



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BAVARIA
UNIT 28130
APO AE 09114

AMIM-BAP (100)

15 Oct 21

MEMORANDUM FOR All USAG Bavaria Soldiers, DA Civilians, and their Family Members.

SUBJECT: USAG Bavaria Policy Letter #29, USAG Bavaria Lock-out Policy

1. In order to minimize impact on mission accomplishment by the Provost Marshal Office (PMO), fire department, and the Directorate of Public Works (DPW), the following lock-out policy will be implemented effective immediately.

a. Lock-out procedures for family housing at all communities within USAG Bavaria:

(1) During duty hours residents of government controlled on post or leased housing will obtain the key from and return it to the local key control office within three hours using their own transportation. In case it is close to the end of the duty day, residents will receive instructions on how to return the key at the next duty day.

(2) In cases of emergency, (danger to life, fire, toddler or infant in quarters, and medical issues) customers need to call the fire department (DSN 112, commercial 09641-83-112 for Grafenwoehr and Vilseck, 09472-83-112 for Hohenfels) or Military Police (MP) station (DSN 110, commercial 09641-83-110 for Grafenwoehr and Vilseck, 09472-83-110 for Hohenfels or 08821-750-3801 for Garmisch) immediately.

(3) After duty hours or non-emergency the Installation Operations Center (IOC) will refer the customer to DES MP Desk (for Grafenwoehr & Vilseck DSN 476-3398/2080, commercial 09662-83-3398/2080, for Hohenfels DSN 466-2812, commercial 09472-83-2812 or for Garmisch DSN 440-3801, commercial 08821-750-3801). DES will verify occupancy and eligibility and forward the request to responsible fire station. Fire department picks up the key from key control office and issues them to the occupant. The occupant is responsible to pick up the key at the subject fire station and return it within three hours using their own transportation. In Garmisch DES will pick up the key from the DPW Housing lock box. Verify the residents, let them into the residence and return the key to the lock box.

(4) If a lockout is a door or lock malfunction where a spare key will not fix the issue, contact the IOC at DSN 526-4379, commercial 09641-70-526-4379. The IOC can assist the tenant in calling the "Hausmeister" in leased housing units. In case the "Hausmeister" cannot be reached assist in finding a locksmith. The tenant is responsible for the cost associated with the locksmith services.

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(5) In situations where an individual who is “house sitting” or a third party occupant is locked out, a power of attorney or memorandum/statement of understanding, signed by the tenant is required to ensure that only authorized personnel are given access to quarters. Documentation should be submitted prior to resident departing the area in order to expedite response.

(6) There will be no charge for this lock-out service, however, repeated requests (i.e., more than two per year) may result in this service no longer being made available resulting in obtaining their own locksmith services to re-enter the premises. There will be charges for lost or broken keys, or damaged locking systems.

(7) Lock-out service is not available to residents of private rentals. Contact private rental landlords for assistance.

b. Lock-out procedures for single soldier housing in USAG Bavaria:

(1) If residents lock themselves out of their assigned barracks room, they must contact their appointed key custodian/barracks manager for assistance.

(2) If the unit key custodian/barracks manager cannot open the door with their spare key the unit is responsible for providing another room for the locked out individual.

(3) There will be no lock service or repair after duty hours in the barracks, residents must call the DPW service order line on the next duty day.

2. POC for this policy memorandum is the USAG Bavaria DPW at 526-4000.

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