

Frequently Asked Questions About Your Move to USAG Wiesbaden Army Family Housing, Furnishings, Entitlements and General Information

ON-POST HOUSING

Who is eligible for on-post Family housing?

Military personnel with accompanying command sponsored dependents, Key and Essential DOD civilians, and unmarried chaplains and unaccompanied married chaplains.

Is Newman Village Housing Area only for officers or people moving from Heidelberg and Mannheim?

Newman Village Housing Area is for all grades from Private (E-1) to General Officer. Over 50 percent of the housing area has been designated for Junior Enlisted Soldiers in the grades of E-1 through E6. The housing area is open for all Servicemembers and their families and is not held for a specific group. Housing assignments are based on the sponsor's eligibility date, bedroom requirement/authorization, availability of quarters at time of assignment and special assignment criteria; such as EFMP needs.

Will I be offered an assignment in Newman Village?

In accordance with AR 420-1, housing assignments are made based on the sponsor's rank, eligibility date for housing, total number of command sponsored dependents on their orders, availability of quarters at time of assignment and special assignment criteria; such as EFMP needs. Newman Village makes up approximately 20 percent of Wiesbaden's on-post housing inventory. Therefore, the housing office cannot guarantee you an assignment to Newman Village. The housing office will make housing offers for assignment based on the availability of quarters in the Servicemembers housing category and bedroom requirement at the time of offer. Please review Wiesbaden policy letter number 13 on the Garrison Website at the following address:

http://www.wiesbaden.army.mil/sites/commander/cp_overview.asp

Where will I live when I receive PCS orders to Wiesbaden?

All accompanied Servicemembers assigned to Wiesbaden will be housed in the Wiesbaden community unless an exception to policy (ETP) is granted due to extraordinary circumstances. Quarters for accompanied personnel are located in Newman Village, Aukamm, Crestview and Hainerberg housing areas. Dependent upon availability of quarters, our goal is to offer you the choice of two sets of quarters and if possible from separate housing areas, but we do not maintain separate waiting lists for specific housing areas.

What is a wait list?

Waiting lists are used to accommodate proper queuing of housing applicants based on priority, eligibility date, grade, category and bedroom requirement. Also the web-based housing application allows for offers and assignments to available dwellings only after personnel have been added to a waiting list.

Once placed on a wait list, may I transfer to a different wait list?

Yes, if there is a change/addition to Family composition or when promotion status results in eligibility for housing in a higher grade category (e.g.; junior to senior NCO or company grade to field grade officer, etc.).

What happens if someone has the same eligibility date as me?

Unless someone has a higher assignment priority, the person applying first would be above the other on the waiting list.

May I request placement on more than one wait list at one time?

No, Servicemembers can only be on one wait list.

Once I am offered a dwelling unit, how long do I have to accept/decline the unit?

Generally 24 hours.

What happens if I decline a dwelling unit?

We only make offers for housing that meets the Army's definition of "adequate". Therefore if the Servicemember declines an offer of adequate housing, and it is not simply one of two or more offers, this action will result in their name being removed from the waiting list for 30 days and termination of Temporary Lodging Allowance (TLA). The Servicemember can re-apply for on-post housing after 30 days, eligibility for quarters date will be the date of application.

What are the requirements for vacating my home?

Appointments for pre- and final inspections are generally scheduled in accordance with pending departure and ultimate departure dates, respectively. For on-post Family housing residents who qualify for contract cleaning upon departure, all personal items (including trash) must be removed from the apartment or house; appliances should be cleaned to remove visible dirt grease; and dwelling unit should be in a broom swept condition.

When I move do I have to clean?

Those departing on Permanent Change of Station (PCS), separation or retirement orders qualify for contract cleaning at government expense. Cleaning charges may be assessed; however, if dwelling unit left extremely dirty or condition of walls and surfaces is beyond normal fair wear and tear.

How long does it take to be assigned on-post quarters?

Normally, 0-60 days depending on the grade and bedroom category, but our goal (and our consistent average) is to have made at least one offer within 30 days.

What size are the houses (on-post) and where can I get/see the floor plans?

A collection of floor plans, pictures and general housing information in Wiesbaden can be found at the following website. <https://www.housing.army.mil/ah/>
Under the "Select Your Installation" dropdown menu, select "Wiesbaden" and click "GO". This will take you to the Wiesbaden page of the Army Housing Online User Services. On the left hand side of the page click "AFH Floor Plans" to see housing floor plans. Pictures of the housing can be seen by clicking "AFH Photo Tours from the left hand column.

If I live on post, what type of housing can I expect?

Most quarters in the Wiesbaden community are stairwell units with 4-8 residents in each stairwell and two or three stairwells per building. These quarters were built in the early-to-mid 1950's. While most have been renovated and right-sized over the years, the level of renovation does vary. This creates a disparity in the quality of some of our housing. However, all of our housing is adequate per Army standards. In addition, we have opened a new housing area (Newman Village) which has 326 single and row houses. The housing division has not received all of the houses back from the contractor in Newman Village and some are still under construction. When the construction work on these houses has been completed, appliances installed and final cleaning completed; offers will be made to residents for these units. The Housing Division will attempt to place you in the best quarters available at the time of offer regardless of housing area.

Can a Servicemember wait for a particular dwelling unit (DU)?

Upon reporting to the housing office (usually within two days of arrival), a Servicemember is placed on a waiting list for appropriate housing. Declining adequate housing (all government housing within the Wiesbaden community footprint is deemed adequate) on-post will result in the loss of Temporary Lodging Allowance (TLA) and removal from the waiting list for a period of 30 days.

Does the housing office take advance applications for housing?

The housing office can accept advance applications for planning purposes; however, with the exception of those on intra-theater transfer (ITT) or consecutive overseas tour (COT) orders, Servicemembers are not eligible to be placed on a waiting list for housing until they have signed into the installation.

Do I get credit if I'm coming from a dependent restricted tour? How much credit (months) do I get from being on a dependent restricted tour?

Upon completion of a dependent restricted tour, including involuntary extension beyond initial tour, eligibility date for housing would be the date the Servicemember departed the previous duty station for the dependent restricted tour or a maximum 14 month credit.

When can I apply for housing?

Upon notification to the housing office, those on ITT/COT orders can be placed on a waiting list 60 days prior to their report date to Wiesbaden. Upon signing into the installation, Servicemembers must in-process at the Housing Customer Service Branch with full set of orders by day 2 after arrival. Once they have attended the daily housing briefing they can be placed on the appropriate waiting list and be offered quarters based on availability.

Where do I stay while I wait for housing?

Soldiers in the grades of E6 and below on deferred travel orders are required to be housed in the barracks until housing can be provided and travel authorized for family member(s). All others would be authorized to reside in the Wiesbaden Lodge until housing is assigned. This does not include ITT and COTS who have already been assigned housing

Do I need renters insurance for on-post housing?

Renters insurance is always recommended.

What schools are located in USAG Wiesbaden?

There are two elementary schools, one middle school and one high school in the Wiesbaden military community. Your area of residence will determine the elementary school placement.

- Aukamm Elementary School (Aukamm Housing Area)
- Hainerberg Elementary School (Hainerberg, Newman Village, Crestview Housing Areas)
- Wiesbaden American Middle School (All Housing Areas)
- Wiesbaden High School (All Housing Areas)

I have an exceptional family member. What is available for me?

If you have a family member with special needs that may influence your housing assignment, please contact both the Housing Division and the Exceptional Family Member Program (EFMP)-coordinator as soon as you have confirmed your assignment to Wiesbaden. Your family member must be a registered member with the EFM Program before any special considerations regarding housing can be considered. The EFMP coordinator will inform housing of any special housing requirements that must be considered prior to assignment of quarters.

OFF-POST HOUSING

I'm a Servicemember and would like to live in the German community (off-post). Is this possible?

All Servicemembers (SM) in grades E1-E4 are required to reside in on post housing unless quarters cannot be assigned with 90 days. The remaining Government-controlled housing will be allocated to house a target of at least 10 percent of the population of E5s and above (including officers) within each designated pay-grade as defined in the USAREUR policy and AR 420-1. **Accompanied Servicemembers in the grade of E5 and above (including officers) will be offered and assigned on-post AFH if available.** When AFH is not projected to be available for E5 and above within 60 days, a CNA will be issued and the Servicemember must seek off-post private rental housing (PRH). Please read USAG Wiesbaden policy letter number 13 which can be found on the Garrison web page under the commander section.

How can a Servicemember obtain a Certificate of Non-availability (CNA)?

USAG Wiesbaden will assign 100% of Servicemembers in grades E1 through E4 to on-post Army Family Housing (AFH) as stated above. If AFH is not projected to be available for Soldiers in the grades of E5 and above within 60 days, the Servicemember will automatically be issued Certificate of Non-Availability (CNA) to seek off-post private rental housing (PRH). Servicemembers in the grades of E1-E4 will automatically be issued a CNA if housing availability is projected to exceed 90 days.

The remaining Government-controlled housing will be allocated to house a target of at least 10 percent of the population of E5s and above (including officers) within each designated pay-grade as defined in the USAREUR policy and AR 420-1. Accompanied Servicemembers in the grade of E5 and above (including officers) will be offered on-post AFH if available. See garrison policy letter number 13.

Will my Overseas Housing Allowance cover my rent and utilities?

Servicemembers are reimbursed actual rental costs not to exceed the maximum OHA rate for each locality and Servicemember's grade. The provided utility entitlements are based on member reported expenses of members who pay all or a majority of their utilities and cover the utility costs for 80 percent of the members assigned to an area.

How much is the rent for off-post housing in Wiesbaden?

The rent for a dwelling unit or house is based on the locality, square footage and amenities. Therefore, prices will vary. Please visit www.AHRN.com (Automated Housing Referral Network) and view the link for Wiesbaden, Germany. This will require the Servicemember or spouse to establish an account. The web site will provide up to date information on available dwelling units, price, square footage and amenities in and around the Wiesbaden area.

How and who is starting and stopping my Overseas Housing Allowance (OHA).

This is a finance action; however, designated Housing Division personnel are certifying officials for starting and stopping OHA.

UNACCOMPANIED PERSONNEL HOUSING (UPH)

Does USAG Wiesbaden have Senior Enlisted Bachelor Quarters (SEBQ) or Bachelor Officers Quarters (BOQ)?

USAG Wiesbaden **DOES NOT** have BOQ or SEBQ quarters. Bonafide bachelors in the grades of E6(P) (SSG promotable) and above assigned to USAG Wiesbaden will be issued a CNA for assignment to off-post quarters.

I'm unaccompanied; do I have to live in on-post quarters?

Unaccompanied Soldiers in the grade of E6 and below must reside on-post and will be assigned a barracks room by their unit upon arrival.

I'm unaccompanied; can I receive Temporary Lodging Allowance (TLA)?

In accordance with Army in Europe Regulation 37-4, Bonafide Bachelors in the grades of E7 and above (including officers) are authorized temporary lodging allowance upon arrival while looking for off-post housing. Single Soldiers in the grades of E6 and below **are not authorized TLA** and will be assigned a barracks room by their unit upon arrival.

HOUSING FURNISHINGS AND APPLIANCES

Should I ship my large appliances like washers or dryers?

DO NOT ship large appliances! The Furnishings Management Office will supply a washer, dryer, refrigerator and range. Dishwashers and stove/oven are available in government quarters. They are also available for community quarters provided the landlord will sign an agreement.

Are there furnishings items I should bring with me?

We recommend that you bring rugs, runners, and area rugs of any kind. The Furnishings Management Office no longer issues rugs or curtains. Most Family Housing in Wiesbaden has hardwood floors. If needed upon your arrival, loaner furnishings can be issued for a period of 90 days. The loaner furnishings are used to bridge the gap until your household goods are delivered; they are not a permanent issue. In addition, the government provides all appliances (washing machine, dryer, dishwasher, stove and refrigerator) in on-post quarters and off-post quarters if the resident has a furnishings entitlement for the duration of your tour.

A loaner furniture policy exists; as a military member, what loaner furniture items can I use from the furniture warehouse?

For military members residing in government quarters, supplemental sets of furniture are available on a loaner basis for up to 90 days (arriving; 60 days departing) to allow time for delivery (shipment) of your household goods (HHG). For military and civilian members residing in the civilian community, wardrobes (one per dependent and an additional one for the apartment), refrigerators, washers, and dryers can be supplied for the entire tour of duty. Customers are provided one free delivery and pick-up at both incoming and outgoing stages.

I have large pieces of furniture. Will that pose a difficulty?

Some larger pieces of furniture, including king-size beds, can be a problem in both government quarters and Private Rental Housing (PRH). Before shipping large items, please check government quarters' floor plans. Narrow stairwells in economy housing can also prevent furniture that would otherwise fit from being suitable. The Wiesbaden area has a shortage of single-family houses. More common are townhouses (row houses), or apartments. The layout and sizes of these units differ from what you may be used to in the states. Most PRH have stairs, often two or three stories, and many of the homes are not able to accommodate large pieces or assortments of furniture. For example, it is not uncommon that a king size bed will not fit up the stairs to the second or third floor. In some apartments a king size bed may not fit in the bedroom at all or the bed will fit but nothing else will. Bedrooms are usually not equipped with closets or lighting. The average size of a duplex or townhouse is approximately 1300 – 1800 sq ft.

If you will reside in government quarters (see “I would like to live in the German community...” FAQ), extra storage space is severely limited. Excess household goods is not a valid exception to policy to live off post for military members, so arrange your non-temp storage plans accordingly.

I am a civilian employee. Am I allowed to use the overseas furnishings program?

Civilians employees entitled to Living Quarters Allowance (LQA) may utilize the furnishings program on a limited basis. Full sets of furniture are available on a loan basis for up to 90 days (arriving; 60 days departing) to allow time for delivery (shipment) of your household goods (HHG). Wardrobes (one per dependent and an additional one for the apartment), refrigerators, washers, and dryers can be supplied for the entire tour of duty. Customers are provided one free delivery and pick-up at both incoming and outgoing stages. Civilians should ship all other items needed in their residence for normal living (see “I have large pieces of furniture...” FAQ). Customers are provided one free delivery and pick-up at both incoming and outgoing stages.

Should I bring small electrical appliances from the states with me?

Voltage in government quarters varies; some units have 110v, some 220v, and some a combination of both. All Private Rental Housing is 220v. Transformers are available in the Post Exchange, but can be expensive. They are also available at the installation Thrift Shop at a reduced price and are often advertised in the Post newspaper. Check appliances to see if they are dual-voltage. If so, all that is required is an inexpensive adapter plug. If not, it is often less expensive to purchase an item new or used than to purchase a transformer to use the one you have.

Does housing issue furniture or appliances on a permanent basis?

For authorized off post residents, only wardrobes and kitchen cabinets may be kept for the duration of your tour. Appliances are provided for on and off post residents for the duration of their tour.

How long can I keep the loaner furniture when I arrive and depart USAG Wiesbaden?

AR 420-1, paragraph 3-70 d.(4) States “Military and civilian personnel listed in paragraph 3-70d(2), traveling under full JFTR or JTR weight allowance, respectively, may be provided temporary furniture support (loaner sets) at their overseas station when their household goods (HHG) are in transit (that is, in- and out-bound). Types and amounts issued may be limited and may not consist of complete furniture set as authorized by CTA 50-909. Maximum time for use of loaner sets is 90 days for in-bound personnel and 60 days for out-bound personnel. The furnishings manager may extend this period if in-bound HHG shipments are delayed beyond 90 days.” Residents will need to submit a request through the housing office for extension of loaner furnishings. Residents need to ensure they provide the new delivery date in their request.

PETS

How many pets are residents allowed to have in on-post quarters?

No more than two dogs, cats, or combinations thereof are authorized per dwelling unit. Other domestic pets, including goldfish, hamsters, and birds, may be kept in Army Family Housing. Barnyard animals, or exotic pets, such as snakes, lizards, tarantulas, etc. are prohibited. In accordance with host nation laws American Pit Bull Terrier, Bull Terrier, and Stafford shire Bull Terrier are prohibited from entering Germany. Servicemembers who are UNACCOMPANIED ARE NOT AUTHORIZED PETS (except fish) in government provided quarters, and having a pet is not sufficient justification to reside off post.

What is USAG Wiesbaden’s pet policy?

USAG Wiesbaden’s pet policy can be found on the garrison web site at the following url:

http://www.wiesbaden.army.mil/sites/commander/cp_overview.asp

Please refer to policy letter number 15, “Pet Ownership in Government Quarters”