



DEPARTMENT OF THE ARMY UNITED
STATES ARMY GARRISON BAVARIA UNIT
28130
APO AE 09114-8130

IMBA-PWH

15 June 2015

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Bavaria Family Housing- Standing Operating Procedure (SOP)

1. Effective Date. This SOP remains in effect until superseded or rescinded.

2. Scope. This SOP is applicable to all Soldiers, Civilians, Family members, and government employees, contractors, organizations and units (tenant units) residing in the USAG Bavaria Area of Responsibility (AOR).

3. References.

a. Regulations - see Appendix A.

b. Important Telephone Numbers with after hour, weekend and holiday emergency service telephone numbers - see Appendix B.

4. Policy. This SOP prescribes procedures and responsibilities for all military personnel, their Family members, civilians, government employees, contractors, organizations and units (tenants units) occupying Government Controlled Quarters (GCQ) on post and off post. The SOP herein establishes guidelines for Area/Alternate Area Coordinators (AC/AAC), Street/Alternate Street Coordinators (SC/ASC) and Building/Alternate Building Coordinators (BC/ABC), and Stairwell Coordinator and Alternate Stairwell Coordinator (STC/ASTC) demonstrated in the Resident Handbook for all Residents within the USAG Bavaria Community.

A copy of this SOP with the Residents Handbook will be permanently located within each set of government controlled Family quarters. It will be treated as an item of government property and will be left in quarters for the use by the succeeding occupant.

a. **General Policies:**

(1) In order to main high standards of policing, sanitation, and discipline in government controlled Family housing areas, the following USAG Bavaria chain of authority is established within Residents Handbook IAW AR 420-1.

(2) Occupants must correct unsightly or unsanitary conditions in the housing areas as required. Further, they must ensure that the appearance of their quarters and grounds is maintained to standards at all times.

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(3) Sponsors must participate in the community spring and fall clean-up campaigns and Family members (FMs) are encouraged to do so as well. The responsible area coordinator will direct the assigned street, building and stairwell coordinators to develop a plan for cleaning assigned areas, reporting maintenance and repair requirements (e.g., broken, damaged or malfunctioning items, and following specific cleaning standards for common grounds, individual private grounds, and stairwell areas).

(4) Sponsors are responsible for informing Family member(s), guest(s), and domestic employee(s) of the applicable provisions of this SOP.

(5) Failure by occupants to comply with this SOP and other applicable directives may be cause for corrective action: to include termination of government quarters, Early Return of Dependents (EROD) and/or early termination of a sponsor's overseas assignment IAW AR 55-46, para 5-8.

b. USAG Bavaria Commander Authority for On and Off Post Government Quarters:

(1) The USAG Bavaria Commander is responsible for promoting general welfare, morale, safety, sanitation, beautification, and maintenance pertinent for good order and discipline among the Bavaria Military Community. The USAG Bavaria Commander has the authority to prescribe the following directives:

(a) Appoint area, street, building and stairwell coordinators, and alternates for Government controlled housing outline specific duties and responsibilities, as prescribed in this SOP.

(b) Appointments to area, street, building and stairwell coordinator positions will be for a minimum period of twelve (12) months, after which period the next higher-ranking personnel (if present) may be appointed. Those wishing to continue performing these duties will be allowed an additional twelve (12) months or until their tour of duty ends, unless the new higher-ranking occupant objects.

(c) Chaplains, battalion commanders, battalion command sergeant majors and staff physicians normally will not be appointed as coordinators.

(2) Inform your respective area/street/building/stairwell coordinators of any administrative/disciplinary actions and report incidents concerning sponsor, civilian, or Family member(s) conduct contrary to current directives.

(3) USAG Bavaria Commanders have the authority to approve exceptions on a case-by-case basis. Such exceptions are submitted through the USAG Bavaria

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Housing Division Office, BLDG 244 for further processing.

(4) Initiate a positive recognition program to reward occupants for outstanding contributions in helping to maintain established standards of appearance and beautification in the housing areas. Some examples of positive recognition are:

- (a) Display signs designating quarters of the month, quarter, and year.
- (b) Certificates of appreciation/achievement.
- (c) Plaques.
- (d) Awards/decorations.

(5) Investigate, resolve and process incidents of alleged Family members (FMs) misconduct, or any conduct contrary to the appearance of good order and discipline within the USAG Bavaria Military Community.

(a) If deemed necessary, under the provisions of AR 55-46, para 5-8 and USAREUR Supplement 1 to AR 1-33, when Family members of the household become involved in incident(s) embarrassing to the US government, prejudicial to good order, health, morale, and discipline will warrant an Early Return of Dependents (EROD) to CONUS.

(b) Initiate corrective actions justified under AR 55-46, para 5-8 and USAREUR Supplement 1 to AR 1-33 for acts of violence, habitual display of intemperance in public, breach of public peace or nuisance, disorderly conduct, thievery, immoral conduct, or other acts of misconducts.

(6) Entering Family quarters in the absence of the assigned occupant in cases of emergency, for example, health, welfare, and safety considerations including inspecting for possible damages and necessitating repairs to Government property, per IAW AR 420-1, para 3-60, Shared responsibility; By its nature, housing must entail a shared responsibility involving both the provider and the user.

(a) The garrison commander, or a duly designated representative, upon reasonable notice to the resident and at reasonable times, may enter the premises in order to inspect the property. If the resident is not home when premises are to be entered on behalf of the garrison commander, the housing representative will have (in decreasing order of preference) a representative from the resident's command or unit, a security officer, or a disinterested third party accompany him or her when entering the DU (see also para 3-21b).

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(a) Entry into assigned quarters in the absence of occupants will be coordinated and conducted jointly between the unit, military policy and/or housing personnel.

c. Housing Division Chief Responsibilities:

(1) The USAG Bavaria Housing Division Chief works on behalf and under the leadership of the USAG Bavaria Commander. The Housing Division Chief is responsible for establishing policies and specific procedures for the on post and off post Government housing communities. The Housing Division Chief will recommend area, street, building, and stairwell coordinators and their alternates with prescribed appointment letters.

(2) Appointment letter of instructions will be vetted through the USAG Bavaria Housing Division, BLDG 244, DSN 475-6082.

(3) Exceptions refer to the following assigned personnel:

(a) Chaplains per IAW AR 420-1, para 3-20, e. Assignment of housing to chaplains

(b) Legal personnel per IAW AR 420-1, para 3-20, f. assignment of housing to unaccompanied law enforcement, criminal investigation, and counter intelligence personas Inspector General, Criminal Investigation Division (CID) special agents, CID supervisory personnel, and Military Police.

(c) DoD Sponsored civilian personnel. Physicians, Senior Career Counselors, Equal Opportunity Advisors, and DPW staff, IAW AR 420-1, para 3-20, d. Assignment provisions.

(4) The Housing Division Chief will also ensure that housing inspectors frequently tour communities to identify, address repair requirements, and issue deficiency citations, as appropriate.

(5) Representative(s) of the Housing Division will attend Town Hall or community information forums, as appropriate.

d. Area Coordinator (AC) and Alternate Area Coordinator Responsibilities (AC/AAC):

(1) The Area Coordinator (AC) is the senior resident of housing area or designated neighborhood. Area coordinators will contact their street and building coordinators within two (2) working days of appointment. Spouses are not authorized to

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assume the duties of area coordinators. Appointment letter of instructions for all assigned coordinators will be generated through the USAG Bavaria Housing office.

(a) An AAC is appointed when the area coordinator absence exceeds five (5) calendar days, keeping subordinate street/building coordinators, and the Housing Office informed of all such temporary changes. The alternate area coordinator is the next senior occupant within the Area of Responsibility (AoR) who assumes duties in the absence of the area coordinator. The appointment letter of instruction for the alternate coordinator will be generated through the USAG Bavaria Housing office.

(b) Each Area and Alternate Area Coordinator (AC/AAC) must have a minimum of 12 months remaining on his or her tour.

(c) Request appointment of a new area coordinator one (1) month prior to termination of quarters.

(d) Ensure that street, building, and stairwell coordinators identify any deployment periods that may affect coordinator duties and report deployment information to the USAG Bavaria Housing Office.

(2) AC/AAC will maintain a high standard of appearance and beautification in their assigned housing areas, including playgrounds and multi-purpose courts through self-help efforts to foster and encourage discipline, cleanliness, and a safe living environment as follows:

(a) Supervise and delegate in maintaining order and discipline of sanitation, clean-up practices, and policing of the areas as well as coordinating Spring and Fall clean-up campaigns.

(b) Dissemination of Equipment is as follows:

(1) Sign hand receipts from the Directorate of Public Works (DPW) at the Self-Help Issue Point (SHIP) for grounds maintenance equipment. The responsibility for picking up and signing for equipment can be further delegated to respective area, street, building and stairwell coordinators.

(2) The area coordinator will ensure that after the grass-cutting season has ended, all loaned lawn mowers and weed eaters are returned to the SHIP for proper maintenance. Due to the limited storage space at the SHIP, the turn-in and re-issue will be coordinated between the area coordinator and the SHIP.

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(c) Delegate and initiate follow-up on reported repair and maintenance of common areas and exteriors through respective street/building coordinators.

(d) Disseminate information to street/building coordinators to ensure proper use of facilities is within policy and regulation compliance.

(3) Ensure storage rooms are not being used to store Government furniture, trash, recyclables, or hazardous materials.

(4) Institute utility conservation practices, such as turning off lights when not needed, closing doors and windows within respective cold and hot climates, controlling outside faucets to eliminate any water waste, and encourage recycling in accordance with local laws and the community Separate or Recycle Trash (SORT) program.

(5) Conduct meetings with street and building coordinators at least once every three (3) months to discuss and/or reemphasize their responsibilities and resolve problems.

(6) Ensure that street and building coordinators conduct weekly inspections of buildings and common use areas to ensure compliance with this SOP and other applicable regulations.

(a) When directed, participate in periodic walk through inspections conducted by the Garrison CSM, and Chain of Command (CoC) following directive within IAW AR 420-1, para 3-60, Shared responsibility; By its nature, housing must entail a shared responsibility involving both the provider and the user.

(1) The garrison commander, or a duly designated representative, upon reasonable notice to the resident and at reasonable times, may enter the premises in order to inspect the property. If the resident is not home when premises are to be entered on behalf of the garrison commander, the housing representative will have (in decreasing order of preference) a representative from the resident's command or unit, a security officer, or a disinterested third party accompany him or her when entering the DU (see also para 3-21b).

(7) Attend Town Hall meetings or Community Information Exchange Forums, as appropriate, per IAW AR 420-1, para 3-62 Community associations.

(8) Resolve minor disciplinary and Family misconduct problems not resolved between the street or building coordinators. Make a collaborative effort to inform the Housing Office of incidents to resolve minor disciplinary and Family misconduct at the

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lowest level possible. Ensure that problems that are more serious are coordinated with the Sponsor(s) unit CoC, 1SG/Commander.

(a) If not resolved, a meeting will be coordinated and conducted with the Housing Division Chief and their respective CoC, 1SG/Commander. The AC and the respective Unit Commander will provide recommendations to the USAG Bavaria Housing Chief concerning Families requiring removal from government housing for reasons specified within the SOP and herein upon the IAW AR 420-1 and AR 55-46, para 5-8. The USAG Bavaria Commandler dictates disciplinary action concerning unresolved housing misconduct regarding administrative actions, Early Return of Dependents (EROD).

(b) Be consistent and constant upon disciplinary procedures across the board, showing no favoritisms or bias that may potentially be in violation of any Equal Opportunity (EO) statutes. The AC/A-AC will seek council with an Equal Opportunity adviser regarding any questions or concerns that may surface.

(9) The AC will acquire an open door policy through USAG Bavaria Commander and the responsible unit commander mutually engaging conflict resolution and conflict management processes to improve disciplinary matters affecting Residents in their Area of Responsibility (AoR).

(10) Act as area/fire warden in accordance with applicable USAG Bavaria fire warden policies.

e. Street Coordinator/Alternate Street Coordinator (SC/ASC) and Building Coordinator/Alternate Building Coordinator (BC/ABC) Responsibilities:

(1) The Street Coordinator (SC) is utilized within an AoR that has single/duplex housing units, not stairwell housing. The SC is the most senior resident residing on the designated street. Appointment letter of instructions for all assigned coordinators will be generated through the USAG Bavaria Housing office.

(a) Appoint an Alternate Street Coordinator (ASC) during absences exceeding five (5) calendar days, keeping the area coordinator and the Housing Office informed of all such temporary changes. The ASC is the next senior occupant within the area of responsibility, who assumes duties in the absence of the street coordinator. The appointment letter of instructions for the alternate coordinator will be generated through the USAG Bavaria Housing office.

(2) The Building Coordinator (BC) is the most senior occupant assigned to a multiple dwelling unit. The BC will contact their area coordinators within two (2) working days of appointment. The BC are responsible to their area coordinator for performing

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all assigned duties. Spouses are not authorized to assume the duties of building coordinators.

(a) The AC will appoint an Alternate Building Coordinator (ABC) during absences exceeding five (5) calendar days, keeping the area coordinator and the Housing Office informed of all such temporary changes. The ABC is the next senior occupant within the area of responsibility, who assumes duties in the absence of the street/building coordinator. The appointment letter of instructions for the alternate coordinator will be generated through the USAG Bavaria Housing office.

(b) Each Street Coordinator (SC) and Building Coordinator (BC) including ASC and A-BC must have a minimum of 12 months remaining on his or her tour.

(c) Request appointment of a new SC and/or BC one (1) month prior to termination of quarters.

(d) Identify any deployment periods that may affect Street Coordinator (SC) and Building Coordinator (BC) duties, then notify the appropriate Area Coordinator (AC). The area coordinator will report deployment information to the USAG Bavaria Housing office.

(3) Within stairwell housing units, each building unit or stairwell unit will post an informal memorandum showing the name, rank, stairwell, and apartment number of the street and building coordinator with their assigned alternates including respective stairwell coordinator, as appropriate.

(a) A copy of this informal memorandum will be submitted to the SHIP and the Housing Office.

(b) Building Coordinators will post their names on signs installed at front of the building, as available. The individual lettering for the sign can be pick-up at the Housing office, BLDG 244.

(4) If there are no stairwell coordinators, the new residents within their building must be contacted within 72 hours after occupancy. Familiarize new residents with regulations and policies.

(5) Assist the building occupants or stairwell coordinators in resolving any maintenance deficiencies that have been reported to the Work Order Section on post at comm. 09641-83-6324, DSN 475-6324 or within the Netzaberg Community and other government controlled (leased) housing call comm. 09641-83-7023, DSN 475-7023 to ensure repairs are completed within a reasonable amount of time.

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- (6) Make a reasonable effort to resolve problems or issues with occupants.
- (7) Establish AoR for building occupants or stairwell coordinators in common areas and areas adjacent to the building.
- (8) Act as building fire warden in accordance with latest USAG Bavaria instructions. Inspect at least monthly, laundry and common areas, and storage rooms to eliminate fire, health, and safety hazards.
- (9) Identify and eliminate energy waste, and report continued non-compliance to the area coordinator and the DPW.
- (10) Maintain good recycling practices as specified in the recycling guides (brochures) issued to residents upon occupancy. Take corrective action when necessary. Report continued non-compliance to the area coordinator and to the appropriate USAG Bavaria Separate or Recycle Trash (SORT) program coordinator. Immediately report excessive accumulation of trash and problems with contractor services to the appropriate USAG Bavaria SORT coordinator.
- (11) Report vehicles that do not appear to belong to someone living or visiting the area, or that are apparently abandoned, to the Provost Marshal, so that appropriate action may be taken, (see Appendix B for telephone numbers and further details).
- (12) Grass cutting around multi-story apartment buildings is provided by the installation. Grass cutting for single Family, duplex, and other multiplex homes with fenced-in lawns, are the responsibility of the residents designated within a 50 feet perimeter per IAW AR 420-1 Grounds and landscaping, p. 72 as follows:
 - (a) Boundaries. The cutting, trimming, and watering of lawns in the designated immediate area of the DU will be the responsibility of the resident, as would be expected of a tenant in private housing of similar type and value. Normally, the boundaries of the designated immediate area of responsibility will be not more than 50 feet from the DU. However, this boundary may be extended out further to a logical line of demarcation, such as a road or a fence, or to encompass small common areas.
 - (b) Apartment buildings. Grounds maintenance around multistory apartment buildings will be provided by the installation.
- (13) Ensure that snow and ice are removed from the entrance steps and sidewalks. Necessary tools and appropriate de-icing materials are available from the SHIP.

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(a) The stairwell coordinators in coordination with other senior occupants in all multiple dwelling units are required to delegate (on a rotational basis) the removal of snow and ice from all walkways NLT 0700 hours daily (Monday- Friday) and 0900 hours (Saturdays, Sundays and holidays) in their AoR.

(14) Issue deficiency citations to residents in violation of written directives or guidance. Keep a copy for your records and provide the citation to the area coordinator only if the problem is not solved within a reasonable period of time.

(15) Attend community information forums, as appropriate, or appoint an alternate (another sponsor) when attendance is not possible.

f. Stairwell Coordinator/Alternate Stairwell Coordinator (STC/ASTC)
Responsibilities:

(1) Stairwell Coordinators (STC) are responsible for performing duties assigned by the building coordinators. Spouses are not authorized to assume the duties of stairwell coordinators.

(a) The BC will appoint an Alternate Stairwell Coordinator (ASTC) during absences exceeding five (5) calendar days, keeping the building coordinator and the Housing Office informed of all such temporary changes. The ASTC is the next senior occupant within the stairwell-housing unit, who assumes duties in the absence of the Stairwell Coordinators (STC).

(b) Each Stairwell Coordinator (STC) and ASTC must have a minimum of twelve (12) months remaining on his or her tour.

(c) Request appointment of a new STC and A-STC one (1) month prior to termination of quarters.

(d) Identify any deployment periods that may affect Stairwell Coordinator (STC) duties, then notify the appropriate Building Coordinator (BC). The area coordinator will report deployment information to the USAG Bavaria Housing office.

(2) Contact new residents within 72 hours after occupancy. Familiarize new residents with regulations and policies.

(3) Deal directly with sponsors. When the sponsor is not available within a reasonable period of time, deal with the Family Member head of household.

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(4) Post in the stairwell a copy of the housing chain of authority, current fire regulations, emergency numbers, and the fire evacuation plan.

(5) Conduct weekly inspections of common areas, to ensure compliance with applicable regulations. Report discrepancies through the chain of command established by this SOP.

(6) Undertake every effort to solve problems, disputes, and controversial matters in the stairwell, establishing a written record of each incident. Matters that cannot be resolved, will be reported to the building coordinator.

(7) Report incidents of a serious nature to the building coordinator.

(8) Inform the building coordinator of any absence for periods exceeding (5) five calendar days.

(9) Survey the building and surrounding area to determine work necessary to maintain a high standard of police and cleanliness, including eliminating mud holes, seeding lawns, erecting garbage area screens, repairing fences, removing mud from exterior walls, and reporting abandoned vehicles.

(10) As often as necessary, but at least monthly, inspect areas to detect/eliminate fire hazards and determine the condition of fire extinguishers (where provided).

(11) Support the building coordinator/fire warden in accordance with applicable USAG Bavaria fire warden policies. Conduct occupant evacuation drills under supervision of fire protection personnel. Provide the Fire Chief a written report of any deficiencies found which could not be corrected.

(12) Report deficiencies, (e.g. broken windows and leaky faucets in common areas, and street lights that remain on during daylight hours) to the DPW Work Order Section at comm. 09641-83-6324, DSN 475-6324 or in case of off post Government quarters to the Leased Housing Branch at comm. 09641-83-7023, DSN 475-7023 to ensure corrective action is taken (see Appendix B).

(13) Coordinate the cleaning of common areas with the occupants of the stairwell. Use of hired custodial service is authorized, if every sponsor agrees that each Family contributes an equal share of the cost.

(a) If all Families do not agree to hire custodial service, occupants will be required to perform duties as directed by the building or stairwell coordinators.

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(14) Identify any deployment periods that may affect a coordinator's duties to the building coordinator.

(15) Ensure utilities conservation practices in common areas, and educate occupants on energy conservation measures.

(16) Obtain necessary tools and equipment from the SHIP for maintenance of lawn areas, and for snow removal.

(17) Request appointment of a new stairwell coordinator forty-five (45) days prior to termination of quarters.

g. Sponsor Responsibilities:

(1) Participate, with spouse if appropriate, in mandatory In-Processing, including Newcomers' briefings. Contact the stairwell or building coordinator within 72 hours after occupancy, if not contacted by them first.

(2) Be responsible for the action and conduct of Family Members, guests, domestic employees and pets. Give the stairwell coordinator and building coordinator complete cooperation on all matters concerning the common welfare of the occupants of the building. Comply with instructions issued by the Commander, USAG Bavaria, the area coordinator, the building coordinator and stairwell coordinator in accordance with this SOP and other applicable regulations, policies, and directives to uphold standards of cleanliness, order and discipline within the Bavaria Military Community.

(3) Be responsible for fire prevention. At least one (1) member of every newly assigned household must attend the fire prevention/protection orientation briefing given by the Fire Department. This attendance will be recorded in the Housing Division eMH (Enterprise Military Housing) database.

(a) The use of barbeque grills prohibited on balconies or within ten (10) feet of Family Housing units. Grills only authorized on non-combustible surfaces. Comply with current USAG Bavaria fire prevention regulations. Occupants may be held liable for damages to Government property caused by violation of these regulations.

(4) As soon as is known, provide the Housing Office with the sponsor's community mail room (CMR) address for input into the emH data base. Also report directly to the Housing Office all personal changes affecting housing records; e.g., promotions, demotion, change in DEROS, change in marital status, change in Family size, and departure of dependents.

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(5) Avoid excessive noise (loud parties or music, slamming of doors, etc.). The volume setting of radios, stereos, and television sets will not be such that the noise becomes a nuisance. Excessive noise heard outside the individual dwelling unit or disturbs other building occupants is not tolerated. Loudspeakers, radios, etc., will not be positioned in open windows or on balconies. Comply with quiet hours between 2200 hours and 0630 hours daily. Respect and consideration of others works well when all parties act in a responsible and mature manner.

(6) Assume liability for the destructive acts of their dependents and invited guests, including children. Control will be exercised over children at all times. Parents or legal guardians will ensure that their children **do not:**

(a) Play in stairwells, attics or basements, other than in designated playrooms.

(b) Dirty, damage or deface buildings.

(c) Dig in or otherwise damage playgrounds, landscape, and lawn areas, or remove permanent landscaping fixtures such as plants or fencing.

(d) Climb on carports, garages, balconies or drain pipes.

(e) Play in parking areas and parking lots.

(f) Fire air rifles, pellet guns, bow and arrows, etc., in and around housing areas.

(g) Play in or around garbage containers.

(h) Gather around and obstruct emergency vehicles (fire trucks, police vehicles, ambulances).

(i) Interfere with grass cutting operations.

(7) Support the Energy Conservation Program as follows:

(a) Turning off all unnecessary lights and electrical appliances. Use compact fluorescent light bulbs when possible. Configure personal computers for sleep mode when on, and turn off when not in use for extended periods.

(b) Eliminating wasteful use of water. Ensure housing unit has low flow showerheads and faucet aerators installed. If not, these items are available from Self Help.

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(c) Reporting immediately to the DPW Work Order Desk all malfunctions of utility systems, such as leaking faucets, faulty electrical switches, broken windows (especially in storage and common use areas), and street lights that remain on during daylight hours.

(d) Opening windows during heating season only as required for ventilation.

CAUTION:

Radiators MUST NOT be turned completely off during freezing temperatures.

(e) Portable heaters are prohibited in Government quarters except under emergency conditions, i.e., failure of the heating system.

(f) Disconnect transformers when not in use. Any Family who has only 220 volt appliances and lives in a townhouse can prevent excessive heat buildup and save energy by asking the Housing Office to switch off their built-in transformer.

(g) The use of ovens for heating purposes is prohibited.

(8) Be responsible for security, policing, sanitation, and maintenance of common areas. Damage to common areas will be reported immediately to the stairwell coordinator. Occupants scheduled to take extended leave, must arrange to maintain their assigned areas of responsibility during this period. The sponsor's chain of command will check on, and be responsible for the state of the quarters during periods of extended leave, or when the spouse/Family departs to CONUS during deployment.

(9) Report violations of regulations, acts of vandalism, and misconduct to the stairwell coordinator and/or military police.

(10) Do not shake rugs, mops, laundry and other such items out of windows, or hang on the balcony.

(11) Keep entrances, hallways, stairwells and laundry rooms free of such items as brooms, shovels, baby buggies, bicycles, toys, boxes, dirty shoes that constitute an unsightly appearance or a safety hazard.

(12) Participate in the community SORT program. Maintain good recycling practices as specified in the recycling guides (brochures) issued to residents upon occupancy.

(13) Remove snow and ice from entrance steps, parking spaces, and walkways leading to one's own residence. Note, that salt is prohibited for deicing walkways in

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some local communities, (for example, the cities of Grafenwoehr and Vilseck). Contact the appropriate Garrison's Environmental Office to find out what is approved for your particular area, (see Appendix B for telephone numbers). Acceptable deicing materials are available at the SHIP for residents of Government controlled housing on or off Post.

h. Complaints:

(1) In general, problems or complaints arising as a result of community living can be resolved in a routine manner. The following procedures will be adhered to:

(a) Residents of Army Family Housing (AFH) will refer to this SOP to determine if the solution is contained herein.

(b) Occupants will present their complaints to the stairwell and building coordinators, who will attempt to resolve the problem in accordance with their authority. Spouses of deployed service members can act on behalf of their sponsor to submit complaints.

(c) If the stairwell and building coordinators are unable to provide a solution, complaints can be submitted through the building coordinator to the area coordinator in conjunction with a Housing Representative.

(d) If there is no reply or decision within two (2) weeks of the initiation of the complaint, documented complaints will be forwarded directly to the USAG Bavaria Housing Office with a courtesy copy to the Garrison's Directorate of Public Works, Housing Division, for resolution.

(e) If not resolved, a meeting will be coordinated and conducted with the Housing Division Chief with their respective Chain of Command. Their respective Unit Commander will then provide recommendations to the USAG Bavaria Housing Chief concerning Families requiring any disciplinary action and/or removal from government housing for reasons specified within the SOP and herein upon the IAW AR 420-1 and AR 55-46, para 5-6.

(2) The USAG Bavaria Commander dictates disciplinary action concerning unresolved housing misconduct regarding disciplinary/administrative actions and/or Early Return of Dependents (EROD) IAW AR 55-46, para 5-6.

(a) If deemed necessary, under the provisions of AR 55-46, para 5-8 and USAREUR Supplement 1 to AR 1-33, when Family members of the household become involved in incident(s) embarrassing to the US government, prejudicial to good order,

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health, morale, and discipline will warrant an Early Return of Dependents (EROD) to CONUS.

(b) Initiate disciplinary or corrective actions justified under AR 55-46 and USAREUR Supplement 1 to AR 1-33 for acts of violence, habitual display of intemperance in public, breach of public peace or nuisance, disorderly conduct, thievery, immoral conduct, or other acts of misconducts.

5. Designated Housing.

a. Designated Housing. In accordance with IAW AR 420-1, para 3-99 of reference a. above, the Garrison Commander in coordination with (ICW) the Senior Mission Coordinator (SMC) designates as follows:

(1) The garrison commander designates housing for occupancy by personnel in various pay grade groups. Family housing should be designated for occupancy will be as follows:

- (a) General and flag officers (O-7 through O-10).
- (b) Senior grade officers (O-6).
- (c) Field grade officers (O-5, O-4, CW5, and CW4).
- (d) Company grade officers (O-1 through O-3, WO1 through CW3).

(e) Enlisted personnel (E-1 through E-9) may be further categorized, that is, senior noncommissioned officers (NCOs) (E-7 through E-9)/junior NCOs and junior enlisted (E-6 and below) may be even further categorized based upon the needs of the installation.

(2) The garrison commander further designates specific DUs for use by personnel assigned to selected key and essential positions. To include special command positions (see para 3-99b), installation and garrison commanders in the grade of O6 (see para 3-70b(2), and special command sergeant major (CSM) positions (see para 3-71a) collectively are referred to as representational housing.

Designated homes will be kept to an absolute minimum to ensure maximum housing equity for all Soldiers.

6. Army Family Housing (AFH). According to IAW AR 420-1, para 3-16 Assignment of Family housing, Assignment and Termination (A & T) counselor(s) will adhere to

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eligibility requirements and procedures. Military personnel with command sponsorship for Family members are authorized Army Family Housing (AFH). Assignment priorities are set forth within IAW AR 420-1, Table 3-4, Priorities of assignment for Family housing. Applicants will be screened against the eligibility criteria in the previous section before proceeding with the application.

a. Family Housing Eligibility. Housing eligibility applies to military personnel applying for Government-controlled housing:

(1) The following personnel, ***command with sponsored dependents***, are eligible for assignment to Family Housing. Always review entire set of orders carefully to assure eligibility.

(a) Applicants must provide the following:

(1) Original copy of orders.

(2) Assignment (amendment) pinpoints a unit within the USAG Bavaria Area of Responsibility (AOR). Military personnel assigned or attached for duty at USAG Grafenwoehr (attached means a Service member assigned to another installation with duty within the USAG Bavaria AOR).

(3) Applicant has command sponsorship (4001R) verification of members, if not indicated on orders.

NOTE: E06 (SSG) (P) may apply for for Senior Enlisted Quarters with orders and a notification letter of promotion.

(4) If a doctor at the GrafenwoehrNilseck Health Clinic has signed a statement of pregnancy, the Service member will be entitled to an additional bedroom for the unborn child at the time when he/she applies. Assignments to new quarters will not take place prior to the seventh month of pregnancy. In case where the Service member request to be housed prior to the seventh month, the request must be substantiated by a competent medical authority (clinic commander).

(5) Dual military enrolled in the Army Married Couples program assigned within the same community and/or assigned to different communities within one (1) hour commuting distance are entitled to AFH. Certificate of Non-availability (CNA) is issued if government controlled housing is not available or projected to be available within sixty (60) days of arrival.

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(a) Service member married to another Service member may apply for Government controlled quarters when:

(1) Both Service members are enrolled in the Army Married Couples Program (AMCP), serving a 36-month tour and are assigned to the installation or duty within commuting distance of the installation.

(2) When Soldiers married to Soldiers whose spouses do not accompany them but who arrive within 120 days of each other, the first Soldier to arrive at the new duty station may apply for and be assigned Family housing provided that the second arriving Soldier does not accept Family housing elsewhere. A copy of orders for both Soldiers is required.

(3) When neither Service member has command sponsored dependents and are prevented from living together as a Family unit due to duty assignment or distance, both Service members will be treated as single Service members and assigned unaccompanied personnel housing.

(4) When there are command sponsored dependents, as stated on the Service members orders, the Service member is entitled to Government quarters.

(5) When one Service member is assigned to the USAG Bavaria and the other Service member is assigned to a different GARRISON; every effort will be made to house the Service members at an equal commuting distance for both, or housing at the Service members request.

(6) Joint Custody of dependents within Army Family Housing:

(a) In cases where courts award joint custody of dependent children and the Service member has no other dependents, assignment to Family quarters is authorized only if the Service member has submitted proof of custody for 181 calendar days or more per year and approved command sponsorship.

NOTE: Sponsor will not be required to terminate quarters while dependents are residing with the other parent.

(1) Upon application for quarters, documentation must be submitted to show clear evidence of custody periods.

b. Refusal of adequate housing for any reason other than life, health, and safety will result in loss of Temporary Lodging Allowance (TLA).

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c. Occupying temporary lodgings (guest house or hotel accommodations on-post or off-post) while in/out-processing the community. TLA (incoming/outgoing) partially reimburses Service members for occupying temporary lodgings (guest house/hotel accommodations on or off-post) and the cost of meals. TLA is not payable for any day a member is on leave away from the vicinity of the Permanent Duty Station or while on permissive TOY, except when (1) or more dependents remain in the vicinity of the permanent duty station.

(1) **Incoming TLA:** In order to draw TLA, you must apply for Government/private rental quarters. TLA entitlement for arriving Service members is generally limited to 60 days; request beyond 60 days must be approved at USAREUR G-1 level. TLA will be processed in ten (10) day increments, as feasible within move-in date.

NOTE: Service members who arrive with dependents on their orders are eligible upon converting tour and receiving command sponsorship upon arrival of dependent (s).

(2) **Outgoing TLA:** USAG Bavaria allows out-going TLA for 3 days. Request beyond 3 days but NTE 10 days are approved by Chief Housing Division. All requests will be evaluated on an individual basis. Additional days of TLA may be issued in the event that Housing Division is closed due American/German holidays. When outgoing TLA exceeds three days the Chief Housing Division is notified and Service member/Family name and circumstances are documented. Outgoing TLA is not authorized prior to clearance of quarters.

NOTE: Personal reason do not justify additional TLA days.

d. Assignment to quarters is permanent for the duration of your tour unless the following: change in family size, promotion, and/or validated medical condition. Exception to Policy request can be processed for extenuating circumstances and/or certain hardship cases.

(1). The following is a step-by-step ASSIGNMENT guide how a Service Member (SM) will obtain Army Family Housing (AFH), as follows:

(2) Identify available space.

(3) Enter the Service Member's information in to the Enterprise Military Housing (eMH).

(4) Generate an Assignment to Quarters letter.

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(5) Schedule a move-in inspection that will be attended by the Inspector and the Solider for the purpose of reviewing the condition of the quarters/furnishings and validating the inventory count with the hand receipt using an "Inspection Report".

(6) Inspections will be conducted for the assignment and termination of quarters. The inspector is responsible in assessing all components of the quarters and furnishings.

(7) The minimum net floor area (size) per Family dwelling unit are demonstrated in IAW 420-1, Table 3-6, Minimum net floor area per Family housing dwelling unit. Occupants will be advised to these requirements so that household goods are commensurate with their housing entitlements IAW AR 420-1, Table 3-7, Minimum standards of acceptable space and privacy, existing unrevitalized inventory.

(8) Obtain Service Member's signature for the furnishings in their room via hand receipt at the time of room assignment.

(9) The Assignment and Termination Counselor will provide the SM a package containing a copy of several documents, some of which require written acknowledgement of receipt. The packet will include at a minimum:

- (a) Assignment to Quarters letter.
- (b) Rules/Regulations.
- (c) New Service Member's briefing form.
- (d) Copy of signed furnishings inventory hand receipt.
- (e) Room condition report.
- (f) Liability Statement (Liability for Damage to Assigned Housing).

NOTE: Always make sure to review application so the Applicant is informed and understands all information on the application for Army Family Housing prior to acceptance and signature of quarters before the applicant leaves the office.

(10) Verifiable amendments to eligibility.

(a) Applicants may apply for one bedroom less than qualified. When the Service member voluntarily accepts, one bedroom less the following criteria will be used:

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(1) The counselor will annotate in application remarks the acceptance of one bedroom less. The counselor will also have the Service member sign a statement that indicates the Service member's acceptance of such quarters.

(2) Attach the completed and signed memorandum to application.

(3) Ensure the Service member understands the assignment to quarters with one bedroom less is for the duration to his/her tour.

(b) When a Service member or Service member's spouse is pregnant at the time of application, the Service member will be placed on the appropriate waiting list providing an official pregnancy statement signed by a competent medical authority is presented at the time of application.

(c) Promotable Service member. Promotable Service member must submit his/her sequence number to be placed on the waiting list corresponding to the rank he/she will be promoted. Service members will not be housed in senior enlisted, field grade, or senior officer quarters until required documentation is submitted.

(1) The sequence number must be annotated on the application.

(2) Service members who obtains promotable status while on the waiting list may apply for quarters consistent with his/her promotable rank retaining his/her original eligibility date.

NOTE: An Exception to Policy (ETP) is not necessary upon arrival to this command for additional bedroom eligibility due to increase in Family size (pregnancy) with statement from a doctor substantiating or promotable Service members with valid sequence number.

7. Termination of Family Housing. Termination of Family housing will correspond respectively through the Assignment and Termination (A & T) Branch, BLDG 244. IAW AR 420-1, para 3-18 demonstrates appropriateness of termination measures executed by Housing counselor(s). Exceptions to termination are demonstrated within IAW 420-1, para 3-18b.

a. All occupants of AFH are required to terminate and clear housing in a timely and efficient manner. A termination guide is prescribed within the following step-by-step process.

(1) AFH Termination guidance. The following is a step-by-step descriptive guide outlining how to TERMINATE AFH thus follows:

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(a) SM will leave their quarters in a condition suitable for immediate reassignment for the next resident.

(b) Inspections will be conducted at both assignment and termination of quarters. The inspector is responsible in assessing all components of the quarters and furnishings.

(c) Scheduled pre-inspection and FINAL (move-out) inspection to be attended by the Inspector and Service Member for the purpose of reviewing the condition of the quarters and furnishings inventory and condition using an "Inspection Report," comparing it to the baseline assessment for occupancy inspection form used for the initial assignment. When household goods are to be shipped early, government-furnishing support is applicable (i.e. beds, table, sofa, etc.).

(d) Provide the occupant copies of the Room Clearing Checklist and Room Cleaning Standards, which guide the termination inspection in advance to enable the occupant to understand the criteria for the pre-inspection and increase the chances of passing the final inspection.

(e) Execute the inspection. If the quarters does not meet the clearing standards, the occupant must reschedule the inspection to ensure sufficient time to correct deficiencies.

(f) Assignment and Termination Counselor will obtain the occupant's signature for the furnishings via hand receipt and condition reports at the time of the termination inspection, if passed retrieve keys.

(g) Enter the occupant's information in eMH and generate a Quarters Termination form.

(h) Initiate collections process, if there are charges for damages or loss to the facility or furnishings.

(i) Once satisfied that the occupant has passed final inspection and is ready to be cleared from his or her quarters, Housing counselor will provide the occupant with a copy of the clearance form and/or Quarters Termination Letter. This will allow the Service Member to proceed to MPD to finalize any housing allowance entitlements, as applicable by Finance personnel for applicable pecuniary liability.

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d. Pecuniary Liability.

(1) In accordance with applicable standards and procedures prescribed for Financial Liability Investigation of Property Loss (FLIPL) procedures, IAW 735-5, Army members may be held financially liable for loss, damage, or destruction of US Government property that exceeds normal wear and tear, and is due to negligence or willful misconduct.

(a) Negligence is quantified by (4) factors as follows:

- (1) You were responsible for the equipment.
- (2) You were responsible (i.e. you did not fulfill your responsibility).
- (3) Your responsibility was the proximate cause of the loss.
- (4) The Army has actually suffered a monetary loss.

(b) If negligence or willful actions caused a loss to the government, the service member will be held liable.

(2) All damages will be recorded for the protection of the incoming occupant. A Statement of Charges (DO Form 362), Cash Collection Voucher (DO Form 1131), or Pay Adjustment Voucher (DO Form 39), may be used to collect for these damages. If the Sponsor refuses to accept liability, a FLIPL will be initiated. Payments will not be made in cash or with personal checks, but with a money order made out to the Treasurer of the United States.

8. Housing Services Office. This section prescribes procedures governing the operations and equal opportunity of off-post housing IAW 420-1, para 3-34. The HSO provides services in obtaining Private Rental Quarters (PRQ) to eligible participants. The HSO counselor(s) play an active role with a mutually beneficial relationship with SM(s) and prospective participants within the local and surrounding communities. HSO personnel are a critical key factor in achieving PRQ objectives in obtaining PRQ for the USAG Bavaria Military Community.

a. HSO personnel will maximize off-post housing support in meeting the Sponsor(s) needs.

9. Household Furniture and Domestic Appliances. The household furniture requires the Sponsor to come into the Housing Office and physically sign the hand receipt

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quantifying and validating the contents issued. Any changes requiring pickup or delivery require the same process. The Sponsor or authorized representative will:

(a) Establish a hand receipt account at the time of assignment to quarters. Sponsor(s) may obtain ninety (90) day loaner furniture on post or off post with approved Command Sponsorship verification, incoming or outgoing.

(b) Validate the quantities and condition codes annotated on the hand receipt by the housing quarters inspector, prior to signing for Government owned furniture and domestic appliances. Subsequent loss, damage, or destruction, other than fair wear and tear, will be the Sponsor's responsibility.

(c) Sign the hand receipt for Government issued furniture and domestic appliances after verifying that all entries are complete and correct.

(d) Ensure Government owned furniture and domestic appliances receive adequate maintenance and protection to preclude any loss, damage, or destruction. Adhere to fire prevention requirements, including good housekeeping standards listed in Garrison fire prevention instructions.

(e) Subsequent to termination of quarters, clear the hand receipt account.

(f) Eligibility of Family Housing.

10. Cable and Television Connection. Occupants will not install radio or television antennas or satellite dishes on quarters, unless the following conditions are met:

(a) Authority for installation and removal of antennas will be requested, in writing, through the Housing Office and forwarded to the DPW for approval.

(b) All expenses for installation, maintenance, removal and property restoration, are the responsibility of the occupant.

11 Lost or Broken Keys. Occupants should contact the Housing Office for information concerning the replacement of lost or broken keys. Replacement of lost or broken keys will be made at the Sponsor's expense.

12. Lock-out Procedures for Family Housing USAG Bavaria.

a. If a resident of Government controlled housing on post or off post is locked out of their home, the occupant will call their unit to request assistance. A unit representative will provide transportation for the occupant in obtaining a key from the local Key Control

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Office to unlock their door, if applicable. The key must be returned within (3) hours. If a unit representative is not available, the resident must contact the Key Control Office during duty hours. The Key Control Office will provide the resident instructions on the returning of the key.

NOTE: Key Control Offices are not open on weekends, or U.S. and German holidays.

b. Lock out after regular work hours (on weekends or holidays) contact the Provost Marshal Office DSN 475-7105, Comm. 09641-83-7105 and explain their situation in order to determine whether there is an emergency. The MP Desk located at BLDG 2099, Rose Barracks is open 24 hours, DSN 476-3398/3397, Comm. 09662-83-3398/3397 for interpreter DSN 476-4315, Comm. 09662-83-4315 also open 24 hours. MPs will notify the respective Emergency Services personnel and advise them of the quarters' number, authorized occupant, and the resident's name who will be picking up the key.

The resident will have a unit representative provide them transportation to their local Fire Department.

The resident will present an ID card and sign for the key at the Fire Department Office, then go to open the door, and return the key within (3) hours.

13. Recycling/Garbage Disposal. Cleanliness and policing of the garbage area and garbage cans/containers are the responsibility of all occupants. Common use garbage cans provided for multiple Family dwelling units are reserved and/or marked for certain apartments within that building. Good recycling practices are the responsibility of all occupants, no matter if housed in multiple Family dwelling units with shared containers, or in townhouses with individually assigned bins.

a. Occupants are required to separate their garbage and place it in the containers appropriate for the material in order to comply with German laws and local regulations. Contractors will not pick up inappropriately mixed trash or trash placed outside of containers. Depending on the resident's location, materials either are collected from curbside, or must be brought to nearby central container stations or recycling yards. If in doubt, contact the following:

(1) Environmental Office, DSN 475-7209 Comm. 09641-83-7209 for Vilseck
DSN 476-2944 Comm. 09662-83-2944.

(2) SORT program coordinator for details, DSN 475-7144, Comm. 09641-83-7144
for Vilseck DSN 476-2600, Comm. 09662-83-2600.

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b. Each community has recycling containers for glass, paper (green container), metal (blue container), plastics (yellow container), and refuse (black or gray container). The Housing Office inspectors will assist in pointing out the locations of these containers. Detailed information regarding trash separation and recycling in the resident's respective area can be found in the recycling guides (brochures) issued by housing upon occupancy. Assistance is also provided by the SORT program coordinators.

(1) Garbage and other refuse will not be left in hallways, stairwells, or other common areas. Lids of garbage containers must be kept closed at all times.

(2) Cardboard boxes will be flattened prior to placing them into recycling containers (brown container). Extremely heavy or bulky items will not be placed in or around garbage containers but taken to central recycling centers and/or sanitary landfill. It is the Sponsor's responsibility to make arrangements for disposal of privately owned appliances and furniture materials or any other bulky waste. USAG Bavaria operates central recycling yards on for collection of bulky items.

(3) Contractors who deliver Government furnishings/appliances or private belongings as a part of a Government-paid move are responsible for disposal of shipping materials. Occupants who waive the contractor's responsibilities for unpacking and disposing of shipping cartons and materials, assume responsibility for disposal and proper recycling thereof. Appropriate recycling containers should be used to dispose of such materials, not common use refuse containers.

(4) Hazardous or poisonous materials or waste (e.g., paint, acids, bases, batteries, motor oil, fluorescent light tubes, cooked grease, cleaning agents, medication, etc.), will not be placed in any garbage containers. Dry cell batteries must be disposed in battery collection containers located in recycling centers. Medication should be brought to the health clinics for proper disposal. All other household type hazardous wastes and excess materials are collected at the DPW SHIP or recycling center. Contact the Environmental Office if you have problems disposing of such items.

(5) Privately Owned Vehicle (POV) hazardous waste (parts contaminated with oil or grease, batteries, used oil, antifreeze), must be disposed of at MFWR craft shops or call the SORT coordinator.

(6) POV tires must be disposed of at MFWR auto craft shops or call the Sort coordinator.

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(7) Green waste (e.g. cut grass, leaves, bush trimmings, branches, twigs, plants, plant soil, Christmas trees, etc.) must be disposed of separately. Items such as glass and metal cans must be disposed of at designated central collection points.

(8) The Sponsor is responsible for supervising children who dispose of garbage.

(9) Violators of this recycling policy are subject to warning letters; action under USAREUR Regulation 27-9, Misconduct by Civilians; or other administrative or UCMJ actions, as appropriate.

14. Assignment and Use of Garages, Carports, and Parking Spaces. Government controlled Family housing parking is provided up to a maximum of (2) cars per designated unit IAW AR 420-1, para 3-23.

a. Any use, other than parking vehicles in garages and carports, is prohibited. The only exception is the occasional use of garages and carports for authorized garage sales or neighborhood events. Since parking spaces are limited, the following conditions apply:

(1) Assigned parking spaces will be limited to two spaces per Family. Multiple vehicle owners will park other vehicles outside the parking area as directed by the Building Coordinator, in cases where insufficient parking spaces exist.

(2) Parking areas are to be used only for parking. Vehicle maintenance that involves draining oil, anti-freeze, brake fluid, etc., onto streets, parking areas, lawns or in storm drains is prohibited. Vehicle owners are responsible for the prevention of leaks or spills of these toxic materials, and are liable for any environmental hazard caused by leakage or spillage of these materials.

(3) Washing vehicles in parking spaces or other unauthorized areas is also prohibited. Windows and lights may be washed with clear water or with a household glass cleaning fluid. Use of soap is not permitted, nor is washing the entire vehicle with or without soap. Driveways, streets, yards, and parking spaces are not places to wash vehicles.

(4) Parking of unregistered and abandoned vehicles in the housing area is prohibited. Occupants should call the Military Policy (MP) desk sergeant if they suspect a vehicle has been abandoned or to report unauthorized parking in assigned parking spaces. Vehicles registered non-operational may not be parked in housing areas, but must be kept within the secured motor pool of the owner's assigned unit.

(5) Vehicles will be locked when unattended in accordance with German law.

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(6) Vehicles will not be parked where they block access to refuse containers, interfere with traffic, or block a driveway, fire hydrant, or other safety device. Vehicles will not be parked on lawns or seeded areas.

(7) Recreational vehicles (e.g., boats, campers, etc.) are authorized to be parked in housing areas, as there is no designated area for these vehicles on post.

(8) Idling of engines for more than 3 minutes is strictly prohibited and is a violation of German law.

15. Yard and Garage Sales in Housing Areas.

a. Personnel living in Government controlled housing on or off post may conduct yard sales in front of or immediately adjoining their assigned quarters. Families are encouraged to conduct multi-family yard sales to avoid recurring yard sales within one building or area.

b. Items sold at yard or garage sales will not be goods purchased specifically for resale.

c. All requests for yard or garage sales will be submitted to the Garrison Business Manager (see Appendix B for contact info). All requests must be approved ten (10) days prior to the yard or garage sale. Yard/Garage Sales in Government Off Post quarters are not allowed.

d. Publicity for the yard or garage sale can be by flyer or announcement in appropriate Garrison media. Flyers may be placed on building/community bulletin boards and removed not later than two days after the event. Family Members may publicize yard sales by using non-permanent signs within the confines of their respective yards that do not damage Government or leased housing property. Flyers or announcements will not be placed on telephone poles, walls, doors, windshields, or windows in quarters, whether on or off post.

16 Playrooms, Storage Rooms, Boiler Rooms.

a. Use of playrooms is authorized for children's play or meetings held by stairwell or Building Coordinators and occupants. A responsible adult will supervise activities of children using playrooms. Playrooms will be kept locked and windows closed when not in use. Playrooms will not be allocated as additional bedrooms or storage rooms.

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Playrooms may be used for Boy Scout and Girl Scout meetings under the following conditions:

- (1) All building occupants agree to this usage.
- (2) An adult leader is in attendance at all times.
- (3) Materials and equipment will not be stored or left on the premises.
- (4) Rooms will be cleaned and cleared after each use.

b. Storage rooms will be kept clean, locked, and free of material constituting fire hazards. Family housing furniture will not be stored there. Furniture not required by occupants must be turned in to the Centralized Furnishings Support Center via the Housing Office, (see Appendix B for telephone numbers). Access to storerooms will be maintained at all times.

c. Boiler rooms are OFF LIMITS to all occupants.

17. Facility Maintenance. Occupants should report maintenance problems during normal duty hours.

a. Government quarters on post: Occupants should contact the DPW Work Order Section.

- (1) Grafenwoehr: DSN 475-6324, Comm 09641-83-6324.
- (2) Vilseck: DSN 476-2705, Comm. 09662-83-2705.

b. Government controlled quarters off post: Occupants should request assistance from the Housing Office for all maintenance.

(1) Government Leased Housing Office, DSN 475-7023/6057 Comm. 09641-83-7023/6057.

c. For after hours, weekend and holiday emergency work order service, occupants should contact the appropriate Fire Department Alarm Control Center, which is staffed 24 hours a day.

- (1) Grafenwoehr: DSN 475-8303, Comm. 09641-83-8303.
- (2) Vilseck: DSN 476-2883, Comm. 09662-83-2883.

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18. Maintenance and Repair. Telephone numbers to request routine repair of domestic appliances during duty hours and emergency repair after duty hours vary between each community, (see Appendix B for routine repair telephone numbers; and Appendix C for emergency repair telephone numbers).

19. Grounds Beautification. Trees, plants, shrubs, and flowers will not be removed from one lawn and reset in another one. Landscaping plans involving the planting, trimming, and removal of trees and shrubs, require the prior approval of the DPW.

20. Fencing/Storage Structure. Fencing/Storage Structure Permits procedures and requirements are as follows:

a. The Fencing Permit Application (Appendix C) must be approved through USAG Bavaria Housing Division located at BLDG 244, Grafenwoehr, before any work is started.

(1) All materials must be obtained by the occupants. Information on recommended sources is available at the SHIP. Self Help material, other than tools, and equipment will not be used.

b. Fence /Storage structure procedure and requirements. All fences will be free standing without support braces, or guide wires, extending outside the fenced area.

(1) The two types of fences that can be erected, upon receipt of approval, are green chain link and small decorative wooden fences. Examples of these are available at the local SHIP.

(2) Privacy panels must conform closely in design to the panels existing at the quarters. Homemade panels are not authorized.

(3) All fences will conform to the following limits.

(4) Length will not exceed 20 feet (six (6) meters) from the edge of the patio out.

(5) Height will not exceed 39 inches (one (1) meter).

(6) Width will not exceed the width of the tenant's quarters.

(7) Privacy panels may only be used at the edge of the patio. They may not extend beyond the existing privacy screen. Fence, privacy panel, and storage structure requestors are required to contact the Housing Office within 30 days of the approval to

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make arrangements for the facility manager to inspect the completed work. This will ensure that the requested item has been built as shown in the approved design.

(8) Occupants will remove all privately owned/installed fences and structures and restore the grounds to their original configuration and condition prior to clearing quarters for departure. If not done, charges will be assessed for damages. Should an agreement be made with the incoming occupant to allow the item to remain in place, written agreement must be recorded on the fence permit (see bottom signature on fence permit).

(9) All fences, privacy panels, and storage structures will be maintained in good condition and appearance. Failure to comply will result in their removal.

(10) A copy of the approved request will be placed in the occupant's housing file.

(11) Should a fence or storage structure already erected not conform to the stated conditions, it will be grandfathered, if it was constructed in accordance with a previously approved fence permit. If not, an application must be submitted for retroactive approval.

21. Swimming Pools in Government-Owned and Leased Housing Areas. Small wading pools not exceeding 14 inches in height and 60 inches in diameter may be used, when the following is complied with:

a. The resident (Sponsor or spouse) adult must provide continuous supervision while there is water in the pool. The following safety measures must be adhered herein:

- (1) The pool must be emptied and stored properly when not in use.
- (2) The pool will not have a cover (plastic or any other type of material) attached.
- (3) Comply with sanitary standards outlined in Technical Bulletin MED 575.

b. The use or installation of larger swimming pools, spas and hot tubs, other than small wading pools, is authorized in Government owned or leased housing within the USAG Bavaria Military Community will adhere to the following directives:

(1) Owners must erect a fence to a height of 60 inches (152 cm) surrounding the pool, spa or hot tub.

(2) The fence must begin no more than two (2) inches from the ground to avoid children climbing under the fence.

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(3) The fence must be equipped with a self-latching device (a toddler proof lock), placed on the pool, spa, or hot tub side of the gate, at least 54 inches (137 cm) from the bottom of the gate.

(4) The fence must be designed and constructed to conform to the same requirements as typical swimming pools, (refer to Technical Bulletin MED 575 section VII, 6-41 and 6-42 for further information or requirements).

22. Trampolines in Government-Owned and Leased Housing. An occupant may erect a trampoline inside his/her backyard and guideline are prescribe herein.

a. Trampoline requirements are as follows:

(1) Must have a lockable enclosure. If not, the trampoline must be erected inside a lockable fence.

(2) A minimum overhead clearance (i.e., clothes lines, trees, wires) of eight (8) meters (26 feet) from ground level will be maintained.

(3) Safety pads will be installed to completely cover the springs, hooks, and the frame. A trampoline enclosure must be installed around the trampoline to help prevent falls off the trampoline.

(4) Inspect the trampoline before each use to make sure that the mat does not have holes, the frame is not bent, the springs are securely attached, the frame padding is correctly and securely positioned, and the leg braces are securely locked. Children (<12) must be supervised at all times.

(5) No ladder may be used to assist children onto the trampoline as this encourages unsupervised access by small children.

(6) Building and Area Coordinators will be responsible for monitoring and maintaining compliance with the above guidelines.

23. Asbestos and Lead-Based Paint in Family Housing.

a. Residents of Family housing quarters are entitled to live in an environment that is free of hazardous building materials.

b. Upon acceptance of their housing unit, all Family housing Sponsors will receive a copy of the pamphlet "Protect Your Family from Lead in Your Home," as required by the U.S. Environmental Protection Agency. Each Family will also receive a copy of the

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required "Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards," which states whether lead-based paint and/or lead-based paint hazards may be present in the assigned housing unit.

c. Results of periodic lead based paint and asbestos assessments conducted in individual Government controlled housing units, will be maintained by the Housing Division in the me (enterprise management Housing) database.

d. If, in the course of periodic testing and assessments, hazardous building materials of any kind (including asbestos and lead-based paint) are discovered that pose a health risk to occupants, residents will be immediately notified of the situation by the garrison housing division and informed of the plan for addressing the issue, which may include residents' temporary or permanent removal from the unit.

24. Exceptions to Housing Policy.

a. Authority to approve/disapprove requests for exceptions to housing policy will be in accordance with AR 420-1 (see Appendix A). All requests for exception to housing policy must be submitted thru chain of command, along with a signed concurrence statement from the Sponsor's unit commander. Processing of Exception to Policy (ETP) is as follows:

(1) Applicant requests ETP.

(2) Applicant submits ETP with the Battalion, Company Commanders, and the Service member's signature with a recommendation for approval or disapproval, and any supporting documents for their request.

(3) ETP is submitted to USAG Bavaria Housing Division, BLDG 244 for log in and processing of Staff Action Summary by Housing personnel. ETP is submitted to Chief Housing Division for review and signature.

(4) ETP is forwarded to Department of Public Works Director (DPW) for review and signature.

(5) ETP is forwarded to GARRISON Admin for actions.

(6) ETP is forwarded to Chief of Staff, Garrison Command Sergeant Major, and Deputy Garrison Commander for review and recommendations.

(7) ETP is forwarded to GARRISON Commander for final approval or disapproval.

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(8) ETP is returned to USAG Bavaria Housing Division, BLDG 244 with Garrison Commander's final decision.

(8) ETP Electronic/Hard Copy is made and forwarded to Service member and filed, as applicable.

(9) If ETP is approved, Service member would be added to waiting list and/or transferred to different waiting list or report to Housing Services Office (HSO) in obtaining Private Rental Quarters (PRQ), etc.

(10) If ETP disapproved, Service member is notified via appointment, and/or email.

b. Chief Housing Division, Directorate of Public Works, USAG Bavaria, may approve or disapprove the following housing functions, but not limited to the following:

(1) Routine housing matters such as:

(a) Requests for extension of Temporary Lodging Allowance (up to limits set by regulation).

(b) Assignment of quarters due to documented Exception to Family Members (EFMP) medical compliance.

(c) Conditional assignment of quarters prior to likely attainment of eligibility status (such as completion of command Sponsorship documents, change in rank or Family size).

(d) Assignment of quarters in the Government's interest (for example, to utilize vacant leased units).

(e) Relocation of quarters at no cost to the Government.

(f) Extension of quarters up to 90 days.

(g) Forwarding furniture requests directly to IMCOM-E for processing.

(2) Requests to house Army Reserve personnel in either Unaccompanied Personnel Housing or Army Family Housing units as appropriate, if orders indicate assignment to USAG Bavaria for more than 180 days. Army Reservists assigned for less than 180 days can find own local lodgings and receive reimbursement through normal travel voucher procedures.

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(3) Allocation of Government controlled Family housing.

c. For the entire USAG Bavaria area of responsibility (AOR), the Commander, USAG Bavaria will retain authority for the following:

(1) Identification of Key & Essential designated position quarters.

(2) Requests to assign specifically identified groups of service members to housing for which they are not otherwise normally entitled, for example, relocation of residents in leased housing scheduled to be terminated.

(3) Requests to place single pregnant Soldiers in Army Family Housing (AFH) units and consequent Diversion of the AFH unit to Unaccompanied Personnel Housing (UPH) during the period in which the Soldier awaits birth of her unborn child. Once the child is born, the child and Soldier may continue living in the unit as a Family, and the unit is converted back to AFH.

(4) Requests to assign service members into a second housing unit, either AFH or UPH, even for temporary periods, such as cases of actual or potential domestic violence situations.

(5) Requests for Family Members to stay in housing past dates established by regulation, such as for widows of service members wishing to stay beyond allowed period.

(6) Requests for non-Family Members to live in AFH units, as either paid help or guests, or visit beyond 90 days.

(7) Requests for amnesty of charges for damage to housing and/or furnishings.

(8) Requests for civilians to temporarily occupy housing units, for example, summer camp Counselors and DODDS-E Student teachers.

(9) Requests for any controversial action or actions that could set general policy precedents beyond the current way in which the housing program is implemented.

(10) Involuntary terminations due to misconduct IAW AR 55-46, para 5-8.

(11) Same Sex Couple request for AFH without Command Sponsorship and/or request for PRQ when not authorized within IAW AR 420-1, such as rank and/or current USAREUR policy.

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(12) Requests for Local Government Paid Moves (LGPM) to relocation for life, health, and safety reasons.

25. Home-based Businesses. Residents wishing to establish a home-based business, including internet and electronic home-based businesses, must apply to their respective Garrison's commercial affairs officer, within the Directorate of Human Resources. The required paperwork will then be forwarded to the Housing office for approval through the Chief Housing Division for approval/disapproval per IAW AR 420-1, para 3-19.

26. Points of Contact. USAG Bavaria Housing Division, Mr. Kenneth Carter, Chief Housing Division, Directorate of Public Works, DSN 475-5303 or commercial 09641-83-5303 or email: kennith.e.carter.civ@mail.mil.

2 Encls

1. Appendix A - References
2. Appendix B- Important Telephone Numbers for after hours, Weekend, Holiday and Emergency Service
3. Appendix C – Fence Request

KENNITH CARTER
Chief Housing Division

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A

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APPENDIX A: REFERENCES

1. AR 40-3, Medical, Dental, and Veterinary Care, 23 April 2013
2. AR 55-46, Travel Overseas, 20 June 1994
3. AR 210-7, Personal Commercial Solicitation of Army Installations, 18 October 2007
4. AR 420-1, Army Chapter 3, Facilities Management, 12 February 2008, RAR 24 August 2012
5. AE Supplement 1 to AR 420-1, Army Facilities Management, 20 November 2008
6. AR 735-5, Policies and Procedures for Property Accountability, 10 May 2013
7. AER 600-8-11 Army in Europe Paired Communities, 8 November 2011
8. AER 27-9 Misconduct by Civilians, 9 July 2012
9. AER 210-70, On-Post Commercial Solicitation, 5 July 2010

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APPENDIX B: IMPORTANT TELEPHONE NUMBERS

USAG Housing Office Section	Tower Barracks		Rose Barracks	
	Commercial	DSN	Commercial	DSN
	09641-83-8181	475-8181	N/A	N/A
	Tower Barracks	Commercial	Rose Barracks	DSN
Director of Public Works	09641-83-1360	475-1360	N/A	N/A
DPW Work Order Section	09641-83-6324	475-6324	09662-83-2705	476-2705
Self Help Issue Point (SHIP)	09641-83-6331	475-6331	09662-83-2577	476-2577
Key Control Office	09641-83-6275	475-6275	09662-83-2477	476-2477
Utilities Division	09641-83-7144	475-7144	09662-83-2670	476-2607
SORT Program	09641-83-6664	475-6664	09662-83-2600	476-2600
Building & Grounds Section	09641-83-6236	475-6236	09662-83-7102	476-2246
Furnishings Support	09645-83-7103	N/A	09645-83-8294	N/A
Appliances Repair	09641-83-6227	475-6227	N/A	N/A
Transportation Office	09641-83-8513	475-8513		
Installation Coordinator	09641-83-1500	475-1500	09662-83-1500	476-1500

***AFTER HOURS, WEEKEND AND HOLIDAY EMERGENCY SERVICE TELEPHONE NUMBERS

Community Telephone Numbers	Tower Barracks		Rose Barracks	
	Commercial	DSN	Commercial	DSN
Grafenwoehr Fire Department (Military)	09641-83-8303	475-8303	09662-83-2883	476-2883
MP Desk	N/A	N/A	09662-83-3398	476-3398

PLEASE REFER TO THE USAG BAVARIA WEBSITE:

<http://www.grafcnwoehr.army.mil/phooebook.pdf>

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APPENDIX C: FENCE REQUEST PART A

Requestor Information

Sponsor's Name : _____

_____ Unit _____

Quarters address : _____

Email _____ address

Duty _____ phone

Home _____ phone

Fence type :Chain link: Wood: Privacy Panels:___

I have received a copy of the policy memorandum 'Fencing and Privacy panels' in Housing Areas and have read and understand it. I agree to remove the fence and restore the grounds upon termination of quarters.

I have provided a sketch of the proposed fence include a top and a side view of my fence.

SIGNATURE _____

_____ DATE _____

HOUSING OFFICE RECOMMENDATION

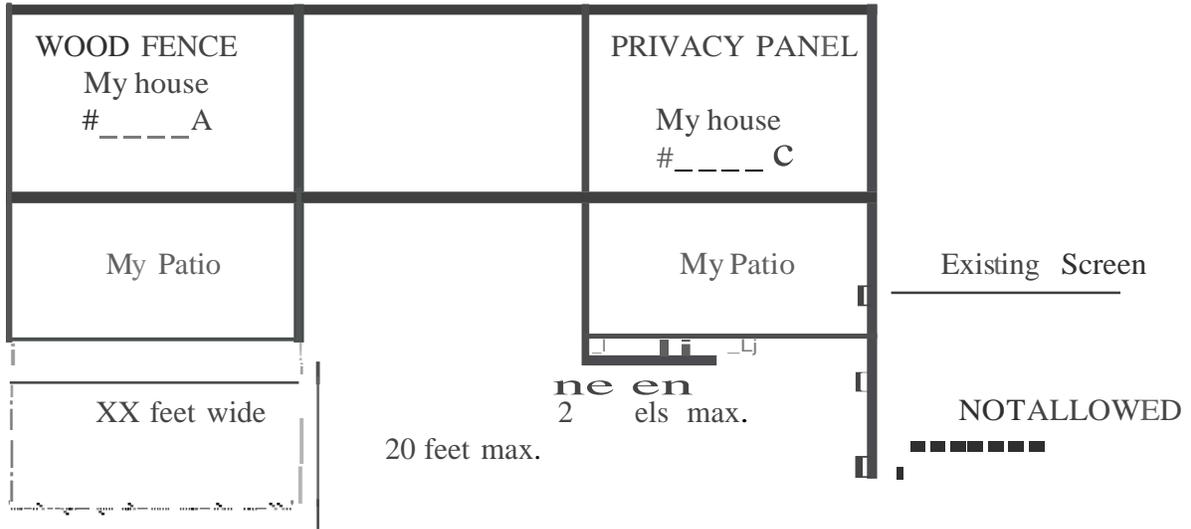
APPROVALDISAPPROVAL

SIGNATURE _____

_____ DATE _____

APPENDIX C: FENCE REQUEST PART B

**TOP VIEW OF PROPOSED FENCE
 (NOT TO SCALE)**



SIDE VIEW OF PROPOSED FENCE

