

Housing Newsletter



Wiesbaden: Our Home in Germany!

Housing Chief's Corner

In November of last year, the Department of the Army sponsored a worldwide survey of Army Family Housing (AFH) residents for the purpose of determining the result of ongoing initiatives in place across the Army to improve housing conditions. The survey was performed by an independent, third party firm and was specifically targeted to residents of Government owned/controlled housing on post. The results will be used to identify areas that are top priorities to residents, to identify which areas are successful or need improvement, and to determine where funding could be most effective.

The initial goal was to facilitate a response rate sufficient to gauge satisfaction of housing services provided and learn about that which Soldiers and their Families find most important. With that in mind, the survey period was open for a duration of five weeks and advertisement thereof was enhanced to include public announcements on the USAG Wiesbaden garrison website; electronic mail notices to residents; sandwich board placards placed at key gathering points in the community; and AFN radio spots.

Previous surveys fell short of participation goals identified as necessary to accurately depict resident satisfaction; however, as a result of the extended survey period and "media blitz" campaign for this survey, participation greatly improved to an overall response rate of 21.8%. The highest community response rate was 39.3% coming from residents of Crestview and the lowest was 16.9% from residents of Hainerberg.

A review of resident comments reflected that the housing assignment process was of greatest concern. This is an area previously identified by garrison leadership as needing improvement, and one which has led to an ongoing initiative intended to "re-design" current housing management policies and processes (see "Neighborhood Centers" on the next page). Numerous residents were unsatisfied with the type and age of major appliances. As a result, the Housing Division has begun replacing older appliances still within their respective life cycles as Families move out of housing units and is looking at doing the same during ongoing occupancies when inventory permits.

Another area identified as needing improvement was grounds maintenance and landscaping. Prior to the survey, the garrison put together an Area Beautification Committee that is addressing these concerns and Housing is working with Public Works to identify appropriate modifications to grounds maintenance in the neighborhoods. Additionally, residents expressed concern about encroachment by non-residents in the "open" communities of Aukamm and Crestview and an increase of theft, vandalism, and individuals rummaging through trash containers. In response, the garrison has increased Military Police vehicle and foot patrols in order to demonstrate a more visible presence, while also closely coordinating and communicating with the local German Police. [continued next page]



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Special points of interest:

- Fall 2019 Housing Resident Survey
- Change to Quarters Cleaning Standards
- FAQs
- Housing Improvements
- Parrots in Wiesbaden?!

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On a positive note, numerous residents were very satisfied with the responsiveness of Public Works maintenance personnel and the quality of their assigned housing. Finally, a Housing Action Plan has already been submitted to higher headquarters which details ongoing and new initiatives to address resident comments and affect corrective actions.

Housing Neighborhood Centers

As a means to enhance community based services for newcomers and residents already assigned to housing, neighborhood centers were opened in Hainerberg and Aukamm housing areas in autumn of last year. For newcomers, this will afford a better experience when selecting their new home, due in part to Housing Division staff at the centers becoming better familiarized with the housing in their assigned neighborhoods. For those residents already assigned housing, having localized staff available affords the opportunity to interact directly with Housing Division staff for assistance without traveling to Clay Kaserne or relying on less personal interaction via telephone. The Hainerberg center is conveniently co-located with the self-help issue point (SHIP Store) and the Aukamm center on Wuerttembergstrasse now has a selection of supplies on site to preclude traveling to Hainerberg as was necessary in the past. There is also an enclosed dog park at the Aukamm center location. Looking ahead, a third center is projected for Clay Kaserne in May.



Family Housing Building, Section, & Area Coordinators

As you may have read in last December's Herald Union, the DPW Housing Division is revamping its Housing Coordinator Program in response to feedback from residents. The primary goal is to enhance channels of communication and ultimately improve quality of life. Army Regulation requires garrison commanders to implement a Housing Coordinator Program and Building Coordinators (BCs) are usually the senior military sponsor residing in a building. This individual is appointed to the position in writing by the commander or his designee. An Area Coordinator (AC) will also be appointed and is responsible for an entire housing area. These individuals play a key role for the community such as ensuring residents are practicing proper security measures and maintaining the appearance of common areas, and also helping to solve resident issues at the lowest level possible. This is a collateral duty for the appointed individuals; therefore, they earn our utmost respect for their initiative and support. In order to best assist the Coordinators, the garrison will provide regular training while also updating the garrison website (home.army.mil/wiesbaden). The first such training was held on 13 January 2020 and there were a total of 20 coordinators in attendance along with Garrison CSM Chris Truchon. The Chief, Housing Division, Don Meyer, introduced the program POC and briefed some slides after which he answered numerous questions. Some of the topics discussed included Fire Warden training, addressing violations, gazebo reservations, housing area parking, grass seed, and timing of community clean-up.

Soon to Be Completed Projects (pictures below)

Crestview

Repair/replace basketball court at Plutoweg/Merkurstrasse, pending favorable weather for re-surfacing

Exterior painting of 6 buildings

Ongoing projects

Crestview

Repair/replace bike racks at 26 buildings; planned completion June 2020

Pending Projects

Aukamm

Replace roofs at 37 buildings; currently in design; no timeline for construction start

Extend driveways at 38 duplex homes; currently in design; no timeline for construction start

Installation of Rolladen (electric window shutters) at 41 buildings in 4 phases; **funded** and currently 95% design; no timeline for construction start

Hainerberg

Repair/replace playground below Commissary parking lot; currently in design; expected construction start in 2020

Installation of Rolladen (electric window shutters) at 25 buildings in 4 phases; **funded** and currently 95% design; no timeline for construction start

Clay Kaserne

Repair exterior rear steps at 5 buildings on Heerstrasse; currently in design; expected construction start in 2020

Repainting of metal doors and support columns in Newman Village; design completed; expected construction start in 2020



Frequently Asked Questions



Are military Families required to reside on post?

In accordance with U.S. Army Garrison (USAG) Wiesbaden Command Policy Letter #13, Implementation of United States Army Europe (USAREUR) Housing Assignments Policy, accompanied Servicemembers (SMs) of all grades shall be mandatorily assigned to Military Family Housing (MFH) when housing is available. USAG Wiesbaden's goal is to house SMs as quickly as possible, appropriate to their grade and bedroom requirement as stipulated in Army regulation AR 420-1, Army Facilities Management. To see USAG Garrison Command Policy Letter #13, visit the following link:

<https://home.army.mil/wiesbaden/application/files/3515/7053/7461/13HousingAssignment.pdf>

Can a Servicemember wait for a particular dwelling unit (DU)?

Upon reporting to the housing office (usually within two days of arrival), a Servicemember is placed on a waiting list for appropriate housing. Our goal is to provide as many choices of available housing as possible; however, declining adequate housing (all government housing within the Wiesbaden community footprint is deemed adequate) on-post may result in the loss of Temporary Lodging Allowance (TLA) entitlement and removal from the waiting list for a period of 30 days.

How can a Servicemember obtain a Certificate of Non-availability (CNA)?

For those subject to the above mentioned policy, a request for exception to policy (ETP) can be submitted based on compelling circumstances which may justify a need to reside in private rental housing on the economy. For all ETP requests, the SM's O-5 or O-6 level commander shall sign and recommend concur/non-concur. The request may then be submitted to the DPW Housing Division for processing.

If I reside off post, will my Overseas Housing Allowance cover my rent and utilities?

Servicemembers are reimbursed actual rental costs not to exceed the maximum OHA rate for each locality and Servicemember's grade. The provided utility entitlements are based on member reported expenses of members who pay all or a portion of their utilities and cover the utility costs for 80 percent of the members assigned to an area.

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

Only if there is an appropriate increase to the Family composition or promotion to a different grade category (e.g.; junior to senior NCO or company grade to field grade officer, etc.).

Are there restrictions on the number or type of pets I can have in housing?

There are restrictions and exotic pets are forbidden. It is best to consult the USAG Wiesbaden website (<https://home.army.mil/wiesbaden/index.php/about/us-army-garrison-policy-memorandums>) to view the Garrison Commander's pet policy # 15. Pets are not authorized in enlisted, single Soldier quarters.

What is the loaner furniture program and may I keep the furniture for the duration of my tour?

The loaner furniture program is designed to provide the necessities in furnishings until arrival of SM's or Family's household goods shipment or after shipment thereof for departing personnel. In accordance with AR 420-1, the maximum time for use of loaner sets is 90 days for inbound personnel and 60 days for outbound personnel.

REVISED MINIMUM CLEANING STANDARDS FOR DEPARTING FAMILY HOUSING RESIDENTS

Personnel departing on PCS, separation, or retirement orders and those directed to move at the convenience of the government are authorized to receive contract cleaning at government expense. Residents are nonetheless responsible to perform some “cleaning” on their own; however, the responsibilities have now been greatly reduced due to the fact that between occupancy maintenance contract cleaning now includes most of that which was previously resident responsibility. Following is that which remains resident responsibility:

- 1) Cabinets, closets, drawers, and shades_____ Remove all food particles, trash, and personal items.
- 2) Refrigerator and freezer_____ Empty and remove all food particles.
- 3) Trash can_____ Empty.
- 4) Storage rooms/cages_____ Storage rooms/cages will be broom swept.

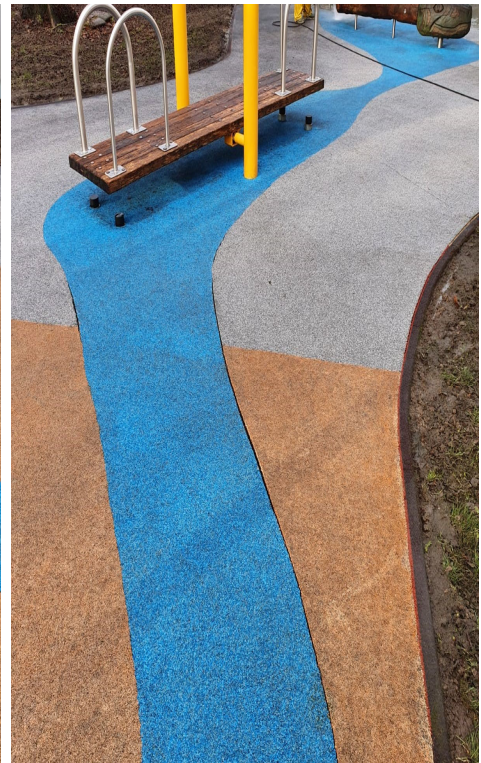
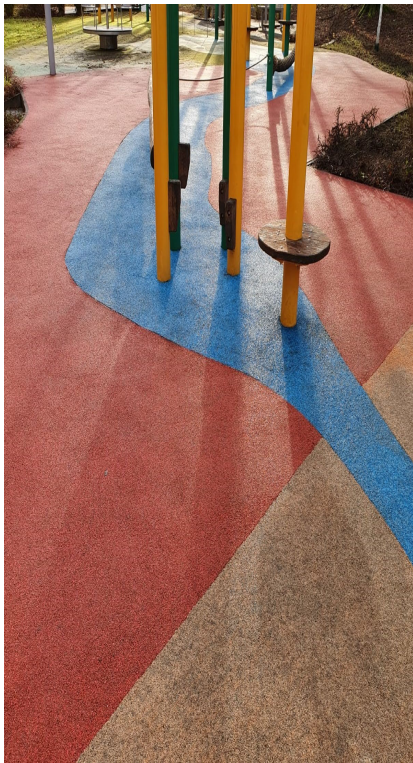


Residents of duplex units, townhouses, and single homes have additional responsibilities associated with their yards, driveways, and grounds.

Note: Residents are reminded to NOT spot paint walls.

RECENTLY COMPLETED PRESSURE CLEANING OF PLAYGROUND IN CRESTVIEW

Housing was able to secure much needed cleaning of a playground in Crestview, as seen in the pictures below, and will do so in other areas as needed and where funding allows.



Commercial Endeavors in Government Family Housing

Policy. Garrison commanders are authorized and encouraged to permit limited commercial activities such as handicrafts, childcare, and sale of products by sponsors and/or Family members in Government-controlled Family housing. These are referred to as Home Based Businesses (HBBs), governed in Europe by Army in Europe Regulation 210-70. Army Regulation 608-10 provides policy for quarters-based Family Child Care services. In foreign areas, Family housing residents may be subject to local host nation requirements as well as SOFA and customs regulations.

Establishment and operation. Requests for permission to conduct a home enterprise will be made in writing to the garrison commander or his designee. Prompt action will be taken on each request and a written response provided. In reviewing requests, garrison commanders will ensure that commercial endeavors are consistent with appropriate laws. Additionally, the commander will consider local Government licensing requirements, potential Government liability, SOFA, host country business practices, and prospective advertising practices. Home enterprises cannot compete with or duplicate Installation MWR Fund (IMWRF) or AAFES sales and services. In no instance will activities be authorized or continued when they will interfere with community tranquility or pose potential safety hazards. Structural changes to Family housing are not authorized for HBBs.

For information on how to request authorization for a HBB, contact the garrison Commercial Affairs Officer, Mr. Rick Iglesias (ricardo.iglesias.civ@mail.mil).

Area Development Plan (ADP) for Crestview and Aukamm Housing Areas

On the evening of Monday, 10 February from 6 to 8 PM, residents of all the garrison communities were afforded the opportunity to offer suggestions and recommendations for an updated ADP that is currently in the redevelopment stage for the Crestview and Aukamm communities. Earlier in the day, the garrison commander oversaw the ADP project kick-off meeting that was attended by key garrison stakeholders such as DPW Master Planning, Engineering, Environmental, and Housing Division. At the evening event, held in the Aukamm neighborhood center, project Contractor personnel welcomed and provided opening remarks to approximately twenty attendees. These were separated into several small groups, each lead by a member of the contractor team in order to foster a productive atmosphere within which to contribute. The plan focuses on a 20 year planning horizon and community stakeholders create the building blocks for incorporation into an overall vision for the future of these areas. Residents expressed concerns about such issues as force protection, parking, traffic patterns, and exterior lighting. Some suggestions and recommendations presented include development of green space areas, facility redesign (for example, installing balconies), neighborhood centers, and other resident amenities. The ADP contractor site visit continued through 14 February and a final product is scheduled for delivery on 15 June of this year.

Housing Resident Townhall Meeting

Originally planned as three individual, physical location events for each of our on post housing communities, the garrison instead conducted a live Facebook Town Hall Meeting on the morning of Wednesday, 4 March 2020 hosted by garrison commander COL Cloud and his deputy Scott Mowry. Based on the number of those tuned in during the 30 minute production, up to 134 people at one time, the event was deemed to be a great success with an overwhelmingly positive response. Even before noon, the event received 1,700 views and reached over 14,000 people. Prior to fielding housing related questions and concerns, COL Cloud first provided an update on COVID-19 from both an international and garrison perspective. Among the housing related questions submitted, residents asked about the potential for designated parking along Florida Strasse in Hainerberg, to which the commander responded that he will first visit the area and consult with Public Works in order to develop a plan designed to best meet resident needs and promised a future update on the topic. There were also questions regarding whether or not there is a dog park planned for the Crestview community and if designated parking is possible there. The response included information about the Area Development Plan that is currently being updated, which will incorporate "green space" and off street parking development in areas where building demolitions will occur, and that consideration will be given to potentially set up a temporary dog park. When asked about the status of playground surface cleaning, the commander informed viewers that high pressure cleaning of several main areas in Hainerberg has been funded and will commence in the coming weeks, and that a particular playground in Crestview will also be cleaned once certain necessary repairs have been completed. Prior to closing remarks, COL Cloud spoke positively about the quality of water in the local area and on our installations and also mentioned that there is a Consumer Confidence Report on the garrison website for public review. Finally, for those questions and concerns not addressed during the live session, the garrison will provide follow up responses.

Green Feathered Friends

It is said that the Indian ring-necked parrot was first recorded in a wild state in Germany in the late 1960s when a few imported birds escaped captivity and settled in a Wiesbaden park, most likely Schlosspark Biebrich or the Kurpark and Kuranlagen behind the Kurhaus. These feathered immigrants found the Rhine-Main valley much to their liking.

There are several varieties of wild parrots in Germany, including ringnecks, Amazons and parakeets. The parakeets are parrots with very long tails, and the Amazon has a very short tail. They all manage cold winters by staying in urban areas where it's warmer. The parrots are inactive during the greater part of the day.

Ring-necked parakeets feed on a wide variety of fruit, berries, nuts, seeds, grain, household scraps, and even meat. They are frequent visitors to bird tables and garden feeders, particularly during winter months when many other foods are hard to come by. As you can see in the first picture below, the birds are frequent visitors to bird feeders in our housing areas.

Special attention is directed to the Wiesbaden ring-necked parakeets (*Psittacula krameri*). Also special to Wiesbaden is a small population of Amazon parrots, which are a mix originating from the Orange Winged Amazon (*Amazona amazonica*) and the Blue Fronted Amazon (*Amazona aestiva*). Schlosspark Biebrich is also home to two *Psittacula* species, the ring-necked and Alexandrine (*Psittacula eupatria*) parakeets. Both species are abundant in the park. Ring necks are more numerous, but it's possible the Alexandrines are on the rise.



Contact the Housing Office

Hours of Operation On-Post:

Monday to Friday: 8:00 a.m. to 12:00 and 12:45 to 3:00 p.m.
(Last customer sign-in is at 2:30 p.m.).
Saturday, Sunday, U.S. & German holidays: Closed.
Closed on training holidays from 8:00 a.m. to 12:45 with limited appointments in the afternoon.
Tel. DSN/CIV: 548-4433 / (0611) 143-548-4433
Aukamm Center: 548-4437/4439
Hainerberg Center: 548-4455/4456/4457/4458

Hours of Operation Off-Post:

Monday to Friday: 7:30 a.m. to 4:00 p.m.
Saturday: By appointment only
Sunday, German Holidays: Closed
Tel. DSN: 548-4430 or Civ: (0611) 143-548-4430



Inside the next issue

- *Update on Repair Projects*
- *Frequently Asked Questions*
- *Spring Clean-up (1- 5 June)*

Email on-post housing at : usarmy.wiesbaden.id-europe.list.hsg-information@mail.mil

Email off-post housing at : usarmy.wiesbaden.id-europe.list.hso-information@mail.mil



FLOWER VOUCHER 2020

**Pick up your flower voucher at your designated
Neighborhood Center**

**Hainerberg Neighborhood center Bldg. 7802 will provide service to
Crestview and Hainerberg Residents**

**Aukamm Neighborhood center Bldg. 7238 will provide service to
Aukamm Residents**

**Clay Neighborhood center Bldg. 1023 will provide service to
Newman Village and Clay Kaserne Residents**

**Flower vouchers can be pick up in the timeframe
20 April 2020 – 02 May 2020
Monday – Friday, 08:00 – 15:30h**

Flower vouchers are limited to one voucher per stairwell, row house, duplex and single house. Only Building Coordinator can pickup the vouchers for multi stairwell buildings, they may delegate the authority to the stairwell coordinator in a written signed request