

INFORMATION PAPER – HOUSING LOCK-OUTS

Lock-out procedures for Family housing, Bachelor Officer Quarters (BOQ), and Senior Enlisted Quarters (SEQ):

- If residents of government controlled on post Family housing, BOQs, or SEQs lock themselves out of their homes/apartments during normal duty hours, from 0730 – 1600, residents need to come to the Housing Office for assistance. One of the following corrective measures will take place:

- A temporary key will be issued, the resident will unlock their door, and return the temporary key within three hours. If the three hours fall outside normal duty hours, the temporary key will be returned not later than 0800 the following normal duty day.
- Housing office will make arrangements with the metal shop to open the door.
- Housing office will make arrangements with the Military Police (MP) for access.
- Charges will be assessed for lost keys.

Residents are responsible for securing their own transportation to and from the housing office.

- If the lock-out occurs during non-duty hours or US and German Holidays, residents are required to contact the MPs at 09802-83-3855/3856 who will arrange for access to your housing unit.

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

Lock-out procedures for Army Barracks Management Program (ABMP):

- If residents lock themselves out of their assigned barracks room, they must contact the appointed key custodian of his/her unit for assistance.
- If the unit key custodian can't open the door with his/her spare or master key because the lock is broken or damaged, the Soldiers unit is required to provide another room for the locked out Soldier until a routine work order corrects the issue.
- There will be no lock service or repair after duty hours or on US and German Holidays in the barracks other than bona fide emergencies.

- Service member is responsible for submitting door battery work orders when light changes from green to flashing amber.

Contact the USAG Ansbach Housing Division at DSN 467-3415 for questions.