

Housing Newsletter



Wiesbaden: Your Home in Germany!



Housing Chief's Corner

Volume 1, Issue 2

Newsletter Date: November 2012

The Fall season is upon us and winter is right around the corner. With the onset of cold weather the migration of small animals searching for a warm home begins. High on their list of places to live are the basements of Army Family Housing buildings. We would like to remind residents to please keep their stairwell and basement doors closed at all times. Doors left open on housing buildings are an open invitation to small animals and rodents looking for a place to get out of the cold, not to mention wasting heating and energy.



Another aspect of open doors on housing buildings are the possible force protection and security issues. Open doors are not only an invitation for small animals and rodents but also for unwanted guests.

The majority of our housing areas are open to the general public and therefore require residents to be a little more proactive in keeping their home and surroundings safe.

The state of Hessen has one of the lowest crimes rates in Germany with Wiesbaden having one of the lowest crime rates for a city of its size. However, open doors provide people with unrestricted access to your building and basement storage areas, increasing the possibility of theft. Residents can easily mitigate this possibility by simply keeping their doors closed and locked. Security is everyone's responsibility, so lets all work together to make our community a safer one.



Just a quick note that Fall clean-up will be taking place throughout USAG Wiesbaden from 5-8 November 2012, with clean up in the housing areas taking place on 7 November 2012. A point of emphasis for residents to check and clean is the outside drains at the bottoms of windows and basement stairwells to ensure rain water does not come in through windows or under the basement door.

Inside this issue:

Housing Chief	1
Housing Construction	2-3
Frequently Asked Questions	4
Hot Topics	5
Regulations, Policy & Transformation	6
Housing Assignment Process	7
Housing Area Chain of Command	8

Special points of interest:

- Temporary Lodging Allowance
- Housing Assignment Process
- Housing Area Chain of Command
- Trash Collection and Recycling
- Housing Winterization

Construction Projects



Completed Projects



The Wiesbaden housing office and the Transformation Stationing Management Office recently completed a significant project for Army Family Housing that has been in the works for over eight years. This project saw the return of eight housing buildings in Crestview housing area to the host nation. The return of buildings and property back to the host nation is a lengthy process that involves tremendous coordination and a lot of work.

Project was working for over eight years

The Housing Office, Facilities Branch, under guidance from the Transformation Stationing Management Office, was able to complete the return of four buildings on Neptunstrasse and four buildings on Bierstaedter Hoehe. These buildings were multi-story family housing apartment buildings.

These housing units have been sitting empty for several years as the process was completed for return. As the previous residents moved out, the electricity, water and heating were turned off and household appliances were removed.



The housing office then coordinated and executed the removal of trash and cleaned the buildings for turnover. The Transformation Stationing Management Office then worked with the host nation to complete the required paperwork and environmental checks to ensure a smooth turnover. With the divestment of these buildings to the host nation, the housing office can now concentrate on enduring facilities and improving the quality of life for Service members and their families.

Buildings shown in Red were returned to the host nation on 28 September 12



Crestview Housing Area

On Going Projects

As the Fall and Winter months approach and the temperature starts to fall, residents should be thinking about the winterization of their homes and energy conservation. There are several areas that residents should take into consideration when winterizing their homes.



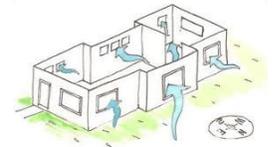
Heating : The heating period has commenced and we would like to ask residents to proactively practice energy conservation. The permissible temperature of 68 degrees F, during daytime hours, is the norm for Army Family housing during the heating months. Please understand that at night the temperature is automatically reduced to 55 degrees F, in Army Family Housing. We would also like to inform or remind residents wanting, to supplement their heating, that space heaters are not authorized in government quarters.

Outside faucets, drains, and window wells: Exterior hoses, must be drained and stored inside the building. Please ensure that the outside faucet is turned off to avoid damage resulting from frozen water in the lines. Some quarters have internal shut-off knobs to turn off the water feeding the faucet. Turn this knob off and turn on the outside faucet until the remaining water is expelled. If you have questions concerning this please contact the Housing Facilities Branch at DSN 337- 6289 or civilian 0611-705-6289.



Please help to keep your exterior basement windows, window wells, and water drains clean and free of leaves and debris. Check the drains to avoid clogs that may result in water damage, flooding, or mold/mildew in your basement. This also includes assigned basement rooms in stairwell buildings.

Ventilation: With the onset of cold weather, we would like to remind residents of the importance to ventilate your home. Our housing buildings are insulated and have double-paned windows. This is great for energy efficiency, but can cause mold and mildew to develop if residents do not properly ventilate their quarters on a daily basis. If a cross breeze/draft is created for approximately 10 minutes, once in the morning and once in the evening and after each shower mold and mildew should not occur.



Planned Projects



The current set-up of individual trash enclosures (“condos”) in Hainerberg and Aukamm housing areas for individual dwelling units are programmed to be removed and replaced with newly constructed trash collection points. There will be one collection point per building and the small trash cans will be replaced with large trash containers. The amount of containers in each collection point is based on the number of dwelling units in each building. There will be a fenced area constructed of steel elements with a lockable door for the residents and a sliding door for ELW refuse collectors. Each building will be responsible for the proper use of their recycling area.



Computer rendered picture of new collection point

Frequently Asked Questions from Residents



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 Certificate of Non-availability (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.

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. Customers are provided one free delivery and pick-up at both incoming and outgoing stages.

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.

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.

Hot Topics

Trash Collection and Recycling

Living in government controlled housing brings with it various responsibilities for residents. Just like it is the garrison's responsibility to inform residents of various programs like self-help, emergency services and trash collection; it is a resident's responsibility to place all refuse in the appropriate refuse and/or recyclable container.



The community housing areas have several different styles of trash containers such as individual, lockable, trash enclosures and trash collection points. Residents are required to properly sort refuse during disposal, keep access to the containers clear and properly dispose of bulk trash or hazardous materials. Residents receive a briefing by housing personnel at the in-check assignment inspection during their quarters assignment when the trash is picked up in their housing area. However, the trash pick up schedule can and does change. Residents who are new to the community, or want to get an updated copy of the trash pick schedule for their housing area are only a couple of mouse clicks away. The Directorate of Public Works (DPW) has placed the trash collection schedule for all housing areas on their web site. Residents can view, save or print the trash pick-up schedule from the following link http://www.wiesbaden.army.mil/sites/directorates/Refuse_Schedule.asp

In addition to the trash pick-up schedule, the DPW has also provided information on proper recycling, trash sorting, and the new German law on bio-trash. All community members are encouraged to be proactive and vigilant in regard to trash disposal, recycling and enforcement of the garrison's trash policy.

A copy of the garrison's trash policy (Policy Letter Number 16) can be obtained from the following link on the garrison web site http://www.wiesbaden.army.mil/sites/commander/cp_overview.asp

The housing office would like to remind newly arriving residents to properly dispose of the boxes from their Household Goods delivery. Residents should contact the transportation office or the transportation company to have the boxes picked up. Residents can also breakdown and place the boxes in the large paper/cardboard recycle bins. Residents should not stack them up on the curb or near recycle points. Proper trash disposal and recycling is everyone's responsibility. Let's work together to keep our community and garrison clean.



In coming and out going residents always have questions concerning their entitlements for Temporary Lodging Allowance; better known as TLA. There are two regulations that cover TLA in Europe, they are Army in Europe Regulation 37-4 (Providing Temporary Lodging Allowance in USEUCOM) and the Joint Federal Travel Regulation. TLA is provided to partially reimburse a member for the more than normal expenses incurred while occupying temporary lodging. Such as initial arrival (reporting) to Wiesbaden and waiting for a government quarters assignment, or while completing arrangements for other private sector housing when government quarters are not available.

Servicemembers are entitled up to 60 days TLA upon arrival. Soldiers departing the community are entitled up to ten days TLA when departing from private rental property (off-post housing) and three days when departing from government controlled quarters (on-post housing). However, this does not mean that the servicemember is automatically going to get this amount when arriving or departing. There are several factors that play into the amount of authorized TLA such as the availability of on-post quarters, the termination date of the rental lease, the date the servicemembers clears quarters etc..

TLA payments are made in ten day increments for incoming personnel and for the entire period, not to exceed ten days for outgoing personnel. Personnel looking for off-post housing must aggressively pursue off-post housing while on TLA. In accordance with AER 37-4 on request, the service member will submit to the housing office a list of private rentals visited during each ten day period. TLA will stop if a servicemember fails to aggressively seek private rental housing or refuses to accept/occupy adequate on-post government controlled quarters. However, the key here is as with most things communication. Servicemembers having questions concerning their TLA entitlements should speak with a housing supervisor or contact their local finance office. The definition of aggressively seeking off-post housing is located in AER 37-4 as well.

TLA is paid in 10 increments.

Service members PCSing from on-post housing are authorized three days departing TLA.

Service members PCSing from off-post housing are authorized up to 10 days departing TLA.

A copy of both supporting regulations can be found at the links below.

(AER 37-4) <https://aepubs.army.mil/ae/public/publications-list.aspx?Pub=AE%20REG>

(JFTR) <http://www.defensetravel.dod.mil/index.cfm>



Transformation

Residents can transfer government furnishings from another duty station in Europe to Wiesbaden as long as these simple guidelines are followed.

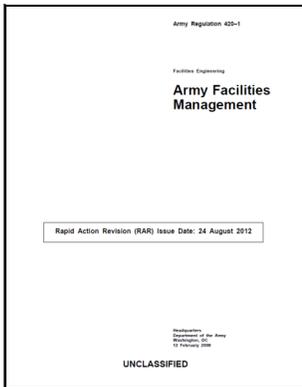
First residents need to contact their servicing housing office and notify them of the intent to transfer their government furnishings to their new home in Wiesbaden. The housing office at the departing location will contact the Wiesbaden housing office, so that a lateral transfer of the furnishings can take place. The servicing housing office will then print copies of the transfer documents for the resident. This documentation provides weight and cubic meters that will be needed at transportation for processing and shipment. The government furnishings can then be shipped with the residents household goods to their new home. Upon in-processing the resident will sign their updated hand receipt with housing.

Residents must understand that they cannot ship appliances in their household goods shipments, as they can with government furnishings. Appliances require special handling and shipping material, such as a stabilizer bar for the drum in the washing machine. Therefore, residents should make arrangements to have their appliances picked up at their current duty station. Residents will be issued appliances from the Wiesbaden Centralized Furnishings Management Office on Clay Kaserne. Appointments for delivery can be scheduled during the residents in-processing.

Residents are not authorized to ship government appliances in their household goods.



Housing Assignment Process



As Soldiers and families arrive at USAG Wiesbaden one of the most asked questions at the housing office is; “How does housing assign on-post quarters?” Looking at assignments from a distance, it would appear that there is no rhyme or reason on how quarters are assigned; however, nothing could be further from the truth.

The housing office follows the regulatory guidance of Army Regulation 420-1, Army Facilities Management. In addition to the regulatory requirements, the housing office must also follow United States Army Europe and local garrison policy for housing assignments. So let’s walk through the assignment process as a newly arriving Soldier and family to USAG Wiesbaden.

Upon arrival to USAG Wiesbaden, servicemembers must in-process the housing office with in the first 48 hours of arrival. Servicemembers in-process housing at Building 1023 West on Clay Kaserne, signs in to see an on-post housing counselor. The counselor start to in-processing the servicemember and their family. During in-processing, the service member will be required to provide copies of the following documents; copy of their orders, any amendments to the orders, and leave form. These documents will be used to establish eligibility date for housing. The counselor then places the servicemember on the appropriate waiting list. The appropriate waiting list is determined based on the servicemembers rank and total number of command sponsored dependents listed on their orders. The servicemember’s position on the waiting list is determined by their date of eligibility; which in most cases is the date they signed out of their last duty station. A servicemember’s position on the waiting list can change based on other families arriving in the same housing category with an earlier eligibility date. However, once a service member enters into the “Freeze Zone” (top 10% of the waiting list), they cannot be bumped by a family with an earlier eligibility date. Once the servicemember has been placed on a waiting list, they are processed for Temporary Lodging Allowance to cover the cost of the hotel stay while awaiting assignment to government quarters. Once quarters are available, the servicemember is contacted to come to the housing office to get the keys to look at the dwelling unit. After viewing the dwelling unit, the servicemember either accepts or declines the assignment offer.

In accordance with USAREUR and garrison housing policy, USAG Wiesbaden will assign 100% of service members in grades E1 through E4 on-post. If AFH is not projected to be available within 60 days, the service member has the option to accept a Certificate of Non-Availability (CNA) to seek off-post private rental housing. Service members 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 service members in the grade of E5 and above (including officers) will be offered on-post AFH if available. When AFH is not projected to be available within 60 days, a CNA will be issued and the service member must seek off-post private rental housing.

USAG Wiesbaden’s Command Policy Letter 13, Housing Assignment Policy:

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

Army Regulation 420-1: http://www.apd.army.mil/AdminPubs/series_range_regs.asp?search=420

AE Supplement 1 to AR 420-1: <https://aepubs.army.mil/ae/public/publications-list.aspx?Pub=AE Sup>

Housing Area chain of Command

In order to help and assist residents living in on-post housing the Garrison Commander has established the Building Coordinator Program as outlined in Army Regulation 420-1. USAG Wiesbaden's Building Coordinator program has three defined levels of support available to assist residents.

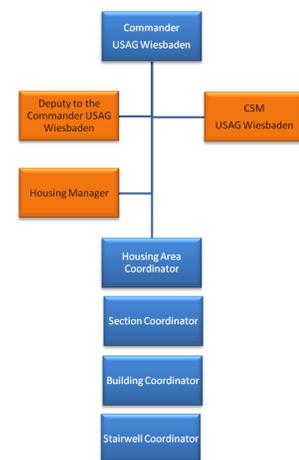
1. **Stairwell Coordinators**: This person deals directly with the resident in resolving problems, disputes, and other matters within the stairwell. This is your first step in solving any problems or conditions that may occur while residing in Government quarters. The Stairwell Coordinator informs the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

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

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

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

4. **Residents**: Living in government quarters requires the utmost in cooperation among residents. All residents must fully support the Area, Section, Building, and Stairwell Coordinator Program. Sponsors must ensure their family members and guests understand their role in being a good neighbor as well. USAG Wiesbaden's Housing Resident Handbook provides additional information on this program along with the duties and responsibilities of each supporting level. A copy of the handbook can be obtained from the following link: <http://www.wiesbaden.army.mil/sites/newcomers/housing/HousingWebsite.htm>



Housing Area Chain of Command

Contact the Housing Office

Hours of operation On-Post:

Monday to Thursday: 7:30 a.m. to 4:00 p.m.
Friday: 7:30 a.m. to 3 p.m.
Saturday, Sunday, U.S. holidays: Closed
German Holidays: Limited Service
Tel. DSN/CIV: 337-7058 / (0611) 705-7058

Hours of operation Off-Post:

Monday to Friday: 7:30 a.m. to 4:00 p.m.
Saturday: By appointment only
Sunday, German Holidays: Closed
Tel. DSN: 337-7059 or 337-5495;
Civ: (0611) 705-7059 or (0611) 1746-393

Residents can request to be placed on the electronic distribution list for the Housing Newsletter or can provide comments or concerns at the following email address:

usarmy.wiesbaden.imcom-europe.list.newsletter@mail.mil

Email on-post housing at : usarmy.wiesbaden.imcom.list.hsg-information@mail.mil

Email off-post housing at : usarmy.wiesbaden.imcom.list.hso-information@mail.mil

Inside the next issue

- **Appliance and furnishings support**
- **Holiday Lighting**
- **Snow removal in housing areas**
- **Unattended cooking fires**
- **Overseas Housing Allowance (OHA)**
- **Construction Projects**
- **Frequently Asked Questions (FAQ)**
- **Army Housing Online User Services**



Backyard view of Junior Enlisted Quarters in Newman Village