

WELCOME PACKET

USAG BAVARIA



H O U S I N G

Serving the USAG Bavaria Military Community



Welcome to the Grafenwoehr and
Vilseck Housing Areas

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Welcome to Bavaria

Making Your Stay One of Your Better Experiences

Welcome to USAG Bavaria, Germany

The Housing Office is one of the most important places that you will visit during your tour. It is important to us to understand your needs, and for you to know as much as possible about the services we provide. Choosing the place where you and your Family will reside is an important decision. We (your housing team), know that your Family's well being has a great impact on your ability to maintain a high level of mission readiness.

Please, let us know as much as possible about your Family's requirements while in-processing to enable us to help as much as we can. We are all committed to making your tour a good experience by providing you with housing and services that meet or exceed your expectations. We are here for you and we are devoted to making our community a place that you are proud to call HOME.

Our Service Members deserve quality housing and we have taken great steps toward achieving this for you and your Family. Our goal is to make you feel at home in housing that is clean, attractive, well-maintained, comfortable, and safe. There are over 4000 Family housing units and approximately 200 unaccompanied personnel quarters in the East Camp (Grafenwoehr) and Rose Barracks (Vilsceck) Military Communities. The housing areas are separated into twenty-nine (29) different locations on and off base that is within a 2-40 minute drive of the various duty locations.

Your feedback is important to us. If the service we provide ever falls short of your expectations, please let us know what we can do better to make your experience pleasurable. We would like to be able to handle all of your concerns and issues at the lowest level possible. We pride ourselves in listening to, working with, and learning from the most important person in our business –THE CUSTOMER! After aU, small comments can generate big improvements.

One customer, one step at a time.

*Sincerely,
Your Housing Staff*

Responsibilities

Garrison Commander
Command Sergeant Major
Housing Office
Community Support Chain
Area/Building/Stairwell Coordinators
Coordinator Duties
Resident Responsibilities

Community Support Chain (CSC)

The Community Support Chain (CSC) is a chain of command designed to ensure safe and pleasant neighborhoods. The chain consists of the sponsor, Stairwell Coordinator, Building or Area Coordinator, and the Garrison Command Sergeant Major. 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 Bavaria has overall responsibility for housing within the Bavaria Military Community footprint. The Commander prescribes policies and procedures for the overall operations of housing in our community to ensure a harmonious living environment for all residents. Additionally, the Commander approves the selection of Area and Building Coordinators and appoints them on orders.

Command Sergeant Major

The Garrison 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 or forwards findings to the Garrison Commander. Additionally, the Garrison Command Sergeant Major:

- Oversees the Area/Building/Stairwell Coordinator Program
- Ensures enforcement of all housing regulations, rules, and policies
- Provides clarification of housing standards
- Resolves disputes between residents
- Assists residents to ensure their housing needs are met

Housing Office

The Housing Offices is responsible for managing and maintaining Government quarters, and assisting all residents with their housing needs. More specifically, the USAG Bavaria Housing Office:

- Assigns and terminates quarters for Service Members, Family Members, and authorized Civilian employees
- Maintains waiting lists
- Sets community housing standards
- 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/Stair-well Coordinator Program
- Provides each resident with a Housing SOP

Area/Building/Stairwell Coordinators

Each apartment building is assigned a Building Coordinator to assist the Housing Office to ensure community standards and resident's needs are met. A Building Coordinator assigns Stairwell Coordinators to assist in carrying out assigned duties. Building Coordinators are the liaison for the residents so that "common area" issues can be fairly addressed. The Housing Office identifies the senior ranking person in the building. Orders are prepared for the selected individuals.

The Housing Office NCOIC trains the coordinators on duties and responsibilities, standards of resident conduct, and care of property. Building Coordinators have the responsibility to ensure housing policies are enforced within their assigned area. They develop procedures to implement directives and ensure residents are aware of procedures. Also, they advise residents to prevent negligent or unsafe conditions and are available to assist residents with housing issues.

Stairwell Coordinators may be appointed by the Building Coordinator or an individual may volunteer to be the Stairwell Coordinator. The senior Stairwell Coordinators act on behalf of the Building Coordinators in their absence and ensure residents fulfill their responsibilities.

The Stairwell Coordinator familiarizes new residents with the Housing SOP and the procedures within the building. The Stairwell Coordinator stresses the importance of friendly living and tolerance. In leased housing areas located off base, an Area Coordinator is appointed with duties similar to those of Building Coordinators.

Coordinator Duties

Coordinator duties include directing and enforcing housing policies, helping residents with problems, clarifying housing practices and procedures, developing and preserving a harmonious group living situation, and overall responsibility of daily building life. Coordinators are carefully selected and receive special training to assist residents in a variety of ways. They facilitate meetings, are a resource for housing information, and document policy violations. Among their most important tasks is helping residents feel that they all belong to a group or community that shares common interests, concerns, and activities.

The following is a brief description of the duties Building or Stairwell Coordinators perform. This list is not all inclusive.

- Disseminating information from the command on topics of security and fire protection.
- Welcoming new residents and orienting them with their responsibilities in the stairwell and building.
- Resolving noise complaints and other disagreements between residents.
- Assigning responsibilities for cleaning common areas and grounds maintenance.
- Adhering to all rules and regulations for residing in Government-controlled quarters.
-

Resident Responsibilities

All residents to include Service Members, 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 parking areas, sidewalks, refuse collection areas, playgrounds, common areas, and the grounds within 50 feet or halfway between the next buildings, whichever is less.
- Participating in Spring/Fall Clean-up days as well as building clean-up events. Family Members are also responsible for assisting during Clean-up. Refusals to assist in common area maintenance could result in loss of housing privileges.
- Storage of bicycles, carts, toys, etc., to avoid a hazardous or unsightly appearance.
- Cooperating with contractors or maintenance personnel.
- Practicing fire safety in and around your quarters. Residents may be liable for damages caused by negligence.
- Ensuring their quarters and the exterior are maintained during their absence (i.e., unaccompanied tours, deployments, deferred travel, and personal travel) according to the standards outlined the SOP.
- Providing the Housing Office with an emergency phone number and point of contact (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.

- Reporting violations of this Housing SOP, 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.
- Participation in the Separate or Recycle Trash (SORT) program.
- Proper disposal of refuse in accordance to the areas scheduled pickups.
- Cleaning of the premises both inside and outside in accordance with the Housing SOP.
- Closing and securing all interior and exterior doors at all times.
- Reporting any needed repairs that are not resident self-help repairs to the Service Order Desk as soon as possible. This includes arranging access for maintenance workers after calling in a Service Order.
- Providing support to the Stairwell, Building, and Area Coordinators.
- Respecting your neighbor's right to live comfortably, being considerate, and most of all treating others as you and your Family wish to be treated.

Army Family Housing (AFH)

The Housing Division is available to serve/assist you with locating adequate suitable Government controlled quarters on or off-post as well as your unaccompanied personal housing needs, *IAW 420-1, para 3-16*. Authorized personnel will be able to utilize our off-post Housing Services Office (HSO) *IAW 420-1, para 3-24* is to assist in locating and securing private rental housing to meet your personal and Family needs,

You will get additional information about Army Housing by visiting:
<https://www.housing.army.mil>

Initially you will probably reside in temporary quarters or lodging. Temporary lodging will be located on post, but could be on the local economy as well based upon availability and the season relative to PCSing. Personnel arriving being assigned to either Tower Barracks or Rose Barracks (SFC and above, to include married Soldiers) are eligible to stay at the Army Lodging (East Camp) or Crystal Inn (Rose Barracks) (Vacancy permitting). Some temporary lodging facilities have small kitchens; if not meal allowances will be granted.

Soldiers and their Families may live on post or in leased/private rental housing on the local economy. Government-controlled quarters are located both, on post and throughout the local area. If you are unable or choose not to obtain housing on post or government-leased housing based on housing shortages or policy, you may be required to pay a deposit to your landlord which can be obtained from finance. It is common for security deposits to equal two months' rent. Telephone services may also require a deposit. In addition, allowances depend on rank, marital status and number of dependents. Temporary Lodging Allowance (TLA) is a reimbursement which aids in defraying the lodging cost of a Permanent Change of Station (PCS) move.

Single Soldiers in the rank SFC and above may be reimbursed for lodging with a statement of non-availability from the housing office. The Housing Office recommends that all single Soldiers, Soldiers serving unaccompanied tour, all others tour and

geographical bachelors must report to the Single Soldier Housing Office Tower Barracks building 163 or Rose Barracks building 215 to acquire quarters either in Unaccompanied Personnel Housing (UPH), Bachelor Enlisted Quarters (BEQ) or Bachelor Officer Quarters (BOQ). SFC and above while residing in quarters must aggressively search for private rental housing or remain in BEQ or BOQ for remaining of their tour. Families must be on concurrent travel status to Government or private rental quarters in order to be eligible for TLA. Families in concurrent travel status to the address of a friend or relative are not entitled to TLA. TLA is paid in 10 days increments up to 30 days when all criteria for payments are met. Your TLA may be extended up to 60 days when locating private rental quarters become difficult to no fault of your own.

Extension for TLA beyond 60 days will be forward to USAREUR G1 for further processing. You will be briefed fully on your TLA entitlements and criteria during in-processing.

Eligibility Dates, TLA, etc

Everyone that has a housing requirement whether applying for on-post or off-post quarters must be eligible. Families become eligible for housing through a number of processes. Here are a few of the most common, but not limited to; Military personnel with accompanying Family Members command sponsorship, concurrent or deferred travel orders, Service Members married to Service Members (MACP).

(1) Do you know how your eligibility date is determined???

Your eligibility date is determined by the date that you leave your last permanent duty station. Sponsors will not be placed on a waiting list at the gaining installation prior to the Soldier signing out at the losing installation. Soldiers must sign-in at the new duty station before a housing assignment is made. DA Form 31 (Request and Authority for Leave) and DA Form 137-2 (Installation Clearance Record) will indicate date departed last permanent duty station. Your eligibility date for the housing waiting list is the date you sign out from your losing installation.

(2) Can I lose my original eligibility date??? Yes

Applications must be made within 30 days of arrival or approval date of command sponsorship. Beyond 30 days, the effective date to be placed on the waiting list will be the date of your housing application.

Eligibility requirements:

All Soldiers on a 36 months accompanied tour are eligible for Government controlled quarters. Soldiers must have 12 months remaining on tour (DEROS) to apply, as well as 6 months remaining on PDS when signing for Government controlled quarters.

Housing Service Office

All new Military arrivals and those who are changing their residence within the local area must report to the Housing Services Office (HSO) before entering into any rental or lease agreement for off-post housing, *IAW 420-1, para 3-24*. This is necessary to assure that you do not inadvertently choose housing which would conflict with DOD policy regarding fair housing or expose yourself and your Family to environmental or health hazards. This is especially important as you may find housing through landlords that have been placed on the "non-referable list", because of unfair practices. HSO personnel will explain the Department of Defense policies and procedures on the fair housing program.

Title VIII of the Civil Rights Act of 1968 contains fair housing provisions and requires all executive departments and agencies to administer housing programs and activities under their jurisdiction in an "affirmative" manner. The Department of Defense intends that Federal fair housing legislation be supported and that DOD personnel have equal opportunity for available housing regardless of race, Family, handicaps, color, religion, sex or national origin.

An important responsibility of Military personnel is that you report any indicating of discrimination in local community renting practices to HSO. The HSO office and the commander are charged with the responsibility to investigate any situation whenever discrimination is suspected, regardless of the complaint. The "Buddy Referral", i.e. passing the dwelling from the departing tenant to a friend, is strictly forbidden. This is to ensure that all DOD personnel have an equal opportunity to obtain housing.

The HSO office is staffed with knowledgeable and capable people. Although they perform a variety of duties, their only collective effort is to provide the best possible housing service to you.

This service takes the form of counseling, timely and accurate information on local housing and the local German economy, maintaining a housing database listing, arbitrating tenant/landlord complaints, and etc. Their professional knowledge can save you valuable time and money and minimize some of the many inconveniences of relocation.

Leased/Government Qtrs

Government Controlled Housing Off-Post (Built-to-Lease)

All applicants in the grades of E1 thru E6 are required to reside in Government-Controlled Quarters (on post or government leased housing). Exceptions to policy for E1 thru E6 to reside in private rental will be evaluated on an individual basis. However, requests without sufficient justification will not be approved.

The general rule for junior enlisted E-1 thru E-6 having one, or two dependents will be housed in 2 bedroom quarters; however, if 2 bedroom quarters are not available the applicant will be offered 3 bedroom quarters regardless of location. Applicants eligible for 2 bedrooms, will not be offered 3 bedrooms unless 2 bedrooms cannot be projected for availability within 30 days of arrival. (Exceptions will be handled on a case by case basis).

The general rule for 3 bedroom quarters is the applicant will not be offered 4 bedrooms unless 3 bedrooms cannot be projected for availability within 30 days of arrival or the number of eligible applicants exceeds the number of available or projected quarters on the waiting list and requires to over-house, to ensure maximum utilization of all Government-controlled quarters. (Exceptions will be handled on a case by case basis).

The general rule for 4 bedroom quarters is the applicant will not be offered 5 bedrooms unless 4 bedrooms cannot be projected for availability within 30 days arrival or the number of eligible applicants exceeds the number of available or projected quarters on the waiting list and requires to over-house, to ensure maximum utilization of all Government-controlled quarters. (Exceptions will be handled on a case by case basis).

Air force personnel in the grades of E1 thru E6 will be treated the same as Army personnel for mandatory assignment to Government-controlled quarters and will also requires an Exception to Policy to reside in private rental housing with sufficient justification.

The following Built-to-lease prescribed within **AR 420-1, para 3-87, f. Built -to-lease, (3) Foreign**. Build-to-lease is a means of meeting Family housing requirements in foreign countries. While procedures for securing approval for build-to-lease are essentially the same as for leasing existing units, great care must be taken in developing a build-to-lease solution in providing housing. Any alterations, repairs, or additions to foreign-leased units will be limited to work necessary to provide adequate living accommodations. All requests for alterations, improvements, and repairs must be submitted through the leased housing office, DSN 475-7023/8783, Comm. 09641-83-7023/8783.

NOTE: Netzaberg Community is categorized as Built-to-lease.

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HI BE AU SOMHSIJIPI.H TIPS ftIOHTBil DIBECI'OBATfiOFPIJBUCWORKS:

1. Turn the lights of in all rooms not being occupied. Also make sure your exterior lights are not on during the day time.
2. Use energy saving light bulbs. especially in the kitchen. You can get these free from your Self Help store
3. Unplug small appliances not in use, such as phone charger. toasters. portable radios. electric shaver etc. Items plugged in continue to use energy even when not in use. Don't forget to turn computer and printers *oH* at the power strip.
4. The most economical setting for the heaters is between 3-4. Leaving your radiator on this setting will keep the room warm and eliminate the need to frequently turn the heat on and *oH*.
5. Don't let heat escape from your house over a long period of time. When airing your house in the colder months open the windows for only a few minutes. If you leave a small opening all day long. you will need more energy to keep the house warm.
6. Turning *oH* the water while brushing your teeth can save a family s to 10 gallons per day. Rinse hand in a filled sink rather than under running water. When shampooing turn *oH* the while lathering your hair.
7. Avoid flushing the toilet unnecessarily. Dispose tissues. insects and other such waste in the trash rather than the toilet.
8. To conserve water in the kitchen. don't let faucets run for washing or rinsing. Instead fill a container with water or use the sink by stoppering the drain. Wash all the vegetables for a meal at the same time. When washing anything. use a brush. washcloth or your hand to dislodge particles of dirt rather than relying on the force of the water to do the job
9. Collect the water you use for rinsing fruits and vegetables then reuse it to water the houseplants.
10. When washing dishes by hand. don't let the water run while rinsing. Fill one sink with wash water and the other with rinse water.
11. When running a bath. plug the tub before turning the water on. and then adjust the temperature as the tubs fill up.

Try to do one thing each day that will result in a savings of water and energy.

Don't worry of the savings in minimal. Every bit count.

And every person can make a diHerence.

So tell your friends. neighbors and co-worker to: 'I,IJRN l'1, OFF ' ' and "JIEJU» l'1, 0Fif1

Fire Prevention and Protection

Fire Prevention

Smoke Detectors

Grilling

Combustible Material

Barbecue Grills

Holiday Fire Safety

Hazards in the Kitchen

Clothes Dryers

Fire Extinguishers

Space Heaters

Smoking

Fires are a devastating occurrence, which can result in the loss of life and both Government and personal property. Kitchen fires, unattended cooking are the main source of all fires. Residents should take all 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.

When reporting a fire, distinctly state, "I am reporting a fire in quarters in the ___ housing area, building ___, apartment number__." When possible, do not hang up the telephone until advised that no further information is needed. Even fires that have burned themselves out or extinguished will be immediately reported to the Fire Department. After a fire, property will not be disturbed or removed except by the direction of the Directorate of Public Works. Residents are responsible to safeguard military property against further loss or damage after the fire.

It is imperative that all persons in the household are instructed so they know what to do in case of a fire or other emergency. Anticipate problems and have alternate routes of escape. Have a prearranged meeting place to account for all Members of the household. Plan and discuss escape from all rooms. Practice the plan as appropriate. Familiarize the babysitter with the Family's fire plan.

When there is a fire, lie on the floor and crawl. Smoke and hot gases rise to the air.

Take the following actions when fire/smoke, leaking fuel/gas is discovered:

- Don't panic
- Call the Fire Department Grafenwoehr (09641) 83-117 or DSN 117 (112 for the German Fire Department)
- Notify all residents to leave the building

- Help anyone out that needs assistance (if safe to do so)
- Never return to a burning building

It is fresher close to the floor. Covering the face with a wet cloth can also protect against smoke and hot gases. Do not open a closed door before touching it to see if it is hot. If the door is hot, brace it with your foot or shoulder and open it slightly, if safe proceed with caution.

If your clothing should catch fire, STOP and DROP to the floor (ensure there is not flammable liquid on the floor) and ROLL around until flames are extinguished.

Fire Prevention

Make every effort to keep matches, lighters, flammable liquids, and similar materials out of the hands of children. Smoking in bed is a dangerous habit. Noncombustible ashtrays of ample size should be used for disposal of smoking materials. Determine that all burning embers are extinguished before emptying ashtrays.

Hazards in the Kitchen

Never leave a stove unattended and keep all flammable items (i.e., paper products, towels, candles, flammable liquids, cleaning solvents, etc.) away from the stove. Remember to turn off the stove if a fire occurs. If a grease fire occurs, DO NOT use flour, sugar, salt, baking soda, or water on the fire. Instead, place a lid or pan over the fire, 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. Never wear loose clothing while cooking. Clean the oven, range top, and exhaust fan filter regularly. Good housekeeping is synonymous with good fire prevention.

Smoke Detectors

Smoke detectors can alert the Family and give residents' time to escape. However, there are situations when a smoke detector may not protect the residents against fire or smoke. For instance: smoking in bed, leaving children alone at home, or cleaning with flammable liquids such as gasoline. The sponsor is responsible for enforcing fire prevention measures. Most home fire deaths happen between 10 p.m. and 6 a.m.

The smoke detector is virtually maintenance free. However, under dusty or greasy conditions, a vacuum cleaner may be used to clean the exterior of the unit (including the slots on the cover). Do not remove the detector-cover when the vacuum is used.

NOTE: Test the detector(s) at least once a month. Press the test button with a broom handle for approximately 30-45 seconds to activate the alarm. If no alarm sounds, check the circuit breaker. Continuous chirping, erratic noise, or a low

sound alarm may indicate a low battery or a defective detector. For a defective smoke detector, call the BOS Service Order Desk to submit a service order for maintenance or replacement. In units where battery-operated smoke detectors are installed, replace the battery once every six months. Test battery-operated smoke detectors more frequently than direct wired ones. It is recommended that battery-operated detectors are checked weekly.

Hard-wired (non-battery-operated) smoke detectors should be checked once a year to ensure the alarm is operating properly. If the power indicator light is off, or there's no smoke detector in the quarters call the Housing Divisions Facilities Branch, Grafenwoehr DSN 475-7074 or (09641) 83-7074 and Vilseck DSN 476-2544 or (09662) 83-2544 for on-post quarter. For built-to-lease quarters please contact us at DSN 475-6596 or (09641) 83-6596. It is the resident's responsibility to check battery-operated smoke detectors. For fire safety questions/issues, the Fire Chief may be reached at DSN 475-8303.

Clothes Dryers

The clothes dryer 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 each use. Check the motor compartment and vent hose MONTHLY for lint and dust accumulation. Check the quarters before going out or retiring for the evening. Close all bedroom doors to prevent smoke and heat from closing in while sleeping, should a fire occur. Do not overload!

Fire Extinguishers

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

Combustible Material

Residents will not store flammable items in any Government housing facility.

Space Heaters

Electric space heaters or other supplemental heating devices will not be used in Government quarters without specific approval from the Housing Office.

Smoking

Residents of Government quarters may not smoke in common use areas such as laundry rooms and stairwells. Smoking is also prohibited within 50 feet of the building. Cigarette butts must be disposed properly and not thrown on the ground or grass.

Holiday Fire Safety

To prevent a home fire during 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 approved and in good repair. Ensure they are not strung under carpets or rugs. Don't overload your 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. If the tree loses more than a handful of needles, don't buy the tree. The tree has already started to dry out. Make sure the tree is given plenty of water daily. When the tree no longer uses water, it's time to get rid of the tree.
- While candles may be lovely to look at, never use live fire on or near the tree. This is inviting disaster. Be especially cautious with candles. Don't use candles where a child could drag a sleeve through the fire or knock the candle over.
- Don't let packages under the tree rest against a light. The heat from the light can ignite the package, and that flame will quickly 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.

Important Numbers for Government Housing Occupants

Emergency Service Numbers

	From On- Post	From Off-Post	Host Nation
Military Police (incl. Stray animals)	114	0964483-114	110
Fire Dept (also first responders)	117	0964483-117	112
Medical Emergency/Ambulance	117	09641-83-117	
Ambulance Service Amberg			0962119222
Ambulance Service Weiden			0961-19222

Work Order Numbers - On-Post Housing and Fitzthume Residents

	Main Post	Rose Barracks	From Off-Post
			09641-83-6324
Mon - Fri 0730-1600 hrs	475-6324	476-2705	09662-83-2705
<i>Emergency only after hours and weekends</i>	475-8303	475-8303	09641-83-8303

Work Order Numbers Leased Housing

	From On- Post	From Off-Post
Mon - Fri 0730 - 1600	475-7023	09641-83-7023
<i>Emergency only after hours and weekends</i>	475-8303	09641-83-8303

Other Services

	Main Post	From Off-Post	Rose Barracks	From Off- Post
Self Help	475-6331	09641-83-6331	476-2577	09662-83-2577
Key Control	475-6275	09641-83-6275	476-2477	09662-83-2477
AFN Satellite Reception		062146085444		
TKS Cable Trouble Number		0631-35-22222		



COMMAND SPONSORSHIP

REFERENCES:

- a. AR 55-46, Travel Overseas.
- b. USAREUR Supplement 55-46, Travel Overseas.
- c. AR 608-75, Exceptional Family Member Program.

PROCEDURES:

- Requests for command sponsorship are initiated by the Soldier using a DA Form 4187 through the chain of command.
- The following requirements are necessary for a Family Member to become command sponsored:
 1. Sponsor must be serving a 36-month tour. This requirement cannot be waived.
 2. Sponsor must have 12 months remaining on tour. This requirement may be waived by IMCOM-E, Family Travel Office. Request for waiver must justify why the Soldier is not able to extend or reenlist to meet requirements.
 3. Family Member definition must meet criteria defined in the Joint Federal Travel Regulation (JFTR).
- Family Members who travel to the overseas command on Government orders are automatically command sponsored, effective the date of arrival to the gaining command.
- Family Members who have been placed in the legal custody of the Soldier because of a court order may be command sponsored if they meet the definition of "dependent" in the Joint Federal Travel Regulations.
- Soldiers must reenlist or extend their enlistment to meet tour-length requirements for change-of-tour approval. MPD/BOE PSDR unit commanders may approve a request to change a tour from unaccompanied to accompanied if the Soldier can serve a 36-months tour. Soldiers already on a 36-months tour must serve at least 12 months in the command after acquiring Family Members.
- Soldiers with command-sponsored Family Members are required to apply for command sponsorship of Family Members adopted while in the command. The requirement to have 12 months remaining in the command from the date of birth or adoption does not apply.

- Soldiers who acquire Family Members after Permanent Change of Station (PCS) may request conditional command sponsorship before moving the Family Members to the overseas command.

- Conditional command sponsorship will only allow the Soldier to be processed for quarters through the housing office.

- No other entitlements are authorized under conditional command sponsorship.

When quarters are acquired, the Military Personnel Division (MPD) and the housing office will release a space-available message to allow for the movement of the Family Members from CONUS. If Family Members travel to the overseas command at personal expense, the Soldier must request command sponsorship when they arrive.

Only IMCOM-E, Family Travel Office may approve the conditional command sponsorship and command sponsorship for Family Members acquired after PCS.

Only IMCOM-E, Family Travel Office may approve the conditional command sponsorship and command sponsorship for Family Members acquired after PCS.

- DA Form 4187 will have the following information in Section IV - Remarks:

1. Reason for request and date of circumstance which caused the action to be initiated.

2. Date Soldier arrived in the overseas command

3. Date Eligible to Return from Oversea Service (DEROS).

4. Whether or not Soldier is on assignment instructions

5. Why Soldier cannot extend to meet 12-month requirement; (i.e., Soldier is on assignment instructions, Soldier will reach RCP within 12 months, etc)

6. Name of Family Member(s) for whom command sponsorship is requested

7. Date Family Member(s) arrived in the overseas command

8. Date Soldier acquired quarters in area of assignment

9. Whether or not Family Member(s) is enrolled in the Exceptional Family Member Program.

10. Enclosures to DA Form 4187 will include:

11. Marriage license, court documents, or other such documentation relating to Family Member.

12. Soldier's Permanent Change of Station (PCS) orders.

13. DA Form 5888-R (Family Member Deployment Screening Sheet)

14. Enlisted Record Brief (ERB) or Officer Record Brief (ORB).

- The following methods will be used to establish the effective date of command sponsorship:

1. Date of request.

2. Date Family Member(s) arrived in command

3. Date Soldier extends or reenlists to meet tour requirements.

4. Date tour status is changed.

- When Family Members are recognized as command sponsored, the Soldier is entitled to station allowances at the "with dependents" rate, may be authorized separate rations, and will be authorized Family travel and shipment of household goods upon PCS from the overseas command. Return transportation from Soldier's overseas command to CONUS for non-command-sponsored Family Members will be at the Soldier's expense.

- Custody requirements. When a Soldier has received or regained custody of a Family Member, custody/change of custody must be granted by a court order. A power of attorney or a notarized statement will not suffice for authorizing command sponsorship.

POC for this action is the MPD and IMCOM-E Family Travel Office



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BAVARIA
UNIT 23130
APO AE 09114-8130

IMBA-PWH

SUBJECT: Common Domestic Appliance Program Information for All Family Housing Occupants

1. We are taking this opportunity to remind you of the correct procedure to be followed in order to get your home appliances repaired quickly and efficiently. Recently, a significant number of our customers have failed to give the information that is necessary so that our technicians know what needs repair and where it is located.

2. Please be sure to state your exact address, including apartment number, building number, and street name when requesting a technician, and indicate the date you will be available to render information to the technicians regarding work to be done.

3. We would like to emphasize that when a customer is not at home during the agreed upon appointment time, a service charge must still be paid even though no work has been done.

4. Upon notification of appliance delivery, a person shall be there to enable the delivery contractor entrance to the quarters. The following contact numbers are as are the current phone numbers to be called for appliance repair requests:

Grafenwoehr.	Military	475-6227
	Civilian	09641-83-6227

5. Our technicians will do their best to complete the work to your satisfaction. It is desirable that you be present during the work to make sure that all necessary repairs are accomplished. In addition, you must sign the technicians' maintenance order and write in the remarks column the time spent servicing appliances to validate and certify that the job was successfully completed. Failing to sign the workorder can result in a job charge for more work that has actually been done.

6. POC for emergencies after duty hours and weekends/holidays: Monday -Friday 1600-2300 call DSN 475-6324 or 09641-83-6324. After 2300 and weekends, please contact the fire department at DSN 475-8303 or 09641-83-8303

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KENNITH E. CARTER
Chief Housing Division



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

IMBA-PWH

MEMORANDUM FOR USAG Bavaria Housing Residents

SUBJECT: USAG Bavaria Lock-out Policy

1. Effective Date. This policy letter remains in effect until superseded or rescinded.
2. Scope. This policy letter is applicable to all USAG Bavaria Soldiers, DA civilians, and their Family Members.
3. Policy. In order to minimize impact on mission accomplishment by the Provost Marshal's Office and DPW, the following lock-out policy will be implemented effective immediately.

a. Lock-out procedures for Family Housing USAG Bavaria:

(1) If residents of government controlled on post or leased housing lock themselves out of their homes they will call their unit to request assistance. A unit representative will go to pick up the resident, provide them transportation to the local Key Control Office, obtain the key and then open the door, and return the key within three 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 that the Key Control Offices at Main Post and Rose Barracks are not open on weekends.

(2) If the lock-out occurs after regular workday hours (on weekends or German Holiday), the resident must contact the Provost Marshal Office and explain their situation in order to determine whether there is an emergency. The 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 open the door, and return the key within three hours to the Fire Department.

(3) Lock-out service is not available to residents of Private Rentals. Contact private rental landlords for assistance.

b. lockOut procedures for Barracks at USAG Bavaria:

IMBA-PWH

SUBJECT: USAG Bavaria Lock-out Policy

(1) If residents lock themselves out of their assigned barracks room, they must contact the appointed key custodian of his/her unit for assistance.

(2) If the unit key custodian cannot open the door with his/her spare or master key because the lock is broken or damaged, unit has to provide another room for the locked out person.

(3) There will be no lock service or repair after duty hours in the barracks other than emergencies.

4. Point of Contact. The point of contact is the undersigned, USAG Bavaria, DSN 475-5303 or commercial 09641-83-5303.

A stylized signature consisting of the letters 'X' and 'C' in a bold, cursive font.

KENNITH CARTER
Chief Housing Division



DEPARTMENT OF THE ARMY
ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT
600 ARMY PENTAGON
WASHINGTON, DC 20310-0600

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MEMORANDUM FOR

Deputy Commanding General, U.S. Army Materiel Command, 4400 Martin Road,
Redstone Arsenal AI 35898-0001
Deputy Commanding General, U.S. Army Installation Management Command, 2405
Gun Shed Road, Fort Sam Houston, TX 78234-1223

SUBJECT: Local Short Distance Moves and Non-Temporary Storage

1. Reference:

a. Joint Federal Travel Regulations (JFTR), Volume 1, Chapter 5, Part E, Section 6 (LOCAL MOVES), w/Change 330, 1 June 2014 (Enc11).

b. JFTR, Volume 1, Chapter 5, Part E, Section 4 (Non-Temporary Storage (NTS)), w/change 330, 1 June 2014 (End 2).

c. Condensed reference of JFTR guidance and funding entitlement (EncJ 3).

d. Army Regulation (AR) 42(1), Army Facilities Management, 12 February 2008, Rapid Action Revision (RAR), dated 24 August 2012.

2. On 1 October 2012, the Installation Management Command (IMCOM) Directorates of Logistics (DOLs) were transferred to the U.S. Army Materiel Command (AMC) (less the DOL at Joint Base Lewis McChord). The transfer of functions was predicated on the Logistics Readiness Centers (LRCs) (DOLs renamed) performing all mission support activities previously performed by the IMCOM DOLs. The LRCs assumed responsibility for funding and executing Government-directed local short distance moves and NTS of service members' personal property in support of the Army housing mission overseen by IMCOM.

3. Local short distance moves and NTS entitlements incident to occupation and/or vacating Government/Government-controlled quarters and privatized housing are described in JFTR references 1.a. and 1.b. In accordance with the above references, when the local short distance move and NTS are Government-directed, must fund move entitlements apply. Guidance for local short distance moves is condensed in reference 1.e., as a ready reference for all involved in the authorization, execution of these entitlements. Garrison Commanders (GCs) and Housing Offices on the Installations are responsible for ensuring only those local short distance move and NTS

OAIM-ZA

SUBJECT: local Short Distance Moves and Non-Temporary Storage

requirements that meet the provisions of the JFTR (listed as entitlements in references 1. a. and 1. b. above) are directed and approved.

4. The Office of the Assistant Chief of Staff for Installation Management (OACSIM), Management Decision Package Manager, will work with AMC and IMCOM to ensure local short distance move and NTS funding requirements are accurately captured for the purpose of yearly Program Objective Memorandum development. The requirements determination process should include consideration of the previous years' execution data and known requirements to include the Impacts of stationing actions, force structure changes and deployments.

5. AMC will develop an annual budget and execution plan. The budget and execution plan will be shared with Headquarters (HQ), IMCOM, Senior Commanders, and GCs at the beginning of the fiscal year. During the year of execution, the following process will be followed;

a. Upon identification of a requirement for a local move or NTS, GCs will notify the LRC and include a suspense date for a funding decision.

b. If funding is available, LRCs will support.

c. If funding is not available, LRCs will request funding from HQ, U.S. Army Sustainment Command (ASC). If HQ, ASC determines funding is not available, they will take actions to request funding from HQ, AMC and formally notify the installation Senior Commander, HQ IMCOMG-4, and the GC of the action being taken. AMC will resource the validated requirement in the year of execution.

6. IMCOM and AMC may request clarification and recommend changes of existing Army personnel housing policies concerning eligibility, assignment and applicable JFTR entitlements. Clarification of JFTR entitlements and/or recommendations for changes to the JFTR must be submitted through command channels to Headquarters Department of the Army (HQDA) G-1, (DAPE RR-C), a member of the Joint Services Per Diem Travel and Transportation Allowance Committee. The OACSIM is the proponent for AR 420-1. HQDA G-1 is the proponent for AR 420-1. Chapter 3, Sections III, IV, and VI.

7. Point of contact: Ed Moscatei, Chief, Transportation Branch, DAJM-SL, (703) 695-6942. ward.lmoscatei@mail.mil.

Encls


DAVID D. HALVERSON
Lieutenant General, GS
Assistant Chief of Staff
for Installation Management



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

DEC 11 2014

IMBV-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Bavaria Policy Letter #28; Pet Ownership Responsibilities

1. **Effective Date.** This policy remains in effect until superseded or rescinded.
2. **Scope.** This policy letter is applicable to all military units, commanders, and tenant organizations served by USAG Bavaria. Information may vary concerning other post installations within USAG Bavaria Community.
3. **References.**
 - a. Army Regulation 420-1, Army Facilities Management, 12 February 2008.
 - b. AE Supplement 1 to AR 420-1. Army Facilities Management. 20 November 2008.
 - c. Dangerous Dogs in Bavaria, JMTC Command Policy Letter 14.
 - d. Bayerische Verordnung ueber Hunde mit gesteigerter Aggressivitaet und Gefaehrlichkeit. (Translation: Bavarian State Law on Dogs with Increased Aggressiveness and Dangerousness).
 - e. VETCOM Command Policy No. C-(14 - Dangerous Dogs and Animal Bite Prevention", 30 March 2010.
 - f. Army Regulation 40-905/SECNAVINST 640 1.18/AF.48-131. Veterinary Health Services.
 - g. Title 40, Sec 291 US Code (Admission of Guide Dogs Accompanied by Blind Masters).
 - h. Title 9, Code of Federal Regulations (Animal and Animal Products)
 - i. AE Regulation 27-9 Misconduct by Civilians.
 - j. Title 9, Code of Federal Regulations (Animal and Animal Products).
4. **Pet Authorizations.** Each Family in Government controlled housing is authorized to keep two pets, such as dogs and cats, and a reasonable number of other small contained pets to include fish, hamsters and birds. Permission to house more than two (2) pets or pets other than those specified must request in writing through the housing

IMBV-ZA

SUBJECT: USAG Bavaria Policy Letter #28: Pet Ownership Responsibilities

office as an Exception to Policy (ETP) for approval by the Garrison Commander.

5. Pet Registration.

a. All dogs and cats must be registered with the post veterinary clinic within two weeks after arrival at the sponsor's duty station. The owner must present evidence of the pet's current vaccinations at the time of registration, maintain a record, and update required vaccinations, as necessary. Pet owners must ensure that their dogs' rabies tags are worn at all times. A copy of the registration for dogs must be provided to the housing office. Failing to register pets or maintain registration will revoke pet privileges.

b. Owners will notify the Veterinary Treatment Facility when their pet has been removed from the installation (i.e. sanctions, change of ownership, death, or PCS).

c. Registration of a pet will expire when one or more of the required vaccinations expire. Registration will not be renewed until all required vaccinations are current.

6. Pets in the workplace. PX, Commissary, DFAC, Schools, and any other garrison facilities are prohibited including taking pets to sporting events or special events. This policy excludes the Veterinary Treatment Facility and Military Working Dogs. Including other Government service animals or guide dogs for the blind and deaf. Pets' denLfred as a Mascot can submit an ETP for approval by the Garrison Commander.

7. Pet Policy Violations/Penalties. Please report any incidents of failures to comply with this policy to the area, building, or stairwell coordinator. Failing to comply with this policy is subject to penalty as prescribed by the Garrison Commander.

8. Dissemination. Leaders must disseminate this policy letter to their Soldiers and civilian employees. Furthermore, leaders must enforce this policy.

9. Point of Contact. The point of contact is Mr. Kenneth Carter, Chief Housing Division, Directorate of Public Works DSN 475-5303, email kennith.ecarter@mail.mil.

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MARK A. COLBROOK
COL,AV
Commanding

DISTRIBUTION:

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