

# Housing Newsletter



*Wiesbaden: Our Home in Germany!*



## Housing Chief's Corner

Newsletter Date: December 2019



The housing office would like to take the opportunity to thank everyone who participated in Fall cleanup this year. As most residents know Fall cleanup took place in the housing areas on 6 December 2019. This was by far one of the largest turnouts the garrison has had for Fall cleanup in several years. Servicemembers and their families started cleanup at approximately 0800 hours and officially ended at 1700. The Self Help Improvement Store (SHIP), located

in Hainerberg housing area, was a bee hive of activity the entire day and issued over thousands of brown leaf bags.

In addition to the brown leaf bags, the city of Wiesbaden spotted numerous dumpsters for the collection of debris throughout the housing areas. This initiative with the city helped speed up the pickup and removal of leaves and debris from our housing areas. All in all, this was a great effort by our community as they came together to clean and beautify the housing area. Once again, thanks to everyone for all the hard work and excellent job with Fall cleanup.



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### Special points of interest:

- Energy Conservation
- Housing Holiday Hours
- Private Rental Housing (PRH) Mediation
- Preparing for Winter Weather

## Private Rental Housing Landlord and Tenant Mediation

Customers looking to enter into a lease for private rental housing (PRH) in Germany will notice that there are several distinct differences as compared to renting in the United States

Customers looking to enter into a lease for PRH on the local economy must understand that the fair housing provisions of the Civil Rights Act of 1866 and 1968 are not applicable outside the United States. Moreover, housing complaints of discrimination or complaints based on health, sanitation and unfair business practices are not reported to Department of Housing and Urban Development (HUD) or Department of Justice (DOJ) as in the United States. However, the garrison and the DPW Housing Division will carry out the intent of the Equal Opportunity in Off-Post Housing (EEOPH) program to the extent possible within the laws and customs of Germany. This is accomplished through the use of a Restrictive Sanctions List and the Non-Referral List. Customers can obtain a copy of both lists from the Housing Services Office (HSO).

When circumstances arise whereby a resident believes that he/she has been discriminated against or has complaints based on health, sanitation and unfair business practices, they should contact the HSO. The resident can make either a formal or informal complaint. Informal complaints will normally result in an attempt at mediation. Formal complaints must be done in writing and indicate a desire to have the landlord placed on the Restrictive Sanctions List or Non-Referral List. The formal complaint must provide a detailed narrative of the circumstances surrounding the discrimination or complaint based on health, sanitation and unfair business practices. The housing office will research all formal complaints and provide the Garrison Commander with a Staff Action Summary on the case. The Garrison Commander will then determine if the landlord is placed on either the Restrictive Sanctions or Non-Referral List, as appropriate.

When residents have questions concerning their lease, or need help in contacting their landlord, they can contact the HSO for support. Moreover, the HSO will in good faith help residents with non-legal binding mediation between the resident and landlord for issues that arise during their stay. However, the HSO cannot act in a legal capacity for either the tenant or landlord. Rental contracts are between the tenant and the landlord and not the government or housing office and landlord. Residents should take the time to thoroughly read and understand any lease agreement they are entering into, by doing so this will help to eliminate any unforeseen issues that could arise later. However, when issues get to a point where they cannot be settled with simple mediation, residents have several options to consider for support.

One option is for the tenant to obtain a Rechtschutz Versicherung (or legal rights protection insurance) that covers private rental issues. This can be done before or soon after entering into a lease. Another option for the resident is to seek assistance through the Staff Judge Advocate or local legal office. The legal office has attorneys trained in host nation rental law that can assist the resident at no cost. Another option is for the resident to seek legal counsel on the economy at their own cost.

Most attempts at mediation are usually successful and can be a productive step towards a good working relationship between the landlord and tenant.

Mediation...



## Reuse/Recycle Center on Clay Kaserne

The Directorate of Public Works (DPW) Reuse/Recycle (R/R) Center is located on Clay Kaserne next to Bldg #1219. Their hours of operation are Monday through Friday from 1200 to 1530 HRS. If you have questions you can reach a representative on site at DSN 548-4030 or civilian 0611-143-548-4030.



The R/R Center serves as a central collection point for Soldiers, their Family members, and DoD civilians to dispose, screen and to eliminate materials such as equipment, furniture, waste, refuse items, and recycle goods.

Eligible users for the center are U.S. government ID card holders residing on USAG Wiesbaden installations. Users will not transport refuse other than recyclable personal property between installations.

Off-post residents are to dispose of their solid waste through their local municipal solid waste programs. It is prohibited to bring non-recyclable refuse (Restmuell) and recyclables generated off-post onto U.S. installations.

The purpose of the R/R Center is to provide a convenient and no cost avenue for our Soldiers/eligible users to get rid of unwanted household items, to help lower the USAG Wiesbaden's annual trash disposal cost, and to provide for the safe, proper disposal of household hazardous wastes (includes dry cell batteries, glues, adhesives, paint related materials, used paint, aerosol cans etc.). Center employees will not provide temporary storage for any items.



Examples of items/materials accepted at the R/R Center: hazardous waste/materials (includes motor oil, antifreeze, cleaning solvents, paint, car/flashlight batteries, empty oil cans, fluorescent light tubes etc.), appliances (includes A/C units, ranges, refrigerators, washing machines, dryers, vacuums), electronics (includes TVs, stereos, computer equipment, VCRs), window panes, plate glass & mirrors, tires, furniture (incl. chairs, tables, desks and bookcases), wood or pallets, clothing, curtains, carpets & rugs, bicycles, toys and scrap metal.



Beginning 11 January 2020, the R/R Center will be open from 9 AM to 12 PM the first Saturday of each month (except in July when it will be open on 11 July). Finally, the

Reuse portion of the R/R Center is actually not part of DPW and is staffed by volunteers whose excellent support to our community members is greatly appreciated.



## *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 and occupancy is lower than 95 percent. 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. Once the available inventory has been seen and made ready for assignment, the Servicemember must make a choice and end the period of Temporary Lodging Allowance (TLA) entitlement. TLA is a taxpayer expense that must be managed appropriately.

### **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 Garrison Commander is the final decision authority for ETPs not satisfied at the level of the Housing Division.

### **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?**

Yes, 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.) or if there are compelling circumstances warranting submission of an ETP to the Garrison Commander for consideration.

### **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.

## Christmas Decorations



As USAG Wiesbaden gets ready to enter into the Christmas Holiday Season, we would like to remind residents to conserve energy and to be careful and considerate with their holiday lighting. Residents residing in Government control housing (on-post) should be aware of the following guidance:

Exterior lighting and outdoor powered seasonal/holiday decorations are only authorized for operation during the hours of 1700-2200 daily.

Ensure all (indoor and outdoor) electrical decorations, wires, and plugs are in safe working condition prior to their installation and the capacity of the circuit or transformer is not exceeded.

Electrical transformers must be disconnected/unplugged when not in use.

Don't forget to water your Christmas tree. During the Christmas holidays it is extremely important to be aware of the danger of fire.

Christmas tree disposal: For those homes with organic waste containers, Christmas trees can be added and/or placed at curbside at the appropriate time. For all residents, trees will be picked up curbside on Friday, 10 January 2020. As a final option, on-post housing residents can bring their trees to the Recycling Center on Clay Kaserne on the morning of Saturday, 11 January.

## Energy Conservation



Energy conservation is everyone's responsibility. With just a few small changes residents can have a large impact on conserving energy throughout the community.

In fiscal year 2019, USAG Wiesbaden spent over 10.8 million dollars (\$10.8 Mil) for utilities in Family housing alone.

In today's modern household, almost all appliances and electrical devices come with a standby mode. When these devices are not in use but still in standby mode, they still draw electricity, which known as a "phantom load". Residents can eliminate these phantom loads by unplugging appliances and electronics when not using them or by plugging them into a power strip which can be turned off when not in use. Below are some other easy to follow steps residents can take in their homes and at work to conserve energy.

1. Ensure that all exterior doors/windows remain closed and well sealed except to ventilate (for example, ten minutes per day) for mold/mildew control.
2. Regardless of personal comfort, space heaters are strictly prohibited in heated or cooled spaces. If you are not comfortable, layer clothing or consider wearing a hat or sweater.
3. Turn building and basement lights off when not in use, except those needed for security.
4. Periodically check weather stripping and caulking. If old, dried, or peeling, submit a service order for repairs.
5. Replace standard light bulbs with compact fluorescent light bulbs or LED (depending on your fixture) which are available at the Self Help Store.



## HOLIDAY HOURS OF OPERATION

### *Housing Customer Service*

Fri., Dec. 13	0800-1100
Mon, Dec. 23	CLOSED
Tues, Dec. 24	CLOSED
Wed, Dec. 25	CLOSED
Thur, Dec. 26	CLOSED
Fri, Dec. 27	1245-1500
Mon, Dec. 30	0800-12:00 & 1245-1500
Tues, Dec. 31	CLOSED
Weds, Jan. 1	CLOSED
Thurs, Jan. 2	0800-1200 & 1245-1500



*USAG Wiesbaden staff wish you and your family a wonderful & safe holiday season!*



#### Preparing for Winter Weather

**Outside Faucets:** Outside Faucets need to be drained and stored inside the building prior to onset of continuous freezing weather. Ensure that the outside faucet is turned off. Some housing has interior shut-off knobs to turn the water off, which feeds the faucet. Turn this knob off and turn on the outside faucet until no water comes out.

**Snow and Ice Removal:** In snowy weather, residents are responsible for the removal of snow and ice from entrance areas, steps, porches, driveways and sidewalks in the front and rear of their buildings and will clear walkways daily. Snow and ice on entrance areas and walkways shall be removed NLT 07:00am. Snow shovels and salt/sand are available in the Self Help Store. Snow and ice shall be removed prior to sprinkling salt.

#### Heating:

- Do not overheat; turn thermostat or radiator controls down to 68 °F (20°C); middle setting #3.
- Keep doors closed in unheated rooms.
- Suggest shutting off radiators in corridors, vestibules and stairways.
- When possible, raise shades and open curtains to let sunshine provide additional warmth inside.
- Check caulking around windows and doors to prevent cold air infiltration.
- Never use your oven for space heating purposes.
- Portable electric (all types) space heaters are not permitted/authorized for usage in government housing.



## Snow and Ice Removal in USAG Wiesbaden

You only need to go outside for a few minutes to understand that winter is close at hand, dropping temperatures, high winds and increased precipitation are only a few of the signs. Along with the cold of winter comes the possibility of snow and ice. USAG Wiesbaden and the DPW are prepared to support. When the snow falls, the amounts can vary from a light dusting to several inches at a time making it difficult for pedestrians to walk safely on the sidewalks and rights-of-way. In order to keep them safe, snow and ice must be removed in a reasonable amount of time. In order to keep residents informed of what Directorate of Public Works (DPW) does, as well as their individual responsibilities, we will outline the actions to be taken in the event of snow or ice accumulation.



The DPW provides snow and ice removal after major storms. Priority goes to clearing the Wiesbaden Airfield on Clay Kaserne, taxiways, roads on property that the garrison controls (to include Hainerberg housing area) and common area sidewalks. The city of Wiesbaden clears roads in open housing areas. This includes Aukamm and Crestview. The city's priority is to city bus routes, then major roads that connect to city bus routes, then residential areas. Residents living in Aukamm, Hainerberg or Crestview housing areas are required to clear their sidewalks from door to parking space. All Building Coordinators of USAG Wiesbaden housing areas are responsible to hold walkways leading to their dwelling units or adjacent units free of snow and ice between the hours of 07:00 and 22:00 hours. The clearing of parking spaces along the street are optional.



Residents residing in Newman Village and Clay Kaserne, are required to keep the sidewalk in front of their quarters clear of snow and ice between the hours of 07:00 and 22:00 hours.

Streugut or grit boxes are distributed in the community for resident use on U.S. controlled areas including Aukamm, Hainerberg, Crestview, Newman Village and Clay Kaserne Housing Areas.

Residents living in private rental housing are generally required, to hold the walkways adjacent to their residence, free of snow and ice between the hours of 07:00 and 22:00 hours. When you shovel your sidewalk or driveway do not throw snow in the road where it can increase the hazard to motorists. Instead pile the snow up along side of the road or in your yard. Check with your landlord or neighbor to know for certain your responsibilities. The Housing Office would like to remind residents when shoveling snow to dress appropriately, drink plenty of water, stretch a little before you start working and to be careful when walking on snow or ice. An ounce of prevention can go along way.





## *Contact the Housing Office*

### **Hours of Operation On-Post Housing:**

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.).  
Tel. DSN/CIV: 548-4433 / (0611) 143-548-4433

Saturday, Sunday, U.S. & German holidays:  
Closed. Closed on training holidays from 8:00 a.m. to 12:45 p.m. with limited appointments in the afternoon.

Appliance repairs: 548-4424/4425  
On-Post Service Orders: 548-HELP (4357)

### **Hours of Operation Off-Post Housing:**

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  
-or- DSN: 548-4431 or Civ: (0611) 143-548-4431

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- *Frequently Asked Questions*
- *Pending Renovation Projects*
- *Neighborhood Centers*
- *Fall 2019 Housing Resident Survey*

## **OUR EMAIL ADDRESSES**

*Email on-post housing at : [usarmy.wiesbaden.id-europe.list.hsg-information@mail.mil](mailto:usarmy.wiesbaden.id-europe.list.hsg-information@mail.mil)*

*Email off-post housing at : [usarmy.wiesbaden.id-europe.list.hso-information@mail.mil](mailto:usarmy.wiesbaden.id-europe.list.hso-information@mail.mil)*

