

Housing Newsletter

Happy New Year !



Wiesbaden: Your Home in Germany!



Housing Chief's Corner

As we enter into the New Year I wanted to take the time to remind our residents of a source that they can use to get answers to the majority of their housing questions while residing here in Wiesbaden. That source is the Housing Residents Handbook.

The Housing Residents Handbook should be the first place residents look when they have questions concerning housing policy, procedures, activities, clearing quarters, quarters assignments, damages, pets, seasonal decorations. etc..

Over the last couple of years, a hard copy of the Housing Resident Handbook was given to residents during the in-check or assignment to their quarters. However, in an effort to be more environmental friendly, reduce paper consumption and to be more financially responsible, the Housing Resident Handbook will only be available online, once the remaining handbook stock is depleted.

Residents are already able to download, save or print the Housing Resident Handbook from our website at <http://www.wiesbaden.army.mil/sites/newcomers/housing/HousingWebsite.htm>

Resident can look under the “**Helpful Links and Documentation**” section of our webpage to find the Resident Handbook along with other helpful information, such as the Family Travel Process to Europe.

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Special points of interest:

- Self Help Renovation
- Home Owner Support
- IHK Event
- Resident Handbook

RESIDENTS HANDBOOK

July 2012



U.S. Army Garrison Wiesbaden
Directorate of Public Works
Housing Division



Clearing Your On-post Quarters

Moving is considered to be one of the most stressful times in a families life. However, with a little prior planning and attention to detail, your move can be an easy one. One of the steps involved in your move is the clearing of your on-post quarters. The process to clear housing can start as early as 90 days prior to your scheduled move date.

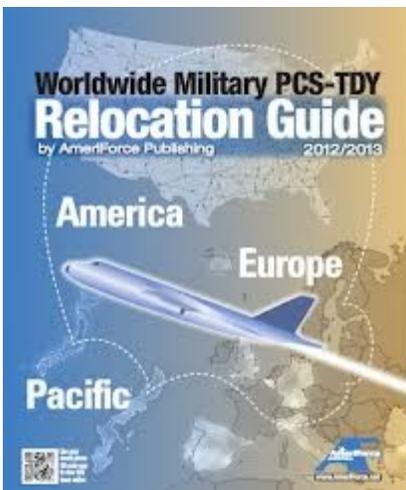
Residents are requested to contact the Housing Office approximately 45 - 90 days prior to their anticipated departure from the community to schedule a pre-termination inspection. PCS , ETS, or retirement Orders are not required to schedule a pre-inspection. At the appointed date and time of the pre-inspection, an inspector will visit the quarters and provide guidance to the resident on their responsibilities for preparing to terminate their quarters, i.e., cleaning standards, cleaning of all appliances (kitchen/laundry), toilets, tubs and sinks, etc.



During your pre-inspection, your inspector will issue a copy of your government furnishings and appliance hand receipt. Carefully review your hand receipt and ensure all furniture and appliances are accounted for. If there are any problems or discrepancies with your hand receipt, you must contact the housing office and resolve discrepancies prior to your final inspection. At the time you schedule your pre and final inspection, please order temporary furniture if required. Individuals, to whom government furnishings were issued, are liable for damage, destruction, or loss caused through negligence or willful misconduct by them or their family members, guests or pets. All furniture transactions for pickup, delivery or rescheduling can be arranged by contacting your housing counselor. There is a three business day lead time requirement.

For residents transferring back to the United States, the final inspection can be scheduled as soon as the resident has a confirmed port call or scheduled departure flight. The final inspection will normally be scheduled three business days prior to the port call. Holidays and Military Training Holidays may require a resident to terminate their quarters a day or two earlier, so residents should talk to their Housing Representative as soon as they have their port call.

In some instances, damages to Government property i.e., walls, floors, stairwells, common areas have occurred during the delivery or pick up of the residents personal belongings or Government furnishings. If this occurs, it is the responsibility of the resident to identify the damage (i.e. scratched, dented, etc.) that was caused and to document it in writing. It is recommended to have the contractor that caused the damage, to sign this statement. You then must contact the transportation inspector to report these damages. If you notice the damages after the contractor left you have 48 hours to report it. A Damage Report Form with phone numbers will be handed to you at move-in/out. Please ask your Housing Representative for a detailed information paper.



First Sergeants Barracks Program 2020



In September 2012, USAG Wiesbaden's First Sergeants Barracks Program (FSBP) converted from a program managed by garrison staff to a fully constructed garrison - unit partnership entitled First Sergeants Barracks Program 2020. First Sergeants Barracks Program 2020 resulted in a standardized program that optimizes the available resources Army wide while maintaining the Army's commitment to Soldiers and complies with Public Law 111-84, H.R. 2467. Previously, the garrison operated the First Sergeants Barracks Program utilizing a variety of methods and staff.

Under FSBP 2020, units operate and manage their barracks in accordance with standardized procedures using the Army's Enterprise Military Housing (eMH) database.

The First Sergeants Barracks Program 2020 strengthens the role of military units in the management of unaccompanied housing while retaining the oversight and support by the garrisons. Through this partnership, units assume responsibility for day-to-day property management and operations while the garrison provides program oversight, to include monitoring, coaching, teaching, and mentoring which took place during the pre- and post-implementation phases of the First Sergeants Barracks Program 2020.



One of the goals of the First Sergeants Barracks Program 2020 is, to reduce payments of Overseas Housing Allowance (OHA) at the "without dependent" rate to single Soldiers. This is done by units ensuring the effective, efficient and equitable management and utilization of the installation's barracks. While simultaneously performing day-to-day property and facility management, to maintain upkeep of facilities and accountability of furnishings using the Enterprise Military Housing (eMH) data management application, to include quarters assignments and terminations, space and key management, furnishings management and facility maintenance management. In accordance with Army Regulation 420-1, barracks utilization must be at 95% garrison wide before Certificates on Nonavailability can be issued for single Soldiers to reside in Private Rental Housing on the economy.

One of the tools provided to units to assist in the day-to-day operations of the First Sergeants Barracks Program 2020; is the FSBP 2020 Barracks Management Guide. This comprehensive guide provides leaders and Soldiers the information and tools necessary to effectively and efficiently manage their unit barracks. The guide covers such topics as room assignments, terminations, inspections, roles and responsibilities, eMH, collection for damages to quarters and property, as well as assessing the condition of barracks rooms.

Servicemembers that have questions concerning their barracks or the First Sergeants Barracks Program 2020, should contact their unit leadership or call the housing office.

Version II

FIRST SERGEANTS BARRACKS PROGRAM 2020

A guide to Property Management and
operations of Army barracks

Frequently Asked Questions from Residents



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.

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.

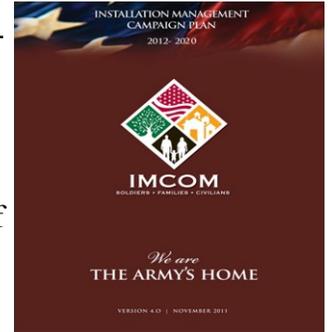
Where will I live when I receive PCS orders to Wiesbaden?

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 housings areas. Dependent upon availability of quarters, our goal is to offer you the choice of two sets of quarters and if possible in separate housing areas, but we do not maintain separate waiting lists for specific housing areas. Please refer to garrison policy letter number 13 for information on quarters assignments. It can be viewed at the following link: http://www.wiesbaden.army.mil/sites/commander/cp_overview.asp



Hot Topics: Building Energy Monitor (BEM)

Do you know who your Building Energy Monitor (BEM) is? Army Regulation 420-1 requires that buildings on Army property have a designated Building Energy Monitor. If you live in on-post housing, then that person is your Building Coordinator. The Building Energy Monitor's goal is to assist in identifying and eliminating energy waste by ensuring unneeded lights are turned off, promoting Garrison energy initiatives and many other things, but it is not just them that are responsible. As members of USAG Wiesbaden, we are all responsible to be good stewards of our natural resources and taxpayer dollars. So let's all be proactive and strive to embrace energy conservation in our home and work lives!



The Building Energy Monitor's responsibilities include:

- * Communicating installation energy goals and objectives.
- * Observing, informing, and encouraging good energy habits within their monitoring areas.
- * Serving as the point of contact for energy issues and costs.
- * Recommending energy saving changes to the building's operating procedures.
- * Generating work orders for low-cost maintenance and energy efficiency projects.

YOU HAVE
the POWER™



Residents can learn more about USAG Wiesbaden's Energy Program at the Garrison Website.

WWW.WIESBADEN.ARMY.MIL



In this month's newsletter, I wanted to cover an organization that provides assistance to Servicemembers that own their own homes in the United States ; "HOPE NOW" . As stated in their brochure " HOPE NOW", is the industry-created alliance of mortgage servicers, investors,



counselors, and other mortgage market participants, brought together by the Financial Services Roundtable, Housing Policy Council and Mortgage Bankers Association, that has developed and is implementing a coordinated plan to help as many homeowners

as possible to prevent foreclosure and stay in their homes. HOPE NOW has focused its efforts in three main areas: borrower outreach, data reporting and innovation in the area of foreclosure prevention". A copy of their brochure can be downloaded at the following link:

http://www.hopenow.com/pdf/HN%20Brochure%20Final_spreads.pdf

HOPE NOW has been offering assistance to homeowners since 2007 and has been recognized for providing support to military servicemembers and their families facing foreclosure.

To learn more about HOPE NOW and the support they can provide, please go to their website at <http://www.hopenow.com/>



Transformation

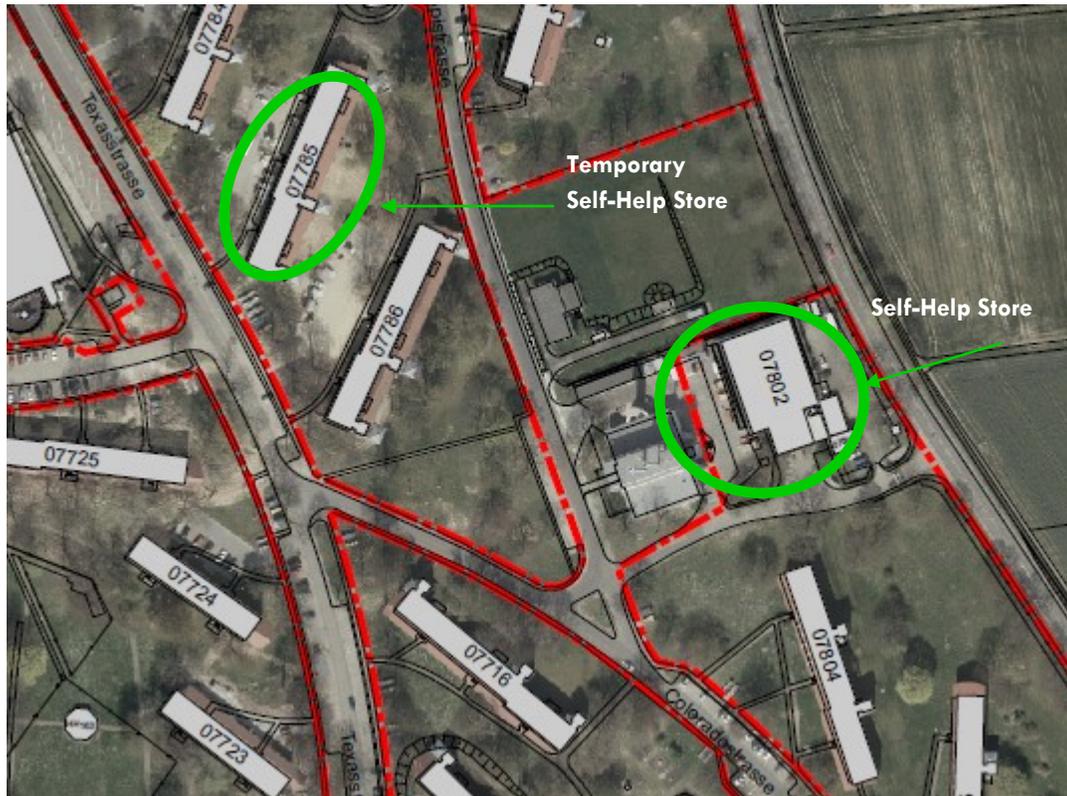
USAG Wiesbaden and the Housing office have been working new innovations to increase support to Servicemembers and their families moving to USAG Wiesbaden as part of transformation. During the month of February, the housing office is holding a Housing Forum with the

Wiesbaden, Industrie- und Handelskammer (IHK). The purpose is to brief landlords, realtors and companies from Wiesbaden on what residents desire in off-post housing, cover housing operations, and regulatory guidance and Federal law requirements. Moreover, the housing office will have counselors on hand to give landlords the opportunity to register with the housing office to help increase our off-post inventory. The event is scheduled for 20 February 2013, 18:00 hours in the Wiesbaden Entertainment Center.



Self Help Store Renovation

The USAG Wiesbaden Self Help Improvement Store will be undergoing a large renovation project starting at the beginning of February. In order to help facilitate this project and still provide service to residents in the community, the Self-Help Store will be relocating for the time the construction is taking place.



The move will cause the Self-Help Store to close for a short period of time from 22-25 January. This time will be used to facilitate the move and establish the temporary Self-Help Store in Building 7785, Texas Strasse 31 in the Hainerberg Housing Area. During the closure of the Self-Help Store, Self-Help supplies will be available at the Directorate of Public Works Main Warehouse (Building 1557) on Clay Kaserne.

Automated Housing Referral Network (AHRN)

For anyone who has ever tried to find a new home, you know that it is not an easy process. There are numerous sites available to assist Soldiers, civilians and family members with locating private rental housing. The question is who can you trust and who has a good reputation? The answer is actual simpler than you might think.

The Automated Housing Referral Network (AHRN) program is sponsored by the Department of Defense and all Service Branches to assist military members. Department of the Army Civilians and family members in locating available housing at their duty station; both in the Untied States and overseas.

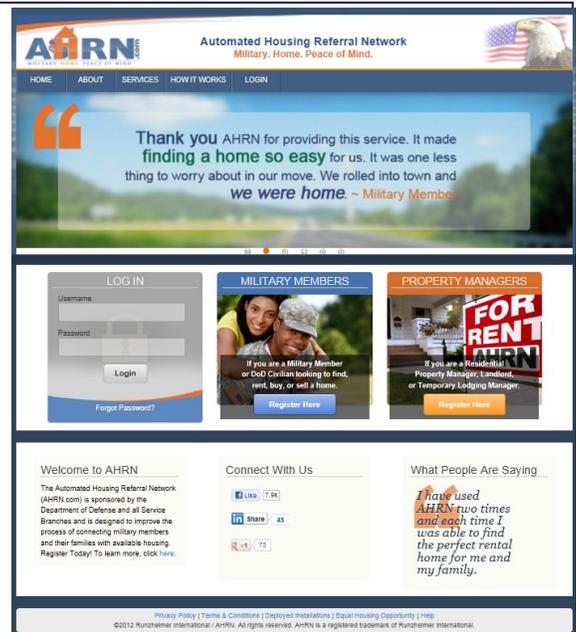
AHRN.com is the preferred and trusted housing referral resource for US military members and their families around the world. AHRN.com provides military members with access to information on available housing from anywhere in the world 24/7/365, allowing them to start the home finding process as soon as they receive their orders.

Military Housing Offices worldwide, to included Wiesbaden housing, use AHRN.com as their resource to assist military members, Department of the Army Civilians and family members in finding housing at their new duty station.

Using AHRN is very simple. The sponsor creates a login ID, password and indicates what community they would like to search for housing in; such as Wiesbaden. Then the user can establish additional setting to show the type of house they want to see, listings on and possible amenities. Such as pets, air conditioning, basement, fenced yard, whirlpool, cable ready, carport, garage, patio and the list goes on and on. AHRN also show pictures of the rental properties listed in AHRN along with the number of bedrooms, the monthly rent rate and if a security deposit is required and if so how much.

In accordance with AR 420-1, USAG Wiesbaden does an adequacy check on all rental properties with the landlord prior to the property being listed in AHRN.

AHRN is a great place for customers looking for private rental properties in the Wiesbaden area. Moreover, it provides a venue for servicemembers looking for housing at their new duty station prior to their permanent change of station.



Map Route and Get Directions (click here to open map)

Map Search | Total Found: 77 | 1-20 | << prev 1 2 3 4 next >>

Listing ID	Date	Price Available	Size	Address	City	Zip	Bd./Ba./Bth	Status	Rate	HP	Security
1) 5996888	12/06/12	DPLX/House	Wi-1432	Stadmitte	Trebur	65468	5 / 2 / 3	Open Ended	€8,120	0	0
2) 9402310	12/06/12	House	Wi-1432	Stadmitte	Höhenstein	65029	5 / 2 / 0	Open Ended	€1,960	0	0
3) 9405726	12/06/12	DPLX/House	Wi-48	Stadmitte	Höhenstein Am Man	65029	4 / 1 / 20	Open Ended	€1,948	0	0
4) 9400160	05/01/13	Apt	Kaiser-Friedrich-Ring 74	Unit 4-3	Wiesbaden	65185	2 / 1	Monthly	€950	0	0
5) 632444	12/06/12	Apt	Wi-1242B	Stadmitte	Wiesbaden	65185	2 / 1	Open Ended	€1,882	0	0
6) 5544424	12/06/12	Apt	Wi-1242	Stadmitte	Bad Schwalbach	65307	1 / 1	Open Ended	€1,000	0	0
7) 5544454	12/06/12	Apt	Wi-1243	Stadmitte	Bad Schwalbach	65307	1 / 1	Open Ended	€1,000	0	0
8) 5544464	12/06/12	Apt	Wi-1244	Stadmitte	Bad Schwalbach	65307	1 / 1	Open Ended	€1,000	0	0
9) 5544494	12/06/12	Apt	Wi-1245	Stadmitte	Bad Schwalbach	65307	1 / 1	Open Ended	€1,000	0	0

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

- **Rumbling Rubbish**
- **Frequently Asked Questions (FAQ)**
- **Housing Policy**
- **Determining Your Eligibility Date for Housing**
- **Occupancy of Housing by Non-Family Members**



Renovated kitchen in Crestview Housing