


# U.S. Army Garrison Wiesbaden

## On Post Family Housing Handbook & Resident's Guide

**Updated February 2026**

**Office of the Garrison Commander**

**SUBJECT: Housing Guide for the USAG Wiesbaden Community**

**Dear Housing Resident,**

**This guide has been established for all residents of our community. For the future resident, this guide is intended to prepare you of what to expect when living in Europe and the Wiesbaden community. For the current resident, this guide provides rules and guidelines, that if followed, will make you a better neighbor and member of this community. It also puts in place a clear chain of command, where you fit in, and who to go to should you need assistance.**

**The housing policies and procedures you find communicated in this guide have been established to help ensure harmonious living conditions for all Families of our community. Living in military housing is a privilege, not a right, and should be treated that way. If everyone does their part, the entire community will prosper as a result. Therefore, we appreciate your cooperation in upholding the resident responsibilities outlined in this guide and supporting the housing chain of command.**

**I sincerely hope that the memories created here make this the best assignment of your military career.**

**Your comments and suggestions for improvements to this guide may be directed to the Chief, Housing Division at DSN 548-4400 (CIV 0611-143-548-4400).**

**You can view housing related command policy letters at the following link (or below QR code):**

**https://home.army.mil/wiesbaden/index.php/about/us-army-garrison-policy-memorandums**

# Making Your Stay a Great Life Experience

### Welcome to USAG Wiesbaden, Your Home in Germany

The Housing Office is one of the single most important places, other than your unit, you will encounter during your tour here. It‘s important to all of us at Housing that we get to know you and to make sure you know and understand the services we provide. We are all committed to making your tour the best experience of your career. We know this will be done by providing you with housing and services which meet, or exceed, your expectations.

We have taken great steps towards providing you and your family with quality housing that you deserve. We maintain approx. 1500 family housing units and more than 1200 unaccompanied personnel quarters within the Wiesbaden Community.

Your safety and quality of life are our priorities. We want to make certain your housing area is safe, clean, attractive, well-maintained, and comfortable. We are here for you and we are devoted to making our community a place that you will be proud to call home.

Your feedback is important to us. If the services we provide ever fall short of your expectations, please feel free to let us know! The following website is a direct link between you and our Management Resource Team to ensure you that no complaint goes unnoticed or ignored: https://ice.disa.mil.



We pride ourselves in listening to, working with, and learning from the most important person in our business - the customer! We don't just solve problems, we create opportunities to improve. After all, small complaints can generate big improvements.

Housing management is governed by the following regulations: Army Regulation (AR) 420-1, Army Facilities Management; Army in Europe (AE) Supplement 1 to AR 420-1; Department of the Army Pamphlet 420-1-1, Housing Management; AE 37-4, Providing Temporary Lodging Allowance in USEUCOM; and Department of Defense Financial Management Regulation.

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

*For everything you need to know about living in USAG Wiesbaden please visit our website at*

*https://home.army.mil/wiesbaden.*

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# Hours of Operation

**On Post Family Housing**

**Mon. to Fri.: 0800 to 1200 & 1300 to 1600**
**Last customer sign-in is at 1530**
**Closed Saturday, Sunday and U.S/German holidays**

**Clay Housing Office: BLDG 1023W, 1st floor, Clay Kaserne**

**Hainerberg Housing Office: BLDG 7802, Mississippistraße, Hainerberg**

**Phone: DSN 548-4450 (CIV 0611-143-548-4450)**
**Email: usarmy.wiesbaden.id-europe.list.hsg-information@army.mil**



## Emergency Phone Numbers

**Fire, Rescue or Medical Emergency:** DSN 112 or 117 (CIV 0611-143-548-0112)

**Military Police:** DSN 110 or 114 (CIV 0611-143-548-0110)

**Save numbers in your phone to have to available in case of emergency!**

## Important Phone Numbers

**Emergency Work Orders:** DSN 548-4357 (CIV 0611-143-548-4357)

**After Duty Hours Work Orders:** DSN 548-4357 (CIV 0611-143-548-4357)

**Appliance Repairs: DSN** 548-4424 (CIV 0611-143-548-4424)

**Locked Out? Call: DSN** 548-4357 (CIV 0611-143-548-4457

**Locked Out After Duty Hours? Call:** DSN 337-5315 (CIV 0611-705-5315)

**SHIP Store: DSN** 548-4072 (CIV 0611-143-548-4072)

**Work Order/Repair During Duty Hours:** https://www.armymaintenance.com/arma



# Temporary Lodging Allowance (TLA)

Extracted from DoD Financial Management Regulation, Vol. 7A. For further information with regards to TLA, refer to AE Regulation 37-4.

Applicable Situations for a TLA. Situations That Require Temporary Housing. TLA may be authorized during any of the following periods:

1. Upon initial arrival or reporting at a PDS OCONUS either while waiting for Government quarters or while completing arrangements for other private-sector housing when Government quarters are not available.

2. Immediately preceding departure for a PCS from a PDS OCONUS after a Service Member vacates Government quarters or private-sector housing in connection with a PCS order.

3. When the appropriate official determines that TLA is necessary for a Service Member, once he or she is established in, must vacate, or is waiting to reoccupy permanent Government quarters, private-sector housing, or privatized housing for reasons beyond the Service Member's control.

TLA reimburses Service Members for the cost of occupying temporary lodging facilities and meals upon arrival while seeking permanent quarters or upon termination with (PCS) orders.

Service Members will report to the Housing Office within 2 workdays after arrival and when a departure date is established for instructions on TLA eligibility and their responsibilities. Failure to report may jeopardize TLA eligibility. TLA is NOT authorized prior to termination of on post housing.

Incoming Service Members with concurrent travel are entitled to TLA (up to 60 days) while waiting for on post housing quarters. TLA authorization stops upon assignment to Government quarters. Incoming Service Members with concurrent travel arriving without Family members are required to occupy Government quarters (unaccompanied housing).

Service Members on deferred travel are not entitled to TLA. When there are no accommodations in the Senior Enlisted Bachelor Quarters or Single Officer's Quarters, TLA may be initiated by written request to the Housing Office. Unit sponsors have no authorization to start TLA. Incoming personnel whose Family members traveled without dependent travel authorization (not command sponsored) and Family members leaving on Early Return of Dependent orders are not authorized TLA.

Outgoing Service Members from Government-controlled quarters are entitled up to three days (or up to ten days if residing in private rental housing) maximum outgoing TLA. Transportation, household goods pick-up, flight dates/times, and Central Processing Facility (CPF) final appointments must be coordinated to comply with this policy. Linen is not provided by any Government agency. Therefore, you must plan accordingly to mail or pack your linens upon expected termination of housing.

# Chain of Command

## Duties and Responsibilities

**Community Support Chain**

The Community Support Chain (CSC) is a chain of command designed to ensure safe and pleasant neighborhoods. The chain consists of the sponsor, Building Coordinator, Section/Area Coodinators, the Housing Office, the Director of Public Works (DPW), the Garrison Command Sergeant Major, and the Garrison Commander. The CSC serves as the first avenue for resolving housing problems and complaints related to living in Government housing. The CSC considers the reasonable expectations of residents and uses a common sense approach to interpret and apply regulations, policies, and procedures.

**Garrison Commander**

The Commander of the US Army Garrison Wiesbaden has overall responsibility for housing within the USAG Wiesbaden Community. The Commander prescribes policies and procedures for proper operation of housing within our community to ensure a harmonious living environment for all residents.

**Garrison Command Sergeant Major**

The Garrison's Command Sergeant Major (CSM) ensures our housing communities are safe, clean, well-maintained, and provides a positive environment for you and your Family. The CSM acts as grievance arbitrator concerning housing issues, investigates complaints concerning housing conditions, mediates, and involves a civilian misconduct advisor as needed and forwards findings to the Garrison Commander. Additionally, the Garrison Command Sergeant Major:

⇒ Oversees the Area/Building Coordinator Program.

⇒ Ensures enforcement of all housing regulations, rules, and policies.

⇒ Provides clarification of housing standards.

⇒ Reviews any discrepancy or question of fairness regarding Housing Violation Notices.

⇒ Oversees informal Warning Letter/Early Return of Dependents (EROD) hearing panel (or designates a representative).

**DPW and DPW Housing Division**

These agencies are responsible for managing and maintaining Government quarters and assisting residents with their housing needs. More specifically, DPW and DPW Housing Division:

⇒ Assigns and terminates quarters for service members, Family members, and civilian employees.

⇒ Maintains waiting lists.

⇒ Sets community housing standards.

⇒ Assists residents to ensure their housing needs are met.

⇒ Provides self-help training, materials, and tools.

⇒ Provides refuse collection and recycling services.

⇒ Maintains and repairs quarters.

⇒ Notifies residents of major projects and utility outages.

⇒ Monitors disciplinary actions which could result in eviction from quarters.

⇒ Initiates evictions from quarters on behalf of the Garrison Commander.

⇒ Administers the Area/Building Coordinator Program.

⇒ Provides residents a Resident's Guide.

**Building Coordinators Duties**

Building Coordinators have the responsibility of ensuring housing policies are enforced within their assigned areas in accordance with AR 420-1 and AE Supplement 1 to AR 420-1. The Housing Office identifies the senior ranking occupant in the building and in coordination with the Garrison CSM, appointment orders are issued. The Coordinator's responsibilities are to prevent negligent or unsafe conditions and to assist residents with housing issues.

**Resident Responsibilities**

All residents (sponsors, Family members, and guests) are responsible for observing housing policies and maintaining quarters and common areas. In general, residents assigned to Government quarters are responsible for:

⇒ Maintaining stairwells, parking areas, sidewalks, refuse collection areas, playgrounds, common areas, and the grounds within 50 feet or halfway between the next buildings, whichever is less. All these areas are to be kept clean and free of debris.

⇒ Participating in Spring/Fall Clean-up days as well as building clean-up events. Family members are also responsible for assisting during clean-up activities. Refusals to assist in common area maintenance could result in administrative actions (e.g. Violation Ticket) being imposed.

⇒ Proper storage of bicycles, carts, toys, etc. to avoid a hazardous or unsightly appearance.

⇒ Pest and insect control for their quarters and outside areas, including lawns and car ports.

⇒ Cooperating with inspectors, contractors or maintenance personnel.

⇒ Practicing fire safety in and around their quarters (residents may be liable for damages caused by negligence).

⇒ Ensuring their quarters and the exterior are maintained during their absence (e.g., deployments and personal travel) according to the standards outlined in this guide.

⇒ Provide the Housing Office with an emergency phone number and POC before departing the area.

⇒ The conduct of Family members, guests, domestic employees, and pets.



⇒ Harmonious and respectful living with other residents to include conduct that does not disturb neighbors.

⇒ Participation in the Separate or Recycle Trash (SORT) program.

⇒ Proper disposal of refuse in accordance with the area's scheduled pickups.

⇒ Cleaning of the premises both inside and outside in accordance with the Resident's Guide.

⇒ Closing and securing of all interior and exterior doors at all times when not in use.

⇒ Reporting violations of this Resident's Guide, acts of vandalism, and misconduct to the Stairwell Coordinator or Building Coordinator, Housing Division, or Military Police as appropriate. Misconduct may be a reason for termination of Government quarters.

⇒ Reporting any needed repairs that are not resident self-help repairs using ArMA as soon as possible. This includes arranging access for maintenance workers after requesting a Service Order.

⇒ Providing support to the Stairwell and Building Coordinators.

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





# What to Know About Obtaining Quarters

**Eligibility**

Eligibility for Family housing: The following categories of personnel are eligible for Family housing:

(1) Military personnel with accompanying command sponsored Family members.

(2) DOD civilian employees with accompanying Family members who are DOD-sponsored (key and essential only).

(3) Foreign military trainees, foreign Personnel Exchange Program and integrated personnel, special projects personnel (foreign military and civilian), and foreign liaison personnel with accompanying Family members, as authorized by AR 420-1.

(4) Unmarried chaplains and unaccompanied married chaplains.

**Use and Assignment of Government Quarters**

Quarters are to be used by the sponsor, immediate Family, and officially authorized guests. Quarters may not be used for workshops or commercial business without prior approval from the Garrison Commander and use of basements, storage areas, or attic rooms for these purposes is prohibited.

Personnel will be assigned to housing in accordance with AR 420-1, Army Facilities Management, which is regulated by their grade and bedroom requirement. Assignment will be based on one bedroom per child, whenever possible. Mandatory assignment will be made for all incoming personnel regardless of rank. Service members will be informed of housing availability and procedures for mandatory assignments upon application for Family housing. Service members refusing to occupy Government housing will be advised, in writing, that housing allowances will be forfeited as long as adequate housing is available for their grade and bedroom requirement.

**Convenience Moves**

When a Service member requests to be relocated to other quarters, it will be considered a move for the convenience of the individual and not a Government directed move. Therefore, any cost incurred as a result of this relocation will be paid by the Service member. If approved, the Service member is not placed in a priority status for housing and must abide by waiting list policies. In addition, the Housing Office will work to accommodate the Family's needs but cannot guarantee a housing area or unit of preference. Governing regulations state that a Service member will be assigned to the first available unit within his grade and bedroom category. Some reasons for relocation request may be:

⇒ Relocation to larger quarters due to an increase in Family size. A request may be submitted to the Housing Division along with proof of pregnancy with the expected delivery date or proof of adoption.

⇒ Relocation due to promotion. The request must include promotion orders or documentation with the promotion sequence number, as applicable.

**Moves requiring an Exception to Policy (ETP)**

For relocations based on Exceptional Family Member Program (EFMP) or medical reasons other than routine pregnancy, the following is needed:

(1) Recommendation from the local Health Clinic Commander (a letter from the primary physician, military or civilian, will not be accepted.) for non-EFMP issues.

(2) Recommendation from Medical Readiness Command-Europe, submitted through the Garrison EFMP Office once a first-person request is provided including the specific Family member for whom special accommodation is required.

**Change in Status**

Sponsors must notify the Housing Division of:

⇒ Early return of Family member(s)

⇒ Absences of Family member(s) for more than 30 days

⇒ Family member(s) no longer residing with sponsor

⇒ Tour Extension.

⇒ Curtailment

⇒ Reassignment to another unit

⇒ Change in rank

⇒ Increase/Decrease of Family members

Be aware that some status changes may affect your eligibility to retain quarters. Soldiers may become ineligible to retain quarters when:

⇒ The sponsor or dependents no longer reside permanently in quarters over 90 consecutive days (365 days in case of death of sponsor in the line of duty).

⇒ The sponsor is absent without leave or is dropped from the rolls. The sponsor's unit will be responsible to clear quarters.

⇒ Divorce is finalized and sponsor does not have court-appointed custody of the children.

⇒ Authorized retention of quarters has expired.

⇒ The sponsor is convicted of an offense which requires the sponsor to register as a convicted sex offender.

⇒ The sponsor is punitively discharged or imprisoned for one or more years.

Termination of Government quarters for residents losing eligibility will include input from the sponsor's Chain of Command and will be at the discretion of the Garrison Commander. Termination of Government quarters becomes effective immediately upon notification or as stated in the eviction notice. Service members may appeal a decision to terminate their assigned Family housing to the Garrison Commander. The Chain of Command will recommend, in writing, what action on the appeal should be taken by the Garrison Commander.

**Changing Unaccompanied Tours to Accompanied**

In most cases, Service members serving in USAREUR-AF on an unaccompanied tour can change to a "With Dependents" tour and receive command sponsorship for Family members. In order to qualify for assignment to on post Family housing, a minimum of six months retention on station at the time of assignment is required.

**Early Return of Dependents (EROD)**

An EROD provides the entitlement for Family members to return to the United States prior to completion of the sponsor‘s current assignment. The entitlement provides for shipment of household goods as well as Family travel. EROD orders may be requested by either the sponsor or Family member through the sponsor‘s unit. Once a Family member leaves Germany on EROD orders, return at Government expense is not authorized. For further information concerning ERODs refer to AR 55-46, Travel Overseas.

# Policies and Procedures

**Guests**

You are allowed to have visitors in your quarters for a reasonable amount of time. Anyone visiting for more than 90 days in a given year (365 days) requires an approved Exception to Policy by the Garrison Commander and a German Resident Permit. Permission is granted for visitors to stay in your quarters only. It is important to know that quarters are used solely as a single-family residence for you and your command-sponsored dependents. Use of the premises for any other purpose including the shelter of any additional number of persons, except as temporary guests, is prohibited. Residents are responsible for the conduct of their guest(s).



Rental of your quarters or any part of them is also prohibited. Abuse of this policy will result in loss of quarters. Additional furniture will not be issued based on requirements of guests. Service members who desire to have a non-dependent permanently reside in their quarters beyond 90 days, must submit an Exception to Policy (ETP) prior to the individual‘s arrival. An approved request will not authorize an additional bedroom to accommodate the non-dependent Family member or any other benefits/privileges to which the individual is not otherwise eligible. In addition, guests that are not German Nationals will require a resident permit from the German Government for visitation beyond 90 days. Contact Legal Assistance for information on obtaining a German Residency Permit.

**Noise / Quiet Hours**

Fundamentally speaking, occupancy of and cohabitation in Government-controlled housing requires mutual respect and consideration amongst neighbors. Noise/Quiet hours, based on German law, apply on and off the installations. The law requires residents to observe the German quiet hours, excessive noise and mowing are strictly prohibited during quiet hours. Housing residents will ensure that noise is kept to a minimum during these hours. Residents must ensure individual activities do not infringe upon the rights of others or degrade the overall quality of life at any time. The standard is, "Each of us has the responsibility to ensure that our courteous behavior makes this community an enjoyable place to live and work."

Definition of loud music/noise:

⇒ Inside quarters: Music or other noises made loud enough to be heard by a neighbor or a person walking outside.

⇒ Inside vehicles: Music or other noises made loud enough to be heard by the residents of an adjacent vehicle or by pedestrians.

⇒ In open areas: Music or other noises made loud enough to be heard fifteen feet away from the source.

⇒ Vulgar, obscene language, whether spoken or contained on tapes, records, clothing, or other media is not acceptable when others are involuntarily exposed to it.

During the hours noted below, the noise generated within an apartment should not be audible to the resident of other apartments.

**The quiet hours for the USAG Wiesbaden per German law are: 2200hrs (10:00pm) to 0700hrs (7:00am) and all day on Sundays and German holidays.**

**Force Protection**

The safety and security of our community residents is our priority. Practice Force Protection and ensure all stairwell entry/exterior doors are closed and secured at all times. Report any suspicious activity immediately to the Military Police. Practice Operation Security (OPSEC) and don't discuss security issues outside the workplace or shop. Listed below are some helpful tips regarding Force Protection.

⇒ Never open suspicious packages with incorrect spelling, protruding wires, without return address, or unknown address.

⇒ Don't give out Family travel plans to strangers or anyone who do not need to know.

⇒ Don't open doors to strangers, including unexpected deliveries or unknown service personnel, especially during evening hours.

⇒ Shred or destroy personal papers with sensitive information.

⇒ Always lock car doors when unattended.

⇒ Report suspicious vehicles and personnel. Take note of the license plate and a description of the person and vehicles for local authorities.

**Health and Welfare Inspections**

Residents are responsible for maintaining their quarters in a sanitary and habitable condition. The Garrison Commander may authorize a sanitation inspection of any quarters alleged to be a health hazard. When necessary, the Housing Division will conduct investigations of written reports or complaints of unsanitary conditions.

When a complaint of unsanitary conditions is reported, the Housing Office notifies the Garrison Commander, the sponsor's unit commander, and the Health Clinic. The unit commander will then schedule an inspection of the quarters. Inspections are conducted by a team consisting of representatives from the unit, Housing Office and Health Clinic. During the inspection, the resident is given instructions on how to maintain the quarters to an acceptable standard. A re-inspection of the quarters is then scheduled to ensure compliance; the Garrison Commander will refer any further disciplinary problems to the sponsor's unit.

**NOTE:** Parents may also be charged with child neglect if quarters are not maintained in a sanitary condition.

**Resolving Conflicts**

Conflicts and concerns that arise in community living should be resolved as quickly as possible. If you have an issue or concern with your neighbor, you should first attempt to resolve the conflict with the neighbor in a respectful manner. This type of action goes along with the concept of the Golden Rule. In other words, before you elevate an issue with your neighbor through the Community Support Chain you must ask yourself: how would I want to be dealt with in this situation. However, if your personal attempts to resolve the issue fail, contact your Building, Section or Area Coordinator for assistance. If they are unable to resolve the problem, the Coordinator will present the problem to the Housing Office.

# Living in Government Quarters

Living in German-style housing is a little different from what you may be used to in the U.S. You should NOT ship major appliances because they will provided. The following tips may help you to adjust to your new environment successfully.

**Electricity**

The electrical current in Germany is 220V and 50 Hertz cycles. The majority of Government quarters have both 110 and 220 volt electrical outlets. Electrical appliances, electronics, or machines manufactured for the U.S. market that are not dual voltage or not being used in Government quarters with 110V outlets require transformers to operate them in Europe. If an electrical appliance is dual voltage, follow the instruction booklet for conversion.

**Transformers**

Transformers are small electrical boxes into which you plug your 110V appliance for conversion to 220V. Clocks and other timed or sensitive electrical devices may not properly function due to the difference in Hertz cycles. To determine the correct size transformer needed, find the wattage listed on the label of the appliance, electronics, or machine. Match the wattage of the electrical appliance to an appropriate transformer. Transformers typically rate 15W, 75W, 150W, 300W, 750W, or 1000W. Check the watt rating on the appliance that you are plugging into the transformer to ensure it does not exceed that of the transformer. You should avoid plugging multiple appliances into one transformer as the total watts may exceed that of the transformer and cause fires. Use only transformers with a replaceable fuse and a switch on the power cord. Transformers continue to draw power even when the connected appliance is turned off; therefore, they should be turned off and unplugged when not in use.

**General Electrical Guidelines**

⇒ Don’t overload an extension cord.

⇒ Don’t plug extension cords into extension cords (making a train); this can become a fire hazard.

⇒ Never run any wiring under carpets or through doorways and avoid placing electrical cords too close to a heat source.

⇒ Never plug 110V appliances into 220V outlets.

⇒ Submit an ArMA service request for recurring problems with blowing fuses, tripping circuit breakers, if you feel a tingle when you touch an electrical appliance, or discoloration of wall outlets.

**Surge Protectors**

Due to frequently unstable weather conditions, electrical spikes, and surges it is highly recommended that you use surge protectors. Surge protectors will guard against damage to your electrical appliances. The purchase of surge protectors is the resident’s responsibility.

**Light Bulbs**

Yes, even the light bulbs are different. You cannot use U.S. 110V bulbs in German 220V light fixtures. The higher voltage will make them blow, 220V light bulbs may be available at the Self Help Store.

**Television**

Residents living in Government quarters receive free standard AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News, and AFN Spectrum. Additional channels may be purchased through TKS Cable Services.

**Appliance Emergencies and Repairs**

Appliance repairs are carried out by contractor personnel and there is no emergency repair or replacement of Government furnished appliances after duty hours. This includes weekends, German and American holidays. Residents will need to submit a service request and call the Furnishings Branch of the Housing Office at DSN 548-4424/25 (CIV 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.

**Dishwashers**

The water in our region of Germany is 'hard.' In other words, the water contains an appreciable quantity of dissolved minerals. There is nothing wrong with hard water. When water is heated, carbonates may precipitate out of the water and cause scaling. Your dishwasher has a built-in water softener to prevent lime scale build up and streaks on dishes. The water softener requires a special granular salt available at AAFES and the Commissary. The softener will use the salt to replenish itself each time you wash. You should refill the salt container in your dishwasher about once a month. The use of German products, such as *Somat*, is recommended. Table, cooking, and rock salts may contain additives that could actually increase the water hardness. Hard water scaling can also occur around faucets, sinks, baths, and showers. Immediately wiping these areas dry will prevent calcium buildup. Scale removers such as *Lime Away* will dissolve calcium buildups.

**Antennas and Satellite Dishes**

Installation of radio/TV antennas and satellite dishes inside or outside of quarters is not permitted.

**Windows**

Government quarters have windows with a locking window handle for child safety. Especially for parents, locking window handles of this sort are a good idea because they can control which windows children can open. The window key should be safely kept: once the window is closed push the key lock into handle. The key will release the lock and allow to open at least twice a day to air out. Don't keep the key in a window lock for convenience. Help to prevent a child from using it and accidently opening a window. As the handles are in a keyed-alike version, you only need one key to unlock all your window handles. You are responsible to return the key upon move out from your quarters.

**Rolladen**

Some quarters are equipped with Rolladen (a modern type of shutter). In the evenings, you will find that your German neighbors typically close them to provide additional privacy and to keep out light as well as heat during the day.

**Furniture**

The Government provides loaner furniture to authorized military personnel with JTR authorization and civilian personnel receiving Living Quarters Allowance (LQA) with orders for Wiesbaden (this excludes contractors). Government furniture support consists of essential loaner/supplemental items for 90 days after arrival and 60 days prior to departure. The sponsor will sign the hand receipt for Government issued furniture and appliances upon assignment and termination. Subsequent loss, damage or destruction other than normal wear and tear will be the hand receipt holder's responsibility. Government furniture will not be stored in storage areas/rooms.

**NOTE:** To have furniture picked up or delivered, call the Housing Office. At minimum, a 72 hour coordination prior to pick-up or delivery of loaner furniture is necessary based on the contract.

**Energy Conservation**

As a Family Housing resident your assistance is needed in conserving energy. Money spent for utilities means there is less money available to improve and operate Family Housing. Energy usage is tracked and monitored. Families using excess energy may be required to attend energy conservation training. Some practical ways to save energy are:

⇒ Promptly report all malfunctions of utility systems (faulty electrical switches, broken windows, and leaky faucets or toilet tanks).

⇒ Run your dishwasher only with a full load and let your clothes air dry rather than going through the drying cycle.

⇒ Wash only full loads of clothes and take showers instead of baths.

⇒ Keep windows and doors closed during the winter months (except when ventilating).

⇒ Turn the heaters to low when you leave the quarters.

⇒ Don't block radiators.

⇒ Don’t use the oven for space heating purposes. Portable electric (any type) space heaters are not permitted or authorized in Government quarters.

⇒ Don't leave lights on and appliances or transformers running when they are not in use.

⇒ Regularly defrost refrigerators and freezers and don't let excessive frost build-up.

⇒ Purchase dual voltage electrical equipment to avoid use of transformers and microwave meals when possible.

**Holiday Lighting**

Decorations may be displayed throughout the housing areas during the holiday season. When using holiday lighting, care must be taken to ensure safety and prevent damage to homes.

⇒ Lights or other holiday decorations will not be stapled or nailed to any part of the housing structure.

⇒ Exterior decorations should be appropriate for all ages; not be offensive in nature; and may be displayed three (3) weeks prior to the event period with removal to occur no later than fourteen (14) days afterwards.

⇒ Exterior lights and extension cords should be designed for outdoor use and contain a factory label indicating Underwriter Laboratory (UL) or German TÜV (Technischer Überwachungs-Verein) approval.

⇒ Routing extension cords through windows or doors is prohibited.

⇒ Exterior lights should be plugged into existing outdoor outlets, which are equipped with Ground Fault Circuit Interrupters (GFCI).

⇒ Exterior lighting and outdoor powered decorations are authorized for operation from sunset until 2200 Sunday – Thursday and from sunset until midnight on weekends and holidays.

**Key Control**

Residents will receive keys to their home after completion of their official move-in inspection with an assigned inspector. At the time of assignment, one key is issued per adult Family member for the stairwell and apartment entrance doors. The Housing Office must approve additional key requests. The loss of keys may result in charges for the sponsor.

**Basements and Storage Rooms**

Storage rooms are for the exclusive use of the assigned resident. Please keep basements and storage rooms clean, neat, and orderly at all times. Storage rooms will be cleaned and cleared upon termination of quarters.

Keep in mind that basements are high-risk flood areas, store personal items on pallets to avoid water damages. Under no circumstances is storage of personal property allowed in any portion of the building other than storage rooms or the resident's apartment.

Basements are not to be used as living and sleeping areas. Basements have features that expose the people living in them to certain risk factors, like mold, carbon monoxide, volatile organic compounds, and radon.

**Pest Control**

Everyone wants to live in a clean environment. Here are some guidelines to reduce and prevent pest infestation in the housing areas and individual quarters.

⇒ Empty trash frequently and do not allow food packing to accumulate in building common areas or trash enclosures.

⇒ Wash out trash containers regularly and line them with plastic trash bags.

⇒ Keep your quarters clean, wash dishes regularly, store food properly, and clean up spilled food/drinks immediately.

**Water Damage**

Residents are expected to take reasonable action to protect personal and Government property. Water damage caused by the occupant (i.e. leaving the window open when it rains, disconnected drainage in shower/bathtub, etc.) will result in damage charges. The resident should exercise the same care and response that would be taken in a privately owned home. Residents should be familiar with the location of all water shut-off valves. Any alleged loss or damage to personal property may be addressed through the Staff Judge Advocate's Office (Legal Center). Government property/real property repair work will be accomplished by the most expeditious means possible.

**Grounds Maintenance**

For residents of duplexes and single family homes, the area of responsibility includes those grounds that fall within a logical lot line, i.e., to the fence line, but normally not more than fifty (50) feet from the quarters, whichever is less. Residents should ensure that sidewalks, driveways, and porches are kept clean and free of trash, snow, obstructions, and other hazards. Grounds maintenance may consist of the following:

⇒ Cutting grass and edging at least once every two weeks during the summer months.

⇒ Responsibility for shrubs, lawns, parking areas, walks, and areas around garbage containers.

⇒ Minor lawn repairs such as filling of holes, reseeding of bare areas.

⇒ Raking and removal of thatch (old clippings and dead matted material).

⇒ Replacement or planting of new flowers and shrubs.

⇒ Removal of all dead plant life and disposal in paper bags obtained from the Self-Help Store.

⇒ Cleaning of walkways, patios, and steps, in a neat and serviceable condition.

⇒ Maintenance of gravel areas to provide proper drainage.

⇒ Filling of ruts and eroded areas to deter erosion.

**Playgrounds**

Playgrounds are a special area of consideration as they are used by everyone. It is also in the interest of everyone that our children have a safe and clean place to play. Therefore, if your building is in the vicinity (anywhere within 150 feet) of a playground it is your responsibility to ensure that it's clean and free of debris. As part of their monthly inspections, Building Coordinators, within the vicinity of playgrounds, will ensure that they are kept in accordance with the inspection checklist. **Don't allow pets to urinate or defecate near or in playgrounds.**

**Winter Months**

Any accumulation of snow/ice on exterior stairs, sidewalks, or driveways will be removed daily. Snow shovels, sand, and salt can be obtained at the Self-Help Stores. All water hoses must be detached from outside faucets from 1 November to 1 April. Frozen water pipes could easily result in broken water lines and flooding. These damages may be charged to the responsible residents.

**Swimming Pools**

All swimming pools within AFH, other than small plastic wading pools are prohibited. There is a risk of damage should pools fail or collapse and they provide a haven for mosquitoes to breed. Pool dimensions may NOT exceed 14 inches in height and 60 inches in diameter. Pools shall not have a cover, plastic, or other material attached. When water is in the pool the sponsor or spouse will provide continuous supervision. Residents are required to empty and properly store pools when not in use. Pools should not be emptied close to buildings or anywhere that would pose a safety hazard.

**Barbecuing**

The use of barbecue grills is only allowed outside and away from the building. Barbecue grills will not be left unattended or stored on balconies, and must be labeled with the owners name. When using your grill, safety must be foremost in your mind. Children should not be allowed near a grill. At no time should children be cooking, serving, or playing near a grill. Under no circumstances are grills, regardless of type or size, allowed to be used on balconies. All grills are to be fifteen feet from any combustible structure. The grill needs to be far enough away from quarters, so that sparks do not ignite anything and the heat does not melt the siding of the building. Different types of grills require different precautions.

Liquefied Petroleum Gas (LPG), or propane gas, is contained under pressure in a steel cylinder. The contents of a LPG cylinder can vaporize and in a confined area have the explosive force of several sticks of dynamite. If you are using a propane grill, you should check the hoses and fittings to make sure they are still in good operating order. Over time, the hoses deteriorate and the fittings can become loose. Check the hose and fitting to ensure that there are no leaks. It is recommended that propane tanks are never stored in the garage, house, or storage units. Should they leak, any small spark can cause ignition and the fire will spread quickly. Instead, buy a weather resistant cover. Ensure proper maintenance of grills and keep the area clear of articles and store the grill and tank outside in a cool shaded area away from the building. Make certain that your propane tank matches the manufacturer's recommendations for size and type. Attaching a larger tank to a grill can be very dangerous.

If your grill uses charcoal, you are under the same fifteen-foot restriction and the grill cannot be used on a balcony or inside the quarters. Once cooking is completed, extinguish the fire with water, or cover the grill with a noncombustible cover to prevent the wind from scattering hot coals. Do not move the grill into the garage, house, or storage unit until it is completely cool and the ashes have been disposed of in an outdoor container. When having summer cookouts, please take a few minutes to think about fire safety and use common sense. Outside areas and gazebos away from the building may be used for the purpose of barbecuing. Residents must remove all garbage and police the area afterwards.

**NOTE:** Please store all charcoal, lighter fluid, etc. in your assigned storage area or inside your residence as it poses a safety concern to children.

**Privately Owned Vehicles Parking**

One parking space is assigned to each Family (this might not apply to open/non-gated communities). All extra parking spaces are identified for visitors. Multiple car owners may park extra cars in the visitor parking spaces. Motorcycles will be parked in visitor spaces and not under covered bicycle areas. Visitor parking will be on a first-come, first serve basis. Non-operational vehicles will not be parked in housing areas.

Vehicles may not be parked on lawns or seeded areas. German law prohibits parking with the wheels on the curb unless space is adequate to provide passage by a handicapped person in a wheelchair. The Military Police will respond to the request of Building Coordinators to cite parking violators. Parking spaces are numbered and painted by DPW and the Housing Office not the residents. The Housing Division and DPW will determine when parking spaces are to be repainted.

**Washing Vehicles**

Vehicles may not be washed in housing areas. Vehicles will be washed at approved wash racks on post or at off-post facilities. Water hoses may only be used when the hose is equipped with a spray attachment that does not permit continuous running of the water. Otherwise some type of container must be used to hold the water when washing the vehicle. The engine or the underside of the vehicle may not be cleaned.

**Vehicle Repairs**

Vehicle repairs are not authorized in Family housing, unaccompanied personnel housing areas, streets or parking areas. Any repair with the possibility of drainage or spillage of gasoline, oil or other lubricants (POL) on the ground is not permitted. The vehicle owner may be held personally liable for the total cost of environmental cleanup for any spill. Minor maintenance repairs may be made in place, but draining of oil, grease, antifreeze, brake fluid, etc., on the streets, parking areas and lawns is prohibited. Residents are advised to use the Auto Crafts Shop at Clay Kaserne North which has maintenance performed by a certified mechanic. 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 regular or bulk trash containers.

**Abandoned Vehicles**

The control of abandoned privately owned vehicles (POVs) is necessary to prevent vandalism and the creation of eyesores. A POV found in on-post or off-post housing will be subject to the abandoned vehicle procedure under the following circumstances:

⇒ License plates are not affixed to the vehicle.

⇒ Registration has expired.

⇒ Vehicle is unattended or disabled adjacent to a roadway or trail more than 72 hours (except safety hazards, which will be removed sooner).

The Military Police will tag vehicles found abandoned and owners will have 72 hours to register or dispose of the vehicle. Vehicles left abandoned after notification are subject to disposal by the Garrison. Owners may be charged a towing fee and disposition fee.

**Renter's Insurance**

Renter‘s insurance is an option that should be considered by all residents in Government housing on-post and private rental. Residents are responsible for any damages to personal items as well as damages to the quarters. Sponsors are ultimately responsible for their own actions and the actions of their Family members and guests. The Government is not liable for personal property damage due to acts of nature such as lightning, storm damage and floods. Insurance companies offer discounts for non- smoking households, for fire extinguishers, and smoke detectors located on the premises. Evaluate different policies to ensure the proper type and amount of coverage. Check with an insurance company representative for additional information.

**Outdoor Equipment**

Installation of swing sets, slides and other forms of children's play equipment, excluding small, plastic individual style equipment are prohibited. Only baby swings may be suspended from trees and must not pose a hazard.

Only commercially purchased fire bowls are permitted for use and the following rules apply. Repeated infractions of failure to comply may result in loss of privileges.

⇒ Fire bowls may only be used if neighbors are not bothered by smoke or fumes and no hazards are caused for traffic or pedestrians.

⇒ Fire bowls shall be located a minimum of 20 feet (6m) from buildings, combustible materials, and shrubbery. Choose areas that are clean and clutter-free. Do not locate beneath overhanging tree branches or canopies and surrounding areas must be cleared of leaves, branches, or other dry vegetation.

⇒ ALWAYS keep a fire extinguisher or garden hose with a spray nozzle nearby for use in emergencies.

⇒ Before lighting the fire, check the wind direction and do not use lighter fluid to start the fire. Lighter fluids are unpredictable and dangerous; instead, use kindling and build your fire up slowly so that it is always under control and manageable.

⇒ The type of firewood you select is also very important. Burn only seasoned hardwood and don't stack wood to extend beyond the upper rim of the fire bowl. Don't burn trash, leaves, paper, cardboard, or plywood. Avoid using softwood such as pine or cedar that can pop and throw sparks.

⇒ Burning of treated woods produces hazardous vapors and is strictly prohibited by environmental laws.

⇒ Wear safety gloves and keep children and animals a safe distance from the fire bowl.

⇒ When finished, ensure that all embers have been extinguished with water and that the fire bowl has cooled down completely before leaving it unattended. Do not dispose of hot embers or coals into trash containers and do not spread, cold or hot, on the ground.

**Bulletin Boards**

Bulletin Boards in stairwell buildings, if present, are meant as a means to convey pertinent information to the residents of the building. The standard information posted is: Chain of Command, Appointment Orders, Clean-up roster, Recycle Information, Fire and Safety information, Work Orders, and Garrison Updates. The Bulletin Board is the responsibility of the Building Coordinator. If you wish to post something, it must be cleared by him/her.

**Yard Sales**

Yard or lawn sales are permitted if prior notification is made to the Housing Office. We ask that you remove any signs used for advertising your sale upon completion of the event. No signs are permitted to be posted on windows. The yard sale organizer will ensure the residents will not leave items on the curb, the dumpster areas or on the yard premises. Bulk items and recyclable materials will be disposed of properly and/or taken to the recycling center.

**Door-to-Door Sales**

Due to increased security within this community, door-to-door sales and solicitation are prohibited. This policy applies to all private organizations and commercial businesses with no exceptions. The establishment of this policy is not to hinder profit making, but to ensure the safety of the community as a whole. Organizations may conduct sales in public areas and facilities with proper approval.

## Business Activities

Operating a home-based business in Government quarters requires an approved Exception to Policy (ETP) from the Garrison Commander. The business must be in the interest of the installation's quality of life, must not detract from installation operations and may be subject to host nation tax and business licensing laws.

The home-based business owner is responsible for obtaining the necessary permissions, licenses (if applicable), and liability insurance. He/she is also responsible for any damages to third parties arising from the conduct of the business. The home-based business should have no negative impact on Government housing residents or community relations or be excessive in utility usage. Contact the Housing Office for information on operating a private business from your quarters.

## Supervision of Children

Army in Europe Regulation 608-18-1 provides guidance for safeguarding children and youth from the time of birth through the age of 17 for Army in Europe installations. Inadequate supervision is a type of child neglect characterized by the absence or inattention of the parent, guardian foster parent, or other caregiver that results in injury or serious threat of injury to the child, in the child being unable to care for himself or herself, or in injury or serious threat of injury to another person because the child's behavior was not properly monitored.

**Note:** Parents may be held liable for the destructive acts of their children.

**Table 1**
**Army in Europe Child and Youth Supervision Guidelines**

| Age of child | May be left alone at home | May be left alone overnight | May walk alone to and from home to and from adult-sponsored activities[1] | May be left outside unattended (to include playing) | May be left in a vehicle unattended | May babysit |
|---|---|---|---|---|---|---|
| Newborn until Age 5 | No | No | No | No | No | No |
| Age 5 to 6 | No | No | No<br>This includes school and bus stops.[1] | No for 5 year olds; Yes for 6 year olds in playgrounds or yards with immediate access (visual or hearing distance) to the parent or caregiver. | No | No |
| Ages 7 to 9 | No | No | Yes.<br>May also walk to and from school and bus stops. In some locations, the school may have additional restrictions.[1] | Yes, during daylight hours in playgrounds or yards with immediate access (visual or hearing distance) to an adult. | No | No |
| Ages 10 to 11 | Yes, with ready access (phone number) to an adult, but for no more than 3 hrs | No | Yes[1] | Yes | Yes, except in hot weather and for no more than 10 minutes, provided that the child has immediate access to an adult. The keys must be removed and the handbrake applied. | No |
| Ages 12 to 13 | Yes, with ready access (phone number) to an adult, but no more than 6 hrs. | No | Yes[1] | Yes | Yes | Yes[3]<br>up to 3 hrs |
| Ages 14 to 17 | Yes | Yes for ages 14 and 15, provided the child remains in the local area, has access to a parent or sponsor, and the period does not exceed 24 hrs. | Yes[1] | Yes | Yes | Yes[3] |
| | | Yes for ages 16 and 17, provided the period does not exceed 3 consecutive days and the parent or sponsor has designated an adult point of contact who will make daily face-to-face contact. | | | | |

NOTES:
1. The U.S. Department of Defense Education Activity may adjust its child-supervision requirements for off-post bus stops if deemed necessary according to local security and safety indicators. School administrators and CYS personnel will inform parents of any local deviations from the requirements in this table.
2. Parents must be cognizant of host-nation laws when visiting or living on the economy. Host-nation child protection and supervision rules may be more stringent than those outlined within this regulation. When off-post and when host-nation rules exceed those of this regulation, parents are to follow host-nation law. Parents need to be familiar with host-nation child supervision rules and these guidelines as they are ultimately responsible for the safety and wellbeing of their children. Additional information is available at the local Army Community Service FAP office.
3. Youths who wish to babysit (siblings or others) are encouraged to complete the Red Cross Babysitters Course. The number and ages of other children present need to be considered.
4. These guidelines do not apply to high-school students who are age 18 or older, nor do they apply to married dependents under the age of 18

**Pets**

**Visit the garrison homepage to view the Command Policy Memorandum for pets, to include exceptions.**

Installation residents have the right to be free from disease, menace, noise, and waste caused by animals. Violators of this policy are to be reported to the Military Police at the time of discovery and are subject to administrative actions including loss of pet privileges. The Military Police will respond to the incidents and determine what actions are required to immediately mitigate the situation and to issue citations, if required.

⇒ All personnel assigned to USAG Wiesbaden owning pets, regardless of the species or where they live, must register those pets at the Wiesbaden Veterinary Treatment Facility (VTF) within two (2) weeks of arrival to Germany, or within two (2) weeks of acquiring the animal, if acquired during the tour.

⇒ All members of USAG Wiesbaden are responsible for maintaining and controlling pets for which they are responsible. Personnel residing in Army Family Housing (AFH) must adhere to the requirements and responsibilities of ownership detailed in references below and Host Nation laws. If personnel or their dependents are unable to adhere to the requirements and responsibilities, they may lose their privilege to maintain an animal in AFH.

⇒ AFH residents that own or keep animals are responsible for all damages to government or private property caused by their pets.

⇒ Owners whose animal(s) are found to be a public nuisance may be required to remove them from AFH at the owner's expense. Public nuisance includes, but is not limited to excessive barking/howling, an animal collected as a stray more than two (2) times in a six (6) month period, causes of destruction of government or other personal property, etc.

⇒ 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 (6) months count against the total number of pets authorized. Construction of kennels is prohibited.

⇒ Pets will be fed only in the resident's quarters or fenced-in yards and not on landings, balconies, or stairwells. Pets should not be left outdoors 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.

⇒ Abandonment of pets is a violation of the policy. Owners that abandon their pets are responsible for all costs incurred by the government in relation to the transfer, care, custody, and final disposition of the animal. Additionally, those owners may be subject to action under the Uniform Code of Military Justice (UCMJ).

**Wildlife**

We share our space with a variety of wildlife to include deer, wild pigs, foxes, and a huge population of rabbits. Please do not bother the animals. Contact DPW if wildlife becomes a nuisance or danger.

# Winter is near, the cold and mold are here!

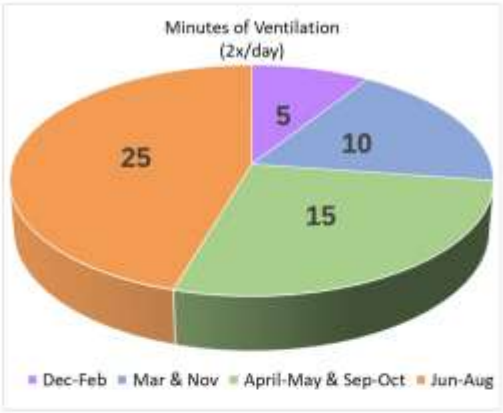
**Ventilation**: The following procedures are proven *best practise* to maintain a healthy environment, avoid mold & mildew, and maintain energy efficiency.

1.) Do not use portable electrical space heaters.

2.) Turn the thermostat off.

3.) Fully open windows for the specified time (see pie chart) to properly ventilate the area. Keep blinds open to allow sunshine to naturally heat the rooms.

4). Turn thermostat back on the specified temperature (see heating setpoint table above).







"Help save energy, no more than 3!"

| Heating | | |
|---|---|---|
| Type of Room | Occupied Temp | Unoccupied Temp |
| Working/Living Space | 68 ° F (Setting 3) | 61 °F (Setting 2) |
| Storage / Garage | 61 °F (Setting 2) | 45 °F (Setting min.) |

When heating your home, please keep the radiator settings at level 3. Radiators work 'slow and low'. If you are cold-natured a heated blanket is always a great option for the colder nights!

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## Preventing Mold in the Home: What can I do about molds in my house/

1. Keep bathrooms dry and ventilated. Use a shower squeegee if you have glass walls.
2. Avoid heating your house to a point that the windows are soaked with condensation.
3. Ventilate your home during the winter by cracking a couple windows (see pie chart above).
4. Remove mold growth from nonporous items (such as glass, plastic, metals, and tiles) using detergent or soap (wear gloves and a mask to avoid contact with the mold spores).

Moisture control is the key to mold prevention!

### Tips for cleaning:

- **Non-toxic: (1)Vinegar** ***is a great option for killing mold. Pour it straight onto the spores or use a spray bottle mixture with water of 1:2 and leave for 30 minutes before wiping.*** **(2)Borax:** ***A natural insecticide and fungicide. It doesn't need to be rinsed off and can prevent mold from growing.***

- **Toxic: Bleach-** ***The heavy-duty and last-resort option. Bleach will kill mold on showers and tiles etc., but it is a toxic substance, so take great care when using. Mix it with water at a ratio of 1:10. Rinse or wipe away afterwards.***

# Quarters Enhancement and Self Help

**Resident Interior Enhancements**

For any home improvement projects it is imperative to ensure compliance with applicable law, to promote safety, and to prevent accidents. Installation and use of equipment in AFH shall meet manufacturer guidelines and the requirements stated within this policy. Specified precautions listed below shall be observed and adhered to.

⇒ It is permitted to paint interior wall surfaces using water-soluble paint products (e.g. Alpinaweiss) that can be primed and repainted without extra cost upon vacating housing. Residents must ensure that baseboards, outlets, floors, and doorframes remain free of paint. Use of latex, oil or acrylic products is not permitted.

⇒ Only wallpaper that can easily be removed using water and without damage to the wall surface is permitted and it must be removed prior to vacating. The same applies to border and skirting applications.

⇒ Installation/replacement of water faucets should only be accomplished using fixtures that can be accommodated with the existing sink and plumbing fixtures. Caution is advised and residents should only purchase lead free faucets.

⇒ Caution is also advised for intended changes to patios or walk-ways/stepping stones or moving of installed property. Government funds may not be used for projects which would normally be done by residents to meet their personal needs.

⇒ Additions, changes, or other alterations to installed electrical wiring or fixtures are prohibited.

⇒ Use only electrical items which have the Underwriter's Laboratories Label (UL) or Host Nation (HN) "GS" and/or "TÜV" symbol.

⇒ The use of ceiling fans in most AFH units will not be 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 in some of our housing. Before purchasing a ceiling fan, have DPW determine if your home can accommodate one. Use the Army Maintenance Application (ArMA) at armymaintenance.com to request an appointment.

⇒ Items that are not approved:

a. Radio antennas

b. TV antennas

c. Satellite dishes

d. Wallpaper or border paper not designed to be easily removed using water

e. Removal or addition of walls

f. Replacement of flooring

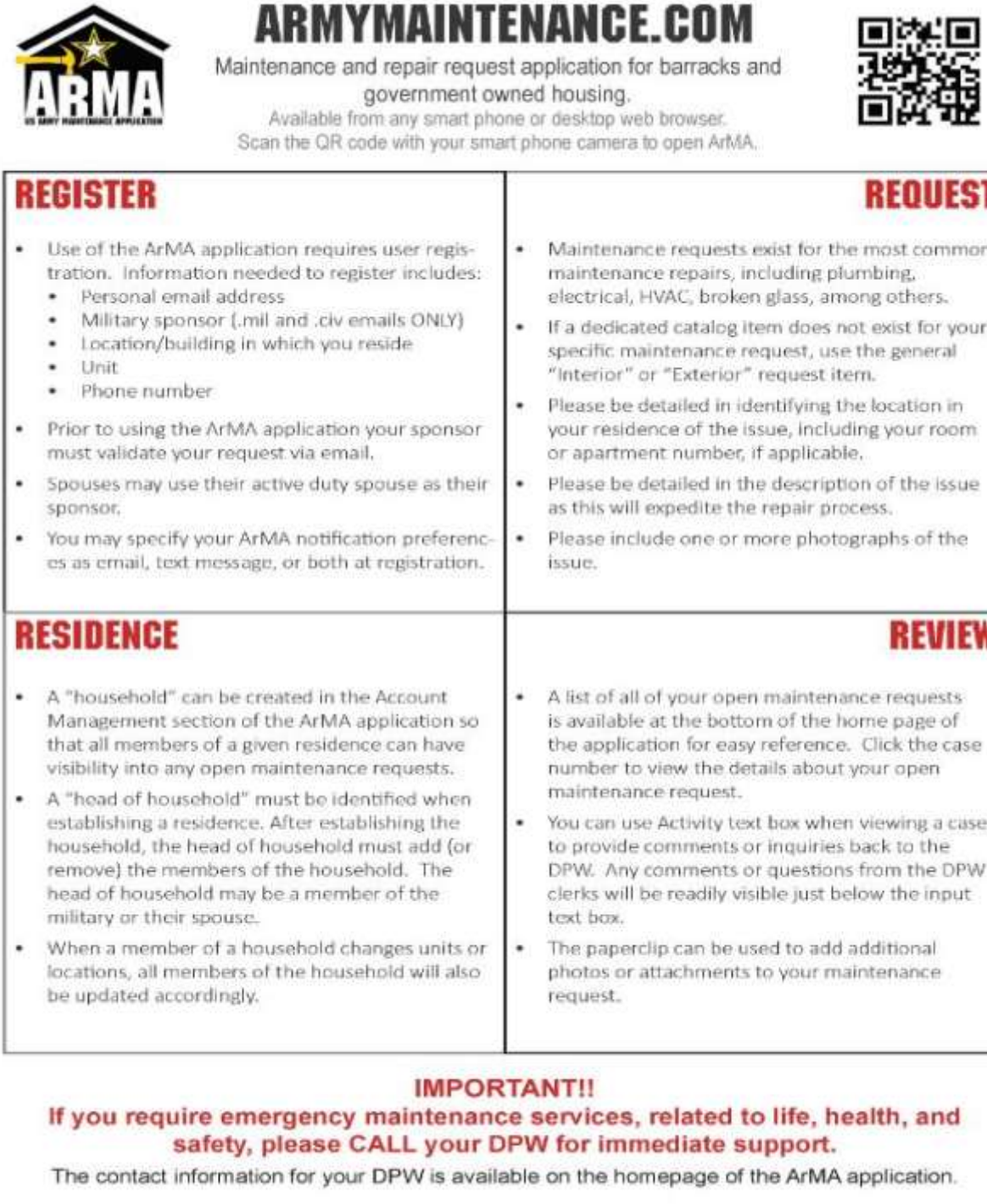
Cost for the installation, maintenance, and property restoration will be covered by the resident. Any alteration to the housing unit must be removed, and the unit restored to its original state. Alterations include but are not limited to yards, fencing, blinds, curtains, etc.

**Mounting/Anchoring of Furnishings, Televisions, etc.**

In accordance with the National Defense Authorization Act (NDAA) of 2020, "The Secretary of Defense shall allow a resident of a military Family housing unit to anchor any furniture, television, or large appliance to the wall of the unit for purposes of preventing such item from tipping over without incurring a penalty or obligation to repair the wall upon vacating the unit."

**Note:** Residents are encouraged to visit the Federal Government website (https://www.anchorit.gov/) that addresses "Why to Anchor" and "How to Anchor" questions. You may also submit a request for assistance using ArMA. It is important to note that damage to painted surfaces should be repaired/sealed in such a way as to prevent ingestion by children.

**Regular Demand Maintenance Orders (DMOs)**



# Quarters 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. 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 to 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 residence and provide guidance on responsibilities for preparing to terminate housing.

**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 be scheduled up to three business days prior to the port call.

**Damages Occurring During HHG and Government Furniture Delivery/Pick Up**

In some instances damages to Government property have occurred during the delivery or pick up of HHG 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 legal document to the Housing Office. 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 is cleared on or before the confirmed clearance date.

**Temporary Lodging Allowance (TLA) Entitlement on Departure**

Please refer to page 7 of this handbook.

# Fire Prevention & Safety

Fires are a devastating occurrence, which can result in the loss of life as well as both Government and personal property. Kitchen fires from unattended cooking and overloaded or defective electrical appliances are the main source of all fires. Residents should take safety precautions or they may be held liable for damages caused by fires that start due to negligence. Sponsors are responsible for all actions of their Family members and guests.

Every fire needs to be reported to the USAG Wiesbaden Fire & Emergency Services, even if already extinguished. After a fire, property will not be disturbed or removed until directed by the Directorate of Emergency Services. Residents are responsible to safeguard military property against further loss or damage after a fire.

**Fire Prevention**

Make every effort to keep matches, lighters, flammable liquids, and similar materials out of reach from children. Non-combustible ashtrays of ample size should be used for disposal of smoking materials. Make sure you determine that all burning embers are extinguished before emptying any ashtrays.

**Hazards in the Kitchen**

Never leave a stove unattended and keep all flammable items (e.g. paper products, towels, candles, flammable liquids, cleaning solvents, etc.) away from the stove. Remember to turn off the stove if a fire occurs and/or you leave the kitchen. If a grease fire occurs, DO NOT use flour, sugar, salt or water on the fire. Take a lid and slide it from the front over the burning pot/pan until completely covered, turn off the burner, and let it cool. Never pick up a burning pan, the grease could spill and cause burns or spread the fire. Keep panhandles turned inward on the stove. Clean the oven, range top, and exhaust fan filter regularly.

**Smoke Detectors**

AFH buildings are equipped with different design Fire Alarm Detection Systems as listed below.

⇒ Building detectors are hardwired and connected to the building fire alarm system (commonly in AFH buildings with a sprinkler system) with signal transmitted to the Fire Department.

⇒ Mixed systems where hardwired smoke detectors in the stairwells and basements are connected to the building fire alarm system only; and single apartment alarm only (hardwired smoke detectors with a 9V battery power backup) with no signal transmitted to the Fire Department.

⇒ Hardwired single alarm smoke detectors with 9V battery power backup without a building fire alarm system with no signal transmitted to the Fire department.

Smoke detectors alert the Families and give residents time to escape. The smoke detector is virtually maintenance free. If you have smoke detectors with a 9 V battery you will see a test button on the exterior casing - push the button to check your detector at least once per month. A beeping every few minutes may indicate a low battery or defective detector. In this case please submit an ArMA service request for maintenance or replacement.

**Space Heaters**

Electric space heaters or other supplemental heating devices will not be used in Government quarters without specific approval from the Housing Office. Space heaters with open heating coil or fuel powered heaters are prohibited.

**Fire Extinguishers**

For safety reasons, fire extinguishers are purposely omitted from Government quarters. Residents risk injury when using extinguishers, particularly on grease fires in kitchens. It has also been found that residents lose valuable time by extinguishing the fire themselves. Efforts usually do not prevent fire spread, but delay fire evacuation, and Fire Department notification.

**NOTE:** IAW AR 420-1, Army Facilities Management, “Garrisons will not furnish portable fire extinguishers in Family housing areas." (meaning Government quarters). Fire extinguishers are provided in the stairwells on each floor of each building. The Building Coordinator is responsible to inspect the extinguisher monthly for serviceability; e.g. missing seals, cracks to the hose or nozzle. If service is required, contact DES at 0611-705-5315/5883.

**Clothes Dryers**

Clothes dryers must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. Dryer filters should be cleaned before/after each use. Check vent hose MONTHLY for lint and dust accumulation.

**Smoking**

Smoking is permitted in Family housing. Smoking is NOT permitted in common spaces of multi-family housing. Common space is defined as any space within a building that is common to occupants and visitors. These areas include but are not limited to corridors, laundry rooms, lounges, stairways, elevators, lobbies, storage areas, and restrooms. However, smoking is permitted 50 feet from Government buildings. Therefore care should be taken when disposing of cigarette/cigar butts used in common areas to ensure they do not create a fire hazard. For more information about smoking in quarters refer to AR 600-63, Army Health Promotion.

**Holiday Fire Safety**

To prevent a home fire during the holidays, everyone must be extremely cautious. Almost without exception, we hear of at least one fire that sweeps through a home, taking with it an entire Family's possessions. There are several easy approaches to preventing fires at this time of the year:

⇒ Use extension cords cautiously. Make sure they are UL, ICE or TUV approved and in good condition. Ensure they are not strung under carpets or rugs. Do not overload circuits.

⇒ Make sure that the tree you bring into your house is fresh. It should have a fresh scent. Give the tree a mild shake. Make certain the tree is given plenty of water daily. When the tree no longer absorbs water or looks dry and brittle – dispose it.

⇒ While candles may be lovely to look at, never use life fire on or near the tree. Do not use candles in reach for children or where pets could knock the candle over.

⇒ Do not let gifts and packages rest against a tree light. The heat from the light could ignite the package and flames will spread to the tree.

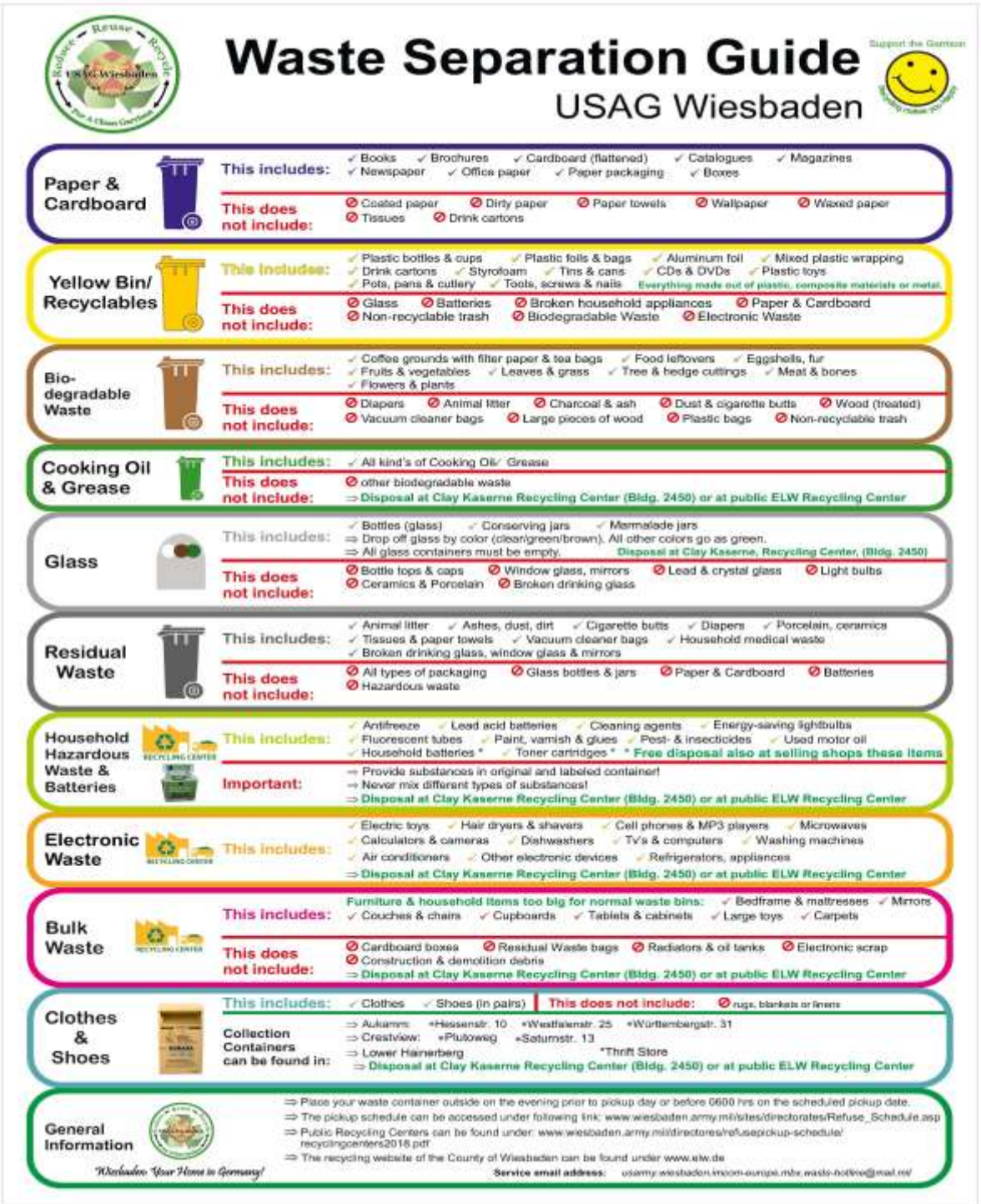
⇒ Double check your smoke detector and make sure it is operating correctly. Practice a fire exit drill with every member of the Family and ensure there is a single designated meeting place outside.

⇒ Open fires such as campfires or bonfires are not permitted in the housing areas.

# Waste Separation

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., individual 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 on King Avenue Monday – Friday, 12:00 - 3:30 PM (closed on Saturday, Sunday, and U.S./German holidays). Telephone 0611-143-548-4029.

Bulky items such as furniture, carpets, etc., can be taken to the recycling center or collected at the curbside according to the bulk trash pickup schedule. Bulky items will not be placed in the household waste or placed beside the containers. Visit the garrison website to view the trash pick-up schedule for your area or call the Housing Office.

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.

**Special note regarding disposal of batteries:** The terminals of all lithium and 9 volt batteries, as well as dry cell batteries larger that 9 volt, need to be taped prior to disposal. Best practice would be for residents to segregate and tape the batteries at home, then bring them to the recycling center and place them into the appropriate drum. **Disposing in regular trash is forbidden.**