



U.S.ARMY



USAG Ansbach Army Family Housing Townhall

Ansbach Garrison



Agenda

- Welcome Remarks & Introductions
- PCS Season
- Bulk Trash Pick Up
- Premature Trash Placement
- Life, Health, and Safety Updates
- Work Order Procedures
- Open Forum/Q&A





Welcome & Introductions

- Brief welcome and introduction of key speakers and officials.
 - USAG Ansbach Garrison Commander, COL Southard
 - USAG Ansbach Garrison Command Sergeant Major, CSM Seelow
 - USAG Ansbach Chief of Housing, Mr. Ricardo E. Hernandez





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PCS Season

- The period of peak Permanent Change of Station moves for military personnel
 - During this time, demand for on-post housing surges, so understanding the requirements is crucial.
 - Do's and Don't for PCS season
 - Do: Once you received orders, do schedule your Pre-inspection 30-45 days from departure date.
 - Do: Schedule your hotel reservation as outgoing TLA is authorized up to 3 days for on post customers.
 - Do: Schedule any temp furnishing. Request for all furnishing as we will be able to clean during the change of occupancy and re-issue to incoming families.
 - Do: Contact your gaining housing office to make sure are on the waitlist and be briefed on all your housing options.
 - Do: Properly dispose of your trash and bulky furniture at the recycling center.
 - Don't: Wait till the end to dispose of all your furniture at the local dumpster.
 - Don't: Forget to schedule your final inspection with housing.
 - Don't: Forget to clear housing. Without proper authorization to clearing housing, you will not be able to clear the installation.






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Bulk Trash

- USAG Ansbach Army Family Housing Bulk Waste Collection Schedule



2025

USAG ANSBACH ARMY FAMILY HOUSING BULK WASTE COLLECTION SCHEDULE

JAN 15, 2025	JULY 02, 2025
FEB 05, 2025	AUG 06, 2025
MARCH 05, 2025	SEP 03, 2025
APRIL 02, 2025	OCT 01, 2025
MAY 07, 2025	NOV 05, 2025
JUNE 04, 2025	DEC 03, 2025


❖ PLACE BULK TRASH ITEMS BESIDE THE CURB NO MORE THAN 3 DAYS BEFORE PICK-UP DATE. ITEMS SHOULD BE PLACED IN THE GRASS AREA NEAR THE ROAD IN FRONT OF YOUR BUILDING.

❖ ITEMS WILL BE PICKED UP EARLY MORNING -0700 AM

❖ DO NOT PLACE HAZARDOUS MATERIALS IN BULK TRASH PICK-UP

REMINDER BULK TRASH CAN BE TAKEN TO RECYCLE CENTER — BLDG. 9024 KATTERBACH.

The City of Ansbach has provided above dates, any changes will be announced thru chain of command.
POC for this O&M Division, Solid Waste Program, DSN 587-1623 or CIV 09641-70-587-1623



Bulk
Trash
Pickup





Premature Trash Placement

- Premature trash placements where residents put out garbage before schedule collection create a nuisance in Housing areas
- This practice leads to overflow areas, unsightly messes due to high winds, or rain.
- Create unpleasant odors permeating in the neighborhoods
- Attract pests, which poses a health risks, and violates housing ordinance
- The issue stems forgetfulness about bulk collection schedules
- General disregard for community cleanliness
- Impacting the overall quality of life for everyone in the vicinity
- Be responsible pet owners pick up after your pets
- Remember residents can take bulky items to the Recycling Center to properly dispose of items.





Life, Health and Safety

- Life, health, and safety requirements within Army housing are paramount, designed to ensure the well-being and security of soldiers and their families
- Start with proper Ventilation to prevent microbial growth in homes
- Safety protocols for pest control, cleaning of stairwells and common areas, keeping your front door open to allow pet to enter the building
- Having Hazardous materials in basement areas. Not authorized to store in storage cages
- Current we have subcontractor checking smoke detectors. If your smoke detector is not working initiate work order in ARMA
- Keeping equipment (Bike, BBQ and bulky items) away from fire escape routes and in front of main doorways
- Calling work orders for life, health and safety requirements, examples include: a complete loss of electricity, especially during extreme weather; a major plumbing leak causing flooding or potential structural damage; a gas leak requiring immediate evacuation; a malfunctioning heating system during freezing temperatures; a broken door lock compromising security; or a dangerous electrical hazard, such as exposed wiring.





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Work Orders

- Residents are required to submit work orders for any maintenance issues
- such as plumbing problems, electrical malfunctions, heating/cooling failures, or structural damage.
- The work order should include a clear and concise description of the issue, its location within the unit, and contact information for follow-up.
- Housing and Barracks residents can sign up and access the new system using 1-of-4 methods:
 - Typing armymaintenance.com into an internet browser.
 - Scanning the code to ArMA (top right).
 - Linking to it from the USAG Ansbach App, which can be downloaded on iOS and Android.
 - Linking to it from the Digital Garrison App, which can be downloaded on iOS and Android.
- Routine work orders 0730-1600 call DSN: 587-1777 or CIV 09641-70-587-1777.
- If tenants have an emergency work order – impacting life, health or safety – immediately call the USAG Ansbach work order Hotline @ CIV 09641-70-587-115.

IS SOMETHING BROKEN?
DO YOU NEED DPW/MAINTENANCE HELP IN YOUR BARRACKS OR GOVERNMENT HOUSING?

SCAN THE CODE BELOW TO OPEN THE ARMY MAINTENANCE APPLICATION AND SUBMIT A CASE

ARMYMAINTENANCE.COM

- armymaintenance.com
- Maintenance and repair request application for barracks and government owned housing.
- Available from any smart phone or desktop web browser.
- Scan the QR code with a smart phone camera to open ArMA.





Open Forum/Q&A

Q. What do Sponsor or Service members need to bring to register with housing?

A. All orders (PCS, Pin-Point, Command Sponsor, Amendments, TDY en-route, ect.) and leave form.

Q. Can I give a preference to where I live?

A. Depending on Housing wait timed at the time of your arrival, a preference may or may not be able to be considered.

Q. I've heard the electric systems are different in Germany, will my appliances Generally, or will I have to buy new ones?

A. Electricity in Germany is 230 Volts, alternating at 50 cycles. Generally, we have 230 Volts in Government Quarters. However, quarters, our quarters are fully equipped with both US 110 Volt and German 230 V in the quarters and have dual voltage in the bathroom and/or kitchen. If you do not have dual voltage in your quarters, you must use a transformer to operate your equipment. Transformers can be obtained at the Post Thrift-Shop or from departing soldiers and families, or at the PX.

Q. I live on the economy, and I am having difficulty with my landlord. Who can help me?

A. The Housing Services Office (HSO) at the Housing Office stands ready to help you with any problems. You can reach them at DSN 587-1704 or CIV 09641-70-587-1704.

Q. Who is eligible for Unaccompanied Housing?

A. Any service member who is unmarried or traveled unaccompanied without their dependents.

Q. Is ON POST Housing furnished?

A. Yes, it is furnished when you move in. The complete loaner set (Beds, living room set and Dining room set) must be returned 90 days after moving in or when household goods are delivered. You can request loaner furniture 60 days prior to your PCS date

Q Can I bring my privately owned washer, dryer and refrigerator?

A. No, privately owned appliances are not allowed to be installed in Government Quarters. Housing will provide appliances to our service members living on post and for our Civilians that live off the installation.

Q. Where is the housing office?

A. The housing office is on Bismarck Kaserne Bldg. 5843 D Wing. You can also reach us 09614-70-587-1716, 1717, 1704 and 1701.





End of Presentation

Command Team Close Out / Questions

