in the start time window. At this point the cooking operation will start and continue until the clock reaches the hour indicated in the window marked stop time. Some timers have dials instead of windows and they should be set by pushing the knobs and turning the pointers to the desired start time and stop time. NOTE: After the cooking cycle has ended it is necessary to either reset the time for additional cooking operations or return the timer to manual. This may be accomplished by pushing in on the stop time knob. IMPORTANT – IF THE TIMER HAS NOT BEEN RETURNED TO MANUAL OR RESET FOR ANOTHER COOKING OPERATION THE OVEN WILL NOT FUNCTION.

DIGITAL DELAY COOK AND OFF TIMER

TO SET THE TIME OF DAY

— Push knob (1) in and turn in either direction. Time of day digits in window will change.

TO SET INTERVAL TIME

– Using knob (1) turn interval timer hand (2) in either direction to desired time interval. At the end of time interval a bell will chime until hand is turned to "OFF".

TO SET DELAY COOK AND OFF

– Using knob (3) depress and turn pointer hour to start cooking. Calculate length of cooking time desired and using knob (4) depress and turn pointer to hour you want cooking to stop. Set thermostat to desired temperature. To start cooking at once set knob (3) to agree with existing time of day and proceed as described.

No automatic range timer is laboratory accurate so allow 10 – 20 minutes less time than for attended cooking to avoid over-cooking.

Upon return, push knob (4) to return oven to "Manual" operation. Inspect the food item and if necessary continue cooking under your control for a short time.

If at any time your oven won't come on check knob (4) above. Dials may be displaced when cleaning or not reset.

ROAST/BROIL TIMER

TO SET THE TIME OF DAY

– Push knob (1) in and turn clock hands in either direction.

TO SET INTERVAL TIME

– Using knob (1) turn interval timer hand (2) in either direction to desired timer interval. At the end of time interval, a buzzer will sound until hand is turned to "OFF".

TO DETERMINE ROASTING AND BROILING TIME

– Using knob (3) or (4) turn pointer to type and weight of meat. Approximate "hours to cook" will appear in window opening.

THE LIFT – OFF OVEN DOOR

To remove, open the door about 3' to the special broil stop position. Grasp the door at each side and lift straight up and off the hinges. DO NOT IMMERSE THE OVEN DOOR IN WATER.

TO REPLACE OVEN DOOR

Position slots in bottom of door over the hinges that are in the "out" position, then lower it slowly and evenly over both hinges at the same time. NOTE: When removing or replacing the oven door be careful not to hit the door hinge with much force. It may snap closed against the front of the range. If this should happen you need only to pull the hinges to the open position before attempting to replace the door.

CAUTION:

Do not place fingers behind hinges as this could result in injury.

SELF-HELP PROGRAM

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 Store is available to Building Coordinators, their designated representatives; housing residents living in Government owned or leased housing. 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.

Repairs, which utilize the items listed on the following pages (or other items that are added to the inventory at Self-Help), have been determined to be resident Self-Help repairs. These repairs are to be accomplished by the sponsor, spouse (if applicable) or Chain of Command (or rear detachment) personnel if the sponsor is deployed and the spouse needs assistance to make Self-Help repairs.

All items are to be performed on an as needed basis. Please keep in mind the list is not all-inclusive and represents the minimum requirements a resident should perform while residing in quarters and prior to clearing. Some examples of items that have been designated as "mandatory" Self-Help repairs are as follows:

1. C arpentry
 - a. Tighten hinges on doors and cabinets
 - b. Repair drawer slides
 - c. Tighten striker plates.
 - d. Ensure handles are securely fastened on doors, cabinets and closet doors.
 - e. Replace cabinet magnets
 - f. Tighten or replace towel bars, racks, soap dish holders, and toilet paper dispensers
 - g. Tighten or replace doorstops
 - h. Ensure all curtain rods are secure and in place
 - i. Replace curtain hooks and clips
2. P lumbing
 - a. R eplace showerhead
 - b. Replace faucet aerators
 - c. Replace sink stoppers
 - d. Replace faucet handles
 - e. Replace faucet washers
 - f. Replace drainage traps
 - g. Replace drain plugs and chains
3. E lectrical
 - a. Replace light globes and covers
 - b. Ensure all light fixtures have working bulbs
 - c. Replace switch plates and outlet covers
4. G eneral
 - a. Replace toilet seat
 - b. Replace bathroom mirrors
 - c. Replace drip pan under refrigerator
 - d. Ensure all weather-stripping is in place and functional
 - e. Ensure dryer filter is clean
 - f. Complete Self-Help painting requirements as required
 - g. Remove all nails, screws from walls used for hanging pictures
 - h. Patch nail/screw holes (Only if quarters are not being painted)
 - i. Replace drip pans on stove
 - j. Replace range hood filters
 - k. Replace entrance mats

ITEMS AVAILABLE AT THE SELF-HELP STORE

Some items are on a direct exchange basis only. Examples are: appliance parts, light bulbs, light globes, plate glass shelves, and toilet seats. Common Items:

- Paint Supplies
- Bathroom/Plumbing

- Cabinet Knobs
- Varnish
- Bathroom Keys
- Closet Rods
- Paint White Flat/Gloss
- Shelves
- Wire Brushes
- Tint
- Mirrors
- Window Putty
- Drop Cloths
- Caulking
- Window Keys
- Paint Brushes
- Stoppers
- Weather Stripping
- Roller Sets
- Towel Bars
- Washers, Bolts, Nuts
- Trays
- Towel Racks
- Screws
- Sandpaper
- Plunger
- Nails
- Turpentine
- Shower
- Curtain Hooks
- Masking Tape
- Head
- Curtain Tracks
- Putty
- Shower Curtain Rods
- Washing Machine Filter
- Putty Knife
- Shower Curtain Hooks
- Dryer Filter
- Metal Brush
- Shower
- Door Stops
- Thinner
- Hose
- Cabinet Magnets
- Soap Dish
- Anchors
- Toilet Fastenings
- Light Bulbs
- Toilet Paper Dispensers
- Fluorescent Starters
- Faucet Aerators
- Fluorescent Lights
- Grab Bars
- Evaporators for Radiators
- Clothes Lines
- Stove Drip Pans
- Faucet Washers

Self-Help also stocks some items for maintaining your grounds such as rakes and shovels.

Here are some tips on the proper functioning and maintenance of the appliances in your home:

- Stove: When you clean your stove, be sure to clean the top, sides, back and lid areas. Do not immerse the burners in water as it can cause them to short out or explode. Porcelain is an enamel finish and is a glass-like substance and must be treated gently.
- Do not use oven cleaner on any surfaces except the interior of the oven. To remove the oven door for cleaning, open the door to the first click and then lift the door off. If your stove is a self-cleaning model, you should refer to the owner's manual for proper cleaning procedures.
- Range Hood: Excessive grease build up is a fire hazard. Metal filters may be washed in the dishwasher. Do not get charcoal or fiber filters wet. Exhaust fans and motors may be removed for cleaning. Give extra attention to the inside housing of the range hood.
- Exhaust Fan: Your exhaust fans must be used when showering or when using the dishwasher in order to vent any extra moisture out of the house and prevent mildew and mold problems. All exhaust fans should be removed at a minimum once a year for cleaning. Several types have been installed in family housing quarters. Contact the Self-Help store for your area, if you have any questions as to the removal or cleaning of your exhaust fan.
- Refrigerator: Pay close attention to all surfaces of the refrigerator to include door seals. If you have a non-self defrosting freezer, do not use ice picks, knives or any other sharp instrument to remove ice or frost. Any damage from such action will be charged to the resident. Keeping the coils free of dust and lint will insure proper cooling of the refrigerator. Use a vacuum cleaner, either by removing the front kick plate (it snaps on and off) or by pulling the refrigerator out from the wall and vacuuming the coils from the back. This procedure should be done at least every 30 days.
- Dishwasher: Clean all surfaces of the dishwasher. Special care should be used to clean the inside bottom of the door, as this is where grease tends to collect. Lime-Away or its equivalent can be run through on a regular basis (empty) and then thoroughly rinsed prior to using for household items.
- Washer: If your washer has an internal lint trap make sure you clean it each time you use the washer.
- Dryer: Excessive lint buildup is a fire hazard. Clean your lint filter each time you operate your dryer. At least twice a year remove the dryer hose from the dryer and outside connection. To remove the lint from the hose, place it in the sink or a bucket and soak, flush the inside and out with fresh water. Make sure you also brush the outside vent free of lint. Remove the back from the dryer and vacuum to remove all lint. Reassemble the unit and reattach the hose to the dryer and the outside vent. If you have any questions, please call Appliance Section at mil 337-5310/5664.

Here are some tips on the proper functioning and maintenance of the plumbing systems in your home:

Plungers:

Are used to clear sinks and commodes and are available at Self-Help. One plunger located in each bathroom.

Commodes:

If your commode overflows, use the shutoff valve first. It is located under the toilet tank next to the wall. Locate your plunger, use it and try to clear the blockage. Please do not stand by and watch water flood into the hall or down the wall to the next floor. Emergency personnel are authorized to shut off the cause of the problem and place the toilet or sink back into service. Water damage will be corrected during the normal workweek.

Sinks:

First remove all dishes, pots and pans, etc. from both of the sink basins. Cover the drain on one side of the sink to form a seal. Use the plunger on the other drain. By covering one drain you will have formed a vacuum that can help to remove the blockage. Preventative measures against sink clogs are to not flush grease, coffee grounds, onionskins, celery, rice, and lint from your washing machine or hair 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.

Faucet Washers:

Self-Help has an assortment of faucet washers. You can fix your leaky faucets on your own time, rather than waiting at home for a maintenance person.

Outside Faucets:

Prior to storage, drain your outside hoses and store them inside no later than 1 October each year. Ensure the outside faucet is shut off. Some quarters have internal shut-off knobs to turn off the water, which feeds the faucet. Turn this knob off and then turn the outside faucet on until no water comes out. In the spring, please remember to turn the knob back on.

Basement Drains:

Do not wash paint, gasoline, solvents, pet feces, toys, etc. into the basement floor drain. This will pose a health and safety hazard. Fumes will accumulate in low areas and may result in creating a fire hazard. Unpleasant odors are often the first clue of misuse of drains. These odors can also be transmitted from one basement to another. Please be aware that basement drains can and do back up. You should use your basement for storing items only, and place those items on wood pallets (CFMO can supply pallets, subject to availability) to prevent water damage. Basements are not to be used as living and sleeping areas.

Balcony drains:

Ensure these drains remain free from leaves, toys and other debris. This is also an area of responsibility for the person who will take care of your quarters while you are away. Failure to keep this drain free could result in flooded interior floors and damage to the tiles and your personal property. You could be held financially responsible if this requirement is neglected.

LEASED QUARTERS/PRIVATE RENTALS

In addition to the other items in this handbook, the following guidance is provided for those families who reside in Government leased housing.

American tenants are unofficial ambassadors of the United States of America in Germany. It is up to all Americans overseas to maintain a favorable image of America. "Hausordnung" or "Kehrwoche" are house rules; an integral part of German rental contracts. "Hausordnung" regulates the cleaning of stairwell and snow removal by tenants in rotations. Familiarize yourself with these rules and note your turn.

Air your apartment daily. This prevents silverfish, mites and mildew, which thrive in warm moist areas.

Afternoon and Evening Silence. In the interest of all tenants, all excess noise and/or disturbance should be avoided between 1300-1500 hours, after 2200 hours on weekdays and after 1900 hours on Sundays and holidays. TVs and stereos should be played just loud enough for the room.

Entrance Access and Security. The entrance of the house, hallways and stairwells must be kept free of personal items. Parking of bicycles and motorcycles in common areas is forbidden.

CLEARING QUARTERS

All families are strongly encouraged to schedule their pre and final inspections as soon as they know they will be clearing. PCS orders are not necessary to schedule a Pre-Termination Inspection. The more time you have between your pre and final inspection the easier it is to clear quarters. Pre Termination Inspections should be scheduled 30-60 days in advance of your PCS. All families are reminded that they are responsible for completing Self-Help items and possibly certain cleaning requirements. Please refer to the Quarters Clearance Handbook for in depth information in clearing quarters. Handbooks are issued at the time of Pre-termination inspection.

The list of Self-Help requirements in this handbook can be used as a checklist. All Self-Help items are required to be complete on an as needed basis prior to clearing quarters.

Pre-Termination Inspection

During your Pre-Term Inspection, an inspector will walk you through your house, please point out any required service orders that you are aware of. The inspector will advise you of your requirements for clearing quarters. Pay Close Attention! A small amount of effort now, can save a lot of time in the future. It's a good idea to go over your list of Self-Help items and other clearance requirements prior to your inspectors arrival, if there are any questions ask the inspector at the Pre-Inspection. The inspector will also provide information on clearance of furnishings.

Final Inspection

During this inspection the inspector will ensure you have met all your clearing requirements. A furnishings inventory will be conducted to account for all property on your hand receipt. If all your clearing requirements have been met, the inspector will collect the house keys and you will be cleared from quarters. The inspector will sign your clearance paperwork, provide to you your Termination of Government Housing Orders and your TLA.

TEMPORARY LODGING ALLOWANCE (TLA)

TLA is authorized immediately upon arrival or immediately before they leave on PCS to partially reimburse the member for the more than normal expenses incurred as a result of use of temporary lodgings OCONUS which do not have facilities for preparing and consuming meals. USAREUR 37-4, 2 Jul 98 establishes policy for TLA. The following applies to terminations:

- a. Government Quarters – TLA is authorized up to three (3) days
- b. Off-Post Housing– TLA is authorized up to ten (10) days
- c. The day that quarters are cleared/terminated would be your 1st day on TLA.
- d. For planning purposes when you schedule your household goods shipment and flight itinerary, the following guideline is suggested for families residing in government quarters:
 - o Day 1 – clear housing
 - o Day 2 – clear post
 - o Day 3 – is a buffer day in the event there is a problem with clearing either of the first two
 - o Day 4 – you fly
- e. The Avail Date on the orders is the 1st day of a seven (7) day window in which a service member can fly. If the service member chooses to terminate quarters earlier in order to fly on that first available date, TLA cannot be authorized for additional days.

German Zip Codes for Government Housing Areas

- Hainerberg — 65189
- Aukamm — 65191
- Crestview — 65203
- Wiesbaden Army Airfield — 65205
- Mainz-Kastel — 55252
- Dexheim — 55278

Important Phone Numbers

EMERGENCY

- Fire 117
- Ambulance 116
- Military Police 114
- German Police 110
- Emergency Service Order Desk 115

DIRECTORATE OF PUBLIC WORKS (DPW)

- DPW Director 337-1560
- Customer Service Representative 337-5344
- DPW, Engineering Plans & Service 337-5872/5503
- Utilities Branch 337-5500
- Service Order Desk
- Wiesbaden 337-5511/5633
- Dexheim 334-5875

HOUSING DIVISION

- Wiesbaden 337-5556
- Customer Service Branch 337-7058
- Facilities Branch 337-6289/5635
- Furnishings (FMO) 337-5664/5310
- CHRRS 337-7059
- Warehouse 337-5265
- American Arms Hotel 0611-343664

OTHER IMPORTANT NUMBERS

- ACS 337-5034/5754
- Appliance Repair 337-5310/5664/5770
- Auto Craft Shop 334-2460
- Inbound Transportation 337-5375
- Outbound Transportation 337-6473
- Self-Help Store
 - Wiesbaden 337-5583
- Vehicle Receiving Point for POVs 334-2723
- Veterinary Clinic 337-6283

APPENDIX A CONDITIONS OF OCCUPANCY FOR MILITARY FAMILY HOUSING

1. OCCUPANCY

_____ is assigned to _____ to be occupied as military family housing of the United States on _____.

2. RESIDENT USE

The residents will use the premises solely as a single-family residence for themselves and their family members. Use of the unit for any other purpose, including the shelter of any additional number of persons, except temporary guests, is prohibited without prior written consent of the housing representative.

3. GOOD REPAIR

Except as otherwise provided herein, the housing authority will maintain the property in good repair and habitable condition and will be responsible for all repairs not due to the abuse or negligence of the resident, their family members or guests during occupancy. Repairs or replacement of equipment provided due to normal wear and tear will also be at the expense of the housing authority.

4. CONDITION OF PROPERTY

The housing authority and the resident will inspect the property, and both parties shall agree that the property is in a fit and habitable condition, except for those damages or malfunctions itemized in writing on the pre-move-in inspection report. Copies of this report will be retained by the housing authority and resident. Any additional items noted by the resident must be submitted in writing and received by the housing authority within 15 days of occupancy. If additional items are not received by the housing authority within the 15-day period, the housing authority will consider the property to be in acceptable condition and suitable for occupancy.

5. LIABILITY

The above-named resident is liable to the United States for damage to assigned housing and related equipment or furnishings, due to the resident's abuse or neglect. Liability for such damage is limited to one month's base pay, unless the damage was the result of the resident's gross negligence or willful misconduct. For example, a soldier is grossly negligent if he is aware of specific risks posed by the reckless, wanton, or deliberate conduct of family members, or guests, and fails to exercise available opportunities to prevent the damage. In the absence of evidence to the contrary, soldiers will be presumed to be on notice of risks attending the activities of those whom the soldier allows upon the premises.

6. INSURANCE

Private liability insurance is an option of the resident and should be considered as a safeguard against the potentially substantial liability described above.

7. PETS

Army housing and related equipment and furnishings which are damaged by pets allowed on the premises by the resident will be repaired or replaced at the resident's expense. If pets are allowed on the premises, carpets will be cleaned at the termination of occupancy at the resident's expense. Only two domestic (cat/dog) pets per household is authorized.

8. PLUMBING AND APPLIANCES

The resident must keep the premises, including all plumbing fixtures, facilities, and appliances, as clean and safe as condition permits and will attempt to unclog and keep clear all waste pipes, drains and water closets where possible. At the termination of occupancy, all appliances and equipment must be in good working order and the premises must be in good clean condition, normal wear and tear excepted.

9. USE AND REPAIR OF FACILITIES

The residents will use all electrical, plumbing, sanitary, heating, ventilating, air conditioning, and other fixtures, facilities and appliances in or on the premises in a reasonable manner. Any damage caused by either the residents, their family members, or guests beyond normal wear and tear will be repaired at the residents' expense.

10. DAMAGING PROPERTY

If the resident willfully or negligently destroys, defaces, damages, impairs, or removes any part of the premises (including fixtures, facilities, and appliances) or willfully or negligently permits any person to do so, replacement or repair will be at the resident's expense.

11. GENERAL MAINTENANCE

The residents will at their own expense: a) Keep up and preserve in good condition any lawn, vines, shrubbery, and gardens and keep all fences in good repair, normal wear and tear excepted; b) remove leaves, sticks, and other debris that accumulates on the property; c) promptly remove ice and snow as necessary or required; d) furnish their own light bulbs; e) replace or repair all broken or damaged glass, screens, flooring, wood plaster, drywall, and locks occurring during their occupancy, normal wear and tear excepted. Any repairs or replacements of property, equipment, or appliances required due to the abuse or negligence by acts of commission or omission of the residents, their family members, or guests, will be paid for by the resident. The consent of the housing manager must be obtained before the resident places any exceptionally heavy articles such as waterbeds, in the unit, which may damage the unit's structural integrity.

12. NOTICE OF DEFECTS OR MALFUNCTIONS

The resident must promptly notify the housing office whenever the structure or the equipment or any fixture contained therein becomes defective, broken, damaged, or malfunctions in any way. If no such notice is given, the resident will be held liable for any resultant damage.

13. RESIDENT CONDUCT

Residents will conduct themselves in a manner that will not disturb their neighbors.

14. HEALTH AND SAFETY

The resident will comply with all health and safety regulations imposed by the local command.

15. SYSTEM OVERLOADS

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

16. SMOKE DETECTORS

It is the responsibility of the resident to check smoke detectors periodically during occupancy and replace batteries, if appropriate, to keep the smoke detector in proper working condition. Any other malfunctions detected must be reported to the housing office.

17. REDECORATING AND ALTERATIONS

The resident will obtain written consent from the housing authority before redecorating or making any alterations, additions, or improvements. Such alterations will, at the option of the housing authority, remain with the property or be removed by the resident. When removing such alterations the premises must be returned to its original condition at the expense of the resident.

18. PERIODS OF ABSENCE

The resident must notify the housing office whenever extended absences from the housing unit is anticipated.

19. ACCESS TO PROPERTY BY THE HOUSING MANAGERS AND THEIR DULY DESIGNATED REPRESENTATIVES

Upon reasonable notice to the resident and at reasonable times, the Installation Commander or a duly designated representative may enter the premises in order to: a) inspect the property; b) make necessary repairs, alterations, or improvements; and c) supply necessary or agreed upon services. If the residents are not at home when the premises are to be entered, the housing representative will have (in decreasing order of preference) a representative from the resident's command or unit, a security officer, or a disinterested third party accompany him or her when entering the housing unit.

20. NEGLECT AND COSTS

If at any time the housing authority is required to make repairs to the property or its equipment for damages caused by the abuse or negligence of the resident or the resident's family members, or guests, the resident understands that the repairs will be made at the resident's expense. Residents are liable to pay the total expense for any loss or damage to assigned housing or related equipment or furnishings, which is due to their gross negligence or willful misconduct. As appropriate, the housing residents will be afforded the right to complete the necessary repairs either by outside contractor or on their own; however, work must meet Government inspection.

21. UPDATING OF HOUSING FILES

Residents are required to update their housing files as changes occur, i.e., additions to family due to birth of children, adoption, command sponsorship, changes in rate/rank, office or home phones or assigned unit.

I HAVE READ, AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED HEREIN.

RESIDENT (Date)

HOUSING REPRESENTATIVE (Date)

APPENDIX B NOTICE TO HOUSING RESIDENTS LIABILITY FOR DAMAGE TO ASSIGNED QUARTERS

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

- a. First, you can be held peculiarly liable when your Government housing, appliances, or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, or if you are aware that your family members, or those you allow on the premises, are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing, that is, conducting an unauthorized business in the housing unit.
 - b. Second, the Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct; in such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your family members or persons you allow on the premises are likely to act recklessly and you do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage; you are grossly negligent and will be charged for the full amount of the loss.
 - c. Third, you are not liable for damage consisting only of fair wear and tear, or caused by an act of God or by the acts of persons other than family members or guests. You are, however, responsible for damage caused by pets belonging to you or your guests.
 - d. Fourth, special rules for housing-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interests of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.
2. The purpose of the housing liability law is to let us set limits for your liability and to waive claims in appropriate circumstances. The potentially great liability created by the law makes the question of insurance very important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

I HAVE READ, AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED HEREIN.

RESIDENT (Date)

HOUSING REPRESENTATIVE (Date)

MEMORANDUM FOR Family Housing Occupant SUBJECT: Information on Drinking Water in Aukamm, Crestview, and Hainerberg Housing Communities

1. In accordance with Memorandum, AEAMD, dated 3 Jan 2000, subject: Guidance for Chlorine Residual Requirement of USAREUR Community Drinking Supplies, all potable water supplied to the USAREUR community must be disinfected by chlorine to meet current German Environmental Final Governing Standards (GFGS). Water currently being supplied by the city of Wiesbaden to the Aukamm, Crestview, and Hainerberg community areas meets all Host Nation (HN) drinking water standards, however, it does not satisfy all GFGS requirements in relation to the disinfectant residual presence, specifically chlorine and fluoride. Although all tests have proven that the water supplied by the city of Wiesbaden is bacterial free, each individual must make a choice to either continue the use of HN water or purchase bottled water at their own expense.
2. The United States Environmental Protection Agency (USEPA) determined that lead and copper could be health concerns at certain levels of exposure. Lead and copper usually enter drinking water as a result of the corrosion or the wearing away, of materials containing lead or copper in the water distribution system and household plumbing. Generally, the longer water stands in the pipes, the higher the concentration of lead and copper. This means that the first water drawn from the tap in the morning or later in the afternoon after returning from work or school will contain the highest levels of lead and copper.
3. The USEPA developed a program to monitor the level of lead and copper, which may enter the drinking water. In accordance with the GFGS, Aukamm, Crestview, and Hainerberg community's drinking water was tested. It is recommended that after the water has remained unused for several hours, each resident should let the water run for about 1 to 2 minutes until the water temperature has become noticeably colder before using it for drinking or cooking. This means that you will be drawing fresh water from the distribution system, as opposed to water, which has been stagnant in the building's internal plumbing. Only cold water from the tap should be used for cooking or consumption. It is also recommended that the faucet screens be cleaned frequently.
4. The DPW will continue to work with Preventative Medicine activities to monitor the drinking water to ensure that it is safe for our community. For more information about the drinking water, contact Mr. Adrian Abeleanu, Chief, Utilities Division, DSN 337-5500.

MEMORANDUM FOR Residents of Army Family Housing SUBJECT: Lead Warning Statement

1. Under 42 United States Code 4852(d), the Directorate of Public Works, Housing Division, provides the following information regarding lead-base paint (LBP) and lead based paint hazards.
2. Army housing built before 1978 may contain LBP. Lead from paint, paint chips, and dust can pose health hazards if proper care is not taken. Lead exposure is especially harmful to young children and pregnant women.
3. F acts.
 - a. Previously quarters in Wiesbaden and the surrounding installations were painted with LBP. This practice was discontinued and all quarters are currently painted with lead-free compounds.
 - b. United States Army Europe and 7th Army funded collection of lead data. In 1996 the Center for Health Promotion and Preventive Medicine (CHPPM) assessed facilities in several areas in Germany. In 1997, Woodward Clyde Int. (WCI) assessed child development centers, elementary schools, clinics and playgrounds associated with family housing USAREUR wide. Results show that lead may be present in our facilities, but the overall health risk is negligible. USAREUR has therefore adopted the Army's management in place strategy, which is prudent and cost effective.
 - c. The medical community routinely test for elevated blood lead levels during well baby/child examinations. Blood testing of over 2,000 children resulted in no cases of elevated blood levels traceable to a USAREUR facilities related cause.
4. All new residents assigned to quarters in Wiesbaden and Dexheim are provided the pamphlet Protect Your Family From Lead in Your Home. This pamphlet provides residents with important information on where lead hazards may be found, the effects of over exposure to lead and how families can protect themselves should lead hazards exists in their building.

___ Resident has received copies of all information listed above.

___ Resident has received the Housing Office's Acknowledgement

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Housing Office Representative (Date)

Resident's Signature /Date)

APPENDIX E

Lead Warning – Resident's Acknowledgment LEAD WARNING STATEMENT

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if proper care is not taken. Lead exposure is especially harmful to young children and pregnant women. Before assigning pre-1978 housing, Housing Offices must disclose the presence of known lead-based paint and lead based paint hazards in the dwelling unit. Residents must receive a federally approved pamphlet on lead poisoning prevention.

Housing Office's Disclosure Presence of lead-based paint or lead-based paint hazards ___ The Housing Office has no knowledge of lead-base paint and/or lead-base paint hazards in the unit. ___ The Housing Office has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing. Resident's Acknowledgement ___ Resident has received the pamphlet Protect Your Family From Lead in Your Home. The Housing Office's Acknowledgement The Housing Office is aware of its obligation under 42 U.S.C. 4852(d) and its responsibility to ensure compliance. Certification of Accuracy The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Resident's Signature (Date)

Housing Office Representative (Date)

MEMORANDUM FOR Residents of Government Controlled and Leased Quarters SUBJECT: Pet Policy

1. References:
 - a. Army Regulation 210-50, Housing Management, 26 February 1999.
 - b. USAREUR Supplement 1 to AR 210-50, Housing Management, 15 October 2001.
2. Purpose: To establish policies and procedures specifically related to pet owners that reside in Army Family Housing.
3. Applicability: To all residents residing in government owned and leased quarters within the U.S. Army Garrison Wiesbaden area of responsibility. Residents of Army Family Housing are responsible for maintaining and controlling their pets. The privilege to maintain an animal is granted to residents based on the owner's ability to carry out their responsibilities. This privilege may be withdrawn if the pet displays a threat to the health or safety of personnel, becomes a nuisance or the pet owner fails in the responsibilities in the care of the pet.
4. Policy and Procedures:
 - a. 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. Exotic pets such as snakes, ferrets, etc. are prohibited.
 - b. Owners are required to register their pet with the Veterinary Clinic within 2 weeks after acquiring the pet or the arrival of the pet to USAREUR. The owner must present evidence of the pet's current vaccinations at the time of registration and update the vaccinations when required. A vaccinated animal will receive a rabies tag that will be worn by the pet at all times.
 - c. Sponsors and their spouses will ensure that pets are controlled so that they do not become a public nuisances or menace to the community. Animals that habitually bark, bite, scratch, attack or otherwise threaten people without provocation are a community health menace and will not be allowed in government housing or facilities. A severe incident, i.e., the pet that has attacked an individual is cause for removal of the offending animal, regardless of the number of prior incidents.
 - d. Pet owners residing in Army Family Housing are subject to Host Nation (HN) laws governing the treatment of pets. HN law and USAREUR policy prohibits the inhumane or abusive treatment of animals. Inhumane or abusive treatment is defined as any act or omission whereby the animal's physical or psychological well being is compromised. Punishment for violation of HN law may be in the form of fines or actual removal of the pet from the owner's possession. In cases where owners are negligent in pet care immediate action will be taken to have the pet removed, when appropriate.
 - e. Breeding pets and the construction of kennel-type operations are prohibited in government controlled quarters.
 - f. When outside the owner's quarters, animals will be kept on a leash at all times and will be accompanied by an individual capable of controlling the pet. Young children under the age of 12 without adult supervision will be considered incapable of controlling the pet. Children 12 years or older must be capable or restraining the pet if necessary.
 - g. Dogs and cats will not be allowed to relieve themselves on balconies, playgrounds, or within 50 feet of family housing buildings. Pet owners will clean up all excrement left by their pets and must be properly disposed into the appropriate refuse container. Pet owners that use the dog walking areas are responsible for maintaining and cleaning these areas. The Directorate of Public Works is not responsible for cleaning these areas.
 - h. Pets will not be:
 1. Tied to stair railings, pipes, trees, posts or fences.
 2. Kept in fenced playgrounds where children congregate.
 3. Allowed on balconies unattended.
 4. Housed or locked in storerooms, attics, kenneled on balconies or in basements.
 5. Allowed in laundry rooms.

- i. A sanitation inspection (health and welfare) may be conducted on any apartment alleged by written complaint to be substandard in cleanliness, odorous, or where the pet has apparently been abandoned. Entry into the quarters will be in the presence of the sponsor or an adult family member unless immediate entry is required to prevent damage or destruction of government property.
 - j. Owners who abandon their pets or violate this policy are subject to action and will be charged for all costs incurred by the Government in relation to transfer, care, custody, and final disposition of the animal. During extended absence, i.e., TDY, deployments, leave, pet owners must make arrangements for the care of their pets. Pets will not be left unattended in vacant quarters for an extended period of time.
 - k. Pet owners will comply with HN law and individual state laws regarding "fighting dogs."
5. Failure to comply with this policy and the Family Housing Resident Handbook will result in the notification to your command, the U.S. Army Garrison Wiesbaden Commander. A second infraction of the same nature will be grounds for termination of family housing and/or return of dependents to CONUS.
6. Proponent: Point of contact for this memorandum is Ms. Alice Logan, Chief, Housing Division, DSN: 337-7063 or 0611-705-7063 or email: alice.logan@bsbhsg.wiesbaden.army.mil

APPENDIX H MEMORANDUM FOR Residents of Government Controlled Quarters SUBJECT: Army Family Housing Parking Policy

1.

SUBJECT: Domestic Employees for Child Care and Other Domestic Services

1. References:
- a. Army Regulation 210-50, Housing Management, 26 February 1999.
 - b. USAREUR Supplement 1 to AR 210-50, Housing Management, 15 October 2001.
2. Purpose:
- a. To establish the U.S. Army Garrison Wiesbaden policy regarding the utilization of attic and basement rooms as living areas for domestic employees.
 - b. To provide guidance for soldiers and US civilian employees who want to hire domestic employees for child care and other services.
3. Applicability: This policy applies to all occupant of government controlled family quarters and all domestic employees with the U.S. Army Garrison Wiesbaden area of responsibility.
4. General:
- a. Maid quarters are not an entitlement. Utilization of these spaces as living areas presents a force protection and fire/safety problem. The utilization of attic and basement space as living quarters for domestic employees is not authorized.
 - b. All domestic employees must be registered with the Host Nation and the Provost Marshal.
 - c. German law prohibits illegal aliens and requires a background check by German police authorities. German law requires the employee to have a valid tax card and registration number at the local employment office. In addition, the sponsor must pay social security and pension contributions, must buy health and accident insurance for the employee and pay any other applicable German taxes. In calculating the amount of taxes and other contribution, for live-ins, German law requires the inclusion of the real market value of rent and board provided to the domestic employee. German employment law concerning termination of contracts, age restrictions (an employee under the age of 14 is prohibited), pregnant employees, vacation periods and time off all apply. The employee must have a current health certificate validated by the a licensed physician.
 - d. When registering an employee with the Provost Marshal's Office, the sponsor must provide:
 - 1. Documented proof of the domestic employee's compliance with German residence (Aufenthaltsgenehmigung), tax (Steuerkarte), and insurance (Arbeiterlaubnis) obligations. Some employees who have host nation citizenship or are citizens of a country of the European Union (EU), do not have these permits. In these cases, the sponsor must show proof of the employee's citizenship (residence permit and tax card).
 - 2. Written contract with the employee.
 - 3. German background check.
 - e. Sponsors may apply in writing through the garrison commander for an exception to policy to allow domestic employees to live with the sponsor/family in government quarters. If the exception to policy is approved, no government furnishings will be issued and no additional bedroom allowances will be given for domestic employees. Domestic employees residing in government quarter must comply with Army housing regulations.