

Winter 2022
Edition



USAG ANSBACH HOUSING NEWSLETTER

Be Informed



at The **BEST** Hometown in Europe!



MESSAGE FROM THE GARRISON COMMAND SERGEANT MAJOR

Colonel Hobart and I wish everybody a happy and healthy New Year.

It's that time of year again and the 2022 Tenant Housing Satisfaction Survey is currently ongoing and will end on February 24th. We encourage everyone to take the survey and provide feedback. The survey results are used to inform Army Senior Leaders on where to invest our resources and allows garrison to understand where we can make the most impact.

If you have not received an email with the survey link, please contact the Housing office and they will assist.

Although we did not meet our survey participation goal last year, one of the major trends from last year's results was the overall appearance of the garrison. Based on your feedback, the Housing Office invested in flowers and tulips for our resident's last spring and the Department of Emergency Services (DES) reenergized disposing abandoned vehicles parked throughout the garrison.

The flowers were a success; it was apparent that they not only brightened our housing but brought a shared sense of community. Based on the success of this initiative, garrison will make another large purchase of flowers this spring. Please help us get the word out to your neighbors and keep an eye on our Garrison Facebook page for more information on pick-up dates.

Our DES has done an incredible job contributing to the overall appearance and safety of the community. Since arriving here, I was immediately aware of all the abandoned vehicles across the garrison. Since then, our Military Police have worked diligently with residents and unit leadership across the garrison to remove over 20 abandoned vehicles across our kasernes. This endeavor has made a substantial positive impact and improved the safety and appearance of our neighborhoods.

Lastly, the Commander and I continue to improve our communications with the community. Throughout the year, we conduct multiple community engagements, and we want to hear whatever concerns you might have pertaining to Housing or with the garrison.

Monthly, we conduct our Garrison Townhall, which is recorded virtually, and all community members are invited to attend in person. Quarterly, we conduct a Housing Townhall, which is aired live on Facebook or you can participate in person. We also circulate to each kaserne quarterly and host a "Coffee with the Command Team" to speak with residents of that kaserne and receive their feedback and answer questions in a more informal environment. All of these events are open to everyone, and we look forward to seeing you at any of these events.

It's your continual feedback and support that challenges us to make this a better community. Thank you for everything you do to make USAG Ansbach the Best Hometown in Europe.

THE

AMAZING

RESIDENT



The Holidays are for family and friends, a time to reflect and make those New Year resolutions that typically get

dropped after a couple weeks. It's also a time that can require planning to make it all work. But sometimes things just fall into place, without making any arrangements. That's exactly what happened at building 5082 on Bleidorn. Although the Busby, Feltz, and King Families all visited local Christmas Tree farms in search of that perfect tree, other than bumping into each other while at the farm, none of them planned for the outcome of a 3-story Christmas Tree. All placed their trees in the same exact place giving the impression of a planned event. It put a smile on the faces of the Bleidorn community with one commenting "Shout out to building 5082, every time I drive by and see the three story Christmas tree I smile".

Thank you for brightening our community.



WE ARE
here to support you



GET TO KNOW YOUR HOUSING SUPPORT TEAM

Continuing with our employee dedication column of this newsletter to recognize one of our own and to familiarize you with the housing staff that are here to support your housing needs, we would like to recognize Mr. Heinz Jopp. Heinz is one of our Facilities On-post Housing Inspectors. He has been working for the U.S. Army since 1982 where he started out as a Housing Customer Service Clerk at Kitzingen. In 2005 he transferred to the Würzburg housing office as a Housing Inspector. In 2006, due to restructuring, he relocated to the Ansbach housing office where he has worked since. A very experienced Housing Management Specialist with nearly 40 years in the housing field who takes great pride in providing the best customer service available.



The Annual DoD Housing Tenant Satisfaction Survey is here. Open from 11 January 2022 to 24 February 2022 to all on-post Family housing households. Please take the survey, it only takes 10 minutes. This is your chance to tell us what we are doing right and what we need to improve, so take the opportunity to have your voice heard. One emailed survey will be sent per household to the email address on file in the Housing Office. If you don't receive an emailed survey, please contact the housing office.

Be Informed



AFH Bulk Waste Collection

As part of DPW's partnership with the City of Ansbach, effective October 9, 2019, Ansbach began a routine bulk trash pick up scheduled for the first Wednesday of each month. If that day falls on a German holiday, the pick up will occur the following Wednesday. To participate, place

your unwanted bulky items in the grassy area near the road next to your building.

-Expect an early morning pick up at approximately 7 a.m. So be sure to have your items out before then.

-The schedule for 2022 is: Jan 12, Feb 2, Mar 2, Apr 6, May 4, Jun 1, Jul 6, Aug 3, Sep 7, Oct 12, Nov 9, Dec 7.

Note: this only applies for the City of Ansbach (i.e. AFH at Katterbach, Bleidorn, Urtas, and Barton) and does not apply for Storck Barracks (Illesheim).

Examples of Bulk Refuse:

- ✓ Bikes/Barbecues
- ✓ Electronics/Cables
- ✓ Chairs/Couches
- ✓ Rugs/Carpets
- ✓ Beds/Tables
- ✓ Lamps/TVs
- ✓ Mattresses



No Pick up of HAZARDOUS Waste (examples):

- ✗ Household Cleaners
- ✗ Spray Cans
- ✗ Paint
- ✗ Oil
- ✗ Batteries
- ✗ Tires



MOLD PREVENTION



Correct heating of rooms: Radiators will not function if blocked with curtains and/or furniture, therefore, don't hide radiator and radiator valves behind long curtains and/or furniture.

Correct ventilation of rooms: Open windows

from time to time. Don't leave windows open in the tilted position for long periods: this causes room surfaces to become cold. Open windows for not more than five minutes in wide-open position. A good time to open them is whenever you see window glass with a moisture film. After closing windows, turn on radiator to highest position in order to heat the air. If it gets too hot, reduce the heat by turning the position to 1 or 2, whichever is most comfortable. This causes the air to take back moisture from walls and keep them dry. After taking showers, open bathroom window; however, don't leave the bathroom door open simultaneously. Temperature should not vary from room to room. Try to heat all rooms to get a uniform temperature.



Loan items for on post housing only!

SELF HELP HOURS

Katterbach 7.30 - 13.15 hrs, 13.45 - 16.00, Mon - Fri
Storck 7.30 - 13.30, 14.00 - 16.00, Mon - Fri

Closed on German and American holidays



KITCHEN DRAIN PIPE REPAIR

A contracted company is conducting kitchen drain pipe repairs. This is needed as the drain pipes continue to clog from improper waste disposal into the kitchen drains. Repair has already begun and will continue until 6 October 2022. This will impact buildings 5085-5087, 5093, 5094-5096, 5107, 5939, and 5941-5945. Access to storage rooms may be required, however, water in the kitchen must not be used for one day from 0800-1300. Schedules are currently being distributed.

Please do not dispose of grease in your housing drains.



CHLORINATION SYSTEM UPGRADE

A contracted company will be conducting needed upgrades on the Chlorination System that filters your water. This is greatly needed as the current Chlorination System is outdated. Repairs will occur between January 2022

and mid July 2022. The affected buildings are 5081, 5082, 5084, 5093-5096, 5099, and 5107. Access to quarters is not required, however, water to these buildings will not be available for one day, on two separate occasions, from 0800-1300. Schedules are being prepared.



URLAS EXHAUST CHIMNEY REPAIRS

The scheduled repairs to the Urtas area chimney repairs will begin again in March or April, weather permitting.

ENERGY SAVING TIP

HOW TO USE YOUR THERMOSTAT CORRECTLY

- ❑ Did you know that District Heating services are the largest utility costs for USAG Ansbach?

- ❑ It is up to each user to ensure the correct space temperature and use only what you need when you need it.

Valve Position	Reference Temperature (Celsius)	Reference Temperature (Fahrenheit)	Recommended setting for
0 (min.)	6°C	~43°F	Frost protection
1	12°C	~54°F	Cellar, stairs
1-2 (●)	14°C	~57°F	Unoccupied room, laundry, recess
2	16°C	~61°F	Entrance hall, corridor
2-3	18°C	~64°F	Bedroom
3 (□)	20°C	~68°F	Kitchen/Office, Lounge, Child's Bedroom
3-4	22°C	~72°F	Bedroom
4	24°C	~75°F	Bathroom
4-5	26°C	~79°F	
5 (max.)	28°C	~82°F	Valve open completely



ENERGY ACTION MONTH

If you have any energy related questions or issues, please feel free to contact the DPW Energy Management team at: usarmy.ansbach.usarur.list.dpw-energy-mgmt-team@mail.mil

#PowerToWin

Sound the Alarm



HOME FIRE SAFETY EDUCATION

Red Cross volunteers will go door to door in each neighborhood. They will knock and provide education on home fire safety and provide emergency document bags. This will take place the beginning of April.

Be Informed



Submit work order information from: M-F 0730-1600, not including German or US holidays DSN 587-1777, Comm. 09641-70-587-1777, Email: usarmy.ansbach.imcom-europe.mbx.usag-ansbach-work-order-section@mail.mil

Only bona fide emergencies should be called in after duty hours DSN 115, Comm. 09802-83-2115

EMERGENCY: An unexpected serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to Government facilities

Submit on-post housing work orders on the ArMA App at: <https://www.armymaintenance.com/armma>. Use the following guidelines when establishing an account:

REGISTER	REQUEST
<ul style="list-style-type: none"> Use of the ArMA application requires user registration. Information needed to register includes: <ul style="list-style-type: none"> Personal email address. Military sponsor (.mil and .civ emails ONLY) Location/building in which you reside. Unit Phone number Prior to using the ArMA application your sponsor must validate your request via email. Spouses may use their active duty spouse as their sponsor. You may specify your ArMA notification preferences as email, text message, or both at registration. 	<ul style="list-style-type: none"> Maintenance requests exist for the most common maintenance repairs, including plumbing, electrical, HVAC, broken glass, among others. If a dedicated catalog item does not exist for your specific maintenance request, use the general "Interior" or "Exterior" request item. Please be detailed in identifying the location in your residence of the issue, including your room or apartment number, if applicable. Please be detailed in the description of the issue as this will expedite the repair process. Please include one or more photographs of the issue.
RESIDENCE	REVIEW
<ul style="list-style-type: none"> A "household" can be created in the Account Management section of the ArMA application so that all members of a given residence can have visibility into any open maintenance requests. A "head of household" must be identified when establishing a residence. After establishing the household, the head of household must add (or remove) the members of the household. The head of household may be a member of the military or their spouse. When a member of a household changes units or locations, all members of the household will also be updated accordingly. 	<ul style="list-style-type: none"> A list of all of your open maintenance requests is available at the bottom of the home page of the application for easy reference. Click the case number to view the details about your open maintenance request. You can use Activity text box when viewing a case to provide comments or inquiries back to the DPW. All comments or questions from the DPW clerks will be readily visible just below the input text box. The paperclip can be used to add additional photos or attachments to your maintenance request.



SNOW AND ICE REMOVAL



Snow and Ice is removed by a Contractor and the DPW's Buildings and Grounds Team. There is an on-call team between 0000-2400 hrs, 7 days a week, however, the majority of services are provided between 0400-2200 hrs.

In *family apartment/stairwell housing* buildings, snow is removed from roads, parking areas, and sidewalks, including walks to entrance of buildings.

In *family single and duplex housing and single soldier housing* buildings, snow is removed from roads, parking areas, and sidewalks, but NOT walks to entrances and driveways (responsibility of the resident).

Residents can find salt bins throughout all family and single soldier housing areas.



Some important sites to visit to learn more about housing related topics

Homepage: <https://home.army.mil/ansbach/index.php/housing>

FAQs:

https://home.army.mil/ansbach/application/files/3416/1588/2582/Housing_FAQs.pdf

Housing Guide:

https://home.army.mil/ansbach/application/files/1315/8332/9286/Ansbach_Housing_Guide_Aug_2019.pdf

Anchoring of furniture:

https://home.army.mil/ansbach/application/files/6816/0241/1641/Anchoring_of_furnishings_by_residents_signed.pdf

Protect your family from lead exposure video:

<https://www.dvidshub.net/video/669700/protect-your-family-lead-exposure>

Lock-Outs:

https://home.army.mil/ansbach/application/files/5916/1650/9176/Information_Paper_-_Lock_Outs.pdf

Assignment of Government-controlled housing:

https://home.army.mil/ansbach/application/files/5916/1650/9176/Information_Paper_-_Lock_Outs.pdf

Termination cleaning standards:

https://home.army.mil/ansbach/application/files/3216/1650/9176/Information_Paper_-_AFH_BOQ_and_SEQ_Termination_Cleaning_Standards.pdf

BUILDING COORDINATOR PROGRAM

USAG Ansbach Housing NCOIC

SSG Elisha Wilson

Building Coordinator Program



DSN: 467-3307 Comm: 09802-83-3307

Email: Elisha.j.wilson2.mil@army.mil



Housing Chief: 467-2943

Facilities Chief: 467-2824

NCOIC: 467-3307

On Post: 467-2967/2965

Private Rental:
467-3959/2962/3376

NATO/Remote Site:
467-3696/2960

Facilities: 467-
2480/2963/3937

Inspections: 467-2982/3703

Furnishings Management:
467-2966/3428

Unaccompanied Housing:
467-3343/3795/2228/2948

Location: 5843D, Bismarck

Army Family and Unaccompanied Housing Hours of Operation:

Monday thru Thursday
8:00am - 3:30pm
Friday
Closed 8:00am - 12:00pm
Open 12:00pm - 3:30pm

Closed on weekends and all German and American Holidays



**See something.
Say something.**

Help protect your community, immediately report any suspicious activity!