

RESIDENTS HANDBOOK



**U.S. Army Garrison Wiesbaden
Directorate of Public Works
Housing Division**

A Note from the Housing Staff

It is with great pleasure we welcome our new residents to USAG Wiesbaden. We hope you have a great time while stationed here as the area offers many interesting things to do for Families and unaccompanied personnel. Please accept our best wishes for an enjoyable tour. We are here to assist you with any housing questions or concerns which may arise.

The majority of the facilities were constructed during the 1950's and the majority have been renovated or will be undergoing renovation. As a result, you will notice numerous vacant housing that are pending renovation. We ask your help as a responsible resident and a taxpayer, to protect this investment.

Our housing inventory is over 80 percent three-story walk-up apartments. There are limited duplex and single houses which are used to house our Key and Essential and senior ranking personnel, i.e., E9's, W5's, O5's and above.

In addition to our Family housing we have barracks (E1-E6) and limited Unaccompanied Housing (UH) for personnel E7 and above. Many of the topics within this Handbook also apply to our unaccompanied personnel such as: quiet hours, pets, requesting maintenance work, parking and vehicle maintenance, etc.

Our Self-Help Improvement Program (S.H.I.P.) store is equipped to provide you with tools and equipment to conduct minor repairs to your housing. We hope that you will find time to visit the Self-Help store and take advantage of this service.

We have published this Residents Handbook to provide you with basic information regarding housing policies and your responsibilities as a resident within our community. We encourage you to familiarize yourself with its content.

Written suggestions recommending changes to this publication may be submitted at any time to the Housing Division using the email address: usarmy.wiesbaden.imcom-europe.list.hsg-information@mail.mil.

Feel free to contact the Housing Division at DSN 548-4402 or Comm: 01611-143-548-4402 or the Director of Public Works at DSN 548-4002 or Comm: 01611-143-548-4002.

The Housing Division Staff

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Important Telephone Numbers

EMERGENCY NUMBERS – WIESBADEN

	DSN	Civilian
Fire	117	(0611) 705-117
Ambulance	116	(0611) 705-117
Military Police	114	(0611) 705-114
Emergency DPW Customer Service	115	(0611) 705-115
Hazardous Material Spill Hot Line	117	(0611) 705-117
German Police	110	
German Medical	112	

DIRECTORATE OF PUBLIC WORKS – HOUSING DIVISION

	DSN	Civilian
Director, Public Works	548-8001	(0611) 143-548-8001
Customer Service	548-4105	(0611) 143-548-4105
Chief, Housing Division	548-4402	(0611) 143-548-4402
Chief, Housing Services	548-4428	(0611) 143-548-4428
Chief, Facilities Branch	548-4405	(0611) 143-548-4405
Furnishings Management	548-4421	(0611) 143-548-4421
NCOIC, Housing Division	548-4401	(0611) 143-548-4401
Off Post Housing	548-4430	(0611) 143-548-4430
Household Appliance Repair	548-4424	(0611) 143-548-4424
Self-Help Improvement Store (S.H.I.P.)	548-4072/73	(0611) 143-548-4072/73 or 0162-270-4315
Service Order Desk	548-4357	(0611) 143-548-4357
Other		
Transportation	546-6082/6080	(0611) 143-546-6082/6080
Vehicle Receiving Point	548-7849	(0611) 143-548-7849
Veterinary Clinic	337-6283	
Damages caused by Government Moving Company	549-6090/92	(0611) 143-546-6090/92

Assignments & Terminations Chapter 1

Mandatory Housing Policy

USAG Wiesbaden based its mandatory assignment policy on the Regions mandatory assignment to government controlled housing. We mandatorily house all accompanied personnel with command sponsored dependents in our on-post family housing. The command policy letter can be found on the garrison website. The funding levels for Housing Divisions for the maintenance, repair, operation, and renovations of Army Family Housing (AFH) are based on annual occupancy rates. Inadequate funding levels have a direct and profound impact on all family housing maintenance programs housing.

Certificate of Non-availability (CNA)

A Certificate of Non-availability provided by the Housing Office is an authorization to seek private rental housing if Government housing will not be available within 60 days of arrival.

Personnel authorized to move to private rental housing are required to attend the off-post housing briefing on Mondays thru Fridays at 11:15, excluding German and US holidays. The briefing is held at the Housing Division, Bldg 1023W, room 108 on Clay Kaserne.

Eligibility for Government Controlled Housing

Government Controlled Housing consists of housing located at Hainerberg, Crestview, Aukamm, Clay Kaserne and Newman Village housing areas. Every effort is made to consider specific requests, however, an inability to honor such a request is not justification for declining housing. The garrison's goal is to offer residents a choice of two different addresses provided more than one unit is available at the time the housing are offered. Offering more than one choice may not be possible if no other apartment or house is available at the time of the offer. Not having a second choice is not justification to decline the housing offered.

Pregnant military personnel who have no other family members may apply for AFH once they receive written verification of a pregnancy. Normally, single pregnant soldiers may move into AFH after the 7th month of gestation. Single pregnant soldiers, especially those residing in the barracks, should contact the Housing Division as soon as they learn they are pregnant.

Assignment of Government Housing

Government housing will not be offered before they are available for assignment. Applicants will receive a written offer for specific housing, and have one (1) working day to respond to the offer. Applicants receiving Temporary Lodging Allowance (TLA), who do not respond to the offer, may have their TLA stopped and removed from the waiting list and their chain-of-command contacted. The TLA will stop based on the date housing is available



for assignment. A written offer for housing, will not be rescinded without guidance from the Housing Manager. Once an applicant has accepted housing the Housing Representative will work with the applicant to arrange for government furnishings delivery and will issue the necessary paperwork for delivery of household goods.

Waiting List/Eligibility Date

Eligibility date for placement on a waiting list, or assignment to housing for Service Members arriving from CONUS, is the date departed last permanent duty station. Service Members will not be added to the waiting list before in-processing this garrison. Service Members who receive orders for an Intra-Theater Transfer (ITT) or a Continuous Overseas Tour (COT) may be placed on the waiting list at the gaining installation 60 days before their reporting date. Eligibility date will be established in accordance with the provisions of Chapter 3, AR 420-1, paragraph 3-14 f.

Bedroom Eligibility

We attempt to house personnel with one bedroom per command sponsored dependent, with the exception of the spouse who is not counted as part of the bedroom requirement. We will house the following grades, when inventory allows, as stated in the Army Regulation 420-1, with the following minimum number of bedrooms even when they do not have command sponsored dependents requiring the minimum number of bedrooms: E7-E9, O4-O5 and CW3-CW4 are assigned to three-bedroom housing; O6 and CW5 are assigned four-bedroom housing; all other grades are assigned a minimum of two-bedrooms.

Exceptional Family Member Program (EFMP)

During in-processing, military personnel are obligated to inform their housing counselor of any family members enrolled in the EFMP. During in-processing EFMP requirements with an architectural requirement, will provide a copy of the corresponding page of their EFMP packet during in-processing to the housing counselor. This allows the housing counselor to project the housing which will best meet the families needs. Requirements or special requests for modifications to housing require advanced notification whenever feasible to ensure families with special needs are taken care of in an expedient and adequate manner. The Housing Division frequently works in close coordination with the Army Community Service and the USAG Wiesbaden Clinic Commander to ensure the resident's needs are clearly understood, documented, and all options considered.

Medical exceptions to policy must be presented in memorandum format from the applicant with verification/endorsement of the Medical Clinic Commander. When the EFMP status changes after assignment to housing the sponsor will need to request an exception to policy in memorandum format with the EFMP page stating the architectural requirement.

Temporary Lodging Allowance (TLA) Entitlement on Arrival



The entitlement to TLA is governed by Army in Europe (AE) Regulation 37-4, which assigns the responsibility of ensuring TLA payments are kept to a minimum and correctly authorized. Entitlement to TLA depends on the availability of Government housing. If housing is not available, incoming personnel may be authorized up to 30 days TLA. Extensions of TLA are not authorized for the personal convenience of the Soldier, or for such reasons as not having bed linens, towels, pots/pans, etc. TLA ends on the day before you sign for housing.

Assignment Inspection

The assignment inspection is a joint inspection between a Housing Representative and the new residents. The Housing Representative will perform an orientation brief in reference to the usage and location of items pertaining to the housing, as well as inventory Government furnishings and equipment, and check the overall condition of the housing and basement storage area.



Refusing an Assignment to Government Housing

Applicants declining suitable housing may be removed from the waiting list for a period of 30 days. When reapplying for government housing, the eligibility date will be the date of the new application. Personnel arriving by an Intra-Theater Transfer (ITT) or a Continuous Overseas Tour (COT) from a USAREUR installation that decline housing, may be removed from the waiting list. The Housing Manager of the losing installation will be informed of the status as well. When quarters are declined and it impacts the receipt TLA or removal from the waiting list the housing office notifies the Garrison Command Group and the Soldier's chain of command to resolve the situation.

Housing Maintenance Board

Personnel who believe housing offered for assignment are in an uninhabitable condition, must report the matter to Chief, Facilities Management Branch, or the housing manager not later than the effective quarter's assignment date. Management A housing Representative will inspect the housing and make a determination of the adequacy of the housing. If management determines the housing are adequate, the sponsor will be given another opportunity to accept the assignment to housing. If the sponsor again refuses assignment, the housing manager will convene a "Housing Maintenance Board". The Housing Maintenance Board, usually consisting of the Director of Public Works and representatives from the USAG Wiesbaden Command Group. They will perform a site visit and develop a consensus of the suitability of the housing and submit their findings to the Commander, USAG Wiesbaden. If the Commander determines the housing are adequate for assignment, the resident will be given another opportunity to accept assignment to housing. Applicants will be entitled to retain their entitlement to TLA pending the outcome of the Housing Maintenance Board or Commander's decision. Recurring maintenance or minor repairs that would normally be accomplished through service orders during occupancy are not considered a justifiable basis for refusing assignment to housing.

Personal Expense vs. Government Paid Moves

Personal Expense: Personal expense moves are mostly related to change of authorization to move into larger housing (more dependents) or change in category due to promotion. Residents eligible to relocate may apply for other on post housing, provided they have 6 months remaining in the community. Applicants declining an offer of adequate housing will be removed from the waiting list. Residents may not reapply until their status changes again. Service Members will be added as a lower priority and their eligibility date will be the date of application. If being allowed to reside in PRH then a CNA must have been issued therefore is a government authorized move. Single Soldiers getting married and moving from Barracks to PRH, and Soldiers requesting moves from Private Rental Housing to Family Housing are usually considered moves for personal convenience and as such, will be at the resident's personal expense. "Personal expense" for the moves pertaining to this paragraph includes movement of household goods and housing cleaning.

Government Paid Moves: The following are considered moves for the convenience of the government and are usually considered government paid:

- Single pregnant Soldiers directed to move from barracks to AFH
- Single Soldiers getting married and moving from barracks into AFH
- Married couple living in Government housing, divorces, sponsor remains and moves back to barracks
- USAG Commander directs relocation to other Government housing or directs termination of housing, including relocations due to medical exceptions

All moves must be completed within five (5) business days.

Delayed Return of Family Members

In accordance with AR 420-1 and AE Suppl. 1 to AR 420-1, personnel may request authorization to leave family members in the community for up to 90 days after a PCS move to CONUS. Sponsor must submit a written request to the Housing Manager. Approval is not automatic. An extension beyond 90 days is rarely granted and requires IMCOM-E and Host Nation approval.

Advanced or Early Return of Family Members (ERD)

When families no longer reside together, sponsors must immediately terminate housing. Sponsors are obligated to inform the Housing Division of all Advanced or Early Return of Family Members actions and begin the process of quarter's termination. Personnel terminating housing due to Early Return of Family Members are not entitled to TLA or to Government contract cleaning.

Termination

Residents, who are clearing their Government housing due to a PCS, ETS, retirement, or by Government authority, are entitled to Government-contract cleaning. Residents are still required to perform some cleaning, i.e. removal of all personal belongings and

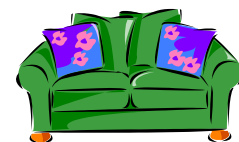
trash, removal of excess grease in the kitchen areas, removal of excess calcium deposits in and around sinks, cleaning of kitchen appliances. The Housing representative will provide detailed information during the pre-termination inspection.

Pre-Termination Inspection

Residents are requested to contact the Housing Office approximately 45 - 90 days prior to their anticipated departure from the community to schedule a pre-termination inspection. PCS, ETS, or retirement Orders are not required to schedule a pre-inspection. At the appointed date and time of the pre-inspection, an inspector will visit the housing and provide guidance to residents on their responsibilities for preparing to terminate their housing, i.e., cleaning standards, cleaning of all appliances (kitchen/laundry), toilets, tubs and sinks, etc.

Furnishings Clearance

During your pre-inspection your inspector will issue a copy of your furnishings hand receipt. Carefully review your hand receipt and ensure all furniture is accounted for. If there are any problems with your hand receipt you must contact the housing office and resolve discrepancies prior to your final inspection.



At the time you schedule your pre and final inspection, please order temporary furniture if required. Individuals, to whom government furnishings were issued, are liable for damage, destruction, or loss caused through negligence or willful misconduct by them or their family members, guests or pets. All furniture transactions for pickup, delivery or rescheduling can be arranged by contacting your housing counselor. There is a three business day lead time requirement.

Final Inspection



For residents transferring back to the United States, the final inspection can be scheduled as soon as the resident has a confirmed port call or scheduled departure flight. The final inspection will normally be scheduled three business days prior to the port call. Holidays and Military Training Holidays may require a resident to terminate his housing a day or two earlier, so residents should talk to their Housing Representative as soon as they have their port call.

Damages Occurring During HHG and Gvmt Furniture Delivery/Pick Up

In some instances damages to Government property i.e., walls, floors, stairwells, common areas have occurred during the delivery or pick up of the residents personal belongings or Government furnishings. For a case like this a Damage Report Form with phone numbers will be handed to you at move-in/out inspection. It is the responsibility of the resident to identify the damage (i.e. scratched, dented, etc.) and document it on the form with the signature of the contractor that caused the damage. The signed document has to be submitted to the Housing Office within ten working days. If you notice the damages after the contractor left, you have 48 hours to report it. Please ask your Housing Representative for a detailed information paper.

Power of Attorney

If approval is granted to utilize a power of attorney, the outgoing Soldier must present this document to the Housing Office. The statement must contain the following:

To act on my behalf and perform any and all acts necessary to clear housing and return government furniture, including the right to execute and deliver any documents necessary to effect the clearance of housing and return of government furniture and the authority to pay any and all necessary expenses imposed by the Wiesbaden Housing Office in order to secure complete clearance from my government housing located at

_____.
Address

The signature of the party requesting the power of attorney and the second party acknowledging her/his acceptance and understanding must appear on the special power of attorney.

In all cases in which the usage of a power of attorney has been granted, the Soldier's designated representative will take all steps necessary to ensure that the housing are cleared on or before the confirmed clearance date. Termination orders will be furnished to the Soldier at his/her duty station once housing have been cleared.

Temporary Lodging Allowance (TLA) Entitlement on Departure

Soldiers residing in AFH are entitled to a maximum of three (3) days TLA. This entitlement is authorized due to the Housing Cleaning Initiative (QCI) which was approved for overseas locations based on a substantial savings of TLA funds. Soldiers residing off post are entitled a maximum of 10 days.

TLA is not authorized before clearance of AFH or PRH and is limited to sponsors and authorized dependents only.

General Information Chapter 2

Conditions of Occupancy

The premises are for the sole use of the military member and dependents. Use of the unit for any other purpose is prohibited. Prior written consent must be granted to allow persons, other than temporary guests to reside in government housing. The Housing Division is responsible for all repairs not due to the abuse or negligence of the resident, their dependents, or guests during occupancy. The resident must promptly notify the DPW Service Order Section whenever the structure or the equipment or any fixture contained in the unit become defective, broken, damaged or malfunctions in any way. The assigned military member will be responsible for any damages or loss of property. The resident will not install or use any equipment that will overload any water, heating, electrical, sewage, drainage, or ventilation system of the assigned premises. The resident will obtain written consent from the Housing Division before making any alterations, additions, or improvement to their housing or common areas. Personally owned air conditioning systems are not authorized to be operated in Army Family Housing without specific written authorization from the Chief of Housing. All areas must be returned to their original condition at termination of housing.

Resident Responsibility

Living in government housing requires the utmost in cooperation among residents. All residents must fully support the Area, Building, and Stairwell Coordinator Program. Sponsors must ensure their family members and guests understand their role in being a good neighbor.

Renter's Insurance

Renter's insurance is an option that should be considered by all residents residing in government family housing. Sponsors are responsible for any damages to personal items as well as damages to the housing. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests. Residents are reminded that the government is not liable for personal property damage due to acts of God such as lightning and storm damage. You should evaluate different policies to ensure the proper amounts, and types of coverage, which will be provided.

Army Liability Statement

Soldiers are responsible for the actions of family members who reside with them, regardless of age. In addition, they are directly responsible for the actions of all their guests, domestic employees, and pets. The Soldier will pay for any damage to Government property by a Soldier's family member, guest or pet. Residents will give the Stairwell Coordinator and Building Coordinator their fullest cooperation in all matters concerning the common welfare of the residents of the building. Every effort must be made to eliminate friction and unpleasant situations by avoiding arguments, criticism and petty differences. All sponsors are required to sign an Army Liability Statement.

Leaving Housing Vacant

If you are going to be away from your home for more than seven (7) days, you are responsible for coordinating with an adult neighbor or friend to look after your home during the time you will be gone. Be sure that the person you are appointing is responsible and willing to take on this responsibility.

Please provide Family Housing and your Building/Stairwell Coordinator with the name of your point of contact, the signature of the point of contact accepting the responsibility for your home, and a day and night telephone number in case a problem arises. If the person will be staying in your home while you are gone, you must notify Housing first. Insure your point of contact knows where to call to report maintenance problems or emergencies.


Fire Prevention Inspections

The Building Coordinator, or a designated representative, is the Building Fire Warden. The Building Coordinator must attend fire safety training. An appointment for fire safety training can be made by calling the Wiesbaden Military Fire Department.

The Building Fire Warden shall conduct fire prevention inspections monthly. This designation should be posted on each stairwell bulletin board for general information. Emergency phone numbers shall be attached to this posting. The Building Fire Warden will seek out and eliminate fire hazards, unsafe practices, and careless or negligent acts by personnel. Residents will comply with posted fire regulations and may be liable for damages to government property caused by violations as stated in Chapter 25 of AR 420-1. Hazards and violations most commonly encountered during fire inspections in housing areas are as follows:

- ✓ Leaving ranges unattended.
- ✓ Children playing with matches and lighters.
- ✓ Children left unattended.
- ✓ Unauthorized combustible openly stored materials in stairways, hallways, i.e. flammable liquids, POV tires etc.
- ✓ Bridging and bypassing of fuses.
- ✓ Improper use and installation of electric appliances.
- ✓ Accumulation of litter, refuse, and combustible or hazardous materials in rooms, storerooms, attics, hallways, and cellars.

Energy Conservation

 Residents should be made aware of and practice energy conservation. The permissible temperature of 68 degrees F is the norm for Army Family Housing units during the heating months. Please note that during the daytime the temperature in homes can be 68 degrees F and at night the temperature is reduced to 55 degrees F. Space heaters are not authorized in government housing. During summer months residents are expected to use shading of windows and small room fans/ventilators to maintain comfortable room temperatures. In general climate,

conditions in Germany do not authorize use of air conditioning except in limited circumstances. Additionally rechargeable vehicles (motorcycle/automobile) are not authorized to be plugged into Army Family Housing power sources.

The US Army policy is to conserve our valuable resources. There are many good reasons to conserve the use of electricity, oil, and water:



- resources (natural and monetary).
- r pollution caused by burning
- othouse/greenhouse effect by reducing CO2 emission
- gy reduces dependence on natural resources

WATER

- Arrange proper repair of water leaking (call for service order).
- Do not use hot water if warm or cold water will suffice.
- Operate washer/dishwasher with a full load only.
- Do not pre-rinse dishes before putting them in the dishwasher (scrape-off food and empty liquids).
- Eliminate wasteful usage of water by taking showers instead of tub baths, showers typically use less
- one half the hot water required for a tub bath

ELECTRICAL APPLIANCES

- Setting refrigerators to save energy (Refrigerator 37 — 40 °F).
- Turn off lights in your apartment, storage rooms, and basements when not needed
- Replace paper wrappings with aluminum foil or plastic wrap, when storing food in the refrigerator.
- Turn-off PC monitor when unused.
- Turn-off PC and monitor at night
- Unplug electric appliances when not in use.
- Turn-off transformers when not required.
- Make sure your refrigerator and freezer door seals are airtight (call for service order if needed).

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.
- Raise shades, open curtains and let the sun-warmed air inside.
- Check caulking around windows and doors to prevent air infiltration.
- Never use your oven for space heating purposes.
- Portable electric (all types) space heaters are not permitted or authorized for usage in government housing.

Additionally:

Report promptly all malfunctions of utility systems, i.e., faulty electrical switches, broken windows and leaking faucets.

Open windows during the heating season only as required for apartment ventilation to prevent creation of mildew, and especially after each shower.

All family members must be actively involved in this endeavor for it to be effective. Parents should take the lead in setting the example for their children to follow.

Seasonal and Holiday Decorations



Everyone loves to decorate for the holidays. Remember do not overload electrical outlets. Seasonal lights/lighting can only be operated from 1700 - 2200 hours daily.

- Use only electric lighting sets that have the Underwriter's Laboratories Label (UL) or Host Nation (HN) "GS" and/or "TOV" sign.
- Never use indoor-only lighting outdoors.
- Never cover cords or electrical wiring with rugs or other materials.

Holiday decorations must be removed within seven days after the holiday. Cut trees, pine branches, and similar foliage and vegetation must be removed immediately if they become dry.

Ensure exterior seasonal/holiday decorations are properly secured to reduce accident or damage to personnel and property and are appropriate for all ages and not offensive in nature or gruesome.

Exterior seasonal lights, in general, are not to be turned on prior to sunset and are to be turned off by 2200.

Winter Holiday Lights and Christmas Trees

- Make sure Christmas trees are at least three feet away from all heat sources.
- Open flame candles on Christmas trees are prohibited.
- Christmas trees are known fire hazards. Freshly cut live Christmas trees and immediately place in a container filled with water. Maintain the water level above the cut surface the entire time the tree is indoors.
- Diagonally cut at least one inch above the original cut before placing in water.
- Keep a live Christmas tree moist and properly watered to prevent drying. Immediately clean up any spilled water to prevent damage to the floor.
- Keeping the room temperature as low as possible and placing the tree away from heat sources aids in prolonging the tree's life.
- Do not allow combustible material to accumulate under or near the tree. Do not place the tree near a door where a fire could trap occupants in the room.
- If you decide to buy an artificial tree, be sure it is marked as made of fire resistant or low-burning material is.
- Metal trees will conduct electricity; never use electrical lights on metal trees.
- Check all strings of lights carefully before placing them on the tree. Replace frayed cords, loose sockets, broken lights and worn connections before the string of lights is used.
- Exterior lights shall not be used/lit prior to the week of Thanksgiving.

Area, Section, Building and Stairwell Area Coordinators and Unit POCs for Unaccompanied Housing (UH) and Barracks will be held responsible for monitoring and maintaining compliance with the above guidelines.

Area/Section/Building/Stairwell Coordinators-AFH & Unit POCs for UH-Barracks

- Ensure residents of UH and Barracks are not using candles, wax warmers or incense burners in their rooms.
- Ensure AFH, UH and Barracks access to building emergency/fire exits, exit ways, and stairs are identified and are clear of obstructions and not locked, blocked or chained to render them inaccessible. The installed panic hardware must be in good operating condition.
- Ensure AFH, UH and Barracks building exit doors can be readily opened from the interior of the building at all times, and no unauthorized locking devices are installed.
- Inspect all fire extinguishers and ensure defective/empty and/or outdated fire extinguishers are exchanged at the Fire Department, Bldg 1001, Wiesbaden Clay Kaserne, 0611-705-5315/5883.

Lights must be turned off during the day time. Christmas trees normally are picked up and disposed of by the 10th of January each year. You will receive information on disposal points and dates each year.

Candles, wax warmers and incense burners

When left unattended or misused are a major cause of fires. Occasional use of these items is permitted only in the AFH.

Secure items safely within a suitable mount and ensure the area above, around and close to the area is clear of materials which are easily ignitable/flammable, such as drapes, decorations, clothes, paper items, etc.

Don't move candles when lit. Extinguish candles, wax warmers and incense burners before leaving and always make sure the flame is completely out. An adult must be in attendance at all times when such items are burning.

Continual and excessive use of these items, candles, wax warmers and incense burners, may create a heavy soot or wax build-up to your walls and ceilings which may go unnoticed until removing furniture and pictures. Any damage caused by build-up of soot or wax shall be at your expense. Removal of soot or wax to surfaces requires special and expensive preparation prior to painting.

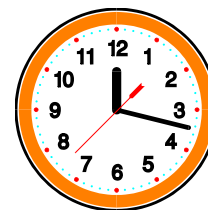
Never leave children alone with lit candles, wax warmers or incense burners.

The use of open flame candles is **prohibited** in Unaccompanied Housing and Barracks.

See Policy Letter #37 for more information.

Quiet Hours

The quiet hours are, daily from 2200 through 0700 hours, and all day on Sunday and German holidays. Quiet hours are host nation law and enforced by local military and German police authorities and apply at all Housing areas in the USAG Wiesbaden footprint. Residents must be considerate about the noise level, especially in stairwell units. At no time will the noise level either inside or outside an individual's housing be excessive. Exceptions are repair and/or improvement projects performed by DPW and authorized contractors. If a person inside their own housing with the entrance door shut can hear their neighbor's TV, stereo, or other electronic equipment, then the volume of that equipment is too high. Disagreements over noise should be brought to the attention of the Stairwell or Building Coordinator.



Visitors/Non –Family Member Residents in Government Housing

Visitors in a tourist status, who are guests of family housing residents, will be considered as guests for a period not to exceed 90 cumulative days, in any 365-day period beginning with the first day of visitation. Exception requests should be submitted through the housing office to the Garrison Commander for approval or disapproval. Multiple occupancy of Army housing by more than one family is not authorized.

Ceiling Fans

The use of ceiling fans in family housing units is not authorized. Ceiling height, structural integrity as well as the age and capacity of electrical wiring are all factors that are not conducive to this type of installation. For further information contact the Facilities Branch of the Family Housing office at 548-4405 or CIV 0611-143-548-4405. The DPW does not install ceiling fans.

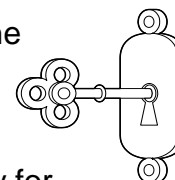


Air Conditioners

The use of air conditioners in family housing units regardless of the type, is prohibited. Residents requiring AC for medical reasons must first be cleared through the Wiesbaden Health Clinic and USAG Wiesbaden Housing Office. If an AC needed for medical reasons is approved the installation and removal will be performed by DPW on the residents expense. All AC installed without authorization will be removed at the owners expense.

Lockout Procedures

An emergency key for each set of government housing is maintained at the Directorate of Public Works. Residents who require access to their apartment during normal duty hours, from 0730 - 1600 need to call the work reception at DSN 548-4357, commercial 0611-143-548-4357. After duty hours the calls are transferred to the Fire Department. Charges apply for after duty hour calls. If DPW has to come and open the door or no key is available and the lock has to be broken or changed, the resident will be held liable.



Lost Keys

Replacement of lost keys will be made at the sponsor's expense. Requests for replacement keys must be made in person at the Housing Office in building 1023, Clay Kaserne. Residents need to process a cash collection voucher, or statement of charges through the Facilities Branch. No cash will be accepted.

Appliance Emergencies and Repairs

There is no emergency repair or replacement of Government furnished appliances after duty hours 1600 in on-post housing. This includes all day on weekends German and American holidays.

Residents will need to call the furnishings section of the housing office at DSN 548-4424/25 (or 0611-143-548-4424/25) during normal duty hours to request repair or replacement of the damaged appliance. Repair or replacement will not be on the same day the repair was called in. In the event that personal property becomes damaged the residents can file a claim with the Wiesbaden Claims office.

Clogged Drains



Residents may not pour grease, oil, or harmful liquids etc., down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate. In case of a clogged drain use a plunger which is available in the S.H.I.P. (Self Help Improvement Store). Do not unscrew the shower and bathtub drain under any circumstances. Improperly reassembled siphons will cause water leakages. These water damages are mostly not immediately visible and sometimes it takes days before you notice a wet wall or ceiling. Under these conditions you may be assessed charges for damages.

Outside Faucets

Outside Faucets need to be drained and stored inside the building no later than 01 October each year. Ensure that the outside faucet is turned off. Some housing have internal 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.

Balcony Areas

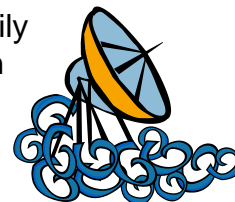
Balconies are not intended to be an additional storage room. Examples of items that will not be placed on balconies are i.e., refrigerators, deep freezers, washers, dryers, television sets, home stereos, luggage, boxes, grills and trash. Residents are encouraged to personalize their balconies but modifications must be temporary, easily removed without damaging or scarring the balcony areas, and in good taste.



- Drilling into the façade of the building or balcony rails or permanently altering any part of the balcony area is strictly forbidden.
- Hanging blinds or “sun shades” from the balcony above or from the building fixtures is not authorized.
- Flower boxes will be attached to balconies and can hang inside or outside the balcony. Objects, such as flower boxes or pots, will not be placed on the outside window ledges of apartment buildings as the risk of them falling off is too great.
- Balcony areas will not be used to kennel pets at any time.
- Barbecue (BBQ) grilling on balconies is prohibited. Charcoal burners and grills are not authorized for use on balconies.
- Balcony drains must be cleaned routinely by each occupant.
- All safety, quiet hours, and child supervision policies apply.

Antennas and Satellite Dishes

The government provides free basic cable TV service to each Army Family Housing unit. The installation of satellite dishes and radio/TV antennas in Government controlled on-post housing is strictly prohibited. Residents who have installed a satellite dish or radio/TV antenna will be required to remove the device and will be held liable for any damages to housing buildings or grounds.



Storage Rooms, Storage Cages in Apartment Buildings

Storage rooms must be kept clean, locked and free of materials which constitute fire/safety hazards (gasoline, charcoal lighter fluid, paints, propane gas bottles, gasoline lawn mowers, grills with propane gas, motorcycles). Basements and attics are not to be used for/as entertainment, party rooms, gym, kids play rooms, living and sleeping areas. Residents will not store excess government furnishings in storage rooms/attics and common areas. Storage rooms, basements and attics will not be used to house any personnel or animal. Attics are prohibited for use and storage. Electrical equipment is not authorized to be connected in the basement (such as freezer, refrigerator etc.).

Finished basements in duplex and single houses are excluded from above with the exception of usage as living space, such as bedroom.

The basements are flood area risks. Residents “SHOULD NOT” store valuable items that can be damaged by water in the basement storage rooms (such as clothes, furniture, rugs, antiques, electrical equipment etc.). In these specific cases, no claims will be accepted.

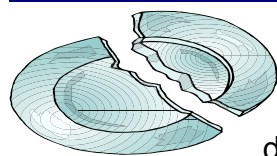
Basement Drains & Window Wells

Do not wash paint, gasoline, solvents, pet feces, toys etc. into the basement floor drain. Keep exterior basement windows and manholes clean and free of leaves and debris to prevent water damage and mold/mildew. This also includes exterior basement stairwell drains.

Common Areas & Stairwells

One designated common area in the basement can be used to store bikes, trolleys and patio furniture selected by the building coordinator. The Housing Office is in the process of renovating and reconfiguring basements to max the storage capacity for each apartment and eliminate the common areas. This will allow the residents to store their personal items in their assigned storage room. Residents and building coordinators are not authorized to lock common areas or rooms. It's prohibited to store any other items, equipment and material beside bikes, trolleys, grills and patio furniture in common areas. Hallways, entrance areas and stairwells are prohibited for storage including shoes and furniture. Common Areas, hallways and stairwells must be kept clean and free of items that would block the exit in an emergency. Stairwells have to be cleaned on a weekly base. Each floor should clean their section of stairwell on a rotating bases (landing down to next landing, first floor to the basement).

Fair Wear and Tear



Fair Wear and Tear (FWT) is defined as the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. FWT is not determined by family size or ages of dependents. An item that has to be repaired or replaced before it's full life expectancy has been reached due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond FWT. Some examples of items typically not considered FWT: Hand and fingerprints, stains, crayons, foodstuff or decorative finishes on painted surfaces that cannot be removed through normal cleaning, performing an unprofessional paint job, scratches and gouges due to furniture being placed directly against the walls, scratches, stains on floors, furniture, and appliances.

Prevention of Mold and Mildew

The on-post AFH buildings have double-paned windows for energy efficiency. In order to avoid mold or mildew, the humidity inside the apartments and houses has to be kept at a low level. Residents must ventilate their apartments/homes daily. Do not close the bathroom door following a shower and bath. The bathroom will benefit from the cross-ventilation of the apartment/house. If a cross draft is created for 10 minutes once in the morning once in the evening and especially after each shower, mold and mildew should not be a problem. Ventilating along with routine cleaning of tub/shower enclosures, sinks/backsplash, counter tops and windowsills will prevent mold and mildew growth. If mold and mildew is beyond a resident's capability to remove or covers a large area (greater than 2 to 3 square feet), contact the service order desk.

If mold and mildew develop; in order to remove it you may use the following:

Mold Removal:

Before you begin some of the removal methods listed below you will need to use protective items such as gloves and protective eyewear. Also, you will need the area to be ventilated while you work on removing the mold and for a time period afterwards to ensure any chemical fumes are removed.

Consumer Product made for Mold/Mildew Removal

Consumer grade bathroom/kitchen mold/mildew cleaner can be purchased at the PX or Commissary or on the economy. Open windows to ventilate the area while using bathroom/kitchen cleaners. Follow the manufactures directions on how to use the product.

Household Bleach

- Open windows in the bathroom and turn on or open the ventilation fan/shaft to have a well ventilated area, as bleach produces harsh fumes.
- Wear non-porous gloves and protective eye wear.
- In a bucket, mix 1 cup bleach and 10 cups water (1:10 mixing ratio).

For tub/shower enclosures, sinks/backsplash, counter tops and windowsills:

- Make sure to keep bathroom door and shower curtain/doors are **OPEN**
- Apply the solution using a spray bottle or by using a bucket and a sponge/cloth.
- Scrub the mold spots with the cleaning solution.
- Rinse with clean water to remove mold and bleach residue.
- Dry the area.

For painted areas:

- Apply the solution using a spray bottle or by using a bucket and a sponge/cloth.
- Lightly scrub the area with mold.
- Rinse with clean water to remove mold and bleach residue.
- Dry the area.

In bathrooms without windows:

- Keep the bathroom door and shower curtain/doors **OPEN**.
- Make sure the ventilation fan/shaft is on/open.

*****NEVER MIX BLEACH AND AMMONIA*****

*****NEVER MIX BLEACH AND VINEGAR*****

*****NEVER MIX BLEACH WITH ANY CHEMICALS*****

Mixing either ammonia or vinegar with household bleach produces gases which can be deadly.

Bleach is a corrosive chemical and it's best not to mix household bleach with other cleaning products as it may produce harmful chemical reactions. Bleach may damage the material it is used on.

Children and pets should be kept out of areas while being treated.

Alternatives to Bleach for Removing Mold

The following are alternatives to using household bleach which may not work as well or produce the desired results but are not as harsh as bleach.

Vinegar

- Pour distilled white vinegar into a spray bottle without watering it down.
- Spray the vinegar onto the moldy surface and leave it to sit for an hour.
- Scrub the mold spots with the cleaning solution.
- Rinse with clean water to remove mold and vinegar residue.
- Dry the area.

Any smell from the vinegar should clear within a few hours.

If you want to use vinegar to prevent mold growing on surfaces just spray vinegar on the surface and leave it. Repeat this every few days to ensure the surface will stay mold-free. You can even mop your tiled bathroom floor or other hard non-porous floors with vinegar if you are worried about mold growing on them.

Vinegar is a mild acid which can kill approximately 82% of mold species and it has the advantages of being natural and safe. Vinegar is non-toxic and doesn't have dangerous fumes like bleach.

*****NEVER MIX VINEGAR WITH HYDROGEN PEROXIDE*****

The combination of vinegar and hydrogen peroxide makes a harmful acid.

Baking Soda

- Add a small spoonful of soda to a full spray bottle of water, shake to dissolve it fully.
- Spray the solution on to the affected area.
- Scrub the mold spots with the cleaning solution to remove the mold.
- Rinse with clean water to remove mold and baking soda residue.
- Dry the area.

Baking soda has a pH of around 8-8.1, too high for mold to thrive, meaning it serves as a natural disinfectant.

An advantage of using baking soda is that it's relatively mild and contains no harmful chemicals, meaning it's harmless to your family and household pets, plus there's no risk of the treatment damaging your property. As well as killing the mold, baking soda also kills off unpleasant odors and it absorbs moisture.

Baking soda is effective for minor outbreaks, but is not as potent as bleach or other commercial mold removing products.

Entomology

Soldiers are responsible for integrated Pest Management in their housing. The first step is to remove food sources for pests, such as open kitchen garbage cans, food spills, used dishes, and cooking utensils left in the kitchen sink overnight, trash bags containing food, food crumbs on floors and furniture, and food remains on preparation and cooking surfaces. The second step is to attempt counteraction of pest infestation by using materials available at the Self Help Improvement Store. If these materials are not sufficient, the third step is a survey and treatment by Pest Control Services. Call 548-4357 or commercial 0611-143-548-4357 to submit a service order.

Hazardous Materials

Ensure the storage of hazardous substances such as fuel, oil, and antifreeze do not exceed five liters each per storage room and are stored in authorized manufacture designed containers.



Herbicide and Pesticide applications are restricted if the products can pose a negative impact to health, soil, and or plants. If uncertain, contact DPW at DSN 548-4357 or CIV (0611) 146-548-4357. All products applied must have European seal of approval.

Any unknown hazardous materials discovered, hazardous material spills, leaking containers or POVs, etc., must be reported to the Fire Department immediately.

POV vehicle maintenance repair will only be conducted at the DFMWR Auto Skills Shop. Restricted are repairs, which may result in the leak/spill/discharge of a hazardous substance into the environment. Adding oil or antifreeze is not considered as maintenance repair. Asbestos, radon, lead based paint related information and inquiries can be obtained from our DPW website.

Water Quality

Water is currently supplied by the City of Wiesbaden. Potable water in each area is tested regularly in accordance with the German Final Governing Standards (GFGS). Those tests are performed on a monthly basis. Analysis results show that all

installations within the Wiesbaden have a good potable water quality. All tested parameters are below the allowed limits of the GFGS.

Service Order Desk – Emergency Service Order or Not?

What is an emergency? An unexpected, serious occurrence or situation could cause injury, or harm to personnel, or cause serious damage to government facilities.

When do I call? Routine work must be called when first noticed during the regular duty day (Monday – Friday; 0730-1600), or if noticed after regular hours call it in the first regular work day. Emergencies must be called in regardless of the time of day or day of the week.

Whom do I call? Non-emergency: Service Order Desk at DSN 548-4357 or CIV (0611) 143-548-4357. Emergency: DSN 115 or CIV (0611) 705-115.

Residents should place maintenance calls in during the duty day and only bona fide emergencies should be called in after duty hours.

Service Order Desk hours of operation

Normal Duty Hours: Monday - Friday 0730-1600 please call the service order desk for repairs DSN 548-4357 or CIV (0611) 143-548-4357.

After Duty, Weekend and Holidays call the emergency service order number DSN 115 or CIV (0611) 705-115 to report an emergency. After 1600 Monday - Friday, all day Saturday, Sunday, and Holidays is considered an emergency. The dispatcher receiving calls during this time determines which calls are emergencies and which personnel should be called in to correct the problem. This is for emergencies only, not for convenience services.

Schedule an Appointment

When an appointment is made for DPW services, it is the sponsor's responsibility to be at their house/apartment for that appointment. If an appointment must be changed call the same number as originally dialed at least one (1) workday prior (or as soon as possible) and reschedule.

Fire Reporting – Wiesbaden

DSN – 117
CIV 0611-705-117

All fires must be reported without delay, regardless whether or not damage is sustained.

Emergency phone numbers are required to be posted at every official telephone, in all family housing.



Fire Prevention

The family housing sponsor is responsible for life safety in the housing and personal storage areas, and for familiarizing family members with life safety procedures. As a minimum, family members must know how to report a fire and how to evacuate the building. In case of fire you must vacate the building and immediately call the Fire Department

Stoves and cooking ranges will NEVER be left unattended when in use, and will be maintained by the occupant in a clean condition, free from grease.

UNATTENDED COOKING IS THE LEADING CAUSE OF FIRES IN THE WIESBADEN COMMUNITY.

Kitchen exhaust hood filters will be kept clean and free from excessive grease accumulation. Unserviceable filters must be replaced.

Smoke detectors will be tested monthly. The sponsor is responsible for the completion of smoke detector tests. Smoke detectors will not be tampered with, nor will they be removed from their installed locations.

Fire Alarm System connected Smoke detectors, without any test button, shall not be tested by occupant, because any manipulation will cause false alarm or trouble on the system.

PICTURES OF DIFFERENT SMOKE DETECTORS



Caution: Hard wired smoke detectors are not connected to the fire alarm system. When they activate they will only provide a local alarm within the apartment. In case of fire you must vacate the building and immediately call the Fire Department

Open Fires in Housing Areas

No open fires such as campfires, bonfires, trash fires, fire baskets, vegetation fires, etc. are authorized, regardless of their size without prior written authorization. Prior inspection and written approval by Fire and Emergency Services (Fire Department) are required; permit will be issued by the fire prevention office.

The following prerequisite fire safety procedures will be adhered to when permit is issued by the fire prevention office:

- a. Place open flames or fires at least 50 feet away from any structure.
- b. Burning rubbish, plastic or any toxic material is prohibited; burn only paper, cardboard and wood.

- c. Do not empty hot ashes onto grass, hedges or into trash containers.
- d. The use of any flammable liquid (petrol or spirits) is prohibited when lighting fires.
- e. Never leave open flames or fires unattended; minors (under 18) must be supervised by a responsible adult at the scene. Always have a bucket or water and/or a fire extinguisher nearby.

Self Help Improvement Store (S.H.I.P.)

The Self-Help Improvement Store allows you to accomplish minor upkeep and repair work in a timely manner at your convenience (no more waiting for the maintenance workers to show up). Participation in the Self-Help program is mandatory.

Use of S.H.I.P.:

- Available to Building Coordinators, their designated representatives; and housing residents living in on post government owned housing.
- Obtaining maximum use of available resources to maintain living conditions and general appearance of facilities in a serviceable and functional condition.
- Includes the repair work that you can realistically be expected to perform.

By performing the minor maintenance of your housing, DPW's maintenance workers will be available to perform repairs requiring professional skills in a more timely fashion. Additionally, if you learn how to perform minor maintenance work in your housing, you will ultimately be a more successful "homeowner" in the future when you buy a home.

The Self-Help Improvement Store is located at Mississippi Strasse, building #7802; DSN 548-4072/73, CIV 0162-270-4315.

Grounds Beautification: Flowerbeds may be planted as a self-help beautification effort in designated areas. The planting of trees and shrubs is prohibited. This includes small cypress and thuya which will grow to trees or hedges. Planting of trees, shrubs and hedges is the responsibility of the DPW and will be accomplished as part of the landscape program, in accordance with the Installation Design Guide.

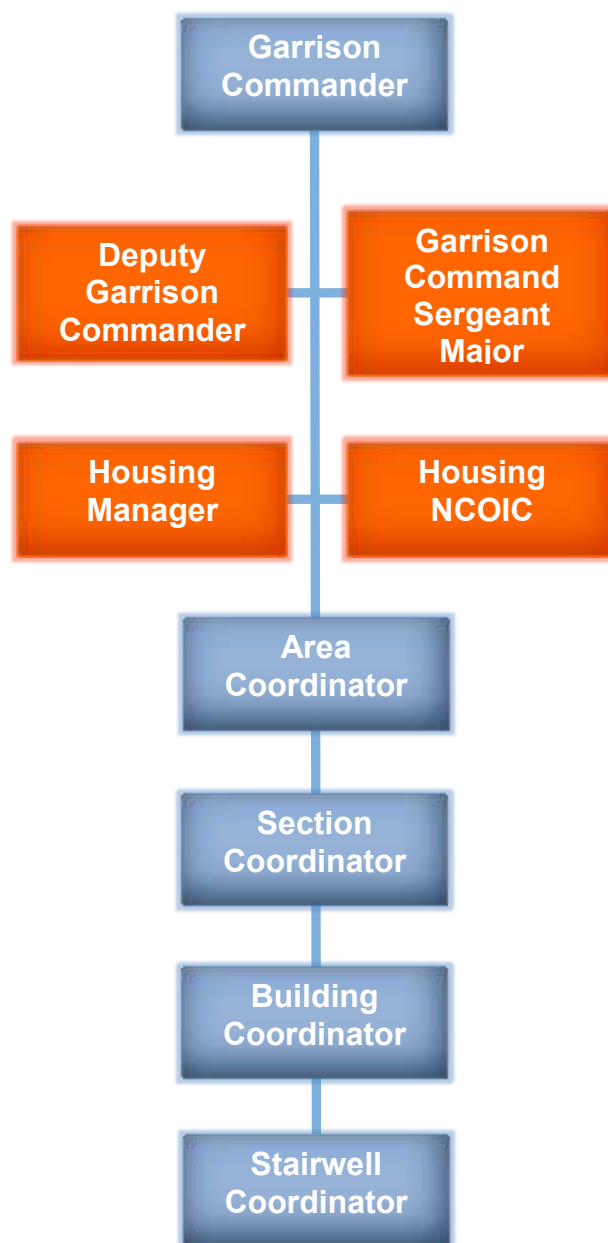
Unfortunately, vegetable gardens are not authorized in Army Family Housing Areas; unattended gardens present a health hazard and attract rodents that will enter into housing buildings. Residents can grow vegetables but they must utilize flower pots or flower boxes.



Spring and Fall Cleanup

Once in spring and once in fall the USAG Wiesbaden sponsors a neighborhood cleanup program. During the spring the Housing Facilities Branch normally provides flower vouchers which allows building coordinators to pick up selected flowers in a close by market garden. The vouchers are free of charge but limited to a certain amount and other plantings for beautification of the housing areas. All residents (including spouses) are required to participate in fall/spring clean-up. Watch for flyers throughout the year listing the times and dates for these events.

Supplies and tools are available through the Self-Help store. On the day that is designated by the garrison commander, all residents are required to be in their housing for Spring/Fall clean-up. This is the military sponsor's place of duty.

Housing Area Chain of Command

The Housing Area Chain of Command should be used for the resolution of any complaints or disputes that may arise within a housing area. The blue boxes reflect the Chain of Command; the orange boxes reflect the support chain available to Area Coordinators. All problems or disputes within a housing area should be elevated to the next level of command as shown. Building Coordinators are responsible for posting the Chain of Command in each stairwell.

Area Coordinators, Section Coordinators, Building Coordinators, Stairwell Coordinators and the Garrison Command group may issue warning notices to residents who fail to fulfill their responsibilities or who are in violation of this directive or other applicable directives.

The Housing NCOIC or Housing Manager, upon request of an Area Coordinator, will issue a formal warning letter. If subsequent warning letters are necessary, they will be from the USAG Wiesbaden Commander to the sponsor through his/her Brigade and/or Battalion Commander.

Repeated violations of housing or any other garrison policies can result in involuntary termination of Government housing (eviction) and/or revocation of command sponsorship and early return of dependents (ERD) to the United States.

The Garrison Commander, serves as the Installation Coordinator for all government family housing areas in Wiesbaden. The Garrison Commander manages the housing areas through the Area and Section Coordinators to maintain a high quality of life for housing residents and acceptable standards in facilities and on grounds.

The USAG Wiesbaden Commander or designated representative (Housing Manager) will appoint, in writing, Area Coordinators. The senior area/building resident with at least one year remaining prior to their DEROS will typically be appointed as the Area Coordinator.

Building coordinators are appointed in the same fashion by the housing manager. The appointment as Area Coordinator or Building Coordinator will continue until such time as officially relieved from the appointment. The appointment will typically remain in effect for a minimum of one year, even though a more senior resident may be assigned to the building.

Additionally, chaplains, lawyers, Inspector Generals, and staff doctors normally will not be appointed as Area Coordinators or Building Coordinators. Single/unaccompanied personnel that reside in family housing units that have been diverted to Unaccompanied Personnel Housing (UPH) housing also will not be appointed these duties, but will still be responsible for stairwell duty.

The Housing Manager will appoint Building Coordinators in writing. The Building Coordinator will typically be the senior resident of the building that has a minimum of 12 months remaining prior to his/her DEROS.

Building Coordinators must appoint an Alternate Building Coordinator and Stairwell Coordinators. Stairwell Coordinators will usually be the senior resident of the stairwell.

All appointments will be made in writing and a copy of the appointment order will be provided to the housing office, as well as a current email address.

Area/Section Coordinators

Area Coordinators work to resolve problems and conditions brought to his/her attention by the Section and Building Coordinators. Any items the Area Coordinator cannot resolve will be forwarded to the USAG Wiesbaden Commander. The Area and section Coordinators conduct meetings with Stairwell and Building Coordinators to discuss and resolve common problems, improvements, and suggestions to improve the quality of life for all residents.

Building Coordinators

The Building Coordinator works to resolve problems and conditions that the Stairwell Coordinator brings to his/her attention. The Building Coordinator conducts biweekly inspections of the building and grounds ensuring that all fire and safety standards are met.

Stairwell Coordinators

This person deals directly with the resident in resolving problems, disputes, and other matters within the stairwell. This is your first step in solving any problems or conditions that may occur while residing in Government housing. The Stairwell Coordinator informs the residents of their duties and responsibilities regarding conduct of family members, pet control, parking, and updates the stairwell bulletin board with information relative to your community. Additionally, Stairwell Coordinators are responsible for submitting service orders for deficiencies in common use areas. Coordinators are also responsible for ensuring compliance with policies and procedures described in this handbook.

Unit Points of Contact (POCs) for UH and Barracks

There are four primary entities responsible for managing an installation's UH program – the Military unit, the Soldier, the garrison Housing Office, and the DPW.

The units chain of command must take an active role in knowing how Soldiers live and be responsible for their well-being. Leaders are responsible for ensuring good order and discipline are maintained at all times in UH. The chain of command has the authority and responsibility to conduct no-notice inspections to ensure that conditions in UH provide the best QOL for all residents.

- Assigning and terminating rooms
- Issuing room furnishings hand receipts
- Moving and handling furnishings 1 for 1 replacement
- Coordinating quarters assignment outside of unit footprint
- Key control
- Providing Soldiers access to locked out rooms
- Providing custodial services for common areas
- Inspecting quarters during assignment/termination

Soldiers are wholly responsible for the housekeeping and maintenance of their quarters. Housekeeping includes the general cleaning and up-keep of the barracks room,

protecting the Army's facilities investment by ensuring maintenance tasks are identified and reported, and promptly reporting incidents of vandalism and neglect of facilities, furnishings and equipment promptly to the chain of command. Soldiers will take an active role in promoting energy conservation within their assigned quarters by turning off all lights and electronics in their room when not in use or occupied. The resident Soldier's primary responsibilities in the UH include:

- Following established rules of conduct and joint occupancy of living in quarters
- Regularly cleaning of the latrine (including shower/tub, commode, sink, floors, windows)
- Regularly cleaning of the kitchenette and all appliances (inside and out)
- Keeping the kitchenette free of debris and/or trash
- Regularly cleaning of the floors
- Regularly maintaining living space in a high state of police and organize at all times
- Reporting any required DMO leadership

The garrison Housing Manager serves as the primary point of contact (POC) and subject matter expert (SME) for UH.

The DPW is responsible for the planning, programming, sustainment, maintenance, and repair of UH. Facilities sustainment provides resources for M&R

Policies Chapter 3

The following are abbreviated versions of the current USAG-Wiesbaden policies. The complete policies are available on request or at www.Wiesbaden.army.mil

Policy and Procedures for Residing in Family Housing

Policies establish responsibilities and procedures for personnel residing in government-controlled housing. It includes the responsibilities for the community area and building coordinator program. This policy is intended to serve as a consolidated, "one-stop" reference, which will ensure that all residents are provided the pertinent "rules of the road" concerning living in government-controlled housing. The policy could also be described as a guide to "living well" in Wiesbaden housing or as a set of "community by-laws." Ultimately, it is intended to improve the quality of life in family housing by ensuring we have well-informed families who understand the various policies affecting "living well" in housing.

Housing Based Home Business

If you are considering operating a home-based business from your Government housing, you must request prior approval from the Garrison Commander. Requests must be in writing routed through the Housing Division to determine the proper procedures for operating a business. Type of business, expected customer load, and any equipment used must be included in the request. Approval by the Garrison commander is required for all commercial endeavors. All business activities are subject

to host nation tax, business licensing laws, and are explained fully in AE Regulation 210-70.

Domestic Employees

Described as maids, nannies or housekeepers, sponsors may hire domestic employees to work and reside in sponsor's Government housing, under two conditions: Compliance with Army policy and compliance with German law. Sponsors must request approval from the Housing Manager to allow a domestic employee to reside in AFH with the sponsor and his/her family. A move to larger housing, requests for additional furnishings and other housing entitlements to accommodate the domestic employee, will not be considered. Allowing Domestic Employees access to the installation without proper clearance through the Access Control Points is a violation of the USAG security policy and is punishable under the UMCJ. Domestic employees have no entitlement to additional Army benefits or privileges. Please ask the Housing Office for policy guidance and detailed procedures.



Child Supervision

In consistent with AR 608-18 and DA Child and IMCOM child-supervision policy. This policy is based on a child's grade in school, not the child's age. In all cases, parents are responsible for assessing the individual capabilities of their children, especially if the children have special needs, before deciding on appropriate supervision options. During summer, children are considered to be in the grade they have just completed.



Swing Sets, Trampolines, Tree Play Houses, Garden sheds, car ports etc.

Outdoor play equipment is not authorized. Installed play equipment must be removed. Construction of garden sheds, car ports, tree houses etc. is also prohibited as per Command Policy Letter #35.

Swimming Pools

The use or installation of swimming pools is not authorized in Government owned housing. Responsible adults are unable to provide the required supervision at the pool at all times. Pools are typically unfiltered becoming dirty quickly and provide a haven for mosquitoes to hatch which is a health hazard. Small, very shallow "wading pools" are authorized with the written approval of the Garrison Commander. They must be emptied daily. See Policy Letter #35 for more information.



Trampolines

Residents are authorized to erect and use trampolines in Army Family Housing. However, with this use of trampolines comes the responsibility to ensure that it is

installed correctly and that it is safe for use. See Command Policy Letter #35 for detailed information and how to request approval.

USAG Wiesbaden and the Housing Division want you and your family to be safe when using trampolines. Residents should follow the safety steps outlined below to help prevent serious trampoline injuries, especially sprains, fractures, scrapes, bruises, and cuts.

- Allow only one person on the trampoline at a time.
- Do not attempt or allow somersaults.
- Do not allow trampoline to be used without shock-absorbing pads that completely cover the springs, hooks, and the frame. Trampoline pads are notorious for breaking loose and not staying in place.
- Place the trampoline away from structures and other play areas. Use shock-absorbent material on the ground around the perimeter.
- Do not use a ladder with the trampoline because it provides unsupervised access by small children. No child under 6 years of age should use a regular-size trampoline. Secure the trampoline to prevent unauthorized and unattended use.
- Always supervise children who use a trampoline.
- Although not required it is recommended that residents owning trampoline have insurance to cover damages or injuries caused by the trampoline.

USAG Wiesbaden will notify residents to remove trampolines that are not installed correctly or are a safety hazard for use.

Playgrounds

Playgrounds in our housing areas are a place for children to play and have fun. Parents are to ensure children are properly supervised and safety is observed at all times. DPW performs routine inspections to ensure equipment is working and safe. No pets are allowed within 50 feet of playground areas. We ask that residents assist in maintaining and removing trash from playgrounds and report any vandalism or damages to the housing office or DPW for repair.

Gazebos

Gazebos have been placed throughout our housing areas and are open for everyone to use. Therefore personal items should not be placed under or around gazebos for extended periods of time. Residents wishing to reserve a gazebo for a specific event or time in their area can do so through the Area Coordinator. The person scheduling the gazebo has the responsibility to clean up the gazebo and surrounding area after the event and dispose of any trash; trash will not be left at the gazebo. The Area Coordinator will schedule the gazebo, inspect the gazebo area prior to use, sign the area over to the resident and will re-inspect the area prior to clearing the resident.

Occupancy of Government Housing During Deployment

Deployed Soldiers are authorized and strongly encouraged to keep their Government Controlled Housing (GCQ) for the duration of their deployment. Family members may

remain in GCQ until the sponsor returns from deployment. Spouses who remain in their assigned housing assume responsibility for the housing.

Soldiers who elect advance return of family members to the Continental United States at Government expense, are eligible to reapply for housing upon return from deployment if the Soldier has a minimum of six (6) months remaining in the command. Return of family members from CONUS to OCONUS is at the Soldier's expense. Service Members should make arrangements for someone to look after their housing while deployed. They should inform the housing office prior to their departure and an annotation will be made in their file. Please call the Housing Office and Finance for more information on your entitlements.

Child Care in Government Housing

Family Child Care (FCC) certification is a requirement in order to provide childcare in government owned or leased housing. A FCC home is a certified housing unit under jurisdiction of the USAG Wiesbaden, in which authorized childcare is provided on a regular basis to one or more children unrelated to the care giver. Under the provision of AR 420-1, individuals providing childcare without FCC certification jeopardize their authorization to reside in government housing. For information contact the Child Development Services, DSN 548-9310/9311, commercial 0611-143-548-9310/9311.

Yard and Similar Sales

Yard and similar sales are governed in USAREUR by AE Regulation 550-175. Residents wanting to conduct a Yard or similar sale, must go through Housing Office to obtain approval to conduct the sale.

The Housing Office will provide information on the conduct of the sale, advertisement rules/policy and proper clearing of the site upon completion, after receiving a written request and approval, the request will be kept on file at the housing office. Residents in government housing are the only individuals authorized to conduct yard, or similar sales. Such sales must be in their own yard and in an area specifically approved by the housing office, sales will not be conducted in basements or building common areas.

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 not privileged ID -card holders is not authorized unless permitted in accordance with section III of the aforementioned publication.

Parking Policy

Parking in the stairwell Housing Areas of Crestview, and Aukamm is "first come, first served". For Clay Kaserne and Housing Area, the assignment of parking spaces is based upon the upper level apartments getting the closest parking space to the stairwell entrance. The only exceptions are for handicap family members where the Housing Office can provide guidance. Vehicles will not be parked where they block access to

trash containers, driveways, fire hydrants or other safety devices, nor will vehicles be parked on lawn or seeded areas. Vehicles that impede the flow of traffic or cause an immediate safety hazard are subject to towing at the expense of the owner.

Car Washing

According to local law, whether in Family housing, streets or parking areas, cars may ONLY be washed using a bucket of plain water. No soaps or detergents are to be used and water hoses are not permitted. Personal Owned Vehicles (POVs) can ONLY be washed at the Host Nation approved Car Wash or the FMWR facility on North Clay. If this is not convenient for the resident, then there are alternate locations within the economy similar to American car washes as options.



Smoking in Common Areas of Government Housing

In accordance with Army Regulation 600-63, Chapter 4, smoking of cigarettes, cigars, and pipes is prohibited in all common areas of Government-controlled housing (i.e., stairwells and stairways, laundry rooms, basements etc.) Smokers will be considerate of others when using tobacco products outside residential buildings and not smoke directly outside the windows or door entrances of residents and are responsible for proper disposal of cigarettes butts.

Pet Policy

Pet ownership brings great joy to many people in our community. It also brings several responsibilities. Pet ownership in government housing is a privilege and is granted to residents based on their ability to meet responsibilities. Pet privileges are subject to revocation in specific instances of policy violation. See Command Policy Letter #15.



Owners must register their dog or cat with the post veterinary clinic within two weeks after acquiring the pet or the arrival of the pet at the sponsor's duty station. The owner must present evidence of the pet's current vaccinations at the time of registration, maintain a record, and update required vaccinations, as necessary. Pet owners must ensure that their pet's rabies tags are worn all the times.

Pets will be on a leash when outside of government housing. All pets, when outside of housing, will be accompanied by the owner or responsible representative capable of controlling the pet. Young children under the age of twelve without adult supervision may be considered incapable of controlling the pet.

Pets that are known to bite will be muzzled and kept on a short leash, no longer than six feet, to ensure proper control of the animal, when outdoors. An adult Family member will walk aggressive animals in order to better maintain control and better avoid an incident. Animals which habitually bite, scratch, attack or otherwise threaten people without provocation are a menace and will not be allowed in government facilities. A

severe incident is cause for removal of the offending animal, regardless if there are no previous incidents.

There are specific restrictions regarding class II canines. Some of the host nation restrictions are at the national level and there are additional restrictions that have been imposed at the state and local level. As with all other areas of living in Germany, U.S. Forces must comply with local requirements. There are some aspects of local requirements that have been adjusted specifically for U.S. Forces and DA Civilians covered under the SOFA agreement. Below are the local requirements and exceptions.



Registration Requirements

The Wiesbaden Ordnungsamt (Security Office) requires that dangerous dog breed owners assigned to the U.S. Forces and DA Civilians in Wiesbaden register their dogs with the city. This can be done by filling out a registration form which can be obtained from the vet clinic and bringing it to the local Ordnungsamt (Security Office), along with a copy of their orders. The registration fee for these dogs has been waived for U.S. Forces and DA Civilians. The address for the Ordnungsamt (Security Office) is: Alcide-de-Gasperi-Straße 2, 65197, Wiesbaden.

Temperament Test / Competency Test (wesentest / sachkundeprüfung)

The above no-fee registration is a basic registration. Owners of these dogs with only this type of registration are required to keep these dogs muzzled and on a leash no longer than 2 meters when in public. There is an additional license that may be obtained from the Ordnungsamt (Security Office) if temperament testing requirements are met. The requirement is for a temperament test (wesentest) and an owner competency test (sachkundeprüfung) to be performed with passing results. These tests are performed by a locally licensed tester (link to list), and are usually performed together. Fees for the temperament test are variable and are the responsibility of the dog owner. Once passing results are obtained, owners may then bring those results to the Ordnungsamt (Security Office) and apply for a permit to allow the dog to be unleashed and unmuzzled in public. The fee for that permit is 20€. These animals are still required to be leashed on garrison controlled property. The only exception to this is if the dog passes the aforementioned test at which time they can be off the leash while in the dog park located in Hainerberg housing area.

Dangerous Dog Breeds

Pitbull Terrier or American Pitbull Terrier
American Staffordshire Terrier or Staffordshire Terrier
Staffordshire Bullterrier
American Bulldog
Dogo Argentino
Fila Brasileiro
Kangal (Karabash)
Caucasian Ovcharka
Rottweiler
Any crossbreed or mix of the breeds above

Residents may be subject to immediate loss of pet privileges if:

- (1) A dog is found to be a prohibited breed or specific restrictions regarding class II canines are not followed.
- (2) A dog physically appears to be a class I canine, and the owners are unable to prove the dog is an allowable breed.
- (3) A dog shows aggression to the extent the garrison commander determines it is a danger to the community.

German law imposes **liability** on the animal owner or keeper for damages to public or private property, and personal injury caused by the pet, whether the animal is in the owner's possession, lost or abandoned. Liability insurance for pets is recommended and may be purchased. It is recommended to have the policy reviewed by Staff Judge Advocate.

Pet owners are responsible for the humane treatment of pets in their care and shall provide adequate shelter, nutrition, medical care and companionship for their pets. This Command prohibits the inhumane or abusive treatment of animals and shall take immediate action when owners are negligent in care or supervision to have the pet removed from the area.

Per German law, animals have to have at least two (2) hours of human contact twice a day. German law, also requires owners not to leave a pet without human companionship for extended periods of time during the day. An extended period of time, should be considered periods of time exceeding eight (8) to ten (10) hours per day, even when the pet has access to proper food and water. At no time will pets be left unattended in government quarters for extended periods of time during a day. Owners are responsible for making arrangements for the care of the pet when gone for an extended period of time to include TDY, deployment or leave. Owners with questions should consult the garrison veterinarian.

The owner is liable for animal abandonment or animal disposal by inhumane means. Animal maltreatment may result in disciplinary action. Pet owners may be liable under Army regulations and/ or host nation civil laws, for any damage to property or injury to persons caused by an animal, whether the animal is in the owner's possession, lost, or abandoned.

In cases where owners of pets are negligent in the care or supervision of their pets, immediate action may be taken to determine if it is necessary to have the Soldier and/or pet or pets removed from government housing.

Control of Pets

Leashes, including retractable leashes, will not be over 16 feet long. Pets will always be kept on a leash when outside the owner's government quarters, unless in the fenced yard of the owner's government quarters. No pet is permitted to run loose or off leash. The definition of a stray animal is an uncontrolled dog or cat, which is homeless,

ownerless, or is a privately owned dog or cat allowed to roam without restriction. Pets will be exercised (walked or run on a leash) outside of the immediate vicinity of the housing area, and a minimum of fifty feet away from residential buildings and signed playgrounds.

Dogs and cats will not be allowed to relieve themselves on balconies or playgrounds, basements, stairwells, apartments or within fifty feet of residential buildings. Pet owners will clean up excrement from their pets. Pet owners are responsible for carrying the means and supplies needed for immediate pet toileting clean up and disposal.

All community members are encouraged to help keep their buildings, sidewalks, yards, and playgrounds cleaned of pet excrement which can create various hazards. Any individual who witnesses a violation should attempt to correct the violator when possible, and report any person who fails to comply with this policy to stairwell or building coordinator.



It is prohibited to leave dogs or cats in Government housing unattended while TDY or on leave. It is prohibited to leave pets on the balcony or in the yard when nobody is home.

The breeding of pets on government property is prohibited. More than one litter per year is considered a commercial enterprise. Offspring kept longer than six months count against the two pet limit. Construction and maintenance of kennels is prohibited.

Pets will be fed only in the resident's quarters or fenced-in yards and not on landings, balconies or in stairwells. Pets must be kept indoors at night. Pets will not be locked in a spare room in any house or apartment, storage room, or building common areas. Outdoor housing for pets is prohibited.

- ⊗ Electronic shock collars (E-Collars) used to train/discipline or exercise a pet are prohibited. E-Collars cause considerable pain, suffering or injury to the animal and falls under German animal protection laws.
- ⊗ Declawing, tail docking and ear cropping is also restricted under German animal protection laws, unless extreme circumstances exist and are medically warranted. Some breeds of hunting dogs which meet various requirements may be allowed to have their tails docked. Declawing, tail docking and ear cropping for purely cosmetic purposes is restricted.
- ⊗ The feeding and/or sheltering of abandoned or stray animals is strictly forbidden. A stray animal is defined as any domestic animal that is not under the control of an owner. Personnel who provide food and/or shelter place themselves and the community to health and safety risks. Personnel should not approach stray or abandoned animal(s) but should call the MPs and report any stray or abandoned animal(s) located on the installation or in the housing areas.

Dead animals

If a pet passes away in AFH, contact the VTF for disposal options. Depending on the method chosen by the owner, the VTF may charge for disposal of the animal. Burial of the animal is strictly prohibited by German law. If organizations performing post cleanup find a dead animal(s), before touching the animal, contact DPW for disposal instructions. Dead wild/stray animals should never be picked up without gloves.

The Separate or Recycle Trash (SORT) Program

Recycling is the law in Germany and, as guests; we must abide by host nation laws. Generally speaking, host nation ordinances require the separation of trash at the point of generation, i.e., our homes.

Military personnel caught violating the community policy may be subject to action under the Uniform Code of Military Justice (UCMJ) and civilian personnel may be subject to action under the United States Army Europe Regulation 27-9, Misconduct by Civilians.

Government Housing Residents can use the Clay Kaserne Recycling Center

Mondays – Fridays 1200 - 1530

Thursdays 1200 - 1800

2nd Saturday each month 1000 – 1600





[Closed on U.S. and German holidays.]

Bulky items such as furniture, carpets, etc., can be taken to the recycling center or collected at the curbside every first Monday of a month. Bulky items will not be placed in the household waste or placed beside these containers. A special bulk pickup can be arranged by calling DSN 548-4030. If no one is available to answer your call, please leave a message on the answering service stating your name, your address, your daytime telephone number and a short message.

Most household hazardous substances can be taken to the Clay Kaserne Recycling Center for proper disposal. Do not place hazardous substances in the solid waste disposal system or down the drain. Hazardous substances are considered dangerous to health and/or the environment and usually are described by any of the following: flammable, irritant, corrosive, reactive, poison, explosive, or water endangering. Common examples include paints, solvents, antifreeze, batteries, brake fluid, fuels, oven cleaners, disinfectants, and motor oil.

Please ensure the trash cans are placed on the sidewalk no later than 0630 on Pickup day in Newman Village and duplex/single houses.

SORT Guide

Paper & Cardboard	Packaging Materials (Yellow bag)	Bio Waste	Glass	Residual Waste
				
This includes: <ul style="list-style-type: none"> ✓ Books ✓ Brochures ✓ Cardboard (flattened) ✓ Catalogues ✓ Magazines ✓ Newspaper ✓ Office paper ✓ Paper packaging ✓ Writing paper 	This includes: <ul style="list-style-type: none"> ✓ Aluminum foil ✓ Beverage cans ✓ Plastic bottles & cups ✓ Plastic bags ✓ Plastic foils ✓ Styrofoam ✓ Tetra Packs ✓ Tins & cans 	This includes: <ul style="list-style-type: none"> ✓ Coffee grounds with filter paper & tea bags ✓ Food leftovers ✓ Eggshells, bones, hair ✓ Fruits & vegetables ✓ Leaves & grass ✓ Tree & hedge cuttings ✓ Paper napkins/towels ✓ Potted flowers/plants 	This includes: <ul style="list-style-type: none"> ✓ Bottles (glass) ✓ Broken drinking glass ✓ Conserving jars ✓ Marmalade jars Drop off at: <ul style="list-style-type: none"> ⇒ Drop off glass by color (white/green/brown). ⇒ All other colors go as green. 	This includes: <ul style="list-style-type: none"> ✓ Animal litter ✓ Ashes ✓ Broken items ✓ Cigarette butts ✓ Diapers ✓ Dirty recyclable trash ✓ Dust & dirt ✓ Porcelain ✓ Tissues
This does not include: <ul style="list-style-type: none"> ⊗ Carbon paper ⊗ Coated paper ⊗ Dirty paper ⊗ Tissues/paper towels ⊗ Wallpaper ⊗ Waxed paper 	This does not include: <ul style="list-style-type: none"> ⊗ Glass ⊗ Clothes ⊗ Broken household appliances ⊗ Paper & Cardboard packaging 	This does not include: <ul style="list-style-type: none"> ⊗ Diapers & animal litter ⊗ Charcoal & ash ⊗ Dust & cigarette butts ⊗ Vacuum cleaner bags ⊗ Wood (treated) 	This does not include: <ul style="list-style-type: none"> ⊗ Bottle tops & caps ⊗ Glass from windows, Mirrors, or cars ⊗ Lead & crystal glass ⊗ Light bulbs ⊗ Ceramics, Porcelain 	This does not include: <ul style="list-style-type: none"> ⊗ All types of packaging ⊗ Glass ⊗ Paper & Cardboard ⊗ Batteries ⊗ Hazardous waste ⊗ White waste

Note: Please place your waste container outside for pick-up the evening prior to or before 0600 hrs on the scheduled pick-up date.

Bulk Waste	Clothes & Shoes	Electronic Waste	Batteries (household type)	Hazardous Waste
				
This includes: <ul style="list-style-type: none"> ✓ Furniture & household items too big for normal waste bins ✓ Bedsteads, mattresses ✓ Couches & chairs ✓ House & garden furniture ✓ Carpets ✓ Tables & cabinets 	This includes: <ul style="list-style-type: none"> ✓ Clothes & shoes (in pairs) not longer needed but still usable 	This includes: <ul style="list-style-type: none"> ✓ Electric tools ✓ Electric toys ✓ Hair dryers & shavers ✓ Toasters, coffee machines ✓ Household appliances (microwaves, refrigerators, stoves, ...) ✓ Phones, radios, MP3 players, calculators, cameras, clocks, ... ✓ TVs, PCs, monitors, printers, fax machines 	This includes: <ul style="list-style-type: none"> ✓ Used household dry cell batteries 	This includes: <ul style="list-style-type: none"> ✓ Antifreeze ✓ Battery acid, lead ✓ Chlorine bleach ✓ Cleaning agents ✓ Disinfectants ✓ Energy-saving light bulbs ✓ Fluorescent tubes ✓ Old medicine ✓ Paint, varnish, glues ✓ Pest- & insecticides ✓ Plant chemicals
Drop off at: <ul style="list-style-type: none"> ⇒ Clay Kaserne • Recycling Center (Bldg. 2450) 	Drop off at: <ul style="list-style-type: none"> ⇒ Aukamm <ul style="list-style-type: none"> • Hessenstr. 10 • Westfalenstr. 25 • Wuertembergstr. 31 ⇒ Crestview <ul style="list-style-type: none"> • Plutoweg 17 • Saturnstr. 13 ⇒ Hainerberg <ul style="list-style-type: none"> • Chapel (Bldg. 7779) ⇒ Mainz-Kastel Station <ul style="list-style-type: none"> • Thrift Shop (Bldg. 4013) 	Drop off at: <ul style="list-style-type: none"> ⇒ Clay Kaserne • Recycling Center (Bldg. 2450) 	Drop off at: <ul style="list-style-type: none"> ⇒ Clay Kaserne <ul style="list-style-type: none"> • Recycling Center (Bldg. 2450) • OPW (Bldg. 1057) ⇒ Hainerberg <ul style="list-style-type: none"> • SHIP store (Treasur. 31) • Commissary (Bldg. 1057) 	Drop off at: <ul style="list-style-type: none"> ⇒ Clay Kaserne • Haz Waste Storage Area (Bldg. 1234)
This does not include: <ul style="list-style-type: none"> ⊗ Cardboard boxes ⊗ Residual waste bags ⊗ Renovation work waste 			This does not include: <ul style="list-style-type: none"> ⊗ Used POV batteries ⇒ Take back to your Car Care Center 	

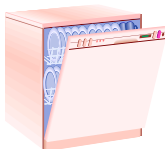
Service Hotline: usarmy.wiesbaden.incom-europe.mbx.waste-hotline@mail.mil

Wiesbaden: Your Home in Germany!

Tips and Things to Know

Dishwasher

Before using your dishwasher pour 1 liter water into the salt container. Using the funnel provided, pour in the salt until the container is full. Do not worry if water over flows from the unit when filling with salt, this is quite normal. Remove any trace of salt on the screw thread or on the gasket. Only use salt specifically designed for dishwashers. Table salt will damage the dishwasher (Refill after about 40 – 50 cycles) Rinse aid is automatically added during the last rinse. The dispenser, which is positioned inside the door, holds about 110 ml of rinse aid, which is sufficient for 16-40 cycles, depending upon the dosage setting. Check that the baskets have been loaded correctly and that the spray arms can rotate freely



Washing Machine

If the water has been shut-off in your building or residence, run one empty cycle of water to clear any brown, rusty water.



Dryer

Excessive lint buildup is a fire hazard. Clean your lint filter after every cycle. At least twice a year remove the dryer hose from the dryer and remove the lint from the hose. Condensing Dryer: Condensed water is collected to water container. The water container needs to be emptied

after every use. Not doing this may result in improper drying performance.

Ceramic Stove Top

It is usually enough to wipe the stove top before and after use with a wet and then a dry cloth. Wiping it before use will remove dust and after will protect it and prevent damage. Dried stains can be cleaned with standard cleaning agents. Apply the concentrated cleaning agent on the **cold** stain; leave it work and then wipe with wet cloth. When applied on a hot surface, the cleaning agent may damage the ceramic glass top. Remove the dried and burnt stains with scraper. Only reliable cleaning agents, especially designed for cleaning ceramic glass surfaces may be used. Any other cleaning agents may damage the surface. These cleaning items can be bought at the commissary.

Automatic Sprinkler System

If you do have a sprinkler system installed, and have not received the complete information/instruction letter, please request at the Housing Office

The automatic sprinkler systems in these apartments have been installed as a life safety measure to protect occupants in the event of a fire. In a fire sprinkler heads will open automatically due to the high temperature that will be present and water will be discharged in a spray pattern over the fire area.

Don't tamper with or paint over sprinkler heads. Don't hang clothing, clothes hangers, picture frames, mirrors, or other items on sprinkler heads. Always maintain a minimum of 18" clearance between sprinkler heads and other items.

Floors

Parquet floors are particularly susceptible to damage by water and other liquids. Generally, a combination of vinegar and water will suffice to clean your parquet floors and it is strongly recommended that no other products or wax be used on your parquet floors. As preventive measures against tripping, do not put double sided tape on borders of rugs. The tape will damage the shellac of the parquet.



Doors

Do not put nails in wooden doors to put up decoration. Fasten a string or a lace to the top of the frame and tie the decoration to it. The hole is not visible after removal.

Cable Television

Residents residing on post receive free AFN cable channels. For school closure, road conditions, or any other pertinent community information watch the local USAG Wiesbaden channel

Grass Cutting / Lawn Mowers

Each housing unit in Newman Village is provided with an electric lawnmower for the residents use. Residents will sign for the lawnmower upon assignment to the housing. Electric lawnmowers are the only mowers authorized for use in Newman Village; gas powered mowers are not authorized for use. Since Newman Village is located near the Wiesbaden Airfield electric mowers were provided to help reduce the noise pollution footprint.

Residents in Aukamm duplex/single houses can borrow a gasoline lawn mower for 1-2 days from the Self Help Store to cut the grass.

Residents are responsible for cutting the grass in front of and behind their housing. Residents in Newman Village should ~~and~~ also maintaining the light pole area and tree island in front of the houses. The common areas between housing units and playgrounds will be maintained by Government contract or the DPW in house work force. Residents should place their grass in the brown Bio can; brown paper bags will no longer be issued by the S.H.I.P. store for grass and yard clippings.

Garden Tools are also provided at each house for residents residing in Newman Village. These tools will be inventoried and signed for at the assignment inspection. Residents are responsible for their accountability and serviceability while living in the housing. Residents in Aukamm duplex/single houses can borrow garden tools from the Self Help Store.

Ceiling Fans

The installation and use of ceiling fans is not authorized. The ceilings are "drop" type ceilings and will not support the installation and or weight of ceiling fans.

Self Help Improvement Program (S.H.I.P.) Store

The Self-Help program allows you to accomplish minor upkeep and repair work in a timely manner at your convenience. Participation in the Self-Help program is mandatory. Use of the Self-Help Improvement Store is available to residents living in on post government housing. The Self-Help program is a means of obtaining maximum use of available resources to improve living conditions and general appearance of housing facilities. The program includes the repair work that you can realistically be expected to perform. When you perform minor maintenance in your house/apartment this frees the time the DPW maintenance workers would spend on these type of repairs allowing them to more rapidly schedule repairs requiring professional skills. Additionally, if you learn how to perform minor maintenance work in your house, you will ultimately be a more successful "homeowner" in the future when you buy a home.

Grounds Beautification: Residents living in duplex and single houses are required to perform the upkeep on the flowerbeds located at their housing. The planting of trees and shrubs are the responsibility of the DPW and will be accomplished as part of the landscape program, in accordance with the Installation Design Guide.

Residents are not permitted to plant trees, shrubs, vegetables or plants without written consent of the Chief, Housing Division. Residents should maximize the use of pots when planting.

POV Parking and Vehicle Maintenance

Residents are responsible for maintenance of parking spaces, driveway and garage (if present) to include removal of oil and stains from the space prior to clearing housing.

Residents will not park in areas that:

- Constitute a traffic hazard
- Deprive other residents of their allowed space
- Block access to dumpsters or fire hydrants or
- Parking on lawns or seeded areas is not authorized

Vehicles must stay on paved areas at all times. Residents are responsible for parking violations by their visitors.

Residents are permitted to make only minor automotive repairs like changing wiper blades, tires and bulbs.

Any repair that involves drainage or replacing of fluids, e.g., gasoline, motor oil, transmission fluids, anti-freeze or other lubricants (POL) or any major repairs to the automotive power train system is prohibited.

- Residents will be held personally liable for the total cost of environmental cleanup for such spills.
- Residents should use the DFMWR Auto Crafts Shop or have maintenance and/or repairs performed by a certified mechanic in a garage.
- Only certified garages can properly dispose of used vehicle parts such as tires, batteries, shocks, as well as POL products.
- Old car parts may not be disposed of in the regular or bulk trash containers.

ICE Survey-Housing

ICE Survey-Housing

Your feedback is paramount to our continued success. Please check our ICE survey website by clicking: **www.wiesbaden.army.mil** for your valuable comments and recommendations