

Welcome Guide



ARMY HOUSING
Housing America's Soldiers and Families

YOUR WELCOME BOOKLET INCLUDES

- FURNITURE INVENTORY LIST
- DEFICIENCY LIST
- ELECTRICAL POWER IN GOVERNMENT CONTROLLED QUARTERS
- RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS
- GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS
- EMERGENCY SERVICE NUMBERS

• FURNITURE INVENTORY LIST

Please check whether all the furniture listed in the furniture list is in the house and the number of furniture (D) is correct.

On-Post Hand Receipt.pdf - Adobe Acrobat Pro DC

File Edit View Window Help

Home Tools On-Post Hand Rece... x

03/19/2018 On Post Unit Furniture

NAME: ADDRESS: 6 B UNTERE WIESENSTRASSE
BRANCH: CITY: GRAFENWOEHR EU92655
RANK: AREA NAME: GRAFENWOEHR
DUTY PHONE: UNIT NUMBER: 2053
UIC:
DUTY STATION:
DEP COUNT:

DESCRIPTION	STOCK NUMBER	COND CODE	COST	D	I	QTY
BED, DOUBLE: SLAT FH	710500UPH4722	B	240.43	1	0	1
CHAIR, EASY: MODULAR FH		B	633.67	2	0	2
COVER, MATTRESS: DOUBLE FH	721000AFH6517	B	107.32	1	0	1
DISHWASHER, PORTABLE: WITH AQUA-STOP FH	732000AFH6104	A	400.76	1	0	1
DRESSER: 6 DRAWER, MODULAR FH	710500AFH6264	B	460.70	1	0	1
DRYER: US FH	351001AFH6163	B	516.76	1	0	1
MATTRESS, DOUBLE: HDFM FH	721000AFH5063	B	159.95	1	0	1
RANGE: ELECTRIC, 30 IN, CERAMIC TOP FH	731000AFH6833	A	469.00	1	0	1

Customers authorized loaner furniture may retain a maximum of 90 days inbound or 60 days outbound (except for “Permanent Issue” items)

Family housing furniture will not be stored in basement, garage or outside storage room.

• **DEFICIENCY LIST**

BR = Broken
BU = Burned
CH = Chipped
CR = Cracked
D = Dirty
DA = Damaged

FA = Fair
MI = Missing
NE = New
NH = Nail Hole
OL = Old
SC = Scratched

SP = Spots
ST = Stained
TO = Torn

Deficiencies List (Assignment)	
need to be returned to Housing Division, Bldg 244 in 2 weeks after assignment	
CITY:	STREET NO:
NAME:	DATE:
-	
-	
-	
-	
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-	
Apartment last painted on: _____ PVC last refinished on: _____ Carpet last refinished on: _____ Flooring cycle: 10 yrs	
Keys	House Door: _____ Trash Can: 3
Printed name and grade of occupant: _____	
SIGNATURE OF OCCUPANT	

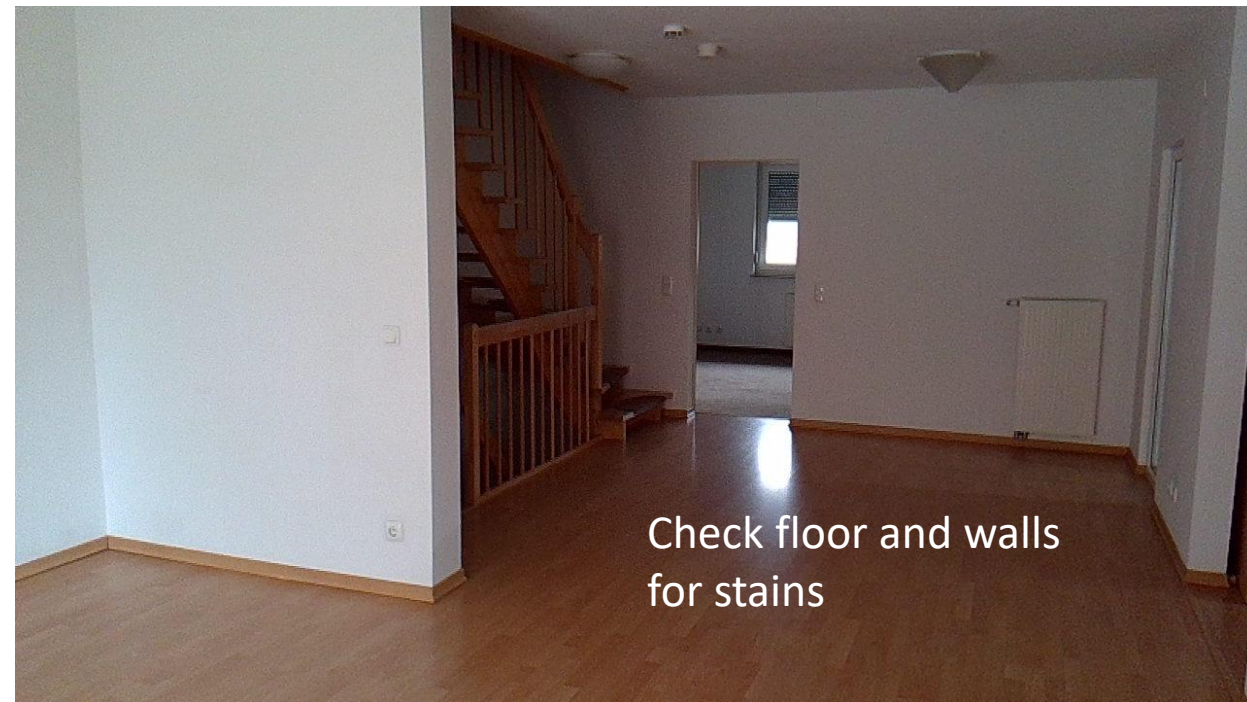
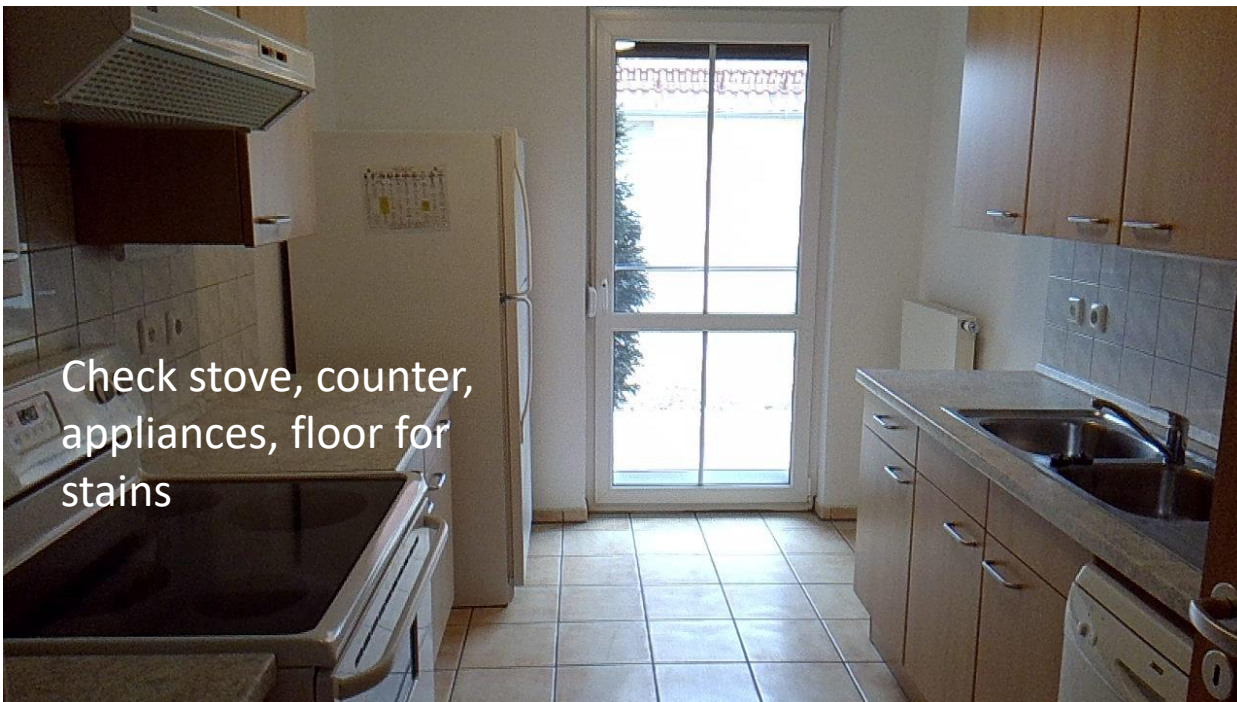
Fill out your Deficiency List within 14 days:

Take note of the deficiency list of your quarters’ painting, flooring, cleaning, installed equipment, furniture inventory including appliances. Also include exterior such as garage, storage, patio and lawn.

Exterior & Interior

- Doors, windows, window screens
- Walls, ceilings, floors
- Closets, cabinets and counters
- Bathtub, shower, sink, toilet bowl and mirror cabinet
- Light covers
- Stairs, railings
- Garage / outside storage room
- Patio, balconies, lawn area, fencing

• DEFICIENCY LIST



Caging of Animals in Germany

- By German “Tierschutzgesetz” (§1 and §2) caging pets in Germany is not allowed!
- Dogs: cannot be caged for extended periods. They need social interaction!
- Birds: Must be housed in large enough cages for natural behaviour!
- Small Mammals: must have space to move free!



- **ELECTRICAL POWER IN GOVERNMENT CONTROLLED QUARTERS**

Electrical power in Europe

The voltage level in Germany is 230 Volts



This is the normal German power outlet

230 Volt

U.S. electrical appliances normally are built for 120 Volts

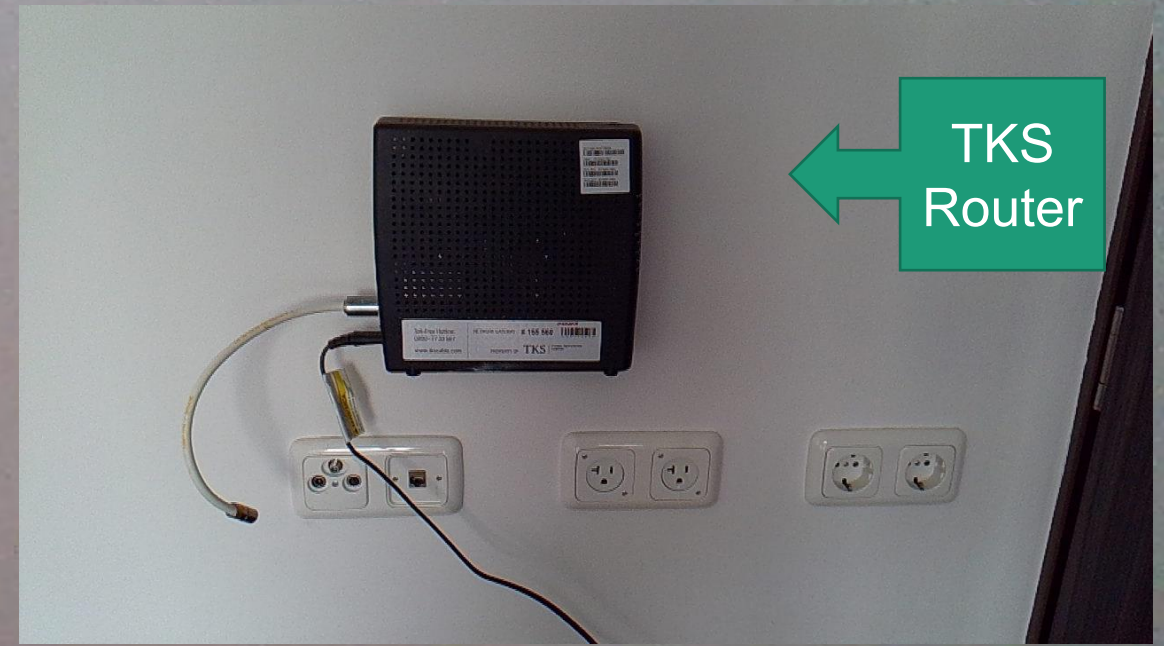
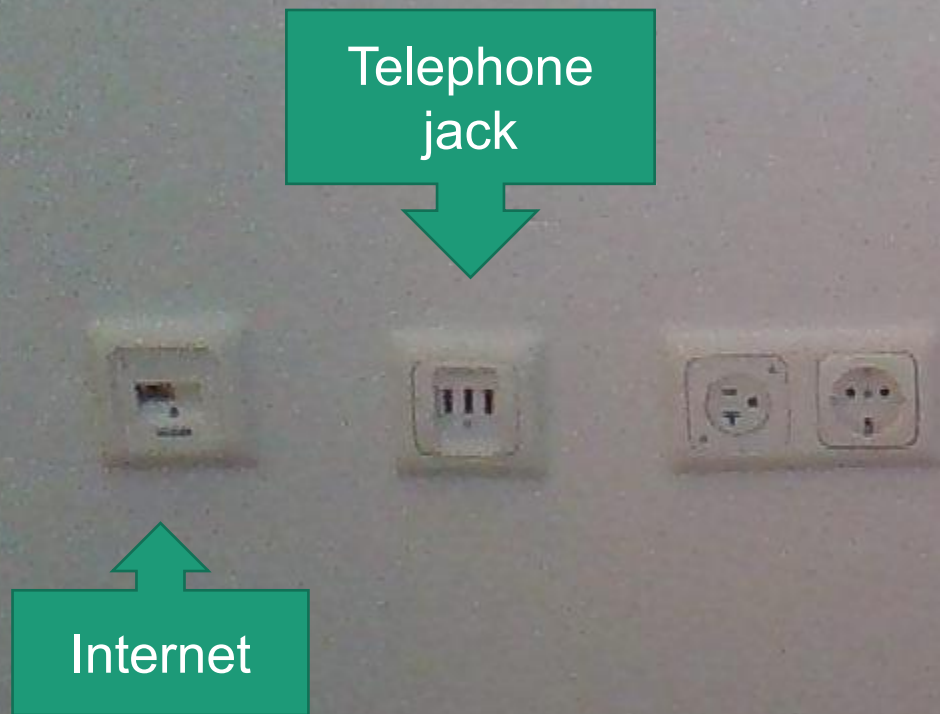


Do NOT use adapters!!

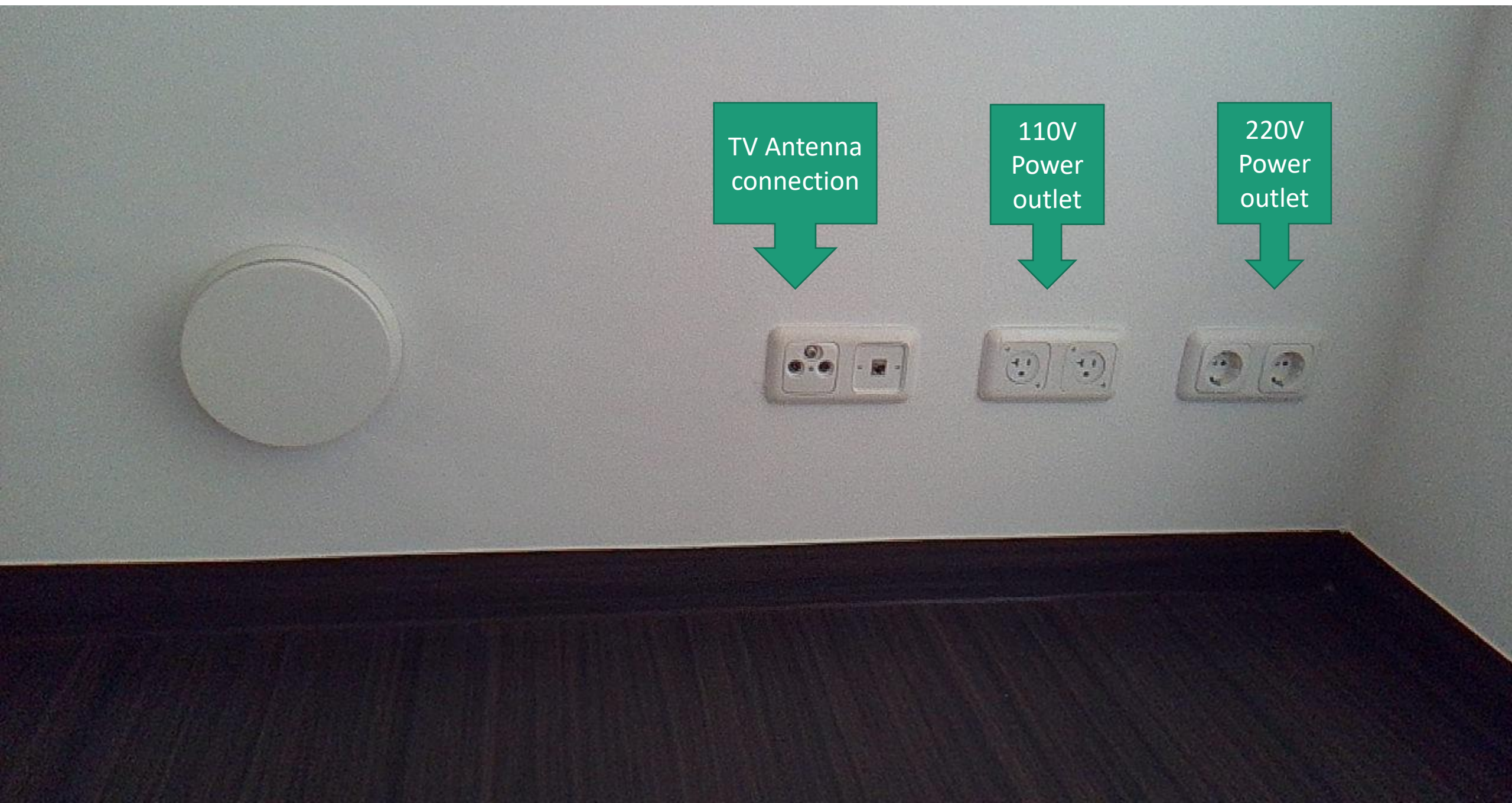
You will risk destroying your U.S. electrical appliances.

You will either need to use a 120 Volt outlet in your quarters
or a 230V/120V transformer if you use a 230V outlet.

- ELECTRICAL POWER IN GOVERNMENT CONTROLLED QUARTERS



- ELECTRICAL POWER IN GOVERNMENT CONTROLLED QUARTERS

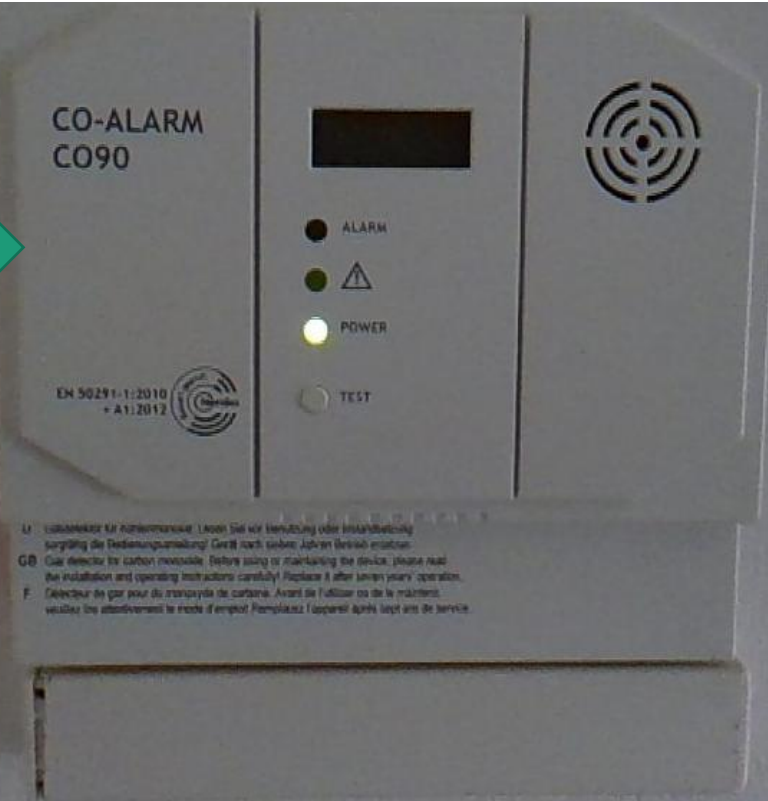


• ELECTRICAL POWER IN GOVERNMENT CONTROLLED QUARTERS

Gas
detector
(at wall)



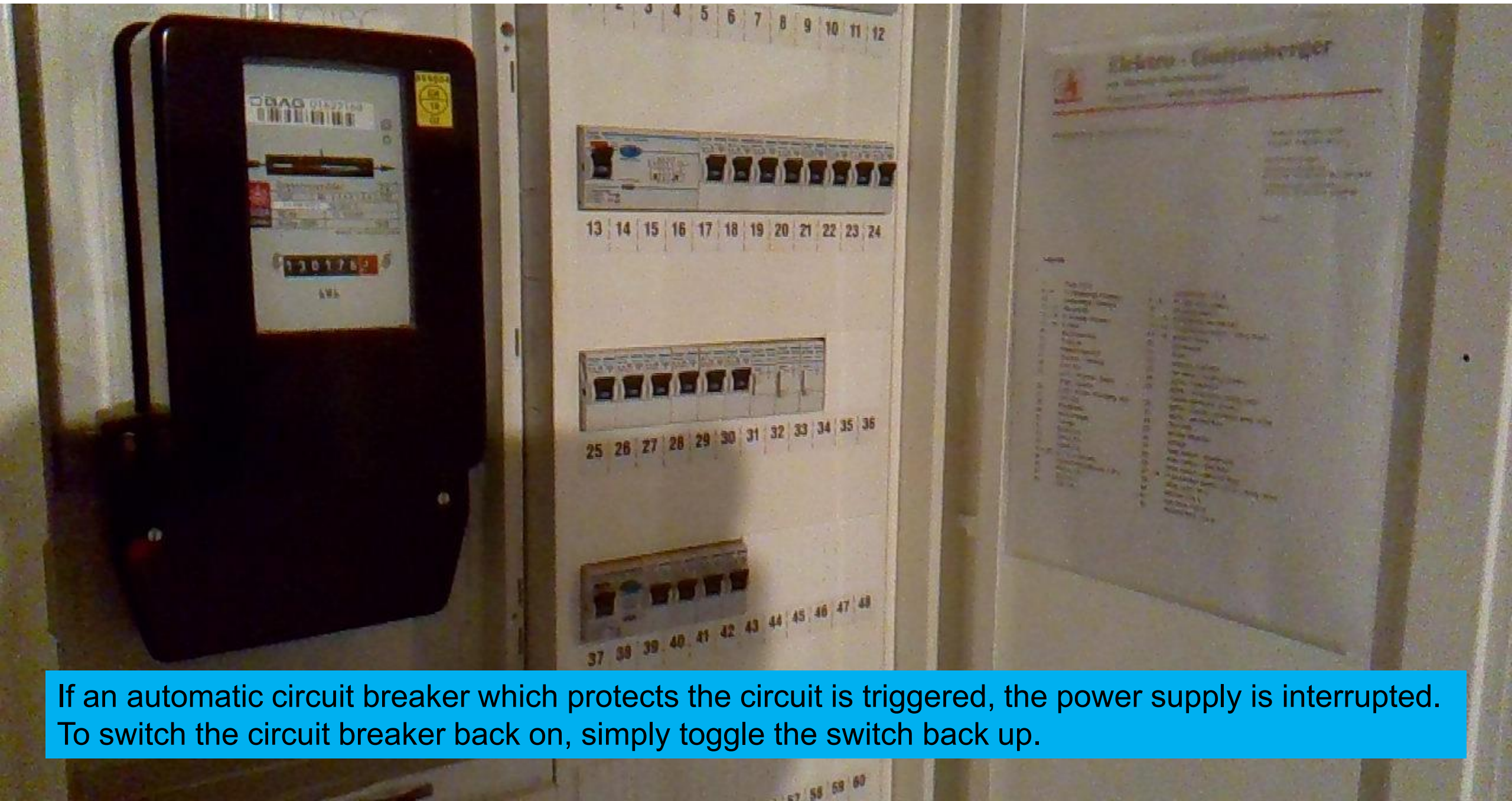
CO
detector
(at wall)



Smoke
detector
(at ceiling)



• ELECTRICAL POWER IN GOVERNMENT CONTROLLED QUARTERS



If an automatic circuit breaker which protects the circuit is triggered, the power supply is interrupted. To switch the circuit breaker back on, simply toggle the switch back up.

• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS

Stains, burn marks, scratches on flooring are not FWT (fair wear and tear).
FWT will be determined by a qualified Inspector (AR735-5c-4).



- **RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS**

The use of barbeque grills is prohibited on balconies or within ten (10) feet of Family Housing units



• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS



**Keep your lawn in
great condition!**

DPW Self-Help is providing
grass seeds and lawn
mowers

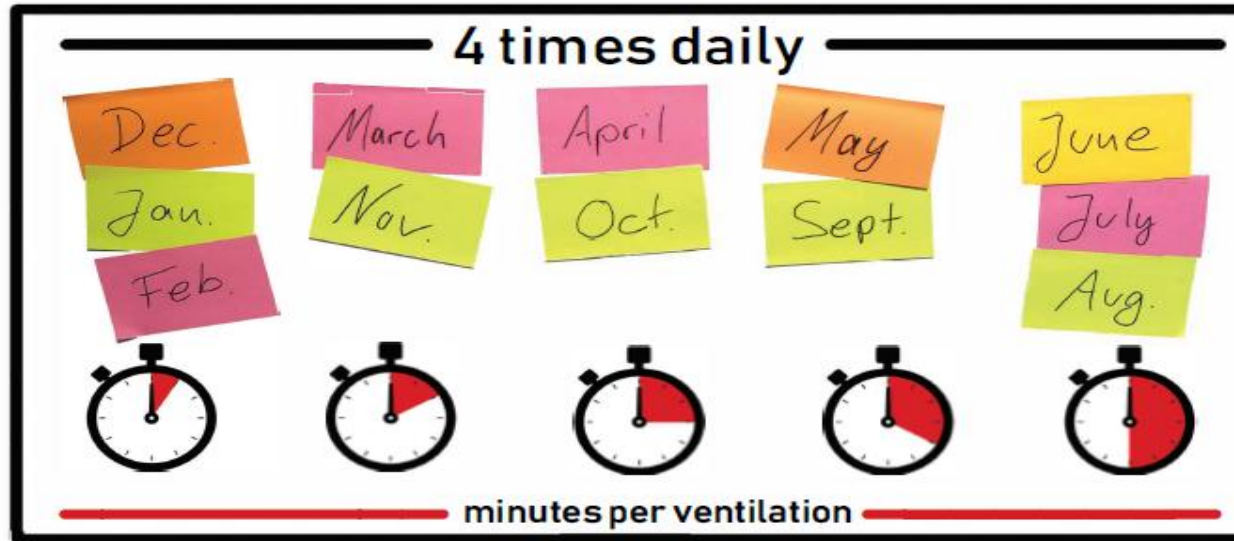
- **RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS**



costs for the restoration of the lawn and removing dog feces will be charged 100% to the residents

• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS

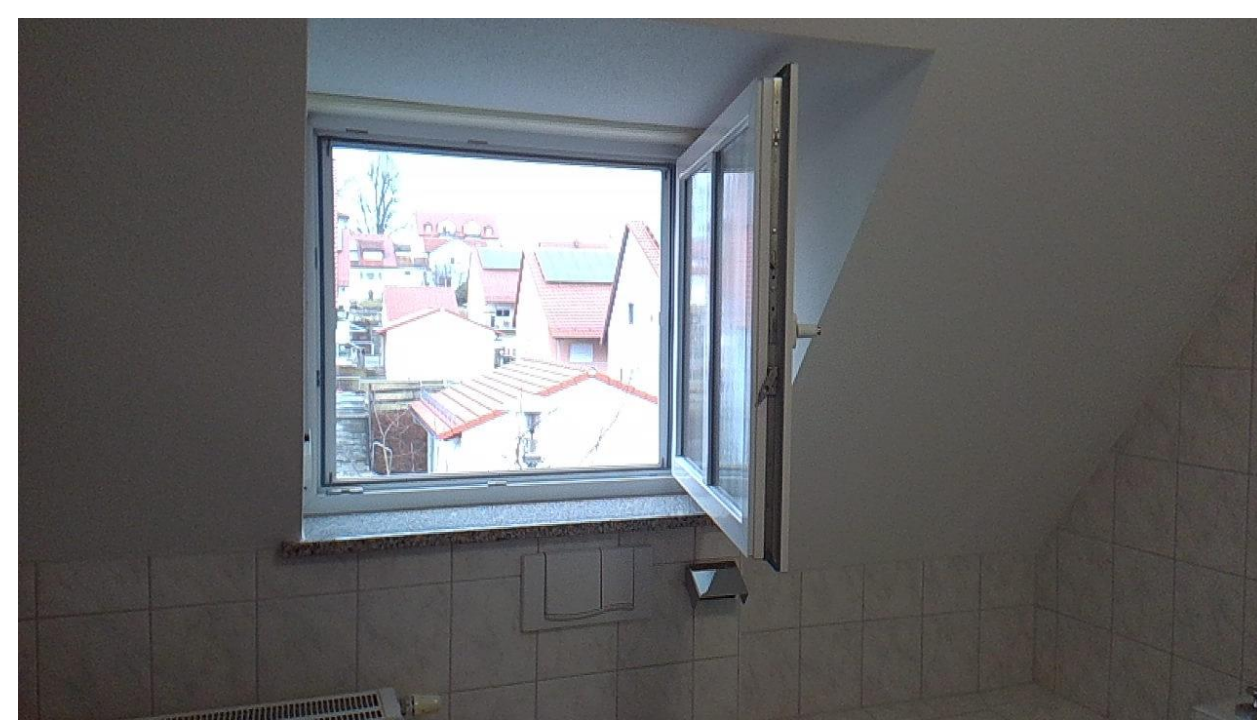
Room Ventilation



• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS

Correct airing of your bathrooms to avoid mold from developing

- During showering/bathing, your bathroom door must be closed.
- Open the bathroom window wide after showering and keep the doors closed for another 10 to 15 minutes.



- **RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS**



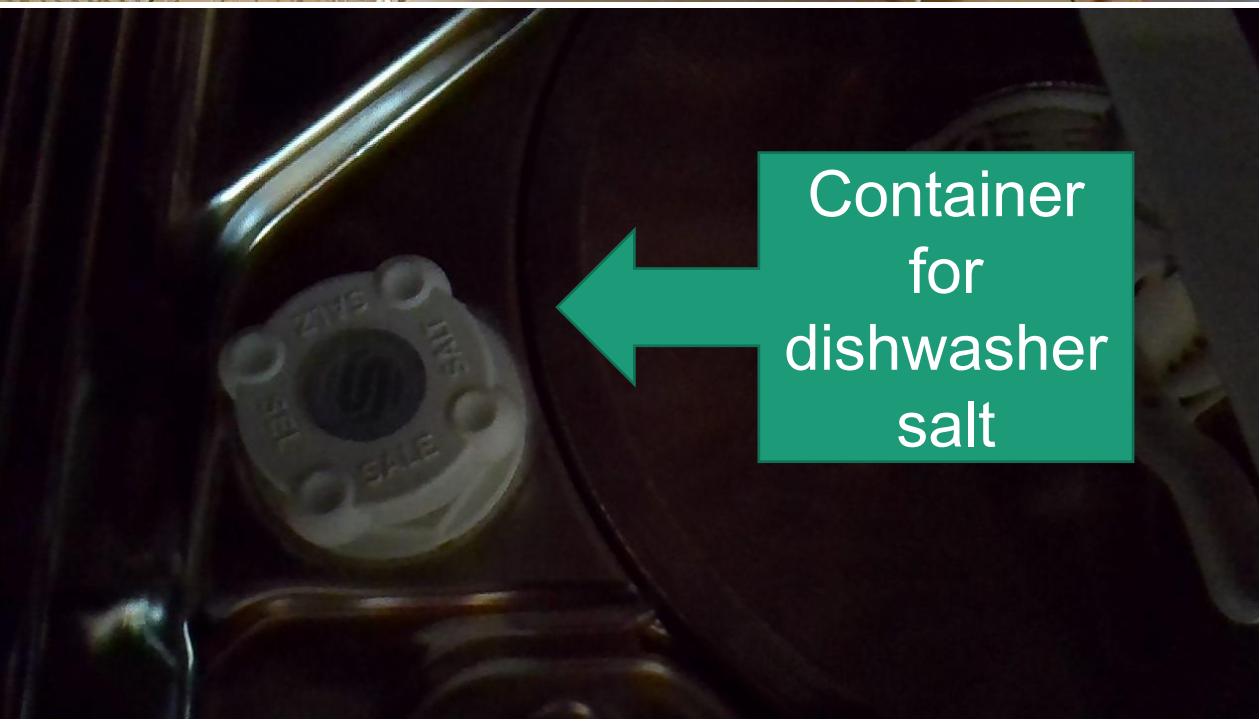
Correct airing of your bathrooms without windows

- During showering/bathing, the ceiling lamp must be turned on.
- Keep the bathroom door closed during showers.
- Switch off the light after showering and keep doors closed for another 10-15 minutes.

- RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS



- RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS



• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS



Kitchen: Metal vent filter can be cleaned in the dishwasher.



- Carefully remove the metal filters from the holders.
- If slightly soiled you can place the filters vertically in the machine.
- If heavily soiled, it is best to place the filters horizontally in the dishwasher.
- Choose an intensive program and let the machine go through. Before doing so, make sure that the rinse arms can rotate freely.



• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS

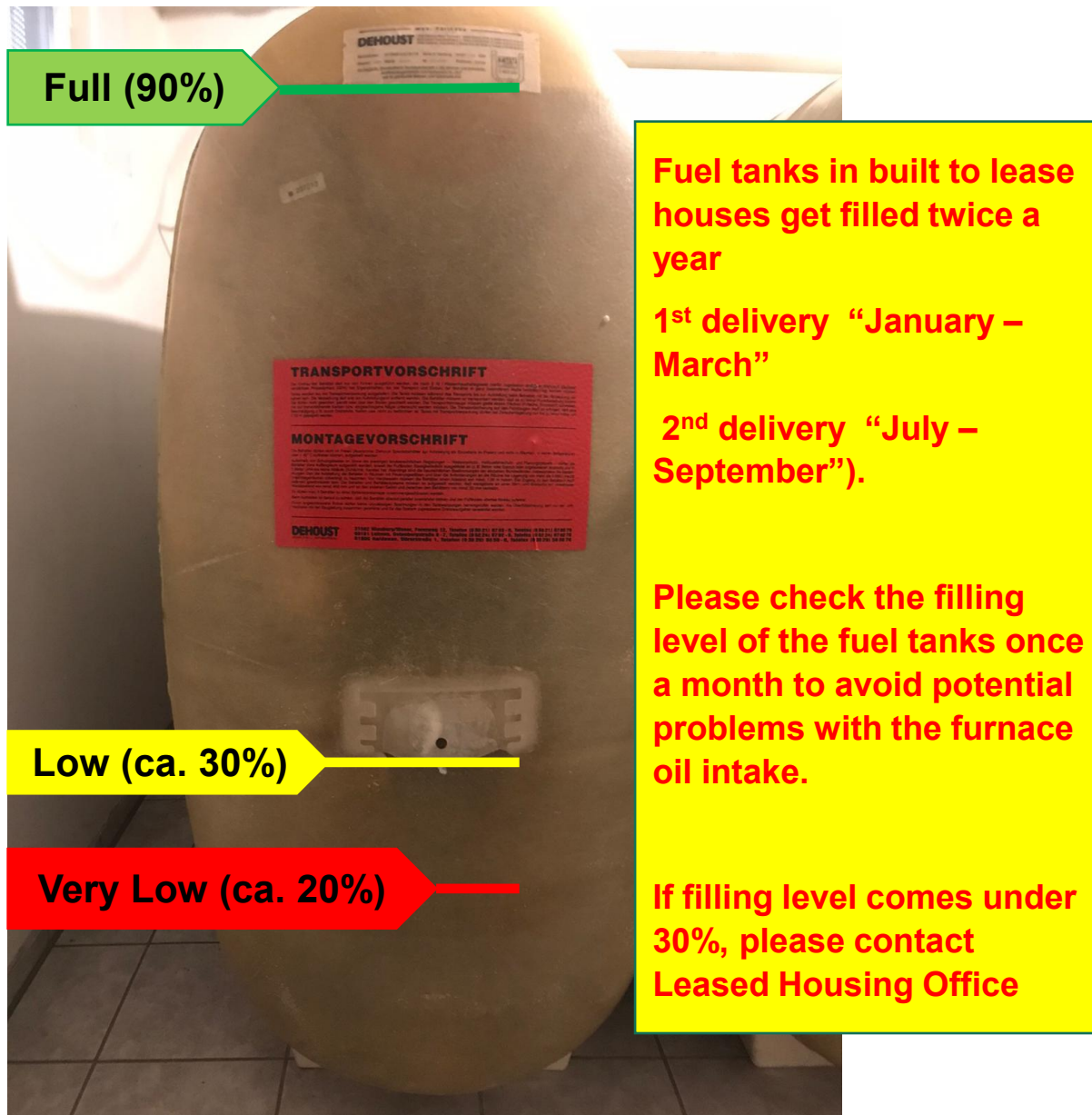


STAIRWELL BUILDING

- Keep fire doors closed
- Keep all common areas clean (including entrance area, stairwell, basement and attic)
- Keep storage rooms clean, locked, and free of material constituting fire hazards.
- Family housing furniture will not be stored in basement
- Building exterior: Keep areas around buildings clean (including concrete sidewalks, outside steps, building entrances, rear and side basement steps, parking lots and dumpster areas)



• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS



Your Heating Oil Delivery



We will notify you at a minimum of 1 week prior to your heating oil delivery.

Important notice:

Please keep in mind that it is essential for you to be home at the scheduled time of delivery.

• RESPONSIBILITIES FOR GOVERNMENT CONTROLLED QUARTERS

Annual Meter Reading for Government Leased Quarters OFF POST

By end of November of each year please fill out one copy of following page and send your meter reading to the following email address:

usarmy.bavaria.id-europe.mbx.dpw-graf-customer-service@army.mil

Symbol for Gas

Gas Meter



Counter Reading
with Unit (m3)

Counter Number

Meter reads past the
comma in the Decimal
places that are
typically colored
(As seen here in red)

Symbol for Electricity

Electric Meter



Counter Reading
with Unit

Counter Number

Symbol for water



Counter Number

Counter Reading
with Unit

Annual Meter Reading

Your street: _____

Date of meter reading: _____

Your name: _____

Gas Meter No: _____

Gas Meter Reading: _____

Electric Meter No: _____

Electric Meter Reading: _____

Water Meter No: _____

Water Meter Reading _____

Annual Meter Reading

Your street: _____

Date of meter reading: _____

Your name: _____

Gas Meter No: _____

Gas Meter Reading: _____

Electric Meter No: _____

Electric Meter Reading: _____

Water Meter No: _____

Water Meter Reading _____

Annual Meter Reading

Your street: _____

Date of meter reading: _____

Your name: _____

Gas Meter No: _____

Gas Meter Reading: _____

Electric Meter No: _____

Electric Meter Reading: _____

Water Meter No: _____

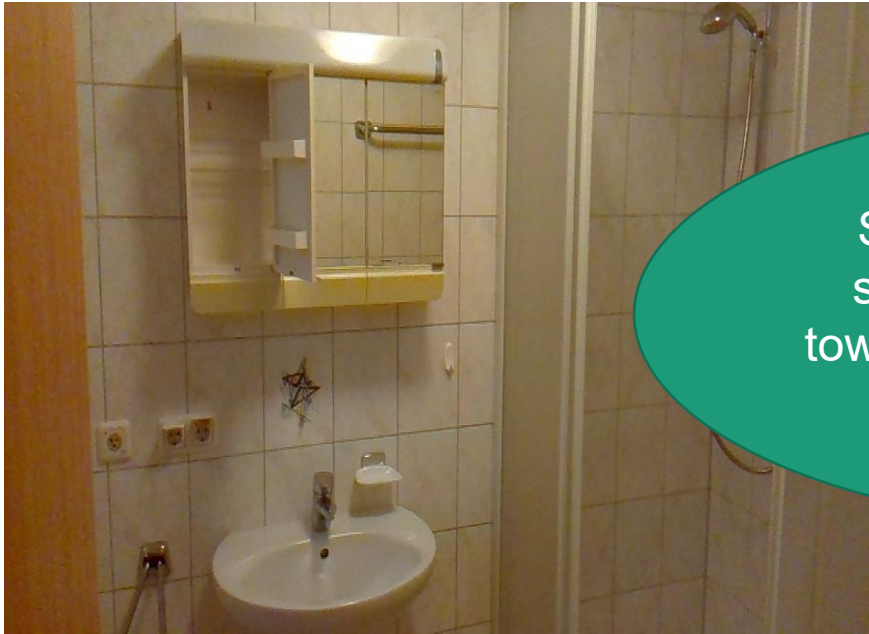
Water Meter Reading _____

- GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS

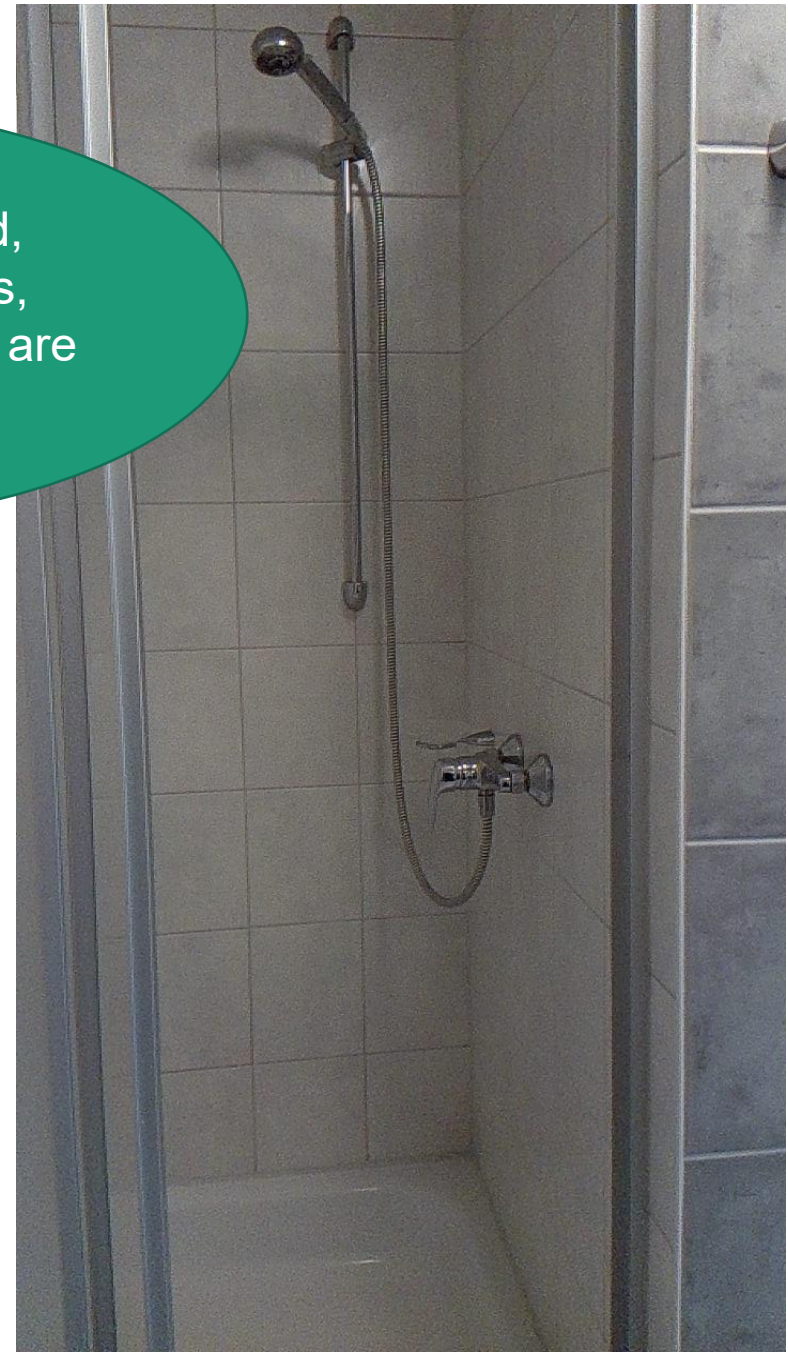
Check kitchen
drawers for extra
keys



- **GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS**



Shower bar, shower head,
shower hose, soap dishes,
towel holder and light bulbs are
SELF HELP items



Self Help Issue Point

GRAFENWOEHR

Phone:

DSN 526-4389, CIV 09641-70-526-4389

Location:

Tower Barracks, Bldg. 394

Hours of Operation:

Mon – Wed & Fr: 9:00 a.m. to 3:45 p.m.

Thu: 10:00 a.m. to 4:45 p.m.

Sat: 8:00 a.m. to 1:45 p.m.

Closed U.S. & German Federal Holidays

VILSECK

Phone:

DSN 599-4030, CIV 09641-70-599-4030

Location:

Rose Barracks, Bldg. 103

Hours of Operation:

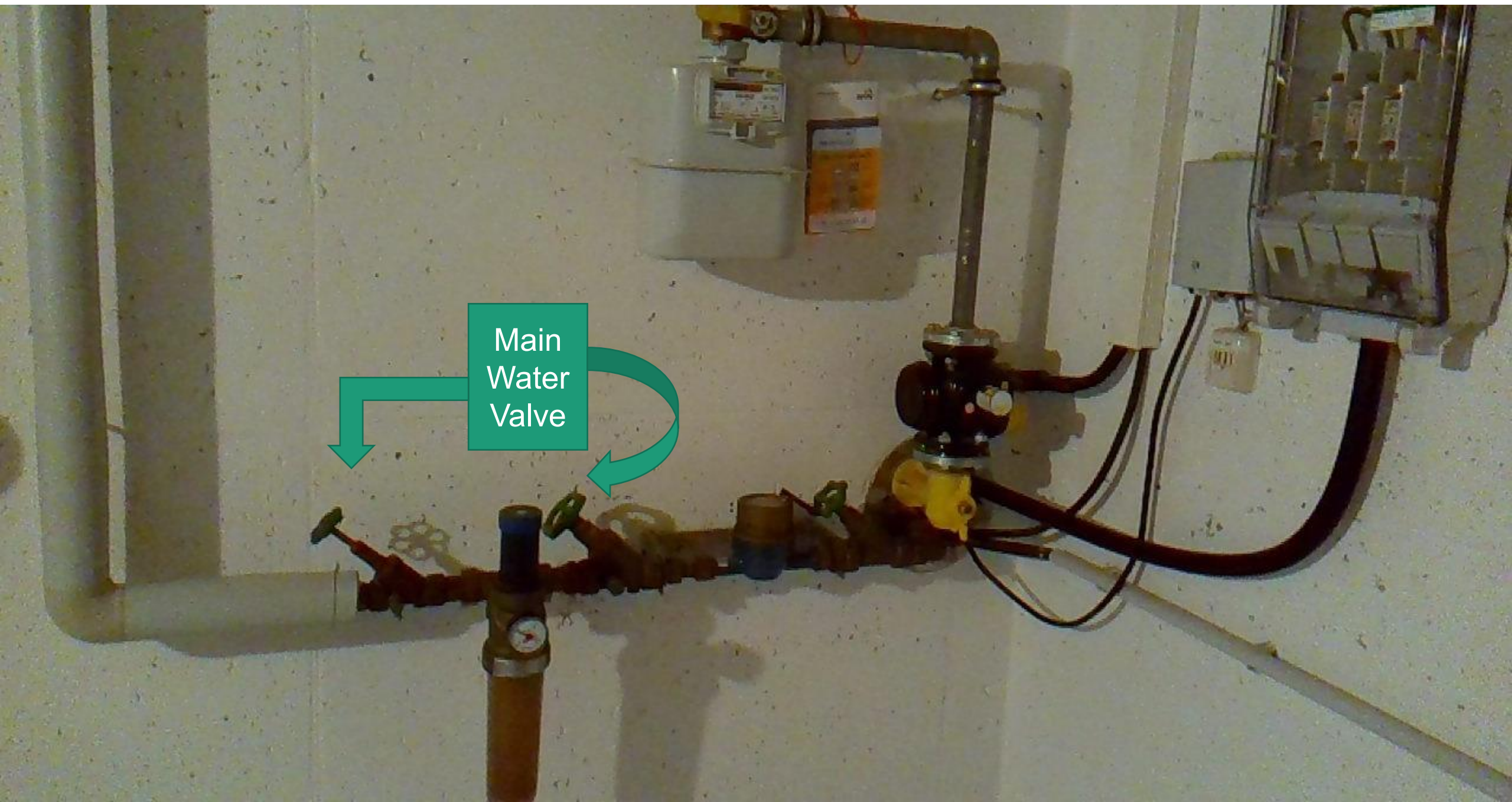
Mon – Wed & Fr: 9:00 a.m. to 3:45 p.m.

Thu: 10:00 a.m. to 4:45 p.m.

Sat: 8:00 a.m. to 1:45 p.m.

Closed U.S. & German Federal Holidays

- GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS



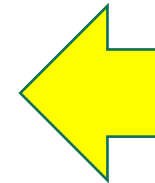
• GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS



Heating System

Do NOT touch!

**If you have any
problems with heat in
your quarters please
ALWAYS contact the
Emergency work order
hotline!**



- **GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS**

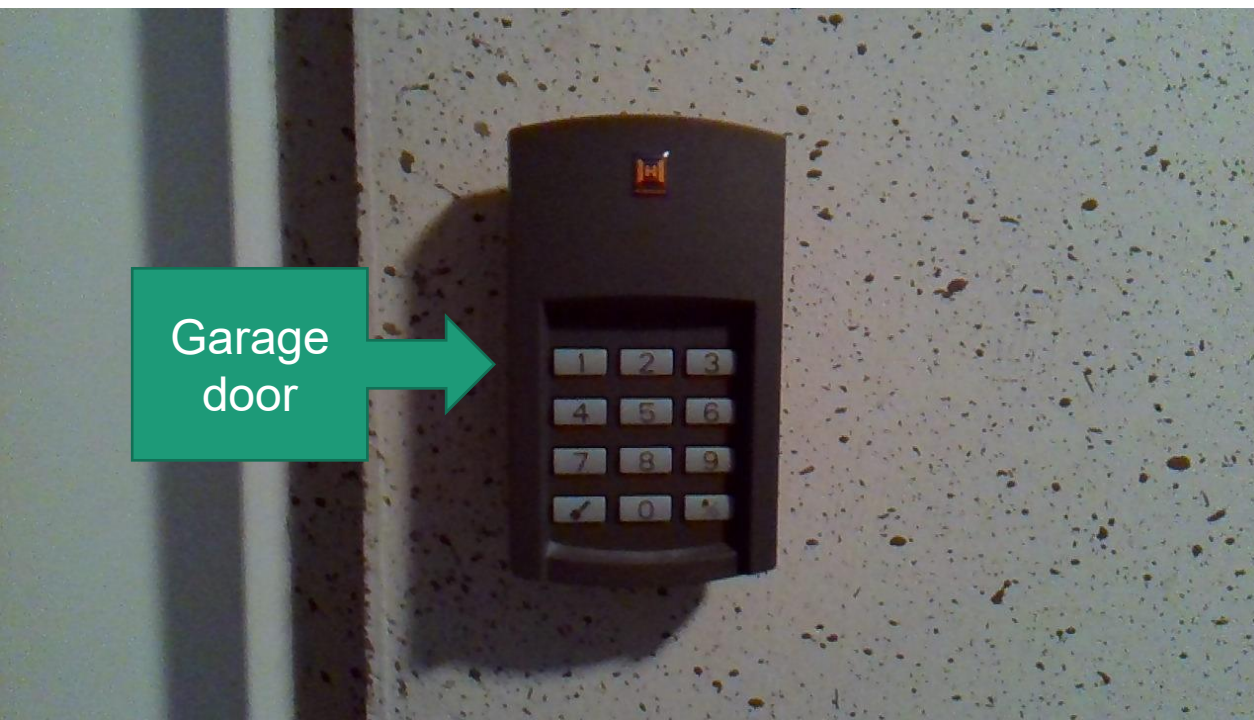
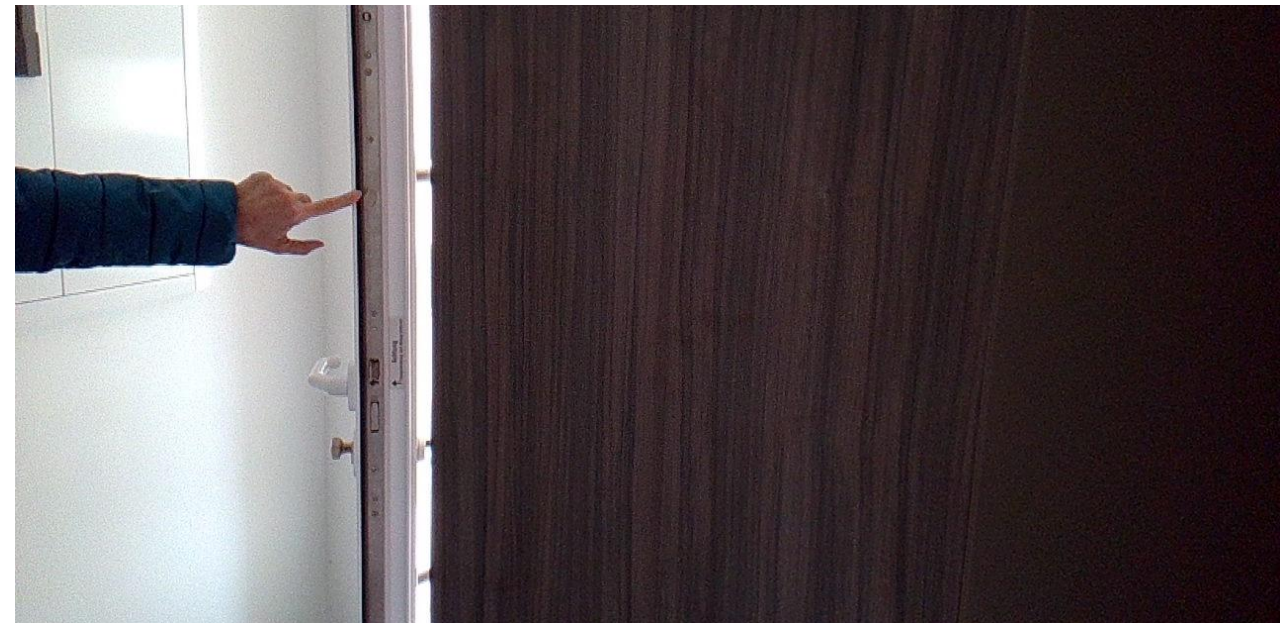
window
ventilation box



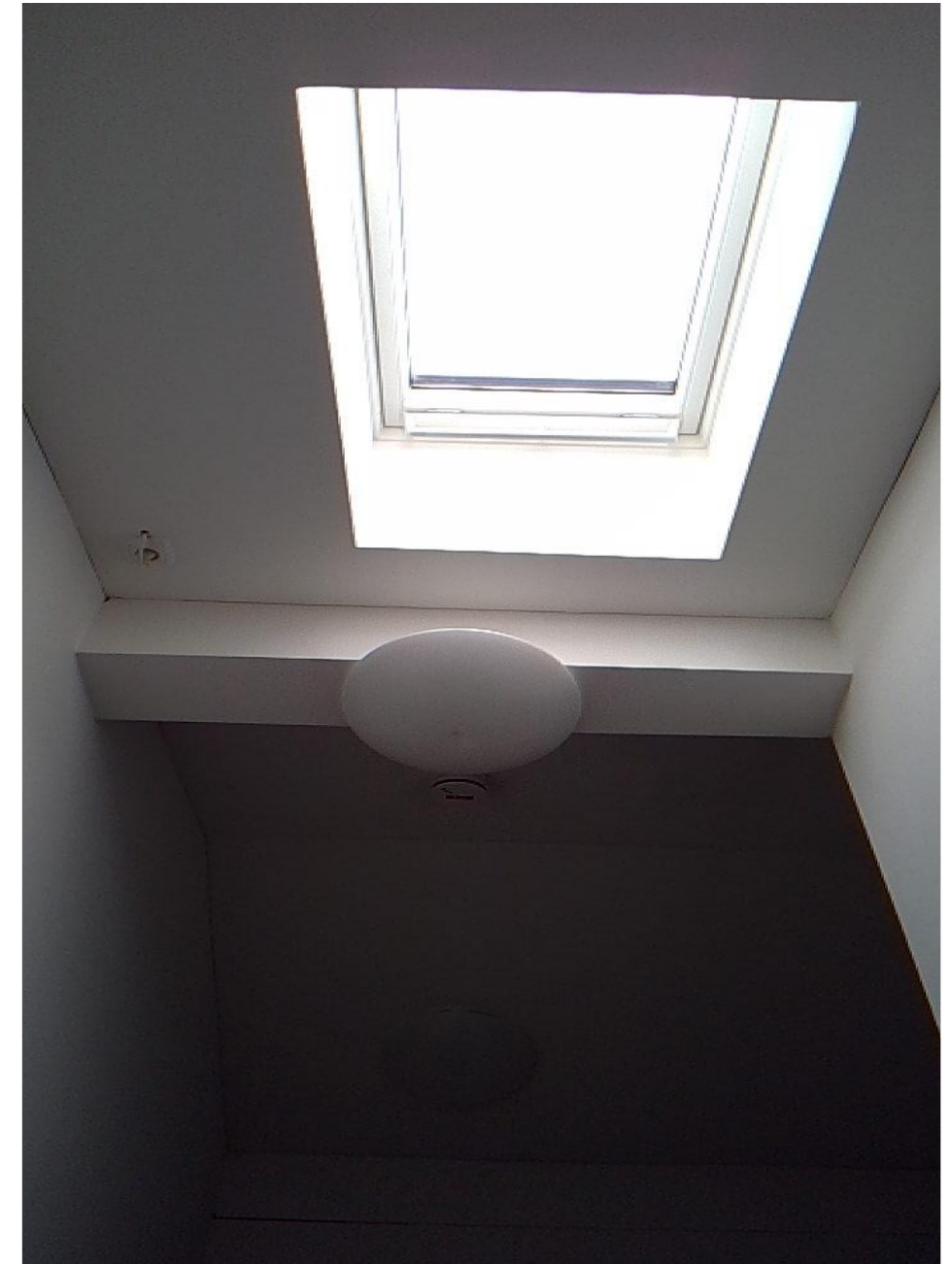
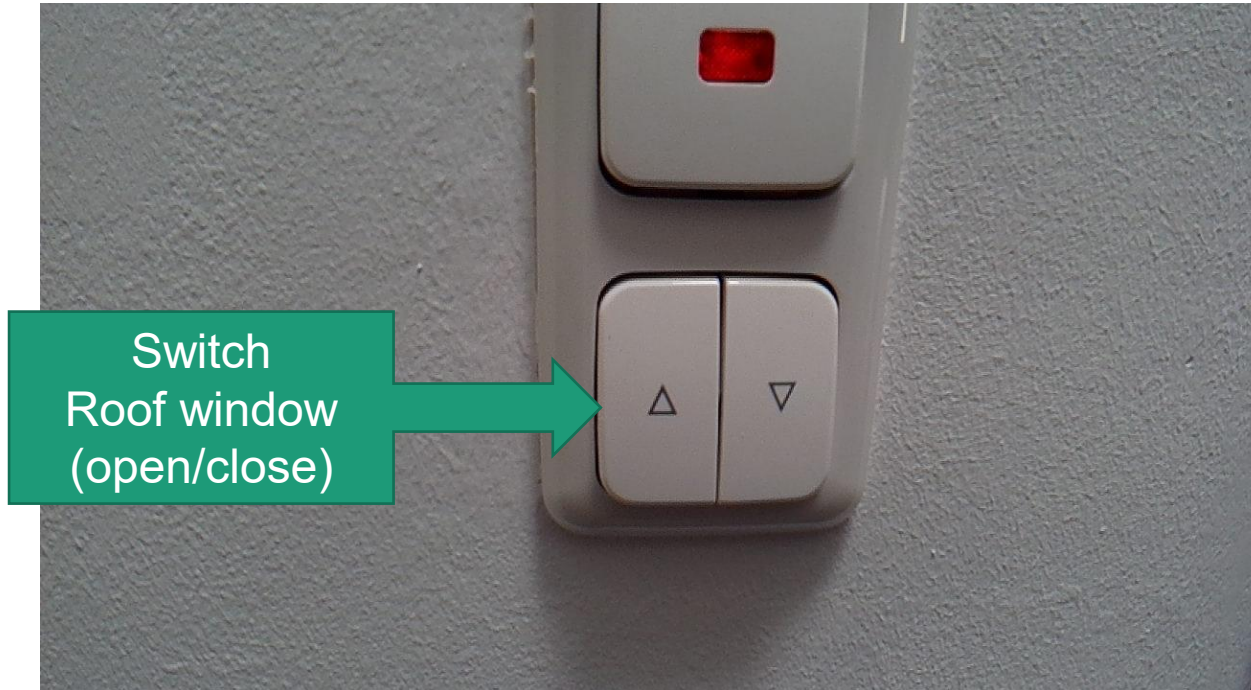
- GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS



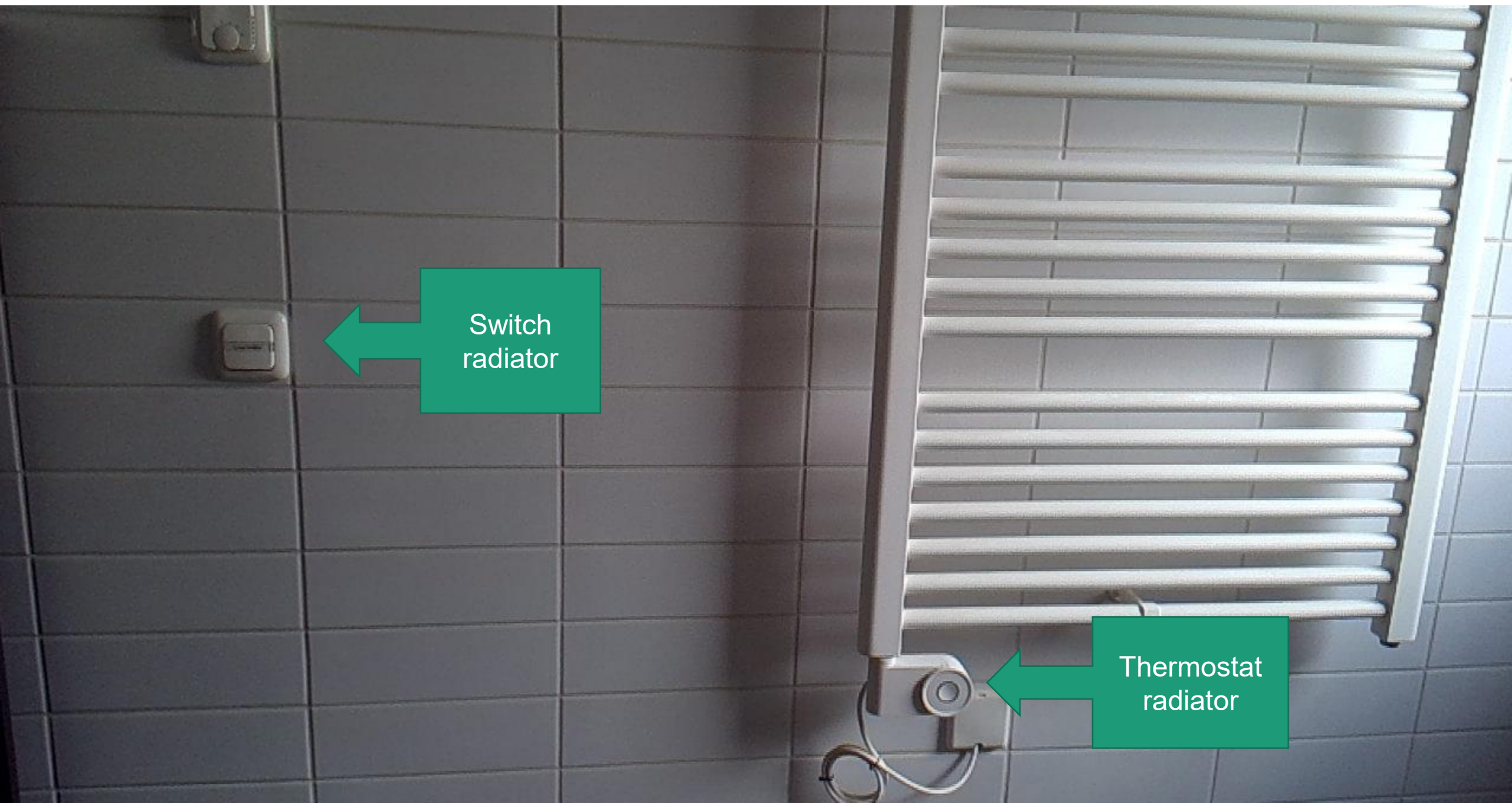
- **GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS**



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- GENERAL INFORMATION FOR GOVERNMENT CONTROLLED QUARTERS



- **EMERGENCY SERVICE NUMBERS**

A&T/Reception (In and Out processing for government owned and government leased quarters)

DSN 526-4347 or 09641-70-526-4347

Email: usarmy.bavaria.id-europe.mbx.dpw-hsg-customer-service@army.mil

Private Rental

DSN 526-4346 or 09641-70-526-4346

Email: usarmy.bavaria.id-europe.mbx.dpw-hsg-customer-service@army.mil

Appliances

DSN 526-0115 or 09641-70-526-0115

Email: usarmy.bavaria.id-europe.mbx.dpw-hsg-appliances@army.mil

Leased Housing (work orders for off-post government leased homes)

DSN 526-0115 or 09641-70-526-0115

Email: usarmy.bavaria.id-europe.mbx.dpw-hsg-leased-housing@army.mil

Government Owned (work orders for on-post government owned homes)

DSN 526-0115 or 09641-70-526-0115

Email: usarmy.bavaria.id-europe.mbx.dpw-graf-customer-service@army.mil

Emergency Work Orders (after hours, weekends, holidays)

DSN 526-0115 or 09641-70-526-0115

Web: <https://home.army.mil/bavaria/index.php/WorkOrder>

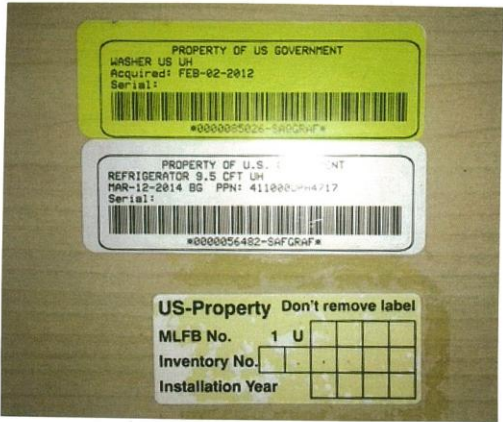
Housing NCOIC

DSN 526-4334 or 09641-70-526-4334

• EMERGENCY SERVICE NUMBERS

In case you need appliances repair:

Please make sure to have the label information of your broken appliance on hand and the brand name of it, see example.



If you should discover an issue on one of your appliances (refrigerator, range, washer, dryer and dishwasher) please contact the appliances office at:

Phone +49 9641 – 70-526-0115
Work order online www.Bavaria.army.mil/workorder/index/html
Email usarmy.bavaria.id-europe.mbx.dpw-hsg-appliances@army.mil

Visit us in the office Tower Barracks
Bldg #244, Room #111
Opening hours
Mo-Fr 0800-1200
1230-1600
Closed on all German and American Holidays