

USAG Ansbach Housing Resident's Frequently Asked Questions

If you cannot find an answer to your question here, or wish to seek further information, please refer to the housing guide or contact the housing office.

General Questions:

What does USAG Ansbach refer to?

USAG Ansbach refers to all of the Kasernes on this installation. These Kasernes refer to Katterbach, Bismarck, Urlas, Shipton, Bleidorn, Barton, Illesheim and Oberdachstetten. Katterbach is also the name of the town most of our installation is on. Ansbach is the larger town we are next to and contains off post shopping and entertainment.

Where is the housing office?

The housing office is on Bismarck Kaserne past the movie theater on the left.

What's the contact information for housing?

Phone Number: +49 09802832965 or +49 09802832967 or +49 09802833415

Hours can be found on the directory page under housing.

Is there a housing handbook?

Yes! You can find the handbook online at

<https://home.army.mil/ansbach/application/files/2715/4418/1406/AnsbachHousGuide18.pdf>

What type of housing does Ansbach have?

Although Ansbach has a limited amount of duplex housing, the majority of Ansbach housing is stairwell housing. This is important to understand as stairwell living is similar to multi-level, multi-apartment type buildings living in close proximity to other Families.

Do you have pictures and floorplans of Ansbach housing areas?

Yes. These can be found on our home page at <https://home.army.mil/ansbach/>

When will I be able to see available housing?

Once you have signed into your gaining command, receive the necessary in-processing paperwork, reported to the housing office, and move to the top of your eligible waiting lists, you will be afforded the opportunity to see up to two housing units within the waiting list you qualify, if available.

Note: Currently, COVID assignment procedures are in place for immediate assignment upon arrival. Please contact your sponsor who will work with you to choose authorized available housing.

What are my housing entitlements?

You are entitled to a housing unit commensurate with your rank and Family size. If allowed to reside off post, you are entitled to Overseas Housing Allowance (OHA), a separate Utilities allowance, and a one-time Move In Housing Allowance (MIHA).

What is OHA?

OHA is the overseas equivalent to Stateside BAH in that it is used to pay your rent for those allowed to reside off post. OHA is based on the local currency (Euro) and is paid out in your LES like BAH. OHA is based on your pay grade and dependent status (with or without). You can find your OHA rate at <https://www.defensetravel.dod.mil/site/ohaCalc.cfm>. The Locality Code for Ansbach is DE228. Ensure to select all appropriate drop down options and click calculate. This will provide you your OHA Allowance, Utility/Recurring Maintenance Allowance, and your Move-In-Housing Allowance (MIHA) in both Euro and US Dollars.

What is Move In Housing Allowance (MIHA)?

The Move-In Housing Allowance is a lump sum flat rate that you will receive upon moving in to a newly (first time) assigned **off-post house**. MIHA is not provided for on-post housing. This allowance helps off-set expenses incurred when first setting up your household, such as cable, phone, etc.

What is Temporary Lodging Allowance (TLA)?

TLA is the allowance that offsets the higher costs of staying in a hotel and eating out daily. You can check the TLA rates at <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>.

How do I know whether I'm eligible for TLA?

Families must be on concurrent travel status in order to be eligible for TLA. When staying at friends or relatives during periods of TLA, lodging is not authorized, however, TLA may still be authorized for the meals portion.

Note: Currently, because of COVID, your sponsor will work with the housing office on your behalf to acquire assignment of on-post housing. You will be brought to your assigned housing immediately upon your arrival to USAG Ansbach. Because of this, those that are immediately assigned will not be issued TLA. Contact the USAG Ansbach Housing Office or your sponsor for details on COVID housing assignment procedures.

How and who is starting and stopping my BAH and/or Overseas Housing Allowance(OHA)?

Start and Stop of BAH (DA Form 5960) is completed at the local Finance Office. The Housing Customer Service Assistant fills out the DD Form 2367, Individual Overseas Housing Allowance (OHA) Report, once a private rental unit has been accepted and the contract executed. The Housing Office then returns the DD Form 2367 to the local Finance Office with a transmittal letter.

What is concurrent travel?

Concurrent travel allows you and your family to travel together to your next permanent duty station. When your Family members are listed on your orders you are on concurrent travel.

What does deferred travel mean?

Deferred travel means that your Family will not be traveling with you because there are no houses immediately available or you are having approved delays for your Family's travel. You will have up to 120 days max to bring your Family members to an Overseas location (BAH stops on the 121st day).

Where will my Family and I stay while waiting for quarters?

You will be required to stay in Army Lodging, or off post arrangements if Army Lodging is not available, until time of quarter's assignment. Be sure to have your sponsor make arrangements at the Army Lodge for the expected duration of temporary lodging stay. Also ensure to acquire a statement of non-availability from the lodge if required to reside elsewhere while waiting for quarter's due to non-availability of on post lodging.

Note: Currently, because of COVID, your sponsor will work with the housing office on your behalf to acquire assignment of on-post housing. You will be brought to your assigned housing immediately upon your arrival to USAG Ansbach. Contact the USAG Ansbach Housing Office or your sponsor for details on COVID housing assignment procedures.

What is the waiting time for housing?

Waiting times vary but are typical 0-8 weeks, depending on the waiting lists you are eligible. Waiting times may vary during high PCS seasons.

Note: Currently, COVID immediate assignment procedures are in place. Contact the USAG Ansbach Housing Office or your sponsor for details.

When may I bring my family to Overseas?

Immediately with concurrent travel orders, and with deferred travel, after signing for quarters a Family travel message will be sent authorizing your Family to travel.

Who is eligible for Government Housing?

All Service Members serving on a 36 months accompanied tour, with command sponsored dependents, are eligible for assignment to Government-controlled quarters. Soldiers must have six (6) months remaining when signing for Government controlled quarters.

I am on an unaccompanied tour, how can I change my tour?

You will need to submit a request for command sponsorship/change of tour through your unit S1/personnel office.

Is housing overseas different from US homes?

Germany has more apartments than houses on the rental market. Apartments don't have built-in closets, and there are still some that don't have lighting. Most room sizes in Germany are smaller than in the US. Some larger pieces of furniture, including king-sized beds, may be a problem in both Government quarters and private rental housing. Before shipping large items, please check Government quarters' floor plans available on AHOUS:

https://housing.army.mil/Default.aspx#!pg=post&sp=fh_floorplan. Narrow stairwells in economy housing can also prevent furniture that would otherwise fit, from being suitable. The layout and sizes of units differs from what you may be accustomed to in the States. Most private rental housing buildings have stairs, often two or three stories, and many of the homes are not able to accommodate large pieces or assortments of furniture. For example, it is not uncommon that a king size bed will not fit up the stairs to the second or third floor. In some apartments a king size bed may not fit in the bedroom at all or the bed will fit and nothing else will. The average size of a duplex or townhouse is approximately 1300 – 1800 sq. ft. If you reside in Government quarters, storage space is in the basement and limited. Excess household goods is not a valid exception to policy to live on the economy for military members, so arrange your non temporary storage plans accordingly.

Who controls the heating thermostat in the quarters, is it the individual tenant or housing?

For Government-controlled quarters, the individual tenant controls the heating thermostat in the quarters.

What about my electric appliances, TV and computer?

Yes, most of our quarters are equipped with dual voltage. Personal washers and dryers should be left in storage if possible. All Government-controlled and eligible private rental quarters are authorized washers, dryers, dishwashers, refrigerator and ranges as needed for the length of your tour.

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

Electricity in Germany is 230 Volts, alternating at 50 cycles. Generally we have 230 Volts in Government Quarters. However, the majority of 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.

Is there a Self-Help program?

USAG Ansbach has a Self-Help Store: The facility is open to all occupants of Government owned and leased quarters, as well as Single Soldiers living in barracks, SEBQ or BOQ. Occupants of private rental housing are also authorized to use the program, however, only certain items will be authorized for their use.

I need to have work done, how do I place a work order?

You can place a work order by using the ArMA system at <https://www.armymaintenance.com/arma> or calling DSN 587-1777 or Commercial 09641-7058-71777.

Do the stairwell apartments on Katterbach have a storage area?

Yes! Each apartment on Katterbach is designated a medium bedroom size storage unit in the basement of the building. Storage unit size does vary from building to building, apartment to apartment.

There is also "community" storage areas near the designated storage units of each building. Contact the Building Coordinator for details.

The military will pay for storage on things you don't bring over with you.

Does Urlas housing have storage areas?

Urlas housing comes with a garage which most people use for storage and is equipped with shelving. There is also a small area for storage between the garage and backyard.

I have problems in my building with neighbors, who can I contact for assistance?

First address your issues with your neighbors. If that fails, follow the established military chain of command: Stairwell-Coordinator, Building-Coordinator, Housing Office (NCOIC), and Garrison CSM.

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

The Housing Services Office (HSO) at the Housing Office stands ready to help you with any problems. You can reach them at DSN 467-3415 or CIV 09802-83-3415.

I'm staying here in my quarters. What things can I do to make it easier for me?

Remember to be vigilant about fire safety. Supervise children closely. Practice fire drills. Be cautious when cooking with grease. Test your smoke alarms. Report all fires and gas leaks to the appropriate fire department. Stay involved and ask for help when you need it. Bottom-line, follow the rules and procedures.

Do I need renters insurance for on or off post housing?

Renters insurance is always a good idea, especially if residing on the economy. You are liable for damages caused by you, your Family members or guests. Only you can decide whether your potential risks warrant the purpose of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

Where can I make an ICE Complaint?

http://ice.disa.mil/index.cfm?fa=site&site_id=158

This is for all complaints AND praises.

If you do not leave your name or number, nothing can be done. i.e. the person can't be formally praised or reprimanded.

Prior to Arrival:

Note: Currently, because of COVID, your sponsor will work with the housing office on your behalf to acquire assignment of on-post housing prior to your arrival. You will be brought to your assigned housing immediately upon your arrival to USAG Ansbach. Contact the USAG Ansbach Housing Office or your sponsor for details on COVID housing assignment procedures.

I have orders for Illesheim, Wiesbaden, or Baumholder but I'm being told we will actually be station in Katterbach. What's going on?

If you have orders for Illesheim, you will be housed in either Katterbach, Bleidorn, or Urlas housing. Illesheim is a part of USAG Ansbach but used for rotational forces. Many families here received orders for other posts here in Germany but were diverted. Sometimes locations/orders can be changed on a dime. Keep in touch with your sponsor and command to be updated on what's going on. Orders can change! Be prepared for that to happen. Don't get attached to any location without having hard orders in hand.

Is there anything I should buy in the US before moving to Germany?

TONS OF FANS, curtains and rugs! They are cheaper at home.

American mattresses if you are debating on getting a new one. The selection here is slim and European mattress sizes are completely different.

Water filter for your shower head. The water is super hard here and may damage your hair. Having this for the hotel and housing will really help.

Search in amazon for Aquabliss shower filter for the filter most recommend.

You can definitely bring/buy a Culligan water cooler, Brita pitchers or a Berkey if you prefer not to drink straight from the tap.

Most agree the water here does not taste like that in the States and have something to filter it or buy water.

The PX and Commissary carries a lot of the regular products you would find at home, but many suggest stocking up on your preferred hygiene products.

Housing Application:

What do I need to bring to register with Housing?

A copy of all orders (PCS, Pin-Point, Command Sponsored, Joint Domicile, Amendments, etc.) and DA Form 31 (Leave Form).

When can I apply for housing?

- Any time prior to arrival and definitely during in-processing at the Housing Office.
- 60 days prior to arrival if you are transferring within USAREUR-AF.

Do you take advance applications for housing?

It can never hurt to provide an advance application, but this will not affect your eligibility date for housing. You must first process in through the community and housing. However, if you are transferring from another duty station within USAREUR-AF you may apply for housing 60 days in advance. In addition, a Consecutive Overseas Tour (COT) entitles Family members the option to remain in government-controlled housing at the losing duty station for up to 60 days while awaiting assignment of housing at the gaining installation.

How long will my application remain active once submitted?

Applications will remain active until you are placed in Government quarters or request removal from the waiting list.

Assignment / Termination:

What kind of housing am I eligible for?

Type and size of housing is determined by applicants rank and Family size.

How many bedrooms am I entitled to?

We offer one bedroom per child when space permits. The regulation is more stringent.

I must reside on the first floor, is that possible?

YES, if you have medical documentation supporting your request.

What happens if I don't like the quarters you offer me?

If you reject adequate quarters for personal reasons, your name will be removed from waiting list and you may reapply after 60 days. However, your new eligibility date will be the date of the new application. You will not be provided TLA or OHA for rejecting adequate quarters.

I am a single Service Member with one child, am I eligible for on-post housing?

Yes, if your child is command sponsored and residing in country with you at least 181 days each year.

Can my spouse or someone else accept a home on my behalf?

Your spouse may accept a home on your behalf. A Power of Attorney is needed, if someone other than your spouse is to accept a home on your behalf.

Note: Currently, because of COVID, your sponsor will work with the housing office on your behalf to acquire assignment of on-post housing prior to your arrival. You will be brought to your assigned housing immediately upon your arrival to USAG Ansbach. During this altered assignment process, your sponsor will not require a Power of Attorney. Contact the USAG Ansbach Housing Office or your sponsor for details on COVID housing assignment procedures.

I have a Family member enrolled in EFMP, how will that affect my on-post housing assignment and waiting time?

Exceptional Family Member Program (EFMP) does not always equate to "priority housing." Sponsors with exceptional Family members may forward a request for special housing consideration in writing to the Housing Office. The Housing Manager, in conjunction with the medical department and the Exceptional Family Member Program (EFMP) Coordinator, will make a recommendation to the Garrison Commander. For more information contact your Housing Office.

Do I get credit if I'm coming from a dependent restricted tour, and if so, how much credit (months) do I get?

Applicants returning from a dependent restricted tour are eligible for a waiting list credit, up to a maximum of 14 months. You must provide orders to receive the accurate eligibility date. (Soldiers who obtain Family members during the tour and were separated from those Family members will receive credit only for time separated.) Contact your housing office for more information.

Where can I live?

In accordance with USAREUR Policy Letter dated 20 June 2018, subject: Military Family Housing Assignment Policy for Army in Europe states: Mandatorily assign 100 percent of accompanied Soldiers in all grades to Government-controlled military Family housing when occupancy is lower than 95 percent. You should expect to be assigned to one of our on-post housing areas.

Which housing neighborhood can we expect to be assigned?

Assignment to specific neighborhoods within the USAG Ansbach housing areas is dependent on housing availability for your rank and size of Family at time of assignment. Specific neighborhoods can't be guaranteed, however, the majority of our residents, of all ranks, live in stairwell housing. One other thing to know is that there are no separate waiting lists for specific housing areas.

I don't like where I'm living, can I move?

This requires an exception to policy. Visit the Housing Office for assistance.

Can I choose to live off post?

No, based on policy only when occupancy levels are above 95 percent will certificates of non-availability be issued. However, those bona-fide bachelors in the rank of E-7 and above are allowed to reside off post. For more information contact the housing office.

If allowed to live off post, how long does it take to find private rental housing?

This depends on the season, size, price, and distance from post. Contact the Housing Office upon arrival. The Housing market is very tight; you are competing with locals and there are many students in the area. Ansbach has several universities and has experienced an increase in the number of students due to an additional curriculum.

If allowed to live off post, are there any off limit Landlords?

Please check with your Housing Services Office for any off-limits landlords / dwelling units prior to signing a lease.

How do I get a list of available rentals in the area?

USAG Ansbach does not provide a list of available homes. Our counselors will be able to show you portfolios of homes within your housing allowance. For Private Rental Housing also check the HOMES website: <https://www.homes.mil>. There are many immobiliens (real estate salespersons) available on the economy, and they charge 1-3 months' rent. DO NOT enter into an agreement with an immobiliens without prior approval from the Housing Office if you are seeking to be reimbursed. If sufficient rentals are available thru the Housing Office, reimbursement may not be approved.

I received notification that my Family can move on-post but I just renewed my lease. Can I break the lease and move?

In most cases you have an indefinite lease period and may terminate your contract at any time with the appropriate termination notice. Without a military clause, that requires a 30 day notice, you are required to give a 90 day notice to your landlord. Please see the Housing Office for assistance.

I'm unaccompanied; do I have to live on-post?

- Bona fide single Soldiers (receiving entitlements at "without dependent" rate) in the Grade of E7 and above may choose to move to private rental quarters regardless of Senior Enlisted Bachelor Quarters (SEBQ)/Bachelor Officer Quarters (BOQ) availability.
- Soldiers in the Grade of E7 and above that are on an unaccompanied or "all others" tour (receiving entitlements at "with dependent" rate), are required to occupy Senior Enlisted Bachelor Quarters (SEBQ)/Bachelor Officer Quarters (BOQ) when available.
- In USAREUR-AF Soldiers in the Grade of E1 through E6 must reside in the barracks. The Garrison Commander may approve Certificates of Non-availability, if the installation wide occupancy is 95% and above.

Where do single SSGs live?

Permanent party SSGs and below are required to reside in Unaccompanied Personnel Housing (UPH). If the utilization rate for the installation is 95% or above in accordance with regulatory guidance a certificate of non-availability (CNA) to reside off-post may be issued.

What are the requirements for vacating my on-post home?

1. One to two months prior to your DEROS contact the Housing Office and schedule a pre-termination inspection.
2. At the pre-termination inspection, the Quarters Inspector will inspect your quarters for necessary maintenance and inform you how to prepare your quarters for final termination.
3. Upon receipt of your confirmed flight date and your final out-processing appointment, please schedule your final termination inspection; bring a copy of your PCS orders.
4. At the final termination inspection, the inspector will inspect the quarters and the Government furniture and appliances for accountability and damages.

When I move, do I have to clean my on-post home?

Basic cleaning must be performed by the resident (clean appliances, remove trash, etc.). After that, contract cleaning will be performed at Government expense for all PCS/ETS moves. All other types of moves have to perform 100% cleaning by the resident.

Wait list:

What is a wait list?

A wait list is a roster with applicants waiting for housing. There are usually several wait lists in the housing office based on grade category and bedroom requirement. The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed. Don't focus on the number you are on the wait list. Some awaiting Command Sponsorship are passed over because they are not ready to be housed. What is important is the wait time.

Note: Currently, because of COVID, your sponsor will work with the housing office on your behalf to acquire assignment of on-post housing prior to your arrival. You will be brought to your assigned housing immediately upon your arrival to USAG Ansbach. Contact the USAG Ansbach Housing Office or your sponsor for details on COVID housing assignment procedures.

When can I be placed on the waiting list for housing?

Personnel on orders to any community cannot be placed on any wait list until the Service member has physically signed out of his/her losing command. You're signed and approved DA 31 (Request and Authority for Leave) is the only way of substantiating this requirement. However, if you are on an ITT or COT you can be placed on the waiting list 60 days in advance.

Once placed on the wait list, may I transfer to a different list?

You are placed on the waiting list based on your grade and bedroom requirement. You may request a transfer to another waiting list, if your rank or bedroom requirement changes. Please contact your housing office for assistance.

What happens if someone has the same eligibility date as I do?

The Soldier with the higher rank will be above the Soldier with the lower rank. If both Soldiers have the same rank, the date of rank will decide the waiting list position.

What does it mean if my wait list position moves up and down?

Your wait list position moves up means: Applicant(s) accepted and were assigned quarters or were removed from the wait list for other reasons. Your wait list position moves down means: Applicants with an earlier eligibility date arrived and were placed on the wait list above you.

May I request placement on more than one wait list at one time?

No, you may only be placed on one wait list.

I currently live on post but would like to move to a different house. Can we apply for another wait list?

When your rank or your family size changes and you are eligible for another category or bedroom size, you may reapply for Government housing and may be placed on the wait list. Moves of such nature are at your convenience and the moving expenses will not be paid by the Government. Quarters vacated must be cleared within three (3) working days to keep from having to be charged for quarters cleaning.

Is there a wait list for off-post housing?

No, most off-post housing is immediately available for move-in. First come first served.

What is my eligibility date and how does that affect my place on the wait list?

Your eligibility date is determined by the date that you leave your last permanent duty station. Sponsors will not be placed on a wait list at the gaining installation prior to the Soldier signing out at the losing installation. Soldiers must sign-in at the new duty station before assignment is made. DA Form 31 (Request and Authority for Leave) will indicate date departed last permanent duty station. Other methods in which an eligibility date may be established are the effective date of command sponsorship, date of application, or through an approved exception to policy. Families are not jumped on any wait list by other SMs, however, a Family can be displaced by a Family that has a higher eligibility date. Example: John Smith PCSs and signs out on leave on 1 May and remains on leave until 30 May and then signs into the gaining unit. Your eligibility date would be 1 May and will be the date you're placed on your respective wait list. However, if John Smith PCSs and starts leave on 20 April and signs into the new duty station on 4 June, regulatory guidance dictates that this family will be placed ahead of the Family that arrived on 30 May if the two Families are competing on the same wait list with the same requirements.

Can I lose my original eligibility date?

Yes, applications must be made within 30 days of arrival or receipt of command sponsorship to maintain your eligibility date of date departed last duty station or date of command sponsorship approval. Submitted application beyond 30 days, or Soldiers making tour changes, will result in the effective date on the waiting list being the date of application.

Deployment / Absence:

My Family goes back to the States to visit relatives, how long can they stay?

They should not be absent from quarters beyond 90 days. Exception is if the sponsor is deployed.

Can I go home to be with my Family while my sponsor is deployed? What will happen to my quarters if I do so?

The Housing Office does not penalize Family members who choose to go home while their sponsor is deployed. All we ask is that you notify us before you leave with information on how to contact you if required. We may need to enter your quarters in the event of an emergency (such as broken water pipes). Providing us with your contact information gives us a phone number so that we can contact you if there is an emergency. You also need to let us know who you are leaving a quarter's key with and who will do the snow shoveling or lawn moving while you are away.

What if I suddenly decide to leave and forget to contact the Housing Office?

We can accept your absence notification over the telephone. Call the Housing Office at Bismarck DSN 467-2965/2967, CIV 09802-83-2965/2967 and provide the same information as required above.

Why do I need to leave my key with someone?

Your quarters should be checked on a weekly basis. That way, minor problems can be called in for maintenance before they become major problems. Instruct this person to check to make certain that there is minimum heat in the quarters and that all water is turned off.

What safeguards to my quarters should I make before I leave?

Unplug all small appliances, clocks, etc. Remove all perishables from your refrigerator but do not unplug it. Remove any trash or garbage and make sure the garbage and recycling containers are clean so that they do not attract pests. Turn off the water to your washing machine, disconnect all outside hoses, and make sure all faucets are turned off. Make certain that you have made arrangements for any pets. Take them with you, ask friends to care for them, or board them at a kennel. Pets are not allowed to be in quarters unattended during vacation or deployment. You might consider asking the person who is watching your house to turn your lights off and on in a random pattern, and to open and close drapes to increase the security of your quarters.

What if I decide to stay away longer than I originally planned?

Simply notify the Housing Office at DSN 467-2965/2967 or CIV 09802-83-2965/2967. Also, please make sure the Rear Detachment knows where you are and how they can reach you.

We are on the wait list, but have not received quarters. How does the deployment affect me getting quarters?

A spouse can sign for and accept quarters. Your sponsor's deployment does not affect this. However, you will need to have a current ID card and a Power of Attorney to make transportation arrangements and to receive your household goods. Contact the Transportation Office for more information.

What if I just want to leave Germany and not return during my spouse's tour?

Family members may elect to return to the United States prior to completion of their sponsor's tour. However, we recommend that you think this decision through thoroughly as the Government will not pay to return you to Germany upon your sponsor's redeployment. Additionally, the support provided by the US Army, Rear Detachments, and Family Readiness Groups may not be available to you if you return to the United States. If you are positive that you want to return to the States, your sponsor or you may request an Early Return of Dependents through your unit Rear Detachment. A spouse may initiate the request, but the sponsor must be made aware of it whether or not the sponsor agrees to it. For more information on Early Return of Dependents, contact your Legal Office or Battalion Personnel Support Office.

I just received Deployment Orders. Can I terminate my lease before I depart?

Yes, you may do so, however, you must fulfill all legal requirements (termination notice, repairs, payment for damages, etc.) prior to the termination of the contract. If you have a military clause in your lease agreement, this will make the process easier for you.

Visitors:**How long can a guest stay in my quarters?**

Per calendar year a non-dependent guest may visit for a period no longer than 90 days with Garrison Command approval. Request for exception to this policy must be submitted thru the Chief, Housing Division to the Garrison Commander for approval.

Pets:

How many pets can I bring if I reside in Government-controlled quarters?

In accordance with local policy as well as regulatory guidance, you may bring two pets; two dogs or two cats or a combination there of. Request for additional pet authorization must be submitted thru the Chief, Housing Division and approved by the Garrison Commander. Pets, of any kind, are not authorized in Unaccompanied Personnel Housing.

Are there any restrictions on what type of dog I can have in Germany?

Yes, in accordance with host nation laws, the Class I canines are prohibited from entering Germany, and are prohibited from residing in Government controlled quarters. Any mix breeds containing bloodlines of Class I canines are also classified as Class I canines. Specific restricted types/breeds of dogs vary according to which part of Germany you reside in. USAG Ansbach is in Bavaria. Please visit the website of the Ansbach Veterinary Clinic for more information: <http://ervc.amedd.army.mil/clinics/ANKAclinic.html>. Pets are not allowed in UPH.

Can I have my pet snake/iguana/ferret/pot-bellied pig?

Exotic pets i.e., snake, iguana, ferret, pot-bellied pig, etc. are prohibited.

Appliances / Furnishings:

What is the loaner furniture program?

This is a program that provides you with loaner furniture from the US Army for the time until your Household Goods arrive (up to 90 days for inbound personnel), and when your Household Goods get picked up when you depart (up to 60 days for outbound personnel). You can apply for Loaner Furniture at the Ansbach Housing Furnishings Office. Eligible are Military and DA Civilians. The following furniture may be issued for the duration of your tour, if they are not available in your private rental quarters: Wardrobes, kitchen cabinets, range, refrigerator, dishwasher, washer and dryer.

- Exception: Single Soldiers (Unaccompanied Personnel Housing-UPH) may keep their authorized Government furniture for their entire tour.

What appliances are available in housing?

All AFH units have built-in kitchens with stove, refrigerator, dishwasher, washers, and dryers.

What do I do if one of my Government-owned appliances breaks down?

Before you report a broken appliance, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the appliance is a washing machine, make sure the water is turned on and the drain is not clogged. If the power is on and the appliance still does not run or runs poorly, submit a work order.

What should I tell Appliance Repair when I report a broken appliance?

Please give the following information:

Your name.

Your street address, including your apartment number.

The telephone number where you can be contacted.

The type of appliance, including the make, model and the inventory number.

A complete description of the problem.

How does Appliance repair work?

The work order reception clerk will schedule an appointment with you. Remember it is your responsibility to be home when you have made an appointment. You are wasting Government money when you schedule an appointment and you are not home when the repair worker arrives. Even worse, you could be charged for the delivery/pick up fee if it is for a missed delivery or pick up. If something comes up and you cannot be home during your scheduled appointment time, call and reschedule not less than 48 before the scheduled appointment.

Will repair workers speak English?

Most repair workers speak and understand enough English to do their job. If you have given a good description of your appliance and the problem to the Appliance Repair Clerk, the worker should not need to ask many questions.

If you have a problem communicating, call the Work Order Section.

How quickly will my appliance be repaired?

Ranges – 24 hours

Refrigerator – 24 hours

Dishwasher – 24 hours

Dryer – 24 hours

Washer – 24 hours

Note: All are just estimated times. Repair time can be affected by the availability of parts and workload of qualified technicians for your appliance.

What if my appliance is not repairable?

If you live in Family housing, private rental housing, bachelor housing, or Soldier quarters, your old appliance will be picked up and a serviceable one will be brought and installed. The repair worker will schedule when the appliance will be replaced.

Do I ever have to pay for appliance repairs?

If you damage your appliance, you will have to pay for the repair or replacement of the item. For example, if you puncture the cooling tubes in your refrigerator while trying to chip ice off the wall with a knife, or your children sit or stand on the oven door and break it.

What if the repair workers damage my home when they repair the appliance?

Call the Work Order Section at the military or civilian phone number provided.