

STUTTGART MILITARY HOUSING



RESIDENT HANDBOOK



I'm glad I live here!

March 6, 2017

Preface

It is our pleasure to welcome you to USAG Stuttgart Housing Office.

The Housing Office is one of the single most important places, other than your unit, that you will encounter during your tour here. It is important to all of us at Housing that we get to know you and understand your individual situation. It is equally important that you are familiar with us and capitalize on the numerous services we provide. Wherever possible, you will have one Customer Service Counselor assigned to you for your entire experience. They will work with you to ensure that you receive adequate quarters whether on or off post. We are all committed to making your tour here in Stuttgart the best of your career. We pledge to provide you with a housing experience that will meet or exceed your expectations.

There are over 1300 family housing and 235 unaccompanied personnel quarters in the Stuttgart Military Community. The housing areas are located in 4 different areas (Patch, Kelley, Panzer and Robinson Barracks). Housing areas are within a 5-30 minute drive of the various installations.

Your safety and quality of life is our first priority. Our goal is to make you feel at home in a dwelling that is clean, attractive, well maintained, comfortable, and safe. We are here for you and we are devoted to making our community a place where the American dream stands tall; a place that you will be proud to call HOME.

Your feedback is important to us. If the service we provide ever falls short of your expectations, please let us know! The entire housing team takes pride in listening to, working with, and learning from the most important person in our business – THE CUSTOMER!

This Resident's Handbook provides information and policy on living in Government quarters in the Stuttgart Military Community to ensure the best possible living experience for you and your family.

For everything you need to know about living in Stuttgart, please visit our website at <http://www.stuttgart.army.mil/housing/index.html> or call the Housing Customer Service Office at DSN 431-2230 or Commercial 07031-152230.

For more information on Army Housing throughout the world, please visit <https://www.housing.army.mil/>



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CHAPTER 1 GENERAL

1-1. Purpose:

a. To define command and staff responsibilities for residents of military family housing.

b. To establish policies, responsibilities, and procedures that will promote safe, secure, healthy, harmonious and cooperative community living.

1-2. Applicability: This handbook applies to all residents of family housing within the USAG Stuttgart community. All references to the term "Soldier" will be construed to mean Soldier/airman/marine/sailor or civilian.

1-3. References:

a. AR 420-1, dated 12 Feb 2008

b. USAREUR Sup 1 AR 420-1, 20 November 2008

1-4. Compliance: Failure to comply with housing regulation and policies, and flagrant violations of accepted standards by the sponsor, family members or guests may be considered cause for expulsion from the command or cause for termination of family housing. Military members are subject to UCMJ administrative actions and separation from the service.

1-5. Distribution: An electronic copy of this handbook will be issued to all sponsors of military family housing when they are assigned housing.

CHAPTER 2

AREA AND BUILDING COORDINATOR PROGRAM

2-1. General:

- a. The Area and Building Coordinator (AC/BC) Program Standard Operating Procedure (SOP) is the policy for the administration of the AC/BC Program.
- b. Area Coordinators (AC) are responsible for the housing area assigned to them.
- c. Building Coordinators (BC) will ensure each building maintains a harmonious and cooperative atmosphere. Remind residents, when required, of USAG Stuttgart policies contained in this handbook and other directives issued by the Garrison Commander. Building Coordinators will provide each resident an electronic copy of the AC/BC Program SOP.

2-2. BC Responsibilities:

- a. Attend briefings conducted by the AC/BC Program Manager to outline duties and responsibilities as building coordinator.
- b. Conduct meetings with sponsors or their representatives as required.
- c. Maintain an electronic file folder for the building. Minimum records will include apartment number, name, grade, date of rank, unit, DEROS and telephone number of each sponsor or request a resident list from Housing AC/BC Program Manager; copy of this regulation; copies of work requests submitted to the DPW Service Order Desk for maintenance and repair of common use areas; a diagram illustrating areas of responsibility for maintenance and cleanliness; diagram of identified dog walk areas; and correspondence concerning problems in the building. Pass building folder and files on to successor.
- d. Appoint Alternative Building Coordinator and Stairwell Coordinators (SC). Provide Alternative Coordinator name and phones numbers to the Housing AC/BC Program Manager within two days of the appointment.
- e. Issue verbal warning, warning letter and housing violation letter to residents who fail to abide by policies, rules and regulations. All warnings or letters shall be issued to the sponsor. If the sponsor is deployed or otherwise not available, then the sponsor's unit may be notified for help in correcting the violation.
 - (1) Verbal warning may be issued to residents if the violation can be corrected on the spot or within a reasonable time frame. Good judgment must be exercised when issuing verbal warnings and the amount of time allowed correcting the violation.
 - (2) Warning letter may be issued after the resident was issued one or more verbal warnings for the same or different violations.

(3) Violation letter may be issued if violation is flagrant - conspicuously bad or offensive or the resident failed to correct the infraction after being issued a verbal warning or a warning letter.

f. Three Strikes Rule: If a resident receives three housing violation letters, housing may recommend to the garrison commander that the resident's housing privilege be revoked. If housing privilege is revoked, the resident will be required to move off post at his/her own expense.

g. Report violations of other policies to military police as soon as you are aware of the violation. Such violations include but are not limited to: child abuse or neglect, spouse abuse, sexual harassment or assault, animal abuse, racial slurs, bullying, fighting, public drunkenness, profanity, any type of threat, violation of quiet hours, and smoking in housing interior common areas or within 50 feet of the building.

2-3. Complaints: Resolve complaints or other problems within the building or elevate to Area Coordinator (AC), sponsors unit, and AC/BC Program Manager for resolution. Complaints should be resolved at the lowest level possible.

2-4. Absences: Alternate Building Coordinator serves as Building Coordinator in the absence of the appointed coordinator. Notify the Housing AC/BC Program Manager of the absence and duration.

2-5. Energy Conservation Monitor: Support and implement energy conservation measures for assigned building.

2-6. Trash Separation and Recycling Monitor: Support and implement proper trash separation and recycling for assigned building.

2-7. Maintenance: Conduct weekly inspections of common areas to determine maintenance requirements. Ensure cleaning of common areas, outside areas, parking lots and dumpsters are accomplished at least weekly or as needed to maintain a neat and clean appearance. Responsibility extends out to 50 feet of building and around areas where grass mowers cannot operate.

2-8. Dumpster Areas: Keeping the dumpster area clean is a shared responsibility for all residents who use the dumpsters. Ensure residents are placing trash inside dumpsters, lids are closed, and the area is kept in a neat and clean manner.

2-8. Posting: Ensure the AC/BC chain of command is posted on stairwell bulletin boards. This was provided to you upon assignment as BC. Post other appropriate information such as fire evacuation drawing, cleaning schedule, pet walk areas, and other data as required.

2-9. Reporting: Promptly inform the housing office in cases where family members or the sponsor no longer reside in the quarters. Report to the Provost Marshal privately owned vehicles that are obviously abandoned. Provide special reports as required by the housing office.

2-10. Same Sex Marriage: Same sex couples who are married are authorized to occupy military family housing. There are certain criteria that must be followed which will be discussed at the in-processing brief. All community members shall be treated with dignity and respect. Failure to treat all community members respectfully may result in command action or punishment under applicable anti-discrimination laws.

CHAPTER 3

RESIDENTS' RESPONSIBILITIES

3-1. Conduct: Residents will conduct themselves in a manner that will not disturb their neighbors. Sponsors will report violations of regulations, acts of vandalism, and misconduct to the Building Coordinator, Area Coordinator, AC/BC Program Manager, or Military Police.

3-2. Community Living: Sponsors are responsible for the action and conduct of their family members, guests, domestic employees and pets. They will instruct family members living in their household on the importance of harmonious living. Residents must comply with instructions issued by the Garrison Commander. They must give representatives of the Housing chain of command their full cooperation and assistance when grievance arbitration is an issue. The temporary absence of the sponsor does not relieve the family from performance of community cleaning/maintenance tasks.

3-3. Tenant Responsibility:

a. Family Housing residents are expected to care for military housing and property as any prudent homeowner would. They must ensure that property assigned to and or used by them is maintained in a clean and orderly condition. Residents are also expected to cooperate with other residents to provide safe, sanitary, and desirable areas of living.

b. Sponsors will take every reasonable action to limit the extent of damage to the building, apartment, and furnishings resulting from failures (i.e. burst radiators, broken windows, etc.). Sponsors acknowledge that they may be held responsible for any damages to the property during their residence.

3-4. Use of Military Housing: Military Housing is to be used by the sponsor and their immediate family and bonafide guests. Housing will not be used as business premises, showrooms, or warehouse/store for displays. Storage or sale of goods is forbidden unless approved by the Garrison Commander.

3-5. Reporting:

a. Sponsors must report within five days to the Housing Office, Building 2913, Panzer Kaserne, DSN: 0431-2230 or Civilian: 07031-15-2230, when circumstances which change their eligibility for quarters exist, (i.e., family member(s) no longer residing with sponsor or family member's extended absences). When the assigned sponsor is divorced or separated, the sponsor will notify the Housing Chief of Customer Service at DSN 431-2200 or civilian 07031-15-2200. The sponsor will terminate military housing within 30 days of divorce or separation if the sponsor no longer qualifies for military housing. Sponsor is obligated to ensure that former dependent(s) is/are vacating military housing before the termination period ends. Sponsor may not clear housing until former dependent(s) vacate Government quarters.

b. Sponsors must also report within five days of any changes in tour length (extensions, curtailments), rank and date of rank, marital status (separated or divorced) and reassignment to another unit.

3-6. Energy Conservation: Residents must conserve energy by turning off unnecessary lights, appliances, and transformers.

3-7. Access: Residents will allow maintenance personnel to enter their home for the purpose of accomplishing maintenance, repair work or to provide service.

3-8. Trash Separation and Recycling: Residents will participate in the USAG Stuttgart Trash Separation and Recycling Program in accordance with mandatory recycling criteria. See Chapter 5.

3-9. Good Neighbor Policy: All residents of military housing will follow the “good neighbor” policy: Treat others like you want to be treated. See AC/BC Program SOP for more details.

3-10. Social Media:

a. Residents will refrain from using social media to bully, ridicule, spread rumors, post false information, disclose private or personal information, gossip, make threats, start a hate campaign, or gang up on any housing resident, residents’ family members or guests, and Stuttgart Community military, civilian, local national and contract personnel.

b. Residents who become aware of the above activity are required to report the incident(s) to the BC, AC and AC/BC Program Manager within one duty day.

c. Offenders will be referred to their commander for punitive action.

d. Friendly reminder: All residents are required to create a harmonious living environment by treating all residents with dignity and respect, and following all housing policies especially quiet hours, smoking policy, and pet policy.

CHAPTER 4 PECUNIARY LIABILITY

4-1. Liability: This chapter implements Department of the Army policies and procedures concerning occupant's liability for damages to military housing and related furnishings and equipment. AR 735-5, Property Accountability Policies provides Army policy, guidance and procedures to be followed in the investigation and adjudication of cases involving damage to assigned quarters, furnishings and equipment.

4-2. Equitability: The intent is to strike an appropriate balance between the need to preserve valuable resources and the equally important need to treat military housing residents justly and equitably. Liability insurance remains an option of the resident and should be considered.

4-3. Army Policy on Liability:

a. Under 10 U.S.C. Section 2775, as implemented by AR 735-5, a sponsor is liable to the United States for damage to any assigned quarters, equipment and furnishings, if the damage is caused by the sponsor's abuse or negligence.

b. A sponsor's liability under AR 735-5 for damage to assigned quarters and related equipment and furnishings is limited to one month's basic pay unless the damage or loss is the result of the sponsor's gross negligence or willful misconduct. Gross negligence is an extreme departure from due care resulting from an act of omission of a person accountable or responsible for Government property which falls far short of that degree of care for the property that a reasonably prudent person would have taken under similar circumstances. It is accompanied by a reckless, deliberate or wanton disregard for the foreseeable loss or damage to the property. Willful misconduct is defined as any intentional wrongful or unlawful act or omission relating to Government property. Furthermore, a sponsor can be found financially liable for damages to quarters for the gross negligence or intentional misconduct of his or her family members, guests or pets where the sponsor was on notice of the particular risk involved and failed to exercise available opportunities for preventing or limiting the damage or loss. Absent evidence to the contrary, AR 735-5 presumes that sponsors are on notice of risks attending the activities of those whom the sponsor invites upon the premises.

c. The authority to waive, in whole or part, a claim under 10 U.S.C. Section 2775, has been delegated to those commanders who exercise final approval authority for reports of survey in accordance with AR 735-5. The dollar limitations on the commander's final approval for report of survey shall also apply to the commander's authority to waive claims under 10 U.S.C. Section 2775. In the event that a waiver is denied, "enlisted, officer, and civilian personnel have the right to appeal the denial to the appellate authority." The appeal of a denied waiver under 10 U.S.C. Section 2775, shall be made in the manner as, and concurrently with, an appeal of a finding of liability under AR 735-5. In the event that such an appeal is denied, enlisted members have the additional right to request a remission of indebtedness under 10 U.S.C. Section 4837. Civilian employees may request a hearing concerning the amount of the debt or the

terms of any proposed repayment schedule. Such a request must be submitted to the servicing Finance and Accounting Office (FAO) and the United States Property and Fiscal Office (USPFO) after the appeal authority acted upon a request for reconsideration. "All personnel held financially liable for damage or loss to Military housing may request an extension of the collection period."

4-4. Key Points:

a. A resident can be held financially liable when government grounds, quarters, appliances, or furnishings are damaged, destroyed, or lost as a result of his/her gross negligence. A Soldier is negligent when he fails to exercise due care, by an act of omission which lacks the degree of care for the property that a reasonably prudent person would have taken under similar circumstances to avoid loss, damage, or destruction of Government property. Gross negligence and willful misconduct include the deliberate unauthorized use of quarters, i.e. conducting an unauthorized business in the dwelling unit."

b. The Army has limited a Soldier's liability to an amount equal to one month's basic pay, unless the damage or loss is caused by "gross negligence", willful misconduct, reckless behavior of the Soldier, family members, or guests, the Soldier will be charged for the full amount of the loss.

c. The Soldier is not liable for damage consisting of fair wear and tear, acts of God, or by acts of persons other than family members or guests. The Soldier is, however, responsible for damage caused by pets belonging to him/her or their guest.

4-5. Examples: The following is a list of incidents but not inclusive-exclusive where a resident may be held financially liable.

- a. Failed to pass final move-out inspection.
- b. Cigarette/cigar burns.
- c. Pet stains/damages.
- d. Fire damage.
- e. Broken doors/windows.
- f. Lost or broken keys.
- g. Damage to furniture/equipment.

CHAPTER 5 SEPARATION OF TRASH AND RECYCLING

5-1. Trash Separation: Trash separation is mandatory for everyone within the USAG Stuttgart Community. Recycling containers are located at trash islands in all housing areas. Single family homes each have containers for paper, glass/metal, normal trash and plastic recycling.

5-2. Recycle Program:

a. Recyclable material: The most popular recyclable materials are glass bottles, metal cans, office paper, cardboard, newspapers, and magazines. Plastic bottles, cups, bags, yogurt cups, sour cream and cheese containers are also popular. These items should be placed in their respective containers.

b. Non-recycle material: Packages made of compound material with plastic or aluminum components, such as milk and juice boxes; wallpaper; carbon paper; paper cups and plates; photographic paper; smoking material or ashes; fast or frozen food containers; dirty paper of any type; ceramics; disposable diapers; small amounts of metals; broken glass; animal feces; and light bulbs.

c. Bulk Trash: Bulk trash is any item that's too large for the trash container. For example: sofas, tables, dresser drawers, chairs, rugs, and old appliances. Contact Chief, Roads and Grounds, Mr Dag Kregenow at DSN: 421-6280 or Civilian: 0711-7228-6280 or Cell: 0162-297-6078 for bulk trash pickups.

d. Trash: Cleanliness and the removal of garbage are the joint responsibility of all building residents. Garbage will be placed in bags before it is placed in trash containers. Do not leave garbage or other refuse in hallways, stairwells, or basements. Since container space is critical, trash and garbage will be compressed and placed within closed lid containers.

e. Hazardous waste that cannot be disposed of with regular trash.

(1) Automotive batteries should be disposed of at one of the following locations:

- | | |
|---|---------------|
| (a) Panzer Auto Craft Shop | Building 2926 |
| (b) Panzer Car Care Center (AAFES) | Building 2935 |
| (c) Kelley Hazardous Waste Storage Area | Building 3371 |

(2) All dry cell batteries, which are used in household radios, flashlights, cameras, electronic toys etc, can be recycled and should be separated from other household trash. Dry cell batteries collection containers labeled "Altbatterien" are located at the following locations:

(a) All Commissaries: Patch, Panzer, Kelley, and Robinson CX.

- (b) Kelley Shoppette and Gas Station
- (c) Patch Shoppette and Gas Station
- (d) Panzer Exchange - Power Zone
- (d) Various German Stores

(3) Most paints are hazardous waste and have to be collected separately and must not be thrown into normal trash. However, latex (water) based paints from a pail that is completely empty and dry can be thrown into normal trash. Paint and aerosol cans may be disposed of at the following locations:

- | | |
|---|---------------|
| (a) Panzer Hazardous Waste Accumulation Point | Building 2958 |
| (b) Kelley Hazardous Waste Storage Area | Building 3371 |

f. Car tires and rims must be placed in containers located at the following locations:

- | | |
|------------------------------------|---------------|
| (1) Panzer Car Care Center (AAFES) | Building 2935 |
| (2) Panzer Auto Craft Shop | Building 2926 |
| (3) Kelley DPW Yard | Building 3360 |

CHAPTER 6

WHAT YOU SHOULD KNOW AND APPLY!

GENERAL INFORMATION AND DEFINITIONS

This chapter identifies additional responsibilities to those identified in Chapter 4 and provides information and policies related to living in military housing. It is arranged in alphabetical order to provide a quick reference.

ABSENCE FROM QUARTERS: Residents' absence from quarters for a period in excess of 72 hours should inform the Building Coordinator. This will enable them to check quarters in the event of storm damage, serious utility breaks or other emergencies. Only during emergencies will quarters be entered during tenants' absence. For an absence of several days, delivery of papers and similar items should be stopped. Do not completely close shades or blinds, as this may invite intruders. Damages occurring during tenants' absence must be reported immediately upon return. In winter months, leave radiators on 1; do not turn off or place the dial at 0 or the snowflake icon. Water could freeze in the pipes and may burst causing water damage which you will be responsible to repair.

AIR CONDITIONERS: Air conditioners are not authorized in government family quarters. If a condition exists for medical reasons, an exception to the policy must be submitted to the Housing Office for review and approval.

ALL TERRAIN VEHICLES: All terrain vehicles are not authorized anywhere on the installation. This includes mopeds, 3 and 4 wheeler vehicles, sand rails, and snowmobiles. This list is not inclusive.

ALTERATIONS: All alterations, modifications or changes of any existing structure, including moving installed property, must be approved by the Housing Manager. Requests should be initiated in writing and forwarded to the housing office. Government funds may not be used for installation of items or alterations that would normally be acquired by residents to meet their personal needs. Examples are shelving for personal items, installation of privately owned chandeliers, and dimmer switches. However, such items may be installed at the resident's expense if approved by the Housing Manager. Units must be returned to the original condition when vacating.

APPLIANCES: Repair or replacement of government issued appliances may be requested by calling the G4s Service Order Desk at DSN: 421-6200 or Civilian: 0711-729-6200 during normal duty hours. All appliances are repaired by the contractor. The contractor does not work on Saturdays, Sundays, or German holidays. Personally owned laundry appliances will not be used without written permission from the Housing Office. The contractor is not authorized to perform repairs on personal appliances.

ATTIC AREAS: Attic access by residents is strictly prohibited. Attic doors will remain closed and locked at all times. Immediately report broken doors or locks to G4s Maintenance at DSN: 421-6200 or Civilian: 0711-729-6200.

BALCONIES: Using flower boxes are encouraged; however, they must be installed properly. Storage of items other than patio chairs and tables are not authorized. Government furniture will not be stored on the balcony. Beer and soda cases may be placed on balconies; however, bedding, rugs, mops, laundry and other such items will not be shaken out or hung from balconies. Drying rooms will be used to dry clothing and linens. Bedding and rugs may be aired out in assigned basement storage area. Pets will not be tied to balconies or left unattended on balconies.

BARBECUING: The use of barbeque grills, fire pits, wax torches, candles and any other open fire on balconies is not permitted. Government owned family housing facilities have an exterior insulation consisting of plaster-covered Styrofoam sheeting, which is attached to the exterior masonry wall. The Styrofoam is sensitive to heat sources and may melt when exposed to excessive heat, or otherwise damaged by a closely located barbecue grill. Residents will be held liable for any damages caused to facilities by barbecuing on balconies or close to buildings. Clearance procedures from family housing quarters will include an inspection of the balcony area to identify any such damages. The safest place to barbecue is outside the building on the lawn or grill pads at least 10 feet from the building; there you will not bother neighbors and not risk damaging the facilities. Residents should locate grills a minimum of 6 feet from any combustible material (see also Page 23, Open Fire). Barbecue grills should not be left unattended while in use; and a fire extinguisher or large container of water should be kept handy. Extinguish charcoals with water and wait at least 24 hours before disposal to ensure no flare ups. Wait 48 hours for briquette type coals.

BASKETBALL HOOPS: Moveable basketball hoops should be assembled according to manufacturer specifications and placed in areas free of traffic. Moveable basketball goals should not be mounted near streets or on the sidewalks. Most makers of moveable basketball goals come with instructions on how to properly mount a goal and safety tips. Make sure enough weight is placed on the base to ensure that when the goal is being used there is no chance of accidents (example: the goal tipping over and falling). Prior to mounting a stationary basketball goal to a single family home, you must submit a request to the Housing Chief of Facilities. Stationary basketball goals cannot be affixed to exterior walls at stairwell housing.

BICYCLES: Bicycles and other items such as skateboards, strollers, and toys should be secured in storage rooms and not left outside the quarters. Bicycles cannot be stored in the stairwell, or entryway. If you use your stroller and bicycles daily, they may be stored in the basement common area if the items are tagged with your name and apartment number. Bicycles can be stored in the bike rack outside of stairwell housing. Registering bicycles with the Provost Marshal's Office Crime Prevention Section will assist the Military Police in the recovery of stolen bicycles and locating the proper owner.

BULK TRASH: Depending on where you live, there are several different ways to dispose of bulk trash. For additional information, see Chapter 5.

BUSINESS ACTIVITIES: Operating a home based business in family quarters requires an approved Exception to Policy (ETP). The business or activity must be in the interest of the installation's quality of life, must not distract from installation operations, and may

be subject to host nation tax and business licensing laws. All requests for home based businesses must be processed through FMWR Business Operations Division, Project Management Assistant. Call 0711-7293549 or DSN 430-3549. The Garrison Commander has the final approval authority to conduct any home based business in Army Family Housing.

CHILDREN: Sponsors are liable for the destructive actions of their children. Control of one's children will be exercised at all times. Children will not damage or deface buildings, dig or otherwise damage landscape and lawn areas. Children will not leave bicycles, wagons, sleds, or other toys in stairwell entrances, stairwells, or hallways. They will not enter attics, boiler rooms, mechanical rooms, or technical rooms. Children will not damage trees, balconies, or drain pipes; erect tree houses; play baseball/softball in the area between or near buildings, play in parking lots; fire air rifles, pellet guns, bow and arrows; play in or around garbage containers, or interfere with grass cutting or maintenance work operations. See Appendix G.

CLEARING: Residents will return military housing and all areas of responsibility in a clean, orderly, and undamaged condition. Residents may be required to remove alterations made by them prior to clearing quarters. Sponsor will contact the Housing Office 45 days prior to scheduled departure and make arrangements for clearing quarters. Family housing must be cleared by the occupying sponsor or spouse. A secondary sponsor, other than the occupying sponsor or spouse may be designated by Special Power of Attorney to clear family housing only with the approval of the resident's Commander. A Special Power of Attorney must be accompanied by a memorandum signed by the resident's Commander designating an individual, within his command, the responsibility of clearing military housing on behalf of the departing sponsor. Secondary sponsors may be appointed in such cases as compassionate reassignment, involuntary separation, or emergency PCS. The person named in the Special Power of Attorney becomes responsible for cleaning the quarters, and must clear the quarters within fourteen (14) days of the resident's departure. Giving someone a Special Power of Attorney to clear housing does not change the legal and financial responsibility of the occupant who has signed for military housing, furniture or appliances.

COMBUSTIBLE MATERIAL: Residents will not store propane, similar type fuel containers, or other highly combustibles in family housing facilities. For single family homes, a small amount of gas may be retained for lawnmower use if stored in an approved container and stored in the garage area.

COMMON USE AREA: Areas within and around housing stairwell buildings are considered common use areas and all residents must perform cleaning services in these areas. This includes the cleaning of stairs from each resident's apartment entrance to the last step before the next apartment landing. If the apartment is located on the ground floor, the cleaning area will be to the last step to the basement. Residents are encouraged to coordinate a cleaning schedule with their fellow residents. Included as cleaning duties is the picking up of trash around the perimeter of their buildings, patios, grill pads, gazebos, and trash islands.

COMPLAINTS: Complaints arising as a result of community living must be resolved at the lowest level. Unresolved problems will be submitted and fully documented in letter format to the Building Coordinator. The Building Coordinator will elevate unresolved problems to the Area Coordinator. Complaints, which cannot be resolved by the AC, will be endorsed with a recommendation to the Housing AC/BC Program Manager. Complaints based on unsanitary conditions within family quarters which cannot be resolved by the unit chain of command will require an inspection by the Housing AC/BC Program Manager for the resident in question, together with the appropriate community representatives, medical environmental specialist, or nurse; the Housing Chief will refer disciplinary problems through command channels to the sponsor's unit for action.

CUSTODIAL CLEANING: Residents may desire to hire someone to clean their stairwell and common use areas. If so, this should be agreed upon among residents. This does not relieve residents of the responsibility to ensure stairwells and outside areas are kept clean.

DAMAGES: If damages occur during your household goods delivery and or pickup you must report those damages within 48 hours (2 days) to the Quality Control and Customs Office at DSN: 431-3632/3600 or Cell: 0162-272-6606 and 0162-272-6642 and to the Housing Office at DSN: 431-2442 /2230 or Civilian: 07031-15-2442/2230 or Cell: 0162-103-7161/0162-297-6048.

ENERGY CONSERVATION: Every family housing resident is charged with the task of conserving energy. All residents, stairwell, building coordinators and area coordinators will take action to reduce energy consumption, where possible, without reducing the quality of life.

EXTERIOR DOORS: All stairwell entrance and basement exit doors will be kept closed and locked at all times. Exception is when loading and unloading items.

FIRE EXTINGUISHER: For safety reasons, fire extinguishers are only provided for the interior stairwell and are purposely omitted from family quarters. Residents may be subject to injury when using an extinguisher, particularly on grease fires in kitchens. Residents may purchase their own fire extinguisher for their quarters if they so desire. Recommended type is A+B+C dry chemical type.

FIRES: Anyone who discovers a fire, smells smoke, leaking fuel, or gas will immediately notify the Fire Department by calling:

DSN 117 from any installation or the following civilian numbers:

Panzer Kaserne:	07031-15-117
Patch Barracks:	0711-680-117
Kelley Barracks:	0711-729-117
Robinson Barracks:	0711-819-117

Leave the area and take the key. Close all doors behind you, (do not return), activate the fire alarm by using the pull station. Give the correct address (Building Number) and location of building. Use the nearest exit to leave the building immediately. If you

encounter smoke in an exit, use an alternate exit. Do not return until it is declared safe to do so by a fire official.

If you are in an apartment or stairwell and a fire alarm is heard: before opening the door, feel the door and doorknob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly. If you find no smoke or fire in the corridor or stairwell take your keys, and close the door behind you and leave by the nearest exit. If you cannot leave your apartment or return because of heavy smoke or fire close the door and Dial USAG Stuttgart Fire and Emergency Services and tell them where you are, then signal to arriving firefighters by waving a sheet out of the window. Seal all cracks where smoke can get in by using wet towels or sheets. Wide strong duct tape is also useful to seal openings and ducts. Crouch low to the floor if smoke enters the room. Move to the balcony or most protected room and partially open the window for air. Close the window if smoke comes in. Wait to be rescued. Remain calm and do not panic or jump. Listen for instructions or information, which may be given by authorized personnel or over loudspeakers.

FIRE DRILLS: Building and Stairwell Coordinators plan fire drills. The purpose of a fire drill is to ensure that residents are totally familiar with emergency evacuation procedures, resulting in an orderly evacuation with efficient use of exit facilities. Fire drills should begin with practices on each floor or area. Advance notice should be posted advising the residents of the time and date of these practice drills. Notify the Fire Department before and upon completion of the fire drill. The sponsor is responsible for instructing family members on what to do in the event of a fire or other emergency. Plan how to call the fire department, discuss escape routes, evacuation procedures, and hold practice fire drills regularly. Pre-arrange an outside meeting point to account for all members of the household. Keep fire department numbers next to the telephone or on the refrigerator.

FIRE PREVENTION: Good housekeeping, care and cleanliness are synonymous with good fire prevention. Never leave young children unattended. Keep matches, lighters, and flammable liquids out of their reach. Familiarize the baby sitter with your family's fire plan. The baby sitter's primary concern should be to get the children safely out of the facility. Do not smoke in bed – it is prohibited. Non-combustible ashtrays of ample size should be used for disposal of smoking materials, never empty ashtrays into trash cans before retiring for the night. Never leave cooking unattended in the kitchen; this is the biggest single cause of fire throughout the Army. If a fire occurs in a cooking utensil cover the burning pan with a lid or larger pan, and switch off the stove, do not attempt to move the burning pan and never put water on a grease fire. Curtains, towels and other combustible materials should be kept clear of the kitchen stove so that the heat doesn't ignite them. Grease filters in kitchen exhaust hoods should be regularly cleaned to avoid the buildup of grease in the filter. Never use flammable liquids for cleaning purposes use nonflammable solvents. Do not use unsafe electrical appliances, frayed extension cords, overloaded outlets or lamp wire for permanent wiring. Always clean the lint filters on the clothes dryers before use. The use of barbeque grills, fire pits, wax torches, candles and any other open fire on balconies is not permitted. Report deficient electrical systems immediately to the G4s Service Order Desk at DSN: 421-

6200 or Civilian: 0711-729-6200. Do not run extension cords under rugs or carpets, and unplug transformers when

they are not in use. Always ensure that transformers are located safely so that they do not overheat.

FURNITURE: The sponsor or spouse will sign the hand receipt for government issued furniture and appliances after verifying all entries are complete and correct. Subsequent loss, damage, or destruction other than fair wear and tear will be the hand receipt holder's responsibility. Government furniture will not be stored on balconies, in the basement and outside the building. Unused items must be turned in. Abandon furniture in common areas will be picked up without prior notice. Residents are responsible for adequate maintenance and protection to preclude any loss or damage of such items. Residents desiring repair or replacement of housing furniture will request such service from the Housing Furnishings Office at DSN: 431-2458/2228 or Civilian: 07031-15-2458/2228.

GROUNDS MAINTENANCE: When plants, shrubs, and flowers are planted on lawns they become government property. They must not be moved from one lawn and reset onto another lawn without approval from the Housing Office. Flowers may be planted as a self-help beautification effort. Family housing residents are responsible for the maintenance of lawn areas included in the confines of the logical yard: defined as the area identified or separated by a man-made obstacle, fence, roadway or that area which extends out to 50 feet from a building. Grounds maintenance contractor performs all grass cutting in and around stairwell homes including trimming of trees throughout the installation. Residents of single family homes are responsible for grass cutting and maintenance of the grounds within 50 feet of their homes and within back yard fences.

GUESTS IN FAMILY HOUSING: Bonafide guests could be Soldiers or their family members, visiting relatives or friends. Social visits by guests in military housing are limited to 30 days per calendar year. Permission for visits exceeding 30 days requires an approved exception to policy by the Housing Office. Soldiers who desire to have a guest visit in their quarters beyond 30 days but not to exceed 90 days, must submit a request for exception to policy prior to the individual's arrival. If the guest is military or a dependent of the military sponsor, the guest's residence will be considered joint occupancy for assignment to family housing in determining housing allowances. The military member or the military sponsor of the dependent will forfeit his/her housing allowance during the residency. Guests must abide by all regulations, policies and procedures regarding occupancy of government family housing. Approval will be revoked for failure to comply with regulatory guidelines, for misconduct, or if considered to be in the best interest of the community for reasons relating to health, safety, sanitation, morale or the welfare of the community. Bonafide guests will not be granted building or stairwell privileges that impose hardship on other residents. Additional furniture will not be issued based on requirements of guests. Permanent occupancy of military housing by non-family is not authorized without prior approval in writing through the Housing Office to the Garrison Commander. Approval of such a request will not authorize an additional bedroom to accommodate guest, benefits or privileges to which the individual is not otherwise eligible, and will not be extended to any other guests associated with the individual. Non-family members approved to reside in quarters must adhere to the rules and regulations of this Command. Failure to do so may result in immediate termination of the guest and or military sponsor's housing privilege.

HEALTH AND WELFARE INSPECTIONS: Residents of government housing are responsible for maintaining their quarters in a sanitary, habitable condition. The Housing Office will conduct investigations of reports of unsanitary conditions.

HOUSING CHAIN OF COMMAND: The housing chain of command was established to regulate living in military family housing. Problems and complaints related to living in military housing must be channeled through the housing chain of command consisting of the sponsor, Stairwell Coordinator, Building Coordinator, Area Coordinator, AC/BC Program Manager, Chief of Housing, Director of Public Works, Deputy Garrison Commander, and the Garrison Commander.

KEYS: Keys will be issued to residents at the time of check-in. Replacement of lost keys or replacement of locks will be made at the resident's expense. Residents must obtain a Statement of Charges for a key replacement from the Housing Facilities Branch prior to key(s) being replaced.

LAWNMOWERS: Lawnmowers are issued to residents of single family homes when homes are assigned. Lawnmower repairs should be called in to DPW by calling DSN: 421-6280 or Civilian: 0711-7228-6280.

LIABILITY FOR DAMAGE/LOSS OF PROPERTY: Damages to assigned quarters and related equipment or furnishings, due to the resident's abuse or neglect will be charged to the sponsor. Liability for such damage is limited to one month's base pay, unless the damage was the result of the resident's gross negligence or willful misconduct. For example, a Soldier is grossly negligent if he/she is aware of specific risks posed by the reckless, wanton, or deliberate conduct of family members or guests, and fails to exercise available opportunities to prevent the damage. If a resident willfully or negligently destroy, vandalize damage, impair, or removes any part of the premises (including fixtures, and appliances) or willfully or negligently permits any person to do so, replacement or repair will be at the resident's expense.

MAINTENANCE: The goal is to provide family quarters in a condition where the resident is pleased to live there and will care for the quarters in a prudent homeowner fashion. There should be little to no maintenance and repair requirement if the resident performs his/her role. If a deficiency exists and the work involves a scope greater than that which can be accomplished by the occupant, residents should call the G4s Service Order Desk, DSN: 421-6200 or Civilian: 0711-729-6200. Work that exceeds a normal service order (40 man-hours) should be reported to the building coordinator. The building coordinator will submit the request in written form to the Housing Office. Residents must notify the G4s Service Order Desk immediately when situations arise which could endanger health, constitute a fire hazard, or damage government property. Normally, one can expect an immediate response to an emergency service call: condition is causing a safety or health hazard or damages to real property. An urgent service call is generally completed within five days. Routine service calls are normally completed within 30 days.

G4s Emergency number is DSN: 115 from any installation.

Or call the following civilian numbers:

Panzer Kaserne:	07031-15-115
Patch Barracks:	0711-680-115
Kelley Barracks:	0711-729-115
Robinson Barracks:	0711-819-115

MOLD: Mold or mildew is a problem in many military housing units. If mold takes hold in an apartment it is important to combat the intruder before it grows. Fresh air and sunlight are the chief enemies of this pest. Mold is a sign of dampness, which damages paint and plaster. Cross ventilation two or three times a day for a minimum of one hour (total time) will help prevent mold in your quarters. Drapes should also be left open during the daytime, because sunlight destroys mold.

OPEN FIRES: Open fires include but are not limited to bonfires, fire pits, trash burning, large campfires, demonstrations, etc. All open fires must be approved by the Fire & Emergency Services (F&ES). Authorization will depend on location, time, weather conditions, and purpose of fire (USAG STUTTGART DES, FIRE PREVENTION ORDERS, PARAGRAPH 3-20).

PARKING: At least one clearly marked designated parking space exist for each resident of military housing. Visitor parking will be available for all on a "first come" basis. Non-operational vehicles may not be parked in the housing area. Vehicles will be locked when unattended. Vehicles will not be parked where they block access to trash containers and driveways nor will vehicles be parked on lawns or seeded areas. Neither trailers nor campers are allowed to be parked in the housing area. Campers, RV's and trailers must be parked in the over flow lot on Stuttgart Army Air Field (SAAF).

PEST CONTROL: The Self Help Stores issue minor pest control supplies. Report reoccurring or persistent pest problems to the G4s Service Order Desk at DSN: 421-6200 or Civilian: 0711-729-6200.

PETS: See Chapter 11

PLAY EQUIPMENT – PRIVATELY OWNED: Residents who own and use authorized play equipment are responsible for the maintenance, use, and supervision of the play equipment. The Garrison Commander is responsible for all Army owned and controlled real property on each installation. This is to include the real property upon which family housing is situated. Residents are not permitted to permanently affix play equipment structures or improvements to property without prior authorization. Privately owned trampolines, swing sets, tree houses, and waterslides are prohibited for use and installation on government property. Please call Chief of Facilities at DSN: 431-2442 or Civilian: 07031-15-2442 for clarification and to ensure your privately owned play equipment is authorized for use on the installation.

PLAYGROUNDS: Playgrounds and play areas are for the use of all children. Violent, abusive, intimidating, bullying, and disrespectful behavior by children is prohibited and will not be tolerated.

PLAYROOMS: Use of playroom in common areas within a stairwell is for children residing in the building and their authorized guest. They can also be used for social functions held by stairwell or building residents. Not all buildings have playrooms.

POSTING NOTICES: Under no circumstances will notices be affixed to trees, utility posts, interior spaces, exterior doors, windows, buildings, dumpsters, bus stops, or placed on car windshields. Announcements of this type should be put on 3" X 5" cards and posted on the bulletin board at the Mailrooms, Banks, Credit Unions, ACS, Commissaries, or Post Office. Additionally, there are a number of bulletin boards throughout the community, which may be used upon coordination with the activity head. The only bulletin board authorized in stairwells is lockable with glass front installed by housing. This bulletin board is only for official housing business. Stairwell Coordinators will remove any posted notices within the interior or on the exterior of the building.

PRIVATELY OWNED FIREARMS (POF) AND AMMUNITION: Persons with POFs registered with the German authorities and the U.S. Forces may keep their POFs and ammunition in individual or Family-type quarters if approved by the commander and stored unloaded in appropriate German class-A or –B safes. Please see AE Reg 190-6/CNE-CNA-C6F Inst 5300.15S/USAFE Inst 31-205 dtd. 8 Nov 2013 for details regarding the storage of POFs and ammunition.

QUIET HOURS: See Appendix H

RECYCLING: See Chapter 5

SELF-HELP PROGRAM: See Chapter 7

SEPARATION OR RECYCLE TRASH (SORT): Environmental recycling program was implemented in April 1992. This program, along with the German Law, requires all personnel to separate or recycle their trash. The program also gives guidance on how to properly handle specific hazardous wastes. See Chapter 5.

SMOKE DETECTORS: All quarters have at least one smoke detector installed. Renovated homes have smoke detectors in every room. Look at your smoke detectors; if they have a test button, you are required to test them. Smoke detectors must be tested on a monthly basis to ensure they are operational. It is the responsibility of the residents to perform the monthly smoke detector test. If the smoke detector does not operate, contact the G4s Service Order Desk DSN: 421-6200 or Civilian: 0711-729-6200. Unwanted alarms: Unusually dense tobacco smoke or smoke from burnt food will cause the alarm to sound. To clear the alarm, open doors and windows to ventilate the area and the alarm will shut off and reset automatically. Vacuum clean the dust from the slots in

the smoke detector when necessary, and never paint the detector. Paint clog's up the slots and renders the detector useless.

SMOKING: Smoking inside one's assigned apartment is permitted. Smoking on balconies is permitted; if the smoke enters the windows of adjacent apartments, then follow the Good Neighbor policy. Smoking in interior common areas such as stairwells, storage areas, hallways, basements, and building entrances is strictly prohibited. This includes smoking in outdoor areas below windows of buildings where smoke may drift into the quarters. Smoking is prohibited within 50 feet of the building.

SOLICITATION IN MILITARY HOUSING: Solicitation is the engagement in the business of offering goods or services for sale as a principal, representative, agent, broker, salesperson, or advisor. Key points to know are:

1. Door-to-door solicitation is prohibited.
2. Provided the vendor has been properly approved or appointed per AE 210-70, solicitation may be permitted in government housing areas only at the personal invitation of the resident who invited the solicitor to their home.
3. Solicitation by active duty military personnel and civilian employees as an agent or broker **on commission or salary basis for another person, company, or enterprise for sale** of goods or services on military installations is prohibited.

SPACE HEATERS: Neither electric space heaters nor any other supplemental heating devices will be used in military housing. Only in the event of heat failure will space heaters be authorized. In the event of heat failure, then the DPW will provide emergency heaters.

STAIRWELLS: Keep stairwells and entrances free of personal property including mops, boxes, toys, strollers, trash, and other extraneous items, which may constitute a safety hazard. Exception: stairwell residents may have the following personal property at the apartment door: one, two-shelf shoe rack that holds a total of six pairs of shoes; one rubber backed, skid resistant, one-quarter (1/4) inch high door mat that fits between the door frame; and one seasonal door decoration that is flame resistant. Stairwell entrance doors must remain closed and locked at all times as a force protection measure.

STORAGE ROOMS: Storage rooms must be kept clean, locked and free of materials which constitute fire hazards. Government furniture will not be kept in basement storage rooms. Government furniture not required by residents will be turned in by calling the Furnishings Management Office at DSN: 431-2458/2228 or Civilian: 07031-15-2458 or 2228. Storage rooms must be cleaned prior to departure. Storage rooms will be inspected upon termination of quarters. Pets will not be left in storage rooms under any circumstances.

SUGGESTIONS: Written or verbal suggestions recommending changes to this publication may be submitted at any time to the Housing Manager.

SWIMMING POOLS: Small, very shallow "wading pools" are authorized. Responsible adults must constantly supervise children utilizing the wading pool. The pool should not

have more than 8 inches of water. Remove water from the pool immediately after use. The pool must be emptied and stored in your locked storage room out of children's reach after each use. Empty wading pools cannot be freely stored in any interior or exterior area – this is a safety hazard for children. Wading pools can only be stored in locked storage areas. Do not read, play cards, talk on the phone, do lawn work, or any distracting activity while supervising children around water. An infant or toddler can drown in as little as one inch of water. Remember: always closely supervise children using the pool and insist that others do too.

SWINGS: Personally owned swing sets are not allowed in military family housing areas.

TEMPORARY LODGING ALLOWANCE (TLA): All requests for TLA will be approved and processed at the housing office. Outgoing sponsors and family members residing in military housing are authorized three (3) days of TLA. Exceptions must be submitted in writing through the Housing Office.

TRAILER OR RECREATION VEHICLE (RV) PARKING: There is not sufficient parking in housing areas to allow the parking of privately owned trailers or RVs. Residents assigned to a single family home are exempt from this policy, as long as their trailers and RVs are in their designated driveways and do not infringe upon the rightful parking space of other residents. A designated parking area for privately owned trailers has been established on Stuttgart Army Air Field (SAAF). Owners of trailers and RVs who fail to comply with this policy will receive a notice from the Provost Marshal Office requesting the trailer or RV be moved within 24 hours.

TRAMPOLINES: Trampolines are not allowed in government family housing areas.

TREE CUTTING AND TRIMMING: Grounds Maintenance Contract personnel perform all tree and bush trimming on installations in Stuttgart. Residents should contact the G4s Service Order Desk for tree trimming services at DSN: 421-6200 or Civilian: 0711-729-6200.

TREE HOUSES: Tree houses are not allowed in military family housing areas.

UTILITY ROOMS: Utility rooms are for the sole use of DPW technical personnel or the maintenance contractor. Utility rooms will not be used for any type of storage. Residents will not make adjustments in utilities rooms. Utility rooms will be locked at all times and only G4s technicians will have access to these rooms. Report unlocked utility rooms immediately to G4s by dialing DSN: 421-6200 or Civilian: 0711-729-6200.

VEHICLE REPAIRS: Major vehicle repairs within the housing areas are not authorized. Minor vehicle repair may be made in place. Minor repair is defined as that work which can be performed by unskilled laborers in short periods of time – one hour or less. For example, one may change a flat tire or add window washer fluid to a motor vehicle. Changing oil, lubricants or fluid in a motor vehicle is strictly prohibited. The above repairs

and other vehicle repairs not mentioned may be done at the local Auto Skills Center on Panzer Kaserne DSN: 431-2555 or Civilian: 07031-15-2555.

VEHICLE WASHING: Washing motor vehicles in the housing areas is strictly prohibited. Any procedure which releases oil, tar or grease onto the street or into the sewer is prohibited. Vehicle wash areas are located at the following installations:

1. Patch Barracks: Paid car wash.
2. Kelley Barracks: Paid do it yourself car wash.

YARD, ATTIC AND SIMILAR SALES: Yard, Attic, and similar sales are governed in USAREUR by AE Regulation 550-175. Active duty military personnel and their adult family members residing in military family housing may conduct yard sales no more than twice each year. Residents wanting to conduct a Yard, Attic or similar sale must go through Housing Office to obtain approval to conduct the sale.

Residents in government quarters are the only individuals authorized to conduct yard, attic or similar sales. Such sales must be in their own yard or in an area specifically approved by the housing office, sales will not be conducted in basements or building common areas. For more information, call DSN: 431-2442 or Civilian: 07031-15-2442. See Appendix F.

Please note: In accordance with AE Regulation 550-175, privately organized yard sales and garage sales by individuals are restricted to ID-card holders with status under the SOFA in Germany. Transfer of duty- and tax-free goods to unauthorized non privileged ID -card holders is not authorized unless permitted in accordance with section III of the aforementioned publication.

CHAPTER 7 SELF-HELP PROGRAM

7-1. Home Owner Concept:

a. Housing expects sponsors to maintain assigned quarters using the “home owner concept”. That is, perform minor maintenance and repair items that do not require a skilled craftsman to accomplish.

b. . For items available at the Self-Help Store call G4s at DSN: 421-6200 or Civilian: 0711-729-6200. See APPENDIX J.

c. For items available at the Self-Help Store call G4s at DSN: 421-6200 or Civilian: 0711-729-6200. The following describes maintenance and repair items one can accomplish under the Self-Help Program.

7-2. Quarters Interior:

a. Furniture. Dust, clean, polish wood parts, steam clean upholstery, tighten screws on handles and knobs.

b. Carpentry. Reset nails, refasten and replace coat hooks, clothes poles, and closet shelves.

c. Carpeting. Vacuum and steam clean.

d. Hardware. Oil hinges, lubricate door hardware with graphite powder, and tighten loose screws.

e. Screens. To replace screens call the G4s Service Order Desk.

f. Mini Blinds. Dust, vacuum and clean

g. Cleaning. Clean floors, accessible windows, walls, tile work, woodwork, metal surfaces, brass, stainless steel, aluminum trim, kitchen appliances and laundry room appliances.

h. Minor Pest Control. Use pest control supplies to abate pests.

7-3. Utilities:

a. Heating. Do not store flammable material in close proximity of radiators. Clean and dust as necessary.

b. Plumbing. Unstop drains, repair simple faucet and commode tank leaks, replace washers in faucets, adjust float rod in commode; unclog accessible traps, and replace shower head.

c. Electrical. Replace broken globes on light fixtures as well as accessible burned out light bulbs, fluorescent tubes, and starters; replace cracked or broken switches or outlet plates, reset tripped breakers, operate reset button, repair appliance cords and plugs.

d. Appliances. Clean cooking range, refrigerator, dishwasher, clothes washer and dryer, kitchen exhaust fan, range hood including replacement of filters, and defrost refrigerator. Maintain water softening system installed in dishwashers. Residents will be held liable for damages to appliances caused to by improper cleaning and treatment. Abrasive material to clean ceramic top stoves and the use of sharp instruments or tools to defrost the refrigerator is/are prohibited.

7-4. Other:

a. Grounds maintenance such as the proper care of trees, shrubs, lawns, and flowers is all residents' responsibility. Cleaning of parking areas, playgrounds, sidewalks, and areas around refuse containers is also the responsibility of all residents. Mowing of grassed areas is the grounds maintenance contractor responsibility.

b. Maintenance of Paved Areas. Residents are responsible to clean and maintain walks, patios, steps and platforms in a neat and serviceable condition. Maintain gravel areas to provide proper drainage. Fill ground ruts and eroded areas to deter erosion. Removal of snow, ice and sleet from sidewalk, steps and other walking areas is the responsibility of the grounds maintenance contractor.

7-5. Maintenance: Repair and Improvements that requires specific approval from the Housing Office are painting, floor sanding, ceramic tile installation or replacement, deep steam cleaning of carpets and rugs, mechanical and plumbing repairs, alterations or repairs to exterior walls or balconies and fencing.

CHAPTER 8 SERVICE ORDERS

8-1. Service Orders Category: There are three major categories of Service Orders (SOs): emergency, urgent, and routine.

8-2. Service Order Contact Information: Residents may initiate SOs by calling G4s Service Order Desk at DSN: 430-4357 or Civilian: 0711-680-4357. One may also request an urgent or routine SO by going online to <http://www.G4sifs-de.com>.

8-3. Service Order Priorities: SOs will be accomplished based upon the following priority system:

a. **Emergency**: Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary to cover the emergency. Usually work will be classified as emergency when it consists of correcting failures/problems, stoppage or loss of critical systems or equipment, which constitute an immediate danger to life, health, mission, security or property. Examples include: overflowing drains, broken water or steam pipes, gas leaks, major utility service failures, broken electrical components which may cause fire or shock, stopped up commodes when only one is available for use, and accidental lock-ins of small children. Normal response time to emergency work is within two-hours. Once started, work will continue until completed.

b. **Urgent**: Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and warm water supply outages, air-conditioning system failures, or functional failure of ranges and refrigerators. As a general rule, G4s will make every effort to respond to all urgent work within at least two working days of receipt of the request. However, actual response times for urgent work may vary from two hours to five calendar days depending upon availability of craftsmen, relative urgency and time of request (weekend, night time, duty hours, and so forth). Once started, urgent work will continue until completed. Some common urgent service orders and the target response time are as follows:

- | | |
|---|-----------|
| (1) Lock-in/lock-out due to defective lock (not due to negligence): | 3 hours |
| (2) Inoperable commercial freezer: | 3 hours |
| (3) Inoperable domestic refrigerator: | 24 hours* |
| (4) Inoperable domestic range: | 24 hours* |
| (5) Inoperable commercial range/oven: | 3 hours |
| (6) Warm water supply outage to housing: | 8 hours |

* Note: Emergency repair calls for totally inoperable refrigerators and ranges are accepted Mon – Fri from 07:30 – 16:00 except weekends and German Holidays. Valid emergency repair or replacement calls placed during this time will be completed the same day before 1800. Calls to the Service Order Desk after duty hours, weekends and German holidays will be automatically forwarded to the Emergency Service Order

Desk. Emergency Services may be able to provide the resident with a small substitute refrigerator until repair services resume after the weekend/holiday. Repair/emergency services for ranges are not available on weekends and German Holidays.

c. Routine: Routine work is services that do not meet the category of emergency or urgent. This category covers required work which, if not accomplished would only continue to be an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come, first-serve basis. Every effort will be made to respond to and complete routine SOs within 30 days. As an exception, minor SOs requiring less than four man-hours will be accomplished within five working days whenever possible.

8-4. Work Evaluation: DPW reviews the performance of service order work accomplished through random sampling techniques. In addition, customers are encouraged to contact our Quality Assurance Inspectors at DSN: 431-2455/2442 or Civilian: 07031-15-2455/2442 to express their satisfaction or dissatisfaction with work accomplished.

8-5. Appointment Procedures: Normally, visits to accomplish service order work excluding emergencies and “very” urgent SOs will be pre-arranged with the resident. Pre-arrangement will be limited to half day time frames: 0800-1200 or 1200-1600.

8-6. Unauthorized Work: The maintenance contractor frequently receives requests to accomplish work outside its responsibility. The following is a list of the most common request received.

- a. Duplication for government vehicle keys.
- b. Repair of personal furniture.
- c. Telephone repair.
- d. Personal name signs.
- e. Abandoned car removal. Call the Military Police.
- f. Installation of personal light fixtures.

CHAPTER 9 DEPLOYMENT

9-1. General Information:

a. Family members may retain their quarters after the sponsor deploys. They may remain in military housing until the sponsor returns from deployment.

b. Single parents and dual military (military married to military) that are both deploying may retain housing for their dependent family members during deployment. They will be required to appoint a legal guardian in writing to assume responsibility for the care and conduct of their minor children. In addition, sponsors must request approval from the Garrison Commander for the legal guardian to reside in quarters during their absence. Occupancy of the sponsor's quarters will be extended to the legal guardian only and does not include any friends, relatives, family members or other persons associated with the guardian.

c. Military married couples without dependent children may retain military family housing even if both are deployed. If both members are deploying, the Housing Office must be notified in writing and a member from their Rear Detachment must be delegated to care for their quarters during their absence. Requests must include the name, address and phone numbers (work and home) of the individual. This responsibility involves the care and upkeep of the quarters in accordance with Housing policies, to include maintaining security of the quarters, reporting maintenance and repair requirements and cleaning of the stairwell.

d. Sponsors currently on waiting lists may elect to be bypassed on the list until they return from deployment or may have their spouse accept an offer of quarters, and sign for the quarters and any required furnishings. A Special Power of Attorney is not required. The Housing Office must be notified that the spouse will be signing for quarters in the sponsor's absence and must provide appropriate telephone numbers to contact the spouse when quarters are available. The spouse's acceptance does not relieve the sponsor from the basic responsibility for government property.

e. Soldiers with concurrent family travel orders who are scheduled to deploy upon arrival in Germany and who delay bringing their families until after the deployment, may apply for quarters upon arrival and will be placed on the waiting list as of the date departed from the last duty station.

f. Sponsors whose family members terminate quarters and return to the states at personal expense during the deployment may reapply for military housing upon return from deployment if the sponsor has a minimum of six months in command. The sponsor will be placed on the waiting list as of date of the application. TLA is not authorized while waiting for quarters to become available. If family members return prior to the sponsor signing for quarters, all expenses incurred while waiting for housing to be assigned will be borne by the sponsor.

g. Sponsors whose family members terminate quarters and return to Continental United States (CONUS) at government expense on Advance or Early Return of Dependents orders, are eligible for occupancy of military housing when they return from deployment, if the sponsor has a minimum of six months in command and if command sponsorship is reestablished. Eligibility date for placement on the waiting list will be the date command sponsorship is approved.

9-2. Options for Residents of Military Housing: During the sponsor's deployment family members will have the following options:

a. Remain in assigned military housing. Spouses who remain in their assigned quarters assume responsibility for the quarters. This responsibility involves the care and upkeep of the quarters in accordance with Housing policies, to include maintaining security of the quarters, reporting maintenance and repair requirements and fair share cleaning of the stairwell and exterior areas.

b. Maintain assignment to military housing and depart the area at personal expense during the deployment. Retention of military housing is authorized only if the relocation is temporary and the family members plan to return to the quarters. Prior to departure, the spouse must:

(1) Identify in writing the name, duty/work address and telephone numbers of a point of contact (POC) for the continued care and upkeep of the assigned quarters. This includes stairwell responsibilities, security, and maintenance and repair. POC information will be provided to the Housing Office and the Rear Detachment Commander. The Housing Office will not replace lost keys or allow entry to quarters during the spouse's absence if a POC has not been identified in the individual's housing file.

(2) Provide the POC with keys to the quarters for emergency purposes and for periodic checks of the quarters to prevent damages such as frozen water pipes. In cold weather months, radiator should be kept at setting one (1).

(3) Make arrangements for the care of any pets. Pets are not to be left in vacant quarters unattended for any period of time.

(4) Notify the Housing Office of their departure plans to include projected length of absence.

(5) Provide the Housing Office with a telephone number where they can be reached in case of emergency.

(6) If a POC is not provided and the spouse cannot be contacted, the Housing Office will coordinate with the Rear Detachment Commander to contact the deployed Soldier prior to initiating termination of abandoned quarter's procedures.

c. Terminate assignment to military housing and return to CONUS. Quarters termination procedures will be in accordance with established housing policies.

(1) The spouse may terminate an assignment to military housing in the absence of the sponsor without a power of attorney. With permanent change of station (PCS) orders or Early Return of Dependent (EROD) orders, the move and quarters cleaning will be at government expense. The spouse must coordinate with the local transportation office to make arrangements for travel of family members and shipment of household goods (HHG). Without PCS or EROD orders, the move will be at the sponsor's expense and the individual must clean quarters to standards.

(2) Other individuals must have a power of attorney to terminate quarters for the sponsor and the request must be in writing. The request must be forwarded to the Housing Office and must include the name, address and telephone numbers of the individual who will be clearing the quarters for the sponsor, and a copy of the Special Power of Attorney.

d. Living with friends or relatives in military housing. It is permissible for spouse's assigned military housing to temporarily reside with friends or relatives, who are also assigned military housing. However, the spouse that temporarily relocates must maintain their assigned quarters as stated above in paragraph 9-2a. The Housing Office should also be notified of the location of the spouse who temporarily moves to other quarters.

9-3. Options for Residents of Private Rental Housing (PRH): Sponsors and/or spouses who reside off-post in PRH will have the following options:

a. Retain their PRH. Sponsors will continue to be paid Overseas Housing Allowance (OHA). It is the responsibility of the sponsor to make arrangements for payment of rent, utility and phone bills prior to departure. Establishing automatic bill pay is strongly recommended. Sponsors should also consider acquiring liability insurance and personal property insurance in the event damage occurs to their quarters or to government/landlord furnishings due to negligence, theft or vandalism.

(1) A sponsor, whose spouse plans to depart the area for an extended period of time, must make arrangements for a responsible individual to maintain care and upkeep of the rental unit. The Housing Office and the landlord must be informed of the name and telephone number(s) of the POC.

(2) The sponsor or spouse will provide the POC with keys to the rental unit to oversee the security of their personal property, and air out the unit as a preventive measure to ensure that no damage occurs. It is recommended that the POC be provided a Special Power of Attorney to handle any problems that may occur during their absence and with a telephone number where the spouse can be reached in case of emergency.

b. Move out of PRH (prior to or during deployment). Termination of leases will be in accordance with lease contract agreements. A Special Power of Attorney is required for anyone other than the sponsor or spouse to terminate PRH.

(1) Sponsors or spouses should notify their landlords in advance if they intend to move out of their PRH. Written notice must be given to the landlord as specified in the lease agreement. The Housing Customer Service Office should be contacted for assistance in determining the provision of lease contracts. Any costs associated with the

termination of the lease agreement (cleaning, renovation/restoration fees) are at the Soldier's expense.

(2) With PCS or EROD orders, the spouse may coordinate with the Transportation Office for travel of family members and shipment of HHG at government expense.

(3) Without PCS or EROD orders, family member's travel and shipment of HHG will be at the sponsor's expense.

(4) Arrangements must be made with the Housing Customer Service Office to have government furnishings picked up prior to returning the rental unit to the landlord.

9-4. Points of Contacts (POCs): The Housing Customer Service Office is the POC for any housing related issues regarding occupancy of military housing, and PRH during deployment. Housing regulations and local policy governing housing occupancy, assignment and termination of housing remain in effect.

CHAPTER 10 HOUSING OF DOMESTIC EMPLOYEES

The housing of domestic employees in government housing is covered by Army in Europe Supplement 1 to AR 420-1, dated 28 April 2008, Appendix W.

10-1. Purpose:

a. Garrison Commanders will:

(1) Ensure the Soldier has followed the employment requirements of the Host Nation (HN) and IMCOM-Europe.

(2) Keep a file on each domestic employee. If the employee is a foreign national, the file must include copies of the employee's passport, background check, work permit, and employment contract. If the employee is a local national, the file must include the employee's ID card, background check, and employment contract.

(3) Keep a copy of approved requests to allow domestic employees to reside in Government controlled housing with the sponsor and the sponsor's Family.

(4) Issue an installation pass to domestic employees approved to reside in Government controlled housing.

(5) If the employee requires a work permit, notify the sponsor 30 days before the employee's work permit expires.

(6) Revoke authorization for domestic employees to reside in Government controlled housing for misconduct; for reasons relating to health, safety, morale, or welfare on the installation; or for violations of the basic regulation or this supplement.

b. Building and Stairwell Coordinators will monitor attics, basements, storage areas, and areas commonly known as "maid's quarters" to ensure these areas are not used as living quarters by domestic employees or other personnel.

c. Soldiers will:

(1) Comply with Army in Europe policy and HN employment requirements when hiring a domestic employee.

(2) Request approval from the garrison commander to allow a domestic employee to reside in Government controlled housing with the sponsor and the sponsor's family. Sponsors will send requests through the housing division to the Garrison Commander.

(3) Give the garrison security office a copy of the employment contract. The contract must include the following statement: ***The authority of the employee to occupy Government controlled housing will terminate when the employer vacates***

Government controlled housing for any reason or on termination of the employment contract. Under these circumstances, the employer will give notice of termination of the employment contract.

(4) Obtain a satisfactory background check for the employee through the local military police (MP) station.

(5) Ensure domestic employees have a valid residence permit and work permit (if required).

(6) Ensure domestic employees reside in the assigned living area of Government controlled housing. Sponsors may not use attics, basements, storage areas, or any area other than the assigned living area in the building as living quarters.

(7) Notify the housing division and MP station when the employment of the domestic employee ends.

(8) Obtain employment and housing approval for each new employee.

10-2. Housing Entitlements:

Sponsors are not authorized:

- a. Additional bedrooms for domestic employees.
- b. Government furnishings for domestic employees.
- c. Housing entitlements because of the employment of domestic help.

10-3. End of Entitlements:

a. Domestic employees must leave Government controlled housing when the sponsor clears quarters or the employment ends by termination or resignation.

b. Domestic employees may not be “passed on” to the next resident. If the employee will be employed by the next resident of the Government controlled housing, the employment and housing approval process must start over with the new sponsor.

CHAPTER 11

HOUSING AND CONTROL OF PETS

The housing and control of pets is covered by Appendix DD in Army in Europe Supplement 1 to AR 420-1, dated 20 November 2008.

11-1. GENERAL

Residents of Army Family housing (AFH) are responsible for maintaining and controlling their pets. The privilege to have an animal is granted to residents based on their ability to meet responsibilities. This privilege may be withdrawn if either of the following is true:

- a. The pet is a threat to the health or safety of personnel or becomes a nuisance.
- b. The pet owner fails to meet his or her responsibilities.

11-2. RESTRICTIONS AND RESPONSIBILITIES

a. No more than two dogs or cats, or combination thereof, are authorized per dwelling unit in stairwell housing. Other domestic pets (including birds, goldfish, and hamsters) may be kept in AFH. Exotic pets (for example, snakes) are prohibited.

b. Owners must register their cat or dog with the post veterinary clinic within 2 weeks after acquiring the pet or the arrival of the pet at their permanent station. The owner must present evidence of the pet's current vaccinations at the time of registration, maintain a vaccination record, and update required vaccinations as necessary. Vaccinated animals will receive rabies tags that must be worn by the animal at all times.

c. Sponsor and their spouses will ensure that pets are controlled so they do not become a public nuisance or menace. Animals that habitually bite, scratch, attack, or otherwise threaten people without provocation are a community health menace and will not be allowed in Government controlled housing or facilities. A severe incident (for example, an animal attacking an individual) is cause for removal of the offending animal, regardless of the absence of prior incidents.

d. Pet owners residing in AFH are subject to host nation (HN) laws governing the treatment of pets. HN law and Army in Europe policy prohibit inhumane and abusive treatment of animals. Inhumane and abusive treatment is defined as any act or omission whereby an animal's physical or psychological wellbeing is compromised unnecessarily. Punishment for violation of HN law may be in the form of fines or removal of the pet from the owner's possession. In cases where owners are negligent in pet care or supervision, immediate action will be taken to have the pet removed from the area.

e. Host-nation laws typically impose liability on the animal's owner or keeper for damages to public or private property and personal injury. Liability insurance for pets is recommended.

f. Breeding pets and the construction and maintenance of kennel-type operations are prohibited in Government controlled housing.

g. When outside the owner's quarters, animals must be kept on a leash and accompanied by an individual capable of controlling the pet. Young children under the age of 12 without adult supervision are considered incapable of controlling pets.

h. Dogs and cats must not be allowed to relieve themselves on balconies, playgrounds, or within 50 feet of Family housing buildings. Pet owners will clean up excrement from their pets. Building Coordinators may designate pet-walk areas that building residents who are pet owners will be responsible for maintaining.

i. Pets must not be:

- (1) Allowed on balconies unattended.
- (2) Housed or locked in basements or storerooms.
- (3) Kept in fenced playgrounds where children may congregate.
- (4) Tied to stair railings, radiators, pipes, shrubbery, or trees.

j. Complaints of improper control of pets must be reported to the military police (MP). MP officials will investigate complaints and, when appropriate, send an MP report to the garrison commander for action.

k. A sanitation inspection (health and welfare) may be conducted on any housing unit alleged by written complaint to be substandard in cleanliness, smell, or where a pet has apparently been abandoned. Entry into the quarters must be in the presence of the sponsor or an adult family member unless immediate entry is required to preserve the life of the animal or prevent damage to the housing unit.

l. Owners who abandon their pets are subject to action under the Uniform Code of Military Justice or HN law and are responsible for all costs incurred by the Government on the transfer, care, custody, and final disposition of the animal. Before pet owners leave for an extended absence (for example, temporary duty, deployment, leave), they must make arrangements for the care of their pets. Pets will not remain in quarters for the duration of the absence.

m. Pet owners will comply with local laws regarding "fighting dogs." These animals are prohibited and are not authorized in Government-controlled housing.

o. Pets will not be left unattended in quarters for more than 12 hours or overnight. During this time, pet owners will ensure that a neighbor or friend is checking on the dog to ensure he has adequate food, water and walks so the dog can relieve himself.

p. Dogs that suffer from separation anxiety have a tendency to constantly bark. If this is the case for your dog, you must train the dog to bark at appropriate times. See the vet for tips on training your dog.

CHAPTER 12

GOVERNMENT FURNISHINGS

12-1. Policy: This chapter establishes policies and procedures for managing furnishings authorized to support on post and off post housing in the USAG Stuttgart Communities.

12-2. Application: This chapter applies to military and US civilian personnel assigned to Stuttgart Communities who are entitled to family housing or unaccompanied personnel housing furnishings support according to AR 420-1.

12-3. Eligibility for Government Furnishings On and Off Post Housing:

a. Individuals requesting furnishings support are required to provide the following documents:

(1) A valid identification card and a copy of permanent change of station (PCS) orders. DOD civilian employees are required to provide a copy of DD Form 1614, Request/Authorization for DOD Civilian Permanent Duty or Temporary Change of Station Travel and SF 1190, Foreign Allowances Application, Grant and Report.

(2) A copy of the household goods descriptive inventory issued by the contract carrier, SF 1203, US Government Bill of Lading, and DD Form 1797, Personal Property Counseling Checklist. These documents are required to determine which items to issue as permanent or loaner furnishings.

b. The following personnel are eligible for AFH furniture and household equipment support.

(1) Service members with command sponsored family members.

(2) DOD civilians, Non-Appropriated Fund civilians, and Army and Air Force Exchange Service (AAFES) employees excluding contractor civilians, if the amount of items locally stocked is sufficient and either of the following applies:

(a) Recruited from the continental United States (CONUS).

(b) Hired in the Stuttgart Communities and authorized to receive living quarters allowance and full logistic support.

c. Soldier and civilian personnel authorized to ship their full Joint Federal Travel Regulations (JFTR) weight allowance may be provided temporary furniture (loaner sets) while household goods (HHG) are in or outbound.

(1) The type and amount of furniture issued will be limited. Customers will request furnishings at the time of assignment to on or off post housing. The furnishing officer may adjust the type and amount issued based on family and quarter's size and transportation capability.

(2) The maximum time for use of loaner sets is 90 days for inbound personnel and 60 days for outbound personnel. The furnishing management officer may extend this period if inbound shipments are delayed beyond 90 days.

d. Each customer is entitled to one delivery and one resident pickup of furniture. Furniture may be exchanged if justified and approved by FMO. If a resident is not available on a previously arranged appointment, the right to receive a government paid delivery is canceled. Excess furniture pickup does not count against your Issue/Turn-in entitlement.

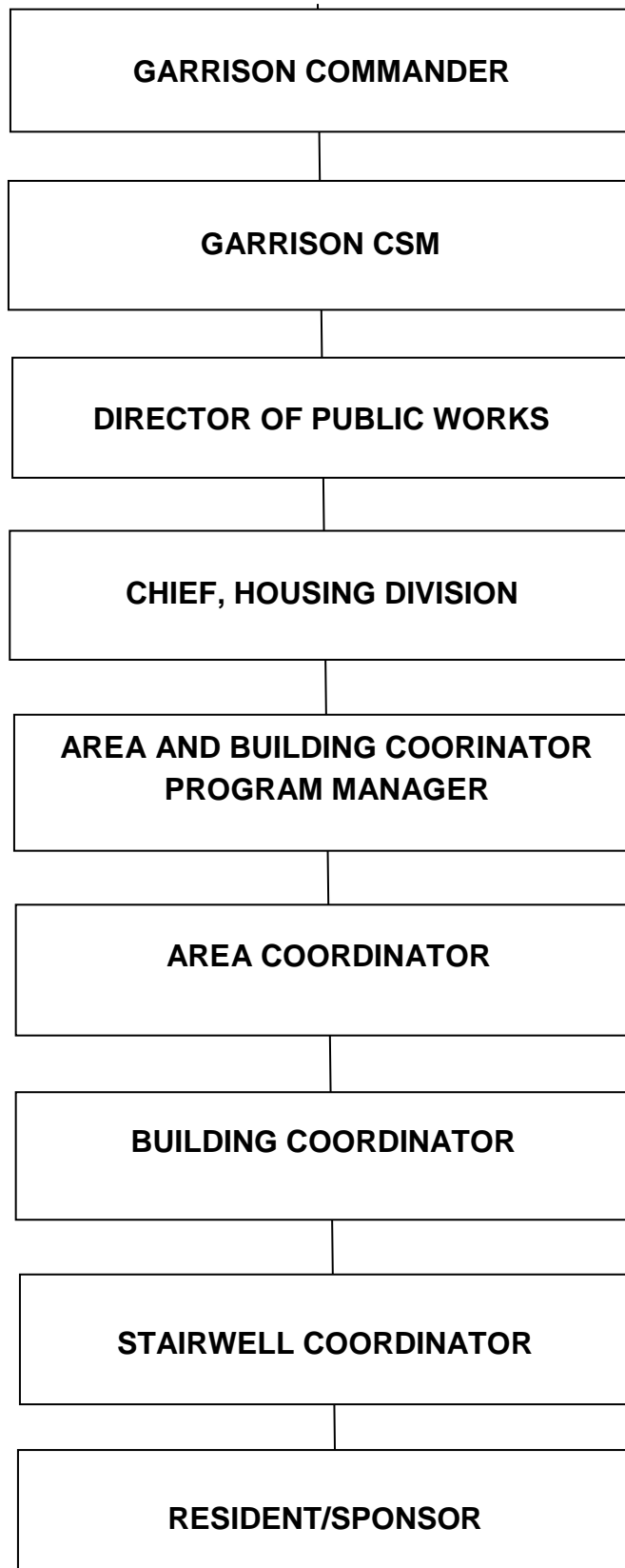
e. Personnel traveling under the Elective Joint Federal Travel Regulations (EJFTR) weight allowance policy will be provided furnishings support if local stock permits, but not more than authorized allowances. These personnel have the option to ship or store privately owned HHG in any combination, but not more than the full JFTR weight authorization.

f. A single range, refrigerator, washer, dryer and dishwasher will be provided to eligible personnel who travel under the full JFTR or EJFTR weight allowance.

g. Contractor personnel are not eligible to receive furnishings support - appliances or furniture - unless a USAREUR memorandum of understanding or logistic support agreement specifically identifies furnishings support. USAREUR Regulation 600-700 provides details.

h. When a Soldier or civilian employee who is eligible for furnishings support resides in one community and works in another, the community providing housing service support will also provide furnishings support. For example: a Soldier works at Panzer but his family resides near Kaiserslautern, then Kaiserslautern should provide furniture support.

**APPENDIX A
HOUSING AREA/BUILDING COORDINATOR CHAIN OF COMMAND**



APPENDIX B

PCS MINIMUM CLEANING STANDARDS

The checklist below outlines the minimum cleaning standards for on post residents PCSing. Individuals moving for their convenience are not authorized government paid cleaning. If you have questions or concerns regarding the cleaning standards that are outlined below call DSN: 431-2442/2285 or Civilian: 07031-15-22442/2285. If Service Orders are needed call DSN: 421-6200 or Civilian: 0711-729-6200.

	Resident	Contractor	Residents in buildings going down for major renovation
Floors, Rugs and installed carpet			
Sweep or vacuum	X		X
Remove stains, wax and dirt sediments		X	
Damp mop floors		X	
Wax tile and wood floors evenly without streaks		X	
Remove spots, stains and other damages to floor/carpet	X		
Shampoo carpeting to clean and remove normal wear and tear spots and stains		X	
Walls and ceilings			
Remove all cobwebs, crayon marks, pencil marks, food from walls	X		
Remove all nails and hooks	X		
Remove all dirt, smudges and other spots		X	
Windows			
Clean inside and outside, all windows and window frames so that they are free of spots, streaks or film		X	
Clean window sills, curtain rods and blinds		X	
Remove screens, brush and wash to remove lint and dust, and reinstall		X	
Doors			
Remove all dirt and stains on both sides	X		
Clean interior and exterior doors and wash to remove lint and dust, and reinstall		X	
Lighting Fixtures			
Ensure all fixtures have operating light bulbs	X		
Clean all components, including incandescent bulbs, to ensure that there are no insects, dirt, lint, film and streaks		X	
Remove, clean and replace globes and lamp shades		X	
Cabinets, closets, drawers and shades			

Remove all shelf paper, tape, staples and tacks	X		X
Remove all food particles, trash and personal items	X		X
Clear and wash all surfaces so that they are free of dirt and stains		X	
Mirrors			
Clean with no streaks		X	
Radiators, pipes and heating vents			
Wash radiators, pipes and vent registers		X	
Remove dirt, sediments and stains		X	
Refrigerator and freezer			
Defrost and wipe doors	X		X
Remove all food particles	X		X
Unplug and leave door open	X	X	X
Clean thoroughly on the inside and outside doors, door gaskets, sides, top and area around coils		X	
Clean drain pan		X	
Clean surface beneath, above and behind appliance		X	
Move appliance away from wall for cleaning and move back after cleaning		X	
Range			
Remove all burned/crusted-on food from accessible surfaces	X		X
Wipe down range	X		X
Clean all areas inside and outside to remove grease, dust, food, tarnish and cleaning streaks		X	
Move range for cleaning areas under, above, behind and on either side		X	
Ventilation, air vents and range hoods			
Wipe down range hood	X		X
Wipe down air vent grills and replace filters as necessary	X		
Remove completely, grease, stains and dirt sediments inside and outside		X	
Clean or replace permanent filters		X	
Dishwasher			
Wipe down interior and exterior surfaces	X		X
Clean interior and exterior surfaces, door gaskets, baskets and soap dispenser		X	
Remove mineral deposits in bottom of machine and on inside door		X	
Kitchen, Bathroom and Toilet			
Remove stains and excessive soap residue from all equipment	X		
Clean all equipment to include bathtubs, washbasins, toilet bowls, showers, mirrors and mirror shelves, towel rails, medicine cabinets, kitchen sinks and related hardware		X	
Clean wall and floor tile		X	

Clean all equipment, fixtures and wall tiles streak/free		X	
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NON-PCS CLEANING STANDARDS

The following cleaning standards are designed to assist residents who are not authorized government cleaning. This cleaning list is normally used by residents moving from on post quarters to other on post quarters. This cleaning instruction is not to be considered as a complete list of all areas to be cleaned but rather a basic guideline to aid you. The complete unit must be left in a clean, sanitized, and orderly condition, ready for immediate occupancy.

1. General Interior.

a. Walls: All walls and ceilings painted with enamel paint will be thoroughly washed. All foreign matter including food/beverage, crayon marks, pencil marks, fingerprints, tape, contact paper, adhesive, cobwebs, and grease will be removed from all walls and ceilings. Do not use abrasives or sharp tools to clean walls as this will damage the paint surface and wall structure.

b. Floors without carpet: Spots, stains, wax, dirt, and other foreign matter will be removed from floors. Wash, rinse, and sanitize floors. Wooden floors will be cleaned with an approved wood floor cleaner using a minimum amount of water to prevent warping or damage to finish. Wood floors will be dried immediately to prevent damage. Be certain that you clean the area under radiators and furniture, in corners, in closets, toe space under kitchen and bathroom cabinets, and along baseboards. No type of waxes should be used on linoleum flooring. Absolutely no bleach or cleaning solutions that have bleaching agents are not to be used on the flooring in government housing.

c. Window Unit: Window unit – interior and exterior surfaces - includes window frames, glass, sills, screens, locking hardware, hinges, seals, and handle. These surfaces will be washed and free of streaks, film and foreign matter.

d. Woodwork: Remove all foreign matter from doors, door frames, base boards, etc. and wash with a mild soap and water solution. Do not wax woodwork.

e. Light Fixtures: All surfaces will be free of foreign matter. Globes will be washed and re-installed. Replacement globes may be obtained at Self-Help Store. Exposed metal parts of wall and ceiling light fixtures will be wiped clean. Replacement of burned out light bulbs is the responsibility of the occupant.

f. Radiators: Radiators will be washed between each section.

g. Curtain rods: Curtain rods shall be cleaned.

h. Closets: Will be thoroughly cleaned inside and out.

i. Carpet: Thoroughly vacuum carpets. Treat all spots/stains with an “oxy type” stain remover. Remove all foreign matter including candle wax and steam clean.

2. Areas of Special Attention.

Experience has shown that some areas of the house are often overlooked and require special attention. Special attention should be given to the following areas:

- a. Kitchen and bathroom areas.
- b. Cabinet shelving and drawers: remove contact paper and adhesive.
- c. Clean all window frames and screens.

3. Accountability of Furniture and Real Property.

a. All discrepancies are noted and explained to the resident at the time of the pre-termination inspection. At the termination inspection, if damage is noted such as areas need cleaning, missing or damaged furniture or appliances, the housing inspector will issue you a charge sheet for the purpose of payment for lost and/or damaged government property.

b. Any furniture, appliance or other item that needs to be exchanged must be accomplished prior to your check out. Noncompliance with the inspector's instructions will result in a "failed final inspection" and a non-clearance from the Housing Office.

4. Kitchen and Range.

a. Range: Turn off power source at circuit breaker box. The German word for range or stove is "HERD" so be sure to trip all breakers marked with this word. Clean all surfaces. **STOVES NOT THOROUGHLY CLEANED ARE THE MOST FREQUENT CAUSE OF FAILED INSPECTIONS.**

b. Refrigerators: Will be disconnected, emptied, cleaned, and the doors will be left open. Coils on the back, if present, will be cleaned. Drain pans will be cleaned. No sharp instruments or tools will be used to accelerate defrosting. Trays of hot water placed in the freezer will accelerate defrosting. Remove all trays, shelves and crispers. Do not disassemble any parts requiring tools. Clean the electric cord and leave the unit disconnected until inspector directs you to reconnect it.

c. Walls/Floors: Be sure to move stove and refrigerator. Clean walls, floors behind and underneath and these appliances.

d. Cabinets: Remove all shelf and/or contact paper and adhesive residue. Clean all exposed and interior surfaces including underside of wall mounted cabinets.

e. Sink: Remove all foreign matter including soap, grease and mineral deposits from sinks, drain board, faucets, and pipes. Insure all chains and stoppers are present and in place. Note: "coffee maker cleaner" will remove mineral deposits very quickly. A little goes a long way and its safe.

f. Tiles: Wall tiles will be free from grease, soap, mineral deposits, and film residue.

5. Bathroom.

a. Tiles: All wall tiles will be free of mineral deposits, soap film, and residue.

b. Sink, Tub and Shower: Remove foreign material and mineral deposits from all surfaces including soap dishes and faucets. Clean shower fixtures and shower head. Insure all chains and stoppers are in place. Stick-on appliques and all adhesive glue must be completely removed.

APPENDIX D PEST CONTROL SUPPLIES

Residents may pick up the following pest control supplies at the Self-Help Store. For more information, call G4s Contractor at DSN: 421-6200 or Civilian: 0711-729-6200.

<u>PEST</u>	<u>ITEM</u>	<u>QUANTITY</u>	<u>ISSUE RATE</u>
Flying Insect	Fly Swatter	1 ea.	1
Roaches	Combat Bait Station	1 box	90 days
	Sticky Roach Trap	1 pack	1 per month
	Roach Kill	1 Tube	90 days
Ants	Combat Bait Station	1 box	90 days
Mice	Mouse Trap	3 traps	5

APPENDIX E MISCONDUCT IN FAMILY HOUSING

1. Garrison leadership and the Area/Building Coordinator Chain of Command exercise control over housing residents. Residents are required to cooperate with the Housing Chain of Command to ensure good order and to solve problems at the lowest level possible. Cooperation with the Area/Building Coordinator Chain of Command will preclude unnecessary involvement of the Military Police, potentially leading to avoidable administrative or legal action against sponsors, family members or guests.

2. The Area/Building Coordinator Chain of Command should solve routine and minor discipline problems, including but not limited to, the following:

- a. Minor breach of the peace.
- b. Littering.
- c. Minor vandalism (less than \$100) to Government property.
- d. Parking disputes.
- e. Fighting among children.
- f. Minor disputes between neighbors.
- g. Recycling violations.
- h. Minor infractions of this handbook.
- i. Failure to properly care for/clean military housing common use area.
- j. Failure to cooperate with the Housing Chain of Command.

3. The Area/Building Coordinator Chain of Command will immediately refer the following to the Military Police:

- a. Sexual assault or harassment.
- b. Assaults or Domestic disturbances.
- c. Damage or personal injury caused by pets.
- d. Interactions with seriously intoxicated persons or public drunkenness.
- e. Other incidents believed to require trained professionals and/or the possibility of physical confrontation. These may include bullying, use of racial slurs, and threats.

f. Vandalism to personal property. Residents in quarters may, in some cases, be entitled to file a claim for vandalism damage to their personal property. Claims procedures require claimants to submit a copy of a Military Police report to substantiate their claims. For this reason, the Military Police should be notified in all cases of vandalism to personal property to properly document the incident and to ensure that the claimant's interests are protected.

4. Problem resolution for those items listed in paragraph 2, above, and problems of similar magnitude, should generally follow the steps outlined below:

a. Discussion with families involved to achieve voluntary cooperation/resolution.

b. Building Coordinator should issue a Housing Violation Letter to the offender(s) and counsel him/her regarding the deficiencies.

c. Unresolved problems should be immediately brought to the attention of the Area Coordinator. Problems presented to the Area Coordinator will be submitted in writing via email. Area Coordinators will seek to resolve the situation through communication with the command of the Soldier(s) involved. If a satisfactory resolution is not obtained, the matter should be referred to the Chief of Housing for appropriate action.

5. Utilizing the outlined steps above, the following remedies are available:

a. Counseling by the Area/Building Coordinator Chain of Command – most problems only need an unbiased party to mediate disputes.

b. Any official in the Area/Building Coordinator Chain of Command may determine violations of this regulation and direct compliance.

c. Issuance of Housing Violation Letter by Area Coordinator, Building Coordinator, AC/BC Program Manager or Housing Chief.

d. For Soldiers, punitive action under the Uniform Code of Military Justice (UCMJ). "Additionally, sponsors may be held financially liable for the total amount of any damage to government property caused by gross negligence or willful misconduct on the part of the sponsor, the sponsors dependents, guests, or pets. Sponsors may also be held financially liable for up to one month's base pay for damages to government property caused by simple negligence."

e. Administrative action may be taken under the provisions of Army Regulation 420-1, USAREUR Supplement 1 to AR 420-1, and USAREUR Regulation 27-9 (covers family members) in this handbook. Sponsors or their family member may be subject to each of the following or any combination thereof:

- (1) Letter of Reprimand
- (2) Letter of Admonishment
- (3) Involuntary Quarters Termination (Eviction)
- (4) Termination of Individual Logistical Support

- (5) Early Return of Family Members to the United States
- (6) Curtailment of Military Sponsor Tour
- (7) Denial of Individual Logistical Support on any subsequent return to USAREUR.

NOTE: Items e (1) and (2), above may be issued by Commanders of the sponsors involved. Items e (3) through (7) are complex actions that may require communication with DPW, S-4, DOL, DCA, and require the approval of the Garrison Commander. Item e (5), Early Return of Family Members to the United States, may be done at the direction of the sponsor, the sponsor's Chain of Command, or the Garrison Commander.

**APPENDIX F
YARD SALE REQUEST FORM**

MEMORANDUM FOR Housing Facility Chief

Date: _____

SUBJECT: Authorization to Conduct Yard Sale

1. Request authorization to conduct a Yard Sale at Building _____ on Fri or Sat on the following date(s) _____, from (time) _____ to _____.

2. Sponsor's Information:

a. Rank & Name: _____ Bldg/Apt #: _____

b. Unit: _____ Duty Phone - DSN: _____

3. Requestor's Information:

a. Name _____ Relationship to Sponsor: _____

b. Requestor's Cell Phone: _____

c. Requestor's email Address: _____

4. I understand that I must keep this memorandum in my possession at all times during the hours of the sale.

5. I also understand that I must abide by the procedures outlined in the USAG Resident Handbook and Army in Europe Regulation 550-175.

Print Name _____ Signature _____

=====

(Below for Housing Use)

TO: _____ Date: _____
(Requestor's Name)

1. Your request is Approved/Disapproved.

2. Reason for disapproved: _____

Print Name _____ Signature _____
(Housing Official's Name)

APPENDIX G

CHILD SUPERVISION POLICY



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
EUROPE REGION
UNIT 29353, BOX 200
APO AE 09014-0200

IMEU-MWR-C

1 June 2012

MEMORANDUM FOR Soldiers, Civilian Employees, and Family Members in the Army in Europe

SUBJECT: Army in Europe Child-Supervision Guidance

1. This memorandum provides child-supervision guidance and information to help parents safeguard their children (encl). This guidance is based on the child's grade in school, not the child's age.
2. Parents are ultimately responsible for the welfare and actions of their children. Failure to exercise those parental responsibilities may constitute child neglect. Parents must use good judgment and consider the physical, emotional, and psychological maturity of their child when determining the level of supervision the child requires. Parents should not give the degree of self-management and responsibility allowed in this guidance to children with an attention deficit disorder (ADD), attention deficit hyperactivity disorder (ADHD), behavioral problems, developmental delay, impulsivity, psychiatric problems, or other impairments.
3. Table 1 of the enclosure provides guidance on the level of adult supervision needed for children in different grades. Incidents of unsupervised children will be reported to the installation Family Advocacy Program (FAP) report point of contact (RPOC) (the military police), who will ensure that incidents are investigated. The FAP RPOC will forward cases of unsupervised children to social work services and to the garrison commander. Table 2 provides conversions from age to grade for home-schooled children. During the summer, children are considered to be in the grade they just completed.
 - a. Children in the fifth grade and below will have adult supervision at all times except as indicated in table 1 under the "May Be Left Outside Unattended (Including Playing)" and "May Be Left Unattended in a Car" columns.
 - b. Children in the sixth grade may babysit siblings over 2 years old for up to 3 hours if they have ready access to adult supervision. Children in the seventh grade and higher may babysit children for up to 6 hours if they have ready access to adult supervision. The definition of ready access constitutes a minimum requirement of availability of telephone access and the telephone number of each person designated as having an adult supervisory role. Children in the seventh grade and younger who are eligible to babysit may not pick up children from Child, Youth, and School Services (CYSS) activities.
4. Table 3 of the enclosure lists child-supervision criteria, including supervision levels, definitions, and supervision options for parents. Parents who need help identifying an option that meets their requirements should be referred to the CYSS resource and referral office.

This memorandum is available at <https://aepubs.army.mil/>.

IMEU-MWR-C
SUBJECT: Army in Europe Child-Supervision Guidance

5. The POC is Ms. Stauber, DSN 496-5629 or e-mail: brandi.g.stauber.civ@mail.mil.

Encl

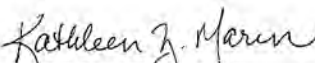

KATHLEEN Y. MARIN
Director

Table 1 Army in Europe Child-Supervision Guidelines						
Age or Grade of Child	May Be Left Alone at Home	May Be Left Alone Overnight	May Be Left Outside Unattended (Including Playing)	May Be Left Unattended in a Car	May Babysit Siblings	May Babysit Others (Besides Siblings)
Newborn through age 4	No	No	No	No	No	No
Kindergarten through grade 5	No (note 1).	No	Kindergarten through grade 3: Yes, if in a playground or yard with immediate access (sight or hearing distance) to adult supervision (notes 2 and 3). The immediate-access requirement may be met by a minor who is qualified to babysit in accordance with this policy. Kindergarten may not walk to or from school or other supervised activities without direct supervision. Grades 1 through 5: May walk to and from school and other DOD-sanctioned activities alone. Parents must consider the distance to the school, school-building opening time, hours of darkness, and the child's maturity level (notes 2, 3, and 4).	No (note 1).	No	No
Grades 6 and 7	Yes, for up to 6 hours in a 24-hour period (but not overnight) with ready access to adult supervision (notes 2, 3, 4, and 6).	No	Yes, for up to 6 hours with ready access to adult supervision (notes 2, 3, 4, and 6).	Yes, for up to 10 minutes (for picking up mail or paying for gasoline) if the keys have been removed and the handbrake applied (notes 3 and 5). Yes (notes 2, 3, and 5).	Grade 6: Yes, for up to 3 hours with ready access to adult supervision (notes 2, 3, 4, and 6). Grade 7: Yes, for up to 6 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).	Grade 6: No Grade 7: Yes, for up to 6 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).
Grades 8, 9, and 10	Yes, but not overnight (note 3).	No	Yes (note 3).	Yes (notes 2, 3, and 5).	Yes, for up to 12 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).	Yes, for up to 12 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).
Grades 11 and 12	Yes (note 3).	Yes, for up to 48 hours, but an adult neighbor or adult friend must check on them at least every 12 hours. Minors must have telephone access to a neighbor in case of emergency and must know where at least one parent is (note 2).	Yes (note 2).	Yes (notes 2, 3, and 5).	Yes (notes 3, 4, and 6).	Yes (notes 3, 4, and 6).

NOTES:

- Parents must make an informed choice (for example, regarding heat, level of danger amount of time) when carrying groceries from the car to the stairwell apartment or doing laundry and leaving the child in the stairwell apartment.
- Adult supervision is defined as "someone 18 or older who has or assumes responsibility for the child (for example, a parent, guardian, care provider, friend)." Parents are responsible for assessing the individual capabilities of their children. Questions to answer may include "Can your child solve problems independently?" "Does your child think through to the consequences before choosing to behave in a certain way?" "How does your child occupy him- or herself when left with free time?"
- Ready access is defined as "as a minimum, telephone access and telephone number of each person designated as adult supervision."
- Children may have difficulty assessing dangerous weather conditions (for example, extreme heat or cold) and taking action to protect themselves.
- Red Cross or CYSS babysitting training is strongly recommended.

Encl

Table 2 Conversion From Age to Grade (for Home-Schooled Children)							
Age	4½ - 5	6	7	8	9	10	11
Grade	Kindergarten	1st	2d	3d	4th	5th	6th
Age	12	13	14	15	16	17 - 18	
Grade	7th	8th	9th	10th	11th	12th	

Table 3 Army in Europe Child-Supervision Criteria			
Supervision Level	Definition	School/Grade/Age Range	Supervision Options
Direct	Someone has line of sight and sound supervision and responsibility for the child (for example, parent, guardian, care provider, babysitter, friend).	Elementary school (kindergarten through grade 5); generally 5 to 10 years old.	CYSS sponsored: <ul style="list-style-type: none"> • Child development center (CDC) • Family childcare • School-age services (SAS) Community resources: <ul style="list-style-type: none"> • In-home babysitter • Nanny • Schools • Host-nation CDC and SAS programs • Other host-nation programs
Monitored	An adult is aware of the child's location and activities. An emergency contact is available at all times.	Grades 6 through 9; generally 11 to 14 years old.	CYSS sponsored: <ul style="list-style-type: none"> • Clubs and volunteer activities • Instructional classes • Middle-school programs • Neighborhood Activity Homes • Team sports Community resources: <ul style="list-style-type: none"> • Churches • Designated adult • Host-nation programs • Schools • Scouts • Youth centers
Monitored self-care	Parents have assessed their child's ability and allowed the child to monitor him- or herself. The child has an emergency contact available.		

APPENDIX H

QUIET HOURS POLICY



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON STUTTGART
UNIT 30401
APO AE 09107-0401

IMSG-ZA

1 6 JUN 2015

MEMORANDUM FOR ALL USAG Stuttgart Personnel

SUBJECT: USAG Stuttgart Command Policy Letter #41, Quiet Hours Policy

1. REFERENCE:

- a. USAG Stuttgart, Residents Handbook, 01 Mar 2015.
- b. AR 420-1, Army Facilities Management, 19 Feb 2008.

2. PURPOSE: To establish a "Quiet Hours" policy within the USAG Stuttgart.

3. APPLICABILITY: This policy applies to all personnel who live and work on USAG Stuttgart installations and their authorized guests.

4. GENERAL: In order to allow a full range of activities to all residents while at the same time guaranteeing a peaceful environment for our neighbors and ourselves, residents are required to observe and adhere to the quiet hours policy. All loud and disturbing noises, to include skateboarding, inline skating, and playground activities, will cease between 2100 hrs and 0800 hrs from Sunday to Thursday. On Friday and Saturdays, quiet hours will be observed from 2200 hrs to 0700 hrs. Though the above times and days have been established as "Quiet Hours", it does not imply that noise restriction are non-existent during other times of the day. Excessive noise that disturbs neighbors is prohibited at all times.

5. DEFINITION OF LOUD AND DISTURBING NOISE:

- a. Family Housing and Single Soldier Quarters: Noise such as shouting, stomping, jumping, running, television and music played loud enough to be heard by neighbors and/or by persons walking outside the quarters/barracks room.
- b. Vehicles: Running engines and/or music loud enough to be heard by an adjacent vehicle, pedestrians or residents in quarters when windows are open. Over sensitive car alarms frequently activated by surrounding motion and/or noise will be considered a nuisance.

IMSG-ZA

SUBJECT: USAG Stuttgart Command Policy Letter #41, Quiet Hours Policy

6. Residents are reminded of their responsibility to monitor closely the activities of their children and guests. The determination of what is "loud and disturbing noise" is subjective in nature and will therefore be defined initially by the person who is disturbed. In these cases, residents are encouraged to contract their respective building coordinator to resolve noise problems. As a last resort, residents should contact the Military Police and the Housing office to lodge complaints and to seek resolution.

7. This policy memorandum supersedes all other "Quiet Hours" Policies.

8. Point of contact for this policy memorandum is USAG Stuttgart, Chief, Housing Division at DSN 431-2218 or civilian: 07031-15-2218.



GLENN K. DICKENSON
COL, MI
Commanding

APPENDIX I APPLIANCE CARE

1. CERAMIC TOP STOVE

DO NOT USE ABRASIVE MATERIAL TO CLEAN THE CERAMIC STOVE TOP!

Turn off your stove and allow it to cool down. Do not clean while the surface is hot. Not only can you burn yourself, you can damage the top. Remove all jewelry that might scratch your stovetop surface while cleaning.

Use only non-abrasive ceramic top cleanser with your stove. Use a small amount, usually a dime-sized drop to start, and gently rub the cleanser into the stovetop with a wet rag until burn marks disappear.

You can also use ceramic stovetop cleaning pad. These are pre-moistened pads that you attach to the cleaning apparatus, which is easier to hold onto than a wet rag. It also saves your fingers from cramping up while scrubbing. The cleaning pads have the cleaning solution already in them so you don't need extra ceramic stovetop cleaning paste.

Use a simple dishwashing detergent solution. This may not clean your stovetop as well if you have stains and buildup, but if your ceramic stove is fairly new and you simply want to keep it looking that way, use a small amount of dish detergent on a rag and scrub the top of your ceramic stove to remove stains.

2. REFRIGERATOR

DO NOT USE SHARP INSTRUMENTS or TOOLS TO DEFROST THE FREEZER COMPARTMENT!

DO NOT USE ABRASIVE MATERIAL TO CLEAN THE REFRIGERATOR!

Turn the temperature control knob inside the refrigerator to 'Off.' If you have a refrigerator with a drip pan underneath, remove it to clean.

Take everything out of the refrigerator.

Throw away any food that is moldy, outdated or spoiled.

Take all removable parts out of the refrigerator, including shelves, wire racks and drawers.

Fill the sink with warm, soapy water (use mild dish soap). For odor control, use a solution of 2 tbsp. baking soda to 1 quart warm water to wash the inside of the refrigerator.

Wash all refrigerator parts with a soft, non-abrasive clean cloth – either 100% cotton or microfiber cloth; do not use sponges. A solution of 1 cup of vinegar and 1 gallon warm water is also effective; apply and rinse.

Hand-wash the drip pan, door racks, door compartments, shelves, wire racks and drawers. Now rinse in them in warm water.

Let the drip pan, door racks, door compartments, shelves, wire racks and drawers drain in a dish rack, on paper towels or on newspapers.

Remove any food matter from the walls, bottom and top of the interior of the refrigerator.

Wash the inside of the refrigerator with warm, soapy water using a soft dishcloth.

Rinse the inside of the refrigerator with a soft dishcloth and clean warm water.

Replace drip pan, door racks, door compartments, shelves, wire racks and drawers.

Wash the outside of the refrigerator and the gasket (rubber molding around the door) with warm, soapy water; rinse and wipe dry.

After cleaning, place a box of baking soda in the refrigerator to cut down on odors.

Turn the temperature control knob inside the refrigerator back to the recommended setting.

Return the food to the refrigerator, first wiping off any bottles, jars and food containers that are sticky.

APPENDIX J

Self-Help Item List

7-6. List of Self-Help Items:

a. Common Items:

- Range Filters
- Cabinet knobs
- Cabinet magnets
- Closet rods - measurements required
- Anchors - various sizes
- Weather Stripping
- Light Bulbs
- Insecticide
- Starters
- Washers, bolts, nuts – various sizes
- Child safety covers
- Screws, nails – various sizes
- Wire brushers
- Curtain hooks fuses
- Curtain tracks – measurement required
- Light covers and globes
- Door stoppers
- Humidifiers

b. Bathrooms Items:

- Shower heads
- Shower curtain rods
- Shower hoses
- Soap dishes
- Towel Bars
- Shower curtain hooks
- Caulking
- Toilet paper holders
- Caulking gun – to be returned
- Grab bar
- Drain plugs and chains
- Glass shelves and brackets
- Towel racks
- Mirrors
- Plungers
- Toilet seats
- Faucet filters

c. Painting Items:

Drop cloths
Paint brushes
Roller sets – small and large
Sandpaper
Turpentine
Masking tape
Thinner
Putty knives
Paint – flat, white – 2 gallons limit.

Note: Additional amount of paint available with request from Chief of Facilities

TELEPHONE LIST



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TELEPHONE INFORMATION	113
TELEPHONE REPAIR	119
EMERGENCY SERVICE ORDERS (After Hours)	115
CABLE TELEVISION REPAIR (TKS)	0180-485-7762
G4s SERVICE ORDER DESK	421-6200 0711-729-6200
PATCH HEALTH CLINIC APPOINTMENTS	430-8610
STUTTGART DENTAL CLINIC	590-2800
VETERINARY SERVICES	431-2681
CHILD DEVELOPMENT SERVICE	
PATCH BARRACKS	430-5123/8506
PANZER KASRENE	431-2619/2897
KELLEY BARRACKS	421-056/2541
FAMILY ADVOCACY	431-3362/3364 07031-15-3362/3364
PATCH ELEMENTARY	430-5200
PATCH AMERICAN HIGH SCHOOL	430-7191
BOBLINGEN ELEMENTARY/MIDDLE SCHOOL	431-2715/2528
ROBINSON BARRACKS ELEMENTARY/MIDDLE SCHOOL	430-9337
STUTTGART SELF-HELP STORE	421-6200
HOUSING CUSTOMER SERVICE OFFICE (RECEPTION)	431-2230