DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BAVARIA
UNIT 28130
APO AE 09114-8130

AMIM-BAG-ZA

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

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

1. In order to minimize the impact on mission accomplishment by the Department of Emergency Services (DES) and the Directorate of Public Works (DPW), the procedures in the Enclosure to this lock-out policy will be implemented immediately.

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

Encl

DEREK G. DROUIN
COL, AR
Commanding

AMIM-BAG-ZA
SUBJECT: USAG Bavaria Policy Memorandum #29, Lock-out Policy

1. In order to minimize the 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 a DA Form 3161 from the respective Housing Office and present it to the local key control office which will then provide the key. Occupant will return it 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 on the next duty day.

(2) In cases of emergency (danger to life, fire, toddler or infant in quarters, 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 the responsible fire station. The fire epartment picks up the key from the key control office and issues them to the Occupant. The Resident is responsible for picking up the key at the subject fire station and returning it within three hours using their own transportation. In Garmisch DES will pick up the key from the DPW Housing lock box, verify occupancy and eligibility, 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, Occupants will contact the IOC at DSN 526-0115, commercial 09641-70-526-0115. The IOC can assist the tenant in calling the "Hausmeister" in Leased Housing units. In case the Hausmeister cannot be reached, IOC will support with finding a locksmith. The Resident is responsible for the cost associated with locksmith services.

(5) In situations where an individual who is "housesitting" 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 to Housing prior to the resident departing the area.

Enclosure

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

b. Lock-out procedures for Unaccompanied Housing in USAG Bavaria:

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

(2) If the key custodian/barracks manager cannot open the door with their spare key, the unit is responsible for providing another room for the requesting Service Member.

(3) There is no lock service or repair after duty hours in the barracks. Residents will call the DPW service order line (526-0115) on the next duty day or will submit a service order utilizing the ArMA website (armymaintenace.com).