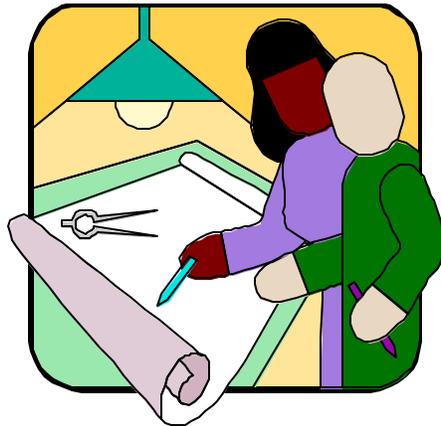
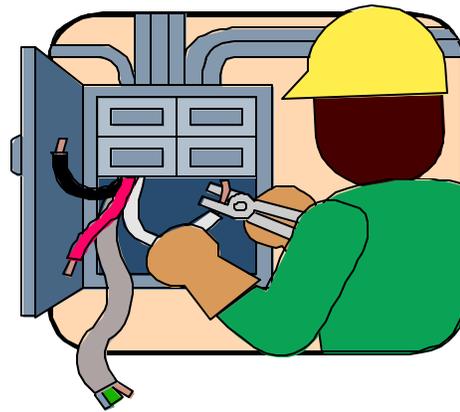


RESIDENT HANDBOOK

Edition 5



233D BASE SUPPORT BATTALION
Directorate of Public Works, Housing Division
“Community of Choice”

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MEMORANDUM FOR New Housing Residents

SUBJECT: Welcome Letter

1. On behalf of the 233rd BSB Commander, the Director of Public Works (DPW), and the Army Family Housing Staff, I would like to welcome you to your new home and wish you an enjoyable rewarding tour while stationed in Germany.
2. Our goal is to maintain effective communications with all of our residents. This Resident Handbook was designed as a step toward good communications by clarifying responsibilities and roles of members of this community. The BSB Commander maintains an Area/Building Coordinator Program to assist you. Their job is to assist in keeping our community a harmonious place to live. Your designated Building Coordinator will contact you within a few days and he or she will explain your responsibilities concerning the maintenance and policies of the area surrounding your home, and other matters related to the occupancy of government housing. The Housing Chain of Command will be followed when an incident may occur or conditions exist that are beyond your authority or capacity to resolve, they should be brought to the attention of the Stairwell, Building or Area Coordinator.
3. This Resident Handbook will assist you while living in government owned and controlled quarters. It contains many items designed to assist you in getting acquainted with your new home and surroundings. It also identifies your responsibilities as a new resident of government housing, leased housing and unaccompanied personnel housing (UPH), as well as the responsibilities of the Directorate of Public Works and other post support activities. You and your family should become familiar with the information contained within this handbook.
4. Our objective is to make all housing areas safe, comfortable and attractive places to live, work and play. In keeping with this objective, we have many completed and ongoing projects (such as building renovations and playgrounds) designed to improve the quality of life for our residents.
5. We solicit the support and cooperation of you and your family in assisting us to achieve our objectives. Your comments and suggestions for improvements are important and valuable to us, because providing "Excellent Customer Service" is the goal of the 233d BSB, Housing Division. Please take the time to fill out and return our customer questionnaire.
6. Our motto at housing is ***"We Know, We Understand and We Care."*** We know because, we have served in the military before, we understand because, we have

been there and done that, and we care because, we know what you must endure while being away from home and or family.

DANIEL L. MACHEN
Chief, Housing Division

TEAMWORK BUILDS EXCELLENT COMMUNITIES



RESIDENT'S RESPONSIBILITIES :

To get along with other residents. Everyone has a right to the peaceful enjoyment of their home and community.

To complete an inventory of all damages NOT annotated on the Quarter's Assignment Inspection Record and turn it in to the Family Housing Office within 15 days.

To maintain your quarters as a prudent homeowner, and report any needed repairs (which are not resident Self-Help repairs) to the Service Order Desk as soon as possible.

To be at home, or to have access arranged, for maintenance workers once you have called in a Service Order

To keep the premises clean and safe inside and outside, and in accordance with the Resident's Handbook.

To refrain from any conduct which unreasonably disturbs the peace and quiet of other residents.

To dispose of refuse properly and in a timely manner.

To participate in the SORT program.

To use all electrical, plumbing, heating systems and appliances properly and prudently, and in accordance with applicable manuals.

To support your Building, Stairwell and Area Coordinators.

To adhere to all rules and regulations for residing in government quarters.

DPW's RESPONSIBILITIES :

To give courteous and responsive treatment to all questions and concerns; Customer Service has top the priority.

To comply with the requirements of applicable building and housing codes.

To make skilled repairs and do whatever is necessary to put and keep the premises in a fit and habitable condition.

To maintain in good and safe working condition all electrical, plumbing, sanitary, heating systems and appliances.

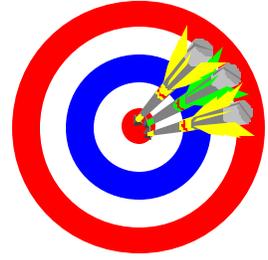
To provide and maintain appropriate receptacles for the collection and removal of refuse.

To provide each resident with a Resident's Handbook which outlines the Self-Help Program requirements, policy for reporting needed repairs, guidelines for residing in quarters and information pertinent to living in government housing.

To keep residents informed of projects and other Family Housing/UPH issues.

FAMILY HOUSING

This Resident's Handbook was prepared to provide the information necessary to assist you and your family in making your home as comfortable as possible. The information complies with policies and regulations of the United States Army and the 233rd BSB. Your adherence to the policies and regulations is expected. Now that you are in your new home, please familiarize yourself with the information presented within this Resident's Handbook.



Remember that you, as the sponsor, are ultimately responsible for any damage or loss of property. All residents are responsible for giving their full cooperation to the Family Housing personnel, and you are responsible for the behavior of your family members and visitors, regardless of their age.

Community living requires cooperation and consideration of every resident. Every effort must be made by the residents to avoid interpersonal conflicts that may lead to unpleasant situations. Please keep this in mind at all times. Do not hesitate to call your Stairwell, Building or Area, Coordinator or the Family Housing Office (see important Telephone Number's), if you have any questions.

STAIRWELL, BUILDING AND AREA COORDINATORS

Following is the Chain of Responsibility for housing residents. All residents should use the system to solve problems, disputes, and other circumstances that affect the overall quality of life in their stairwell, building, or area.

1. **Stairwell Coordinator:** 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. Coordinators are also responsible for ensuring compliance with policies and procedures described in this handbook.

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

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

HOW TO HANDLE A COMPLAINT IN YOUR BUILDING OR HOUSING AREA

The first step in the process of dealing with complaints in your housing area is to first go to the person you have differences with. Many times people don't realize they are doing something that could be considered an annoyance by others in the building or area. This usually results in the problem being solved. Remember to calmly discuss your issues openly and honestly, refrain from making the issue a personal one. If this doesn't solve your problem, it should be reported to the Stairwell Coordinator. You should keep records of attempts to solve issues. If the Stairwell Coordinator fails to resolve the problem, he/she should report it to the Building Coordinator. You should be involved in this process as well. If the issue still isn't resolved, it should be elevated to the Area Coordinator. Again, it is important to keep track of all issues, discussions, the persons you dealt with, and what steps have been taken to get an issue resolved. If the Area Coordinator fails to resolve the issue, it should be brought to the attention of the Housing Divisions Area/Building Program Coordinator Managers (ABCM).

The ABCM will get those involved within the Housing Division in an attempt to get the problem solved. If this proves unsuccessful, the issue will be elevated to the DPW and the BSB Commander respectively.

All issues should be dealt with and solved at the lowest level possible. We are all in the military family and must strive to ensure our living environment is peaceful, pleasant and comfortable for all.

It is the responsibility of each Building Coordinator to post the Chain of Responsibility in each stairwell.

Take the following steps for the appropriate complaint/situation. Noise: Utilize Building Coordinator chain as much as possible, if person at facility is the Building Coordinator.

RESIDENT'S RESPONSIBILITIES

Upon move-in, remember you are responsible to complete an inventory of all damages NOT annotated on the Quarter's Assignment Inspection Record and turn it in to the Family Housing Office within 15 days. Failure to complete this inventory could result in you being responsible for damages you may not have caused. Your assignment inspector can assist you in completing this record.

Please remember that you are responsible for maintaining your home as a prudent homeowner. This responsibility includes keeping your home and grounds in a clean, orderly, sanitary, and safe condition. As a sponsor, you are responsible for ensuring that your quarters, grounds, and equipment are not subject to abuse or neglect, and that the premises are not used for commercial, illegal, or immoral purposes.

The care and cleaning of your home's appliances and fixtures are strictly your responsibility. You are expected to maintain your home in accordance with good housekeeping practices. Please keep in mind that it is your responsibility to call in service orders as required. You can call in a routine service order by phone (see Telephone Directory at back of Handbook). You must provide access to the workman. Repairs must be accomplished as soon as practicable to prevent further damage.

Occupancy of Government quarters carries with it a responsibility for some self-reliance by doing "handyman" type work. Specifically, Self-Help type jobs are those, which would be done by a prudent homeowner to conserve funds and to preserve the individual premises. The self-help store for Darmstadt is located on Nathan Hale Depot, right behind the commissary. For Babenhausen and Aschaffenburg the self-help store is located in building 4679 on Babenhausen Kaserne. For more information on your Self-Help, requirements please refer to the listing of **Self-Help Responsibilities**.

BALCONIES: All balconies will be maintained in a clean and orderly fashion. Items you may think are attractive might be offensive to your neighbors.

For residents of single family dwellings, your area of responsibility includes those grounds that fall within your logical lot line, i.e. one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from your unit, whichever is less. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also your responsibility. You should ensure that sidewalks, driveways, and porches are kept clean and free of trash, snow, obstructions, and other hazards. All Building Coordinators have access to the buildings shed. The Building Coordinators have signed for a lawn mower and each member of the building should perform their fair share of ground maintenance. NOTE: The fifty (50) feet radius is a guide only and we ask residents to use common sense and help cut grass or rake leaves within this general vicinity.

In cases of damage to quarters resulting from pets or any resident damage beyond normal fair wear and tear, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information, refer to: **Conditions of Occupancy for Military Family Housing** and **Notice to Housing Unit Residents; Liability for Damage to Assigned Quarters**. You have signed these agreements when you signed for your home; copies of these publications are provided for you at Appendices A and B.

In the summertime, residents of single and dual family dwellings are responsible for maintaining their yards. This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along your sidewalks, watering, fertilizing and pruning of your yard, bushes and trees. Rake all leaves to the curb. The contractor is responsible for collecting leaves; they use a special vacuum truck for this purpose.



During the winter season, residents of single quarters and dual family dwellings are responsible for the removal of snow and ice from steps, porches, driveways, and sidewalks in the front and rear of their quarters. Rock salt is available through Self-Help; however, you must remove snow prior to sprinkling salt.

Coordination of building residents is necessary to insure all adjoining and common areas are free of trash, snow, and ice. It is the Building/Stairwell's Coordinators responsibility to insure all residents complies with these instructions. It is expected that, by performing these duties, a harmonious and cooperative relationship be developed between all housing residents of the building.

If you notice safety deficiencies or maintenance requirements in a common use area in the interior or exterior of your stairwell or building, please contact your Stairwell or Building Coordinator.

If you are being deployed, you should ensure your spouse is familiar with this Resident's Handbook, location of circuit breakers, garbage collection information, lawn maintenance, Self-Help maintenance requirements, and a point of contact for your Unit's Rear Detachment. Ensure you brief your spouse that he/she is still responsible for performing residents duties i.e. participating in spring or fall cleanup, and other functions to maintain your quarters.

If you will be clearing within 60 days after your deployment, your spouse should contact the Housing Office to set up your Housing Out-processing Briefing. At this briefing, your Pre-termination and Final Housing Inspections will be scheduled. You DO NOT have to have your orders in hand to make these appointments. If the quarters will be terminated while the sponsor is away, your spouse must have a Power of Attorney to effect the shipment of household goods.

E-MAIL & WEBSITE

Do you have a question, problem, suggestion, concern, complaint, or compliment about housing? If so just ASK HOUSING. Ask Housing is a direct e-mail line to the Housing Manager and DPW Customer Service Representative in Darmstadt and Babenhausen. You can get your questions answered on housing policies, construction programs, or anything else pertaining to housing within our community. Just e-mail ASK.HOUSING@BSBHS.G.DARMSTADT.ARMY.MIL. You will receive an e-mail answer within one week.



Our web site can be viewed at the following address: <http://www.233bsb.darmstadt.army.mil/housing.html>
Click on the Housing Division for more housing information

DAMAGES OCCURRING DURING MOVE IN/OUT

In some instances damages to Government property i.e., walls, floors, stairwells have occurred during the delivery or pick up of the resident's personal belongings or Government furnishings. If this occurs, it is the responsibility of the resident to identify the damage that was caused and to document it in writing. It is recommended to have the employee or contractor that caused the damage to sign this statement. You then must contact the transportation inspector to report these damages. Additionally, contact the Housing Facilities Branch to have this added to your inspection sheet, to **prevent charges or liability on your part.**



INSPECTION OF FAMILY HOUSING AREAS

Family Housing areas are inspected periodically by Housing Inspectors as well as Building and Area and Coordinators. Items of interest for inspections are; grass cutting and edging; trimming along fences (single units); pet excrement removal; pet damage; pets tied to porches, trees, fences or utility outlets; storage of recreational vehicles; cleanliness of stairwells; storage

of tires or other appliances; privately owned vehicle repairs; policing of trash including all common areas and dumpsters.

BUILDING OF THE MONTH

The 233d BSB conducts monthly community Building of the Month Competitions during the months of June through October. It encourages area and building coordinators and their residents to improve their present standards of living, also it recognizes those residents that exceeds the standard and displays a sense of pride in their living areas. The BSB Commander recognizes winners of each area and signs are placed in front of the winning building for the entire month until the following month's competition winners are selected. Eyesores will be publicly identified if they are found to be not up to standards.

RENTER'S INSURANCE

Renter's insurance is an option that should be considered by all residents residing in government owned or leased Family Housing. You are responsible for any damages to your personal items as well as damages to the quarters. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests. Residents are reminded that the government is not liable for personal property damage due to acts of God such as lightning and storm damage.

You should evaluate different policies to ensure the proper amounts, and types of coverage, which will be provided. Policies can be written for full replacement value of personal property. A second type available, for a lesser premium, is an Actual Cash Value (ACV) policy, which covers a depreciated value of your items. Be sure to ask an agent the best way to inventory your household contents. Reevaluate your coverage yearly and include any major purchases.

Some insurance companies offer discounts for non-smoking homes, fire extinguishers, and smoke detectors located on the premises. Any insurance company representative can provide additional information.

SURGE PROTECTORS



Due to the sometimes-unstable weather conditions, electrical spikes and surges, it is highly recommended that you use surge protectors. Surge protectors will guard against damages to your electrical appliances, i.e., computers, televisions, and stereos. Purchase of surge protectors is the resident's responsibility. **The JAGO will not support claims for payment of damages caused by normal surge.**

TRANSFORMERS

Transformers come in a variety of sizes. Transformers plug into the 200v outlet and allow one to use 110v appliances. Clocks and other timed devices may not properly function due to the difference in cycles.

It is extremely important to know the watt rating of your transformers. Transformers typically rate 15W, 75W, 150W, 300W, 750W, or 1000W. Check the watt rating on the appliance that

you are plugging into the transformer to ensure it does not exceed that of the transformer. You should avoid plugging multiple appliances into one transformer as the total watts may exceed that of the transformer.

Use only transformers with a replaceable fuse and a switch on the power cord. Transformers are big energy wasters as they continue to draw power even when the connected appliance is turned off. Transformers should be turned off and unplugged when not in use.

CONSERVATION OF UTILITIES



There are many good reasons to reduce the use of electricity, gas, oil, and water. The first and foremost reason is to conserve resources (natural and monetary). The second is that it's just the right thing to do for future generations. The Army policy is to conserve our valuable resources. All family members must be actively involved in this endeavor.

There are many ways to conserve utilities here are some examples:

- Turn off lights in your apartment, storage rooms, attics, utility rooms, and basements when not needed.
- Eliminate wasteful usage of water by taking showers instead of tub baths, showers typically use less than one half the hot water required for a tub bath.
- Consider buying dual voltage electrical equipment to save energy on use of transformers. If you have to use a transformer, please use the proper size, as larger transformers use more energy. Always turn off or unplug transformers when not being used.
- Never use your oven for space heating purposes. Portable electric (all types) space heaters are not permitted or authorized for usage in government quarters. **NOTE: This also engages to fire alarm in renovated quarters.**
- Report promptly all malfunctions of utility systems, i.e., faulty electrical switches, broken windows and leaking faucets.
- Open windows during the heating season only as required for apartment ventilation to prevent creation of mildew, and especially after each shower.

Of course, there are many other ways to conserve energy, many of which are common sense measures. Be on the look out for them.

Light bulbs greater than 60 watts should not be used in closed light fixtures. Due to heat, build up this could cause the wiring insulation to become dry, brittle and ultimately cause fire damage to Government quarters and/or personal property.

CABLE TELEVISION

Residents' residing on post receives free AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News, and Spectrum. Questions concerning service or repair can be directed to TKS (see telephone numbers at back).

HEATING QUARTERS

The heating season for Germany usually begins sometime between mid September – mid October, when the average daily temperature or weather conditions is below 60 degrees Fahrenheit for three consecutive days. The heating season ends 31 May. The BSB Commander can approve exceptions based on local conditions. Due to safety issues, space heaters are not authorized in government quarters. Space heaters typically draw more power than the circuits are designed to withstand.

QUARTERS VENTILATION - MOLD

Most windows in Darmstadt and Babenhausen quarters have been upgraded to have double-paned windows. While this is great for energy efficiency, it poses new challenges in fighting mold and mildew. Residents must ventilate their quarter's daily by opening windows to create a cross draft. If cross drafts are created for 10 minutes a day and after each shower, mold and mildew should not be a problem.

If mold and mildew manage to develop anyway, open windows in the affected area to facilitate drying, then scrub the mold spots with a solution of 1 cup chlorine bleach and 1 gallon of warm water, rinse, and then wipe dry. In the case of mold on painted surfaces, allow this solution to soak. Then scrub lightly, rinse, and wipe dry. In bathrooms without windows, make sure that the ventilation shaft is open and **do not close** the bathroom door following showers and baths. The bathroom will benefit when cross-ventilating other parts of the house.

NOTE: IF MOLD IS LEFT UNATTENDED IT CONTINUES TO GROW, IT COULD POSE POSSIBLE HEALTH AND ALLERGEN PROBLEMS IN YOUNG CHILDREN. BE SURE YOU FOLLOW THE DIRECTIONS ABOVE TO SAFE GUARD YOUR FAMILY.

CEILING FANS

The use of ceiling fans in family housing units is not authorized in all housing units. Ceiling height, structural integrity as well as the age and capacity of electrical wiring are all factors that are not conducive to ceiling fan installation. For further information, contact the Facilities Branch of the Family Housing office (see telephone numbers at back).

CHANGE IN BEDROOM REQUIREMENTS

Families whose bedroom requirement changes while residing in quarters can apply and compete for housing based on their new requirement (date of eligibility in these cases is the date of application). A good rule of thumb to assist you in determining bedroom requirements is: same sex can share a room up to **10 years** of age, opposite sex can share a room until **6 years** of age. No more than two persons may share a room in any case. If you are unsure of your bedroom eligibility, contact the Family Housing Office. Families are reminded that moves between quarters will be at their own expense. This includes cable and telephone reconnect charges. The quarters being vacated must be cleaned to standards and all Self-Help items completed. When completing an intra-post move you must vacate your old quarters within five working days after signing for your new quarters. Careful planning with work and personal schedules is extremely important. **Those not clearing quarters within five working days risk the possibility of being charged a daily service charge for the unit being vacated.**

FORCE PROTECTION

The protection of soldiers, family members, and DOD civilians is priority one. **Practice FORCE PROTECTION and ensure all stairwell entry/exterior doors are closed and secured at all times.** If someone looks suspicious – report it immediately to the Military Police. Practice OPSEC - Don't discuss security issues outside the workplace or shop. Listed below are some helpful tips regarding Force Protection.

- Never open suspicious packages with incorrect spelling, protruding wires, no return, or unknown address.
- Don't give out family travel plans to strangers or persons who don't need to know.
- Don't open doors to strangers, including unexpected delivery or service personnel, especially during evening hours.
- Shred or destroy personal papers with sensitive information.
- Always lock your car doors when unattended.
- Report suspicious vehicles and personnel. Take note of license plates, description of persons and vehicles for local authorities.
- Parents must buzz their child in and not have their child prop the door open during playtime.

SNAP PROGRAM

Crime and fear of crime are considerations that influence the way we live in our military communities. The most important resource we have in reducing crime and the fear of crime in our neighborhoods is neighbors working together to prevent crime. Working together means making it harder for crime to happen. It means reducing the chances for criminals to victimize members of the community.

The Neighborhood Crime Watch Program is a proven and effective means to substantially reduce crime. It is designed to bring into every home step that will reduce the threat to property and personnel. A good neighbor is one of the most effective crime prevention tools.

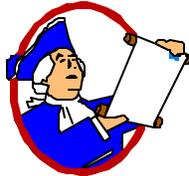
The Provost Marshall will be happy to schedule instruction to Area, Building, Stairwell Coordinators and residents to learn what to look for, how to describe what is seen, how to organize a crime prevention event and, most importantly, what can be done to prevent crime in the community.

The police need your help, your eyes, and your ears. Criminals cannot and will not operate in areas where neighbors are alert.

When the residents of a community express a desire to participate in the Neighborhood Watch Program, the Crime Prevention Section will coordinate with the interested parties and assist in organizing the program. If you have any further questions on any Crime Prevention Programs contact the Military Police (see important telephone numbers at back).

SPRING AND FALL CLEANUP

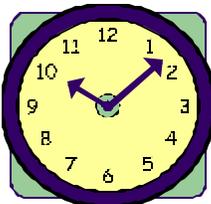
The BSB Commander sponsors a neighborhood clean up program scheduled twice each year, once in the spring and once in the fall. Each resident is expected to do their fair share of cleaning and beautification within their neighborhoods. Watch for flyers throughout the year listing the times and dates for these events. Supplies and tools are available through the Self-Help Center.



POLICIES

Residents are encouraged to use the established Housing Area Chain of Responsibility to resolve all neighborhood housing problems and conditions; i.e., stairwell, building, or area coordinators. **As a reminder, repeated violations of any post policies may result in the removal of the privilege of residing in Government quarters and/or receiving logistical support (reference: Three Strikes You're Out Policy Letter).** See page one of this booklet for specific duties and responsibilities of the "Chain of Responsibility."

QUIET HOURS



Local noise guidelines are much more restrictive here than in the United States. German law stipulates that noise is acceptable only as long as neighbors are not disturbed. German mid-day quiet hours are in effect in most communities. Avoid noise of any kind, loud music, cutting grass, and running engines, between 2000 and 0700. Confine the playing of musical instruments or stereo equipment to quarters. Volume levels should be such that no loud music can be heard outside the residence. Adjust accordingly when windows are open during the summer months. The same general rules apply to playing car radio/audio equipment. Operate lawn mowers only between 0700 – 1300 and 1500- 2000. Do not use lawn mowers on Sundays or German legal holidays.

CURFEW

A juvenile curfew policy became effective and enforced 02 January 2001. This policy allows the BSB commander to help juveniles under the age of 18 that may have left their residence without their parents' knowledge or are possibly being neglected by their parents. This policy is intended to assist juveniles in the community that, more than likely, need intervention in their current family situation. Curfew hours are as follows:

<u>AGE</u>	<u>SUNDAY-THURSDAY</u>	<u>FRIDAY-SATURDAY</u>
14 and under	2100-0600	2200-0600
15-17	2200-0600	2300-0600

EXCESSIVE NOISE, MUSIC VOLUME, AND OFFENSIVE LANGUAGE

We must ensure our individual activities do not infringe upon the rights of others or degrade our overall quality of life. The standard is “ **Each of us has the responsibility to ensure that our courteous behavior makes this command an enjoyable place to live and work**”

Definition of loud music/noise;

- a. (Housing) Music or other noises made loud enough to be heard by a neighbor or a person walking outside.
- b. (Vehicle) Music or other noises made loud enough to be heard by the occupants of an adjacent vehicle or by pedestrians.
- c. (Open Areas) Music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing or other media, is not acceptable in Government housing or housing areas when others are involuntarily exposed to it due to location or volume of the language.

AUTOMOBILE REPAIRS

Automobile repairs are not authorized in family housing, leased housing, unaccompanied personnel housing areas, streets or parking areas. Any repair where the possibility of drainage or spillage of gasoline, oil or other lubricants (POL) on the ground is not permitted. The vehicle owner may personally be liable for the total cost of environmental cleanup for any spill. Residents are advised to use the Auto Crafts shop or have maintenance performed by a certified mechanic in a garage. Certified garages can properly dispose of used vehicle parts such as tires, batteries, shocks, as well as POL products. Old car parts may not be disposed of into regular or bulk trash containers. For additional information or hours of operation, you may contact the Auto Craft shop (see important telephone numbers at back).



PARKING

Residents are entitled to only **ONE** parking space at the building in which they reside. The assignment of parking spaces is based upon the upper level apartments getting the closest parking space to the stairwell entrance. The only exceptions are for handicap family members where the Housing Office can provide guidance. Users of the parking spaces are responsible for maintenance of the parking space to include removal of oil and stains from the space prior to clearing quarters. All other parking spaces will be marked as “Visitor” for that particular building. Parking in these, areas are “first come, first served”. Residents will not park in areas that constitute a traffic hazard, deprive other residents of their allowed space, and block access to

dumpsters or fire hydrants. Vehicles must stay on paved areas at all times. Parking on lawns or seeded areas is not authorized.

ABANDONED - INOPERABLE VEHICLES



Abandoned, unlicensed, or expired tag vehicles will be ticketed and chain of command informed for action. Vehicles with flat tires or obvious inoperable status will also be ticketed by the Military Police. In accordance with MP regulations parking of abandoned, unlicensed vehicles in family housing, leased housing, unaccompanied personnel housing areas, streets or parking areas is prohibited.

Residents may refer to the USAREUR Regulation 190-1 for more information regarding inoperable POV's.

CAR IDLING

In accordance with German law it is against the law to allow automobiles to idle to allow the engine to warm, defrost windshields, or for any other reason prior to driving off. The purpose of the law is to conserve energy as well as reduce air pollution. Residents can be fined for violations.

CAR WASHING

“Mass” car washings (for example at fund raising events) are only permitted at car wash facilities (“wash racks”), which have functional oil and fuel separators. Washing of privately owned vehicles in housing areas is permitted only if all the following conditions are met:

- A **biodegradable** soap is used. Examples of biodegradable soaps include liquid dishwashing detergents such as “Dove [®],” “Dawn [®],” and “Sunlight [®].” Biodegradable products are generally marked as such on the label. Car care products containing solvents or other hazardous substances may **not be** used. An example of an item, which is not biodegradable, is “Bleach-Wite [®]” tire cleaner. When in doubt, read the label. If still unsure, contact the DPW Environmental Office, 348-6258/6172.
- You are in a paved resident parking space (and not on the grass or on a road).
- Your parking space drains to a storm sewer inlet (and not onto the grass).
- You are washing the vehicle’s painted/chromed exterior. You may not clean the engine or the “underside” of the vehicle.

PET CONTROL AND POLICY

It is the responsibility of pet owners to ensure that pets are controlled in such a manner that they do not become a public nuisance. All pets must be vaccinated against rabies upon reaching three months of age. Pets must be registered with the local Veterinary Clinic within two

weeks of arrival or of obtaining a pet. For more information on vaccination and registration, contact the Veterinary Clinic, commercial 06155-60-3569, DSN 347-3569.

Residents may have no more than two domestic pets, not including birds, guinea pigs, hamsters, or fish. Dog owners will ensure their dog is on a leash at all times when outside individual apartments. This also applies to dogs being in the stairwell. The person walking the pet must have the ability to control the pet. Pets will not be tied to trees, utility lines or poles, fences or other structures. **Pets must be in the complete control of their owners at all times while on the balcony. Tying the dog to the balcony or “kenneling” the dog on the balcony is prohibited.**



You may not keep a pet on the balcony while you are away from the home. Dogs will be walked in the designated pet walking areas, where available. It is important to note that these policies are derived from German law. Violators can be fined and could lose pet privileges. Owners will not allow pets to relieve themselves on balconies, playgrounds, or within 50 feet of any family housing building, billets, medical facility, or child care facility. All fecal matter will be picked up immediately and disposed of, even in pet walking areas. Pet excrements must be wrapped and disposed of in the household waste containers. Failure to comply with this policy and the Family Resident Handbook will result in notification of your command, the BSB Commander and Area/Building Coordinator. Three infraction of the same nature could result in grounds for termination of housing and/or loss of pet privileges. German authorities will fine you if found to not abide by German standards.

Due to the stairwell living conditions and not having personal yard areas to properly maintain a large dog, the recommended weight limit for dogs should not exceed 50 pounds.



Cat owners will ensure their pets do not cause any type of nuisance or sanitation problems.

In all cases, pet owners must understand that German Law imposes absolute liability on the owner or keeper. Liability insurance is recommended.

WATERBEDS

Residents are reminded that prior to placement of a waterbed a load test on the floor area must be completed. Residents must present a written request to the Facilities Management Branch of the housing office. The Facility Management Branch will respond to the resident in writing approving or disapproving the request based on the construction and type of the unit you reside in and the type of waterbed you own.

SMOKING



Smoking in common use areas of Government owned or leased housing units is not authorized. This includes hallways, washrooms, basements and dayrooms.

QUARTERS ENHANCEMENTS

Residents are permitted to perform minor quarters improvement projects provided they first obtain permission from the Housing Facilities Branch. The Self-Help Issue Point (SHIP) carries authorized paint that must be used for any painting project within Government quarters. Failure to use the approved paint from the SHIP will result in the resident being charged at a rate of approximately \$8.00 per square meter (2003 prices) to have a contractor repaint the quarters. As a general rule 'no painting', however you may with permission from the Housing authorities. Otherwise, the housing office is forced to charge you for the re-painting of your quarters.



It may be possible that you will be required to paint all or part of your quarters prior to clearance. If required, this is considered self-help. Do not paint any portion of your quarters without first having your pre-inspection and receiving instructions from your inspector. **NOTE: Spot painting of quarters IS NOT permitted.** If painting needs to be accomplished by the resident in order to clear, the entire wall from floor to ceiling will be painted. **Do not paint the baseboards if they are made of wood. Do not paint light switches or receptacle covers.** When applying paint it must be done in a professional manner. All work is subject to the approval of the housing inspector. Painting not considered professional will be charged to occupant at eight dollars per square meter.

Currently flat latex paints are used in the living areas and semi gloss latex in the bathroom and kitchen areas. Both paints are washable, however the paint applied to the kitchen and bathroom walls is more durable due to the usage of these rooms. Semi gloss paint is not used throughout the remainder of the house due to its sealing properties and the fact that inconsistencies in the wall finish are greatly magnified.

It is the resident's responsibility to ensure the walls are properly cared for through normal cleaning and wear prevention. Residents can be charged for damage to paint if it is deemed that the life cycle of the paint is shortened for reasons beyond fair wear and tear (FWT) i.e. colors other than neutral (off white) and or cartoons for children's room.

What is FWT? To some degree, it's a judgment call by the housing inspector who typically has in-depth knowledge of paint and paint conditions. FWT is defined as; the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. **FWT is not determined by family size or ages of dependents.** An item that has to be repaired or replaced before it's full life expectancy has been reached due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond FWT.

Some examples of items typically considered beyond FWT:

- Paint that has been removed from the walls due to stains, crayons, foodstuff, or other foreign material.
- Hand and fingerprints that cannot be removed through normal cleaning.

- Performing an unprofessional paint job.
- Scratches and gouges due to furniture being placed directly against the walls.
- Excessive use or improper size (too large) of wall fasteners for hanging pictures.
- Smoking that causes the walls to turn yellow.
- Excessive grease splatter in kitchen areas.

This is not a complete list. It's provided to give you an idea of what is being inspected and the guideline inspectors use to determine FWT.

To properly clean the walls one should use a light non-abrasive cleaning solution with warm water. A sponge or other non-abrasive item should be used to soiled areas. If you have to paint walls due to damages, it's important to note that walls must be cleaned prior to painting. Painting is required from floor to ceiling without overlapping of either area. Paint should be applied smoothly and evenly. Do not rush a paint job. **You will be charged for any unprofessional paint jobs.**

There are several very helpful painting tips located at the following website:

<http://www.paintinfo.com/mpi/index.htm>

Wall borders may be applied; however, occupants are required to remove the borders and any residual adhesive before clearing quarters. Failure to adequately remove the border/adhesive may result in the occupant being charged for costs associated with contract maintenance. Stenciling may be done, but you will be held responsible to bring the entire room back to the original color; residents will be **charged if not** painted to a professional standard.

These standards apply to all, even if the quarters are scheduled to undergo contract painting when vacated. At no time should cabinets in renovated kitchens be painted, or have nails or hooks applied to the cabinetry. Decorative type knobs may be placed on cabinets/closets. However, occupants must reinstall standard Government knobs prior to clearing. Knobs are available at the SHIP store.

For more information on the Self-Help Program, refer to the Self-Help section of this handbook.

CARE OF WOODEN FLOORS

Parquet floors are sanded and sealed on a 10-year cycle, which saves money and prolongs the life of the floor. Although constructed from hardwood, these floors are particularly susceptible to damages from heels and furnishings. While some scratches are to be expected during the life of the floors, residents are expected to provide adequate protection to keep such damages to a minimum. Simple preventative steps such as not wearing cleats on the floor; not walking in steel tipped heels over bare floors; or moving furniture without proper protection to the floors, go a long way to in preventing the requirement for out of cycle sanding and possibly being held liable for damages. Pets are a major cause of damage to hardwood floors. Large animals tend to scratch floors with their claws. Pet urine will permanently damage floors if not cleaned immediately. Damp mop with "Murphy's oil." Excessive water causes floor to separate, which becomes **damaging and you will be charged.**

Cleaning of parquet floors is very easy. Just damp mop. No cleaning solutions are needed. When mopping, the mop should be damp enough to provide cleaning but should not be dripping with water. Do not use any kind of wax product on the floors.

TREE/PLAY HOUSES

Tree houses may not be built for safety reasons and to avoid possible damage to trees. Construction of playhouses is also not permitted. Lawn type plastic play sets, as sold in the exchange are approved for use.

PRIVATELY OWNED LIGHT FIXTURES

Prior to installing privately owned light fixtures you must first obtain approval from the Facilities Branch of the Family Housing Office. The request must be in writing and include building number, type of fixture and approximate weight of fixture. All expense of installation, maintenance, and removal including property restoration will be at the expense of the resident.

ANTENNAS AND SATELLITE DISHES

Prior to installing any type of antenna, you must first obtain approval from the Facilities Branch of the Housing Office. The request must be in writing and include the building number, type of antenna, and desired use of antenna and installation method. All installations are subject to inspection and approval by the Facilities Branch. **Installation, maintenance, and removal, including property restoration, will be at the resident's expense.** Amateur radio operators must ensure that their antenna installation does not interfere with other residents' radio, TV, or stereo equipment.



Amateur radio operators may refer to USAREUR Regulation 105-41 for details.

SEASONAL DECORATIONS

Everyone loves to decorate for the holidays. Remember do not overload electrical outlets. Check your extension cords prior to use. Christmas lights should not be installed prior to 1 December. Light strands should be limited to no more than five per unit. Don't forget to keep cut trees watered. During the Christmas holidays, it is extremely important to be aware of fire danger. Christmas trees normally are picked up and disposed of by 10 January each year. You will receive information on disposal points and dates each year.



GRILLING

Grilling or storage of grills on balconies is not permitted at any time. Grilling on balconies constitutes a fire hazard and/or causes smoke problems to upper floors. Lawns may be used for grilling provided the grill is located at least 30 feet away from the building and does not constitute a menace to others. Security, policing, sanitation and



maintenance of common areas are the joint responsibility of all occupants. Damages to common areas will be reported to the Building Coordinator.

Soldiers will comply with posted fire regulations and may be liable for damages to government property caused by violations (as stated in USAREUR Regulation 420-90). Gas grills with fuel bottles may be stored next to buildings; they must be emptied before winter s

VISITORS/RESIDENTS IN GOVERNMENT QUARTERS

In accordance with AR 210-50, (Installations Housing Management), Family Housing is to be occupied only by the service member and family members. Requests for non-family members and guests to reside with you must be routed through the soldier's unit commander to the Family Housing Office, located at Nathan Hale Depot. Requests must include the reason for the visit, number and names of guests, and the length of stay.

Residents of Government quarters may have temporary guests in their quarters for up to thirty- (30) days without prior approval. Residents must notify the Housing Office of guests that will remain in family housing for thirty- (30) days or more. A temporary guest is defined as a person(s), who is not considered a resident of the area, or does not live or work within a commuting distance of one hour.

Occupancy of Government quarters by non-family members is not authorized without prior approval in writing from the Housing Office. Total quarters occupancy will not exceed more than two residents per bedroom. Basements, attics, and maid's rooms are not authorized as living or sleeping areas for safety and health reasons. Rent or other monetary compensation may not be collected from family members, non-family members, or guests.

Military and family members stationed within commuting distance (1 hour) of Darmstadt or Babenhausen, and who are authorized other types of Government quarters are not considered under the "guest" category. Military personnel and/or family members are not authorized to reside with another military family in government quarters.

All guests and family members must comply with all existing 233rd BSB policies. Sponsors are required to inform their guests of all such rules and to ensure their compliance. Failure to comply will result in revocation of approval and the guests immediate departure from quarters.

As the sponsor, you are ultimately responsible for the actions of your guests and non-family members. **Having unauthorized guests or non-family members residing with you could be cause for eviction from government quarters. Permission for a guest or non-family member to visit or reside with you may be revoked for misconduct or violation of post policies.**

DOMESTIC EMPLOYEES

Described as maids, nannies or housekeepers, sponsors may hire domestic employees to work and reside in sponsor's Government quarters, under two conditions: compliance with Army policy and compliance with German law.

Sponsors must have received an approved exception to policy signed by the BSB Commander before hiring domestic employees. The policy permits no increase in bedroom or other housing entitlements to accommodate the domestic employee. The policy disallows additional Army benefits or privileges not available to other non-dependents, with the exception of shopping and driving privileges, when approved by the USAREUR Provost Marshal. The policy does not allow the domestic employee to live in attics, basements, or other areas that do not meet safety, health, or habitability standards. Additionally, the domestic employee may not be an illegal alien. Domestic employees residing in Government quarters must comply with Army housing regulations. The employee must have a current health certificate validated by a licensed physician. To obtain approval, the sponsor must submit to the BSB commander proof of the domestic employee's compliance with German residence, tax, and insurance obligations, a copy of a written contract with the employee and a copy of the German police background check. German law prohibits hiring illegal aliens and requires a background check by German police authorities. German law requires the employee to have a valid tax card and registration number at the local employment office. In addition, the sponsor must pay social security and pension contributions, must buy health and accident insurance for the employee, and pay any other applicable German taxes. In calculating the amount of taxes and other contributions, German law requires the inclusion of the real market value of rent and board provided to the domestic employee. German employment law concerning termination of contracts, age restrictions (an employee under the age of 14 is prohibited), pregnant employees, vacation periods, and time off all apply. The minimum wage law does not apply.



QUARTERS BASED HOME BUSINESSES

If you are considering operating a home based business from your Government quarters you must contact the 233d Base Support Battalion, Financial Management Division **FIRST** to determine the proper procedures for operating a business. Requests to conduct a business must be in writing. Type of business, expected customer load, and any equipment used must be included in the request. Approval by the BSB commander is required for all commercial endeavors. These activities must be in the interest of the BSB service member's quality of life and must not detract from BSB operations. Typically, businesses that increase utility usage, cause parking problems, or create excess traffic in the stairwell or building are not favorable. The only kind of moneymaking enterprises that may be operated by Americans living in Government housing are those that are service-based such as tutoring and giving music or dance lessons. Selling products such as Tupperware, Avon, Mary Kay, Herbalife and Pampered Chef is not within regulatory guidance; these items and others may not be marketed through product parties in Government homes. All business activities are subject to host nation tax, business licensing laws, and are explained fully in USAREUR 210-70. For more information, please contact the Financial Management Division for the Darmstadt – Babenhausen areas (see important telephone numbers at back).

CHILD SUPERVISION POLICY

Refer to the AR 608-18 - child-supervision policy for explanation of adult level supervision required for children in different grades. This policy is based on the child's grade in school, not the child's age. During the summer months, children are considered to be in the grade they have just completed. This policy is enforced 24 hours a day, 7 days a week to USAREUR supported personnel who are



parents or legal guardians of children who live with them in military housing, or in a home in the local community, or children who have not yet graduated from high school. Children in the fifth grade and below require adult supervision at all times. Incidents of unsupervised children should be reported to the installation Family Advocacy Program Manager - (FAP), who will ensure that the incident is investigated. The FAP Manager will forward cases of unsupervised children to the BSB Commander for resolution if appropriate. Children in the sixth grade and above may be left alone and may baby-sit siblings if they have ready access to adult supervision. Children in the seventh grade and above may baby-sit children other than siblings. For information on child supervision guidelines, please call the Family Advocacy Program Manager, or Army Community Services (see important telephone numbers at back).

LEAVING QUARTERS VACANT

Any time you are away from your quarters, it is your responsibility to ensure the grass is mowed, the snow is shoveled, your pets are taken care of, newspapers or flyers are removed from your step, door or mailbox, and to make sure emergency maintenance work is completed.

If you are going to be away from your home for more than seven (7) days, you are responsible for coordinating with an adult neighbor or friend to look after your home during the time you will be gone. Be sure that the person you are appointing is responsible and willing to take on this responsibility.

Please provide Family Housing and your Building/Stairwell Coordinator with the name of your point of contact, the signature of the point of contact accepting the responsibility for your home, and a day and night telephone number in case a problem arises. If the person will be staying in your home while you are gone, you must notify housing first. Insure your point of contact knows where to call to report maintenance problems or emergencies. The Military Police will provide courtesy security and fire checks if you contact them (see important telephone numbers at back).

ENCLOSED STORAGE ROOMS AND CAGES

IMPORTANT NOTE: The basement storerooms in the stairwell apartments are high-risk flood areas. **DO NOT** store items that can be damaged by water in the basement storage rooms. Ensure the exterior basement door areas are clean and free of leaves and debris. This will help prevent the flooding of drainage ducts and basements preventing a loss of personal property.

Please be aware that basement drains can and do back up. You should use your basement for storing items only, and place those items on wood pallets (CFMO can supply pallets, subject to availability) to prevent water damage. Basements are not to be used as living and sleeping areas.

Storage Areas/Rooms are for the exclusive use of occupants. Storage areas will be kept clean, neat and orderly at all times. **Government furniture will not be stored in storage areas/rooms.** Storage areas/rooms will be cleaned and cleared upon termination of quarters. Items stored in common storerooms will be identified with the owner's name.

When there are more residents than available storage spaces the following will apply; storage rooms will be assigned on a seniority basis to those that do not already have an enclosed storage room. The basis for determining seniority is the date assigned to the present quarters, regardless of rank or number of dependents.

Families residing in "Super" 4/5 bedroom units are only authorized storage space for one unit.

Under no circumstances is storage of any kind allowed in any portion of the building other than storage cages or the resident's apartment. Personal items stored in unauthorized areas such as attics, transformer, utility, boiler, maid or mechanical rooms will be removed without notice.

COMMON USE AREAS

Common use areas in Family Housing and UPH are areas, which are shared by all building occupants. Common use areas can include but are not limited to kitchens, hallways, stairwells, lounges, TV rooms, reading rooms, storage areas/rooms and laundry rooms. Occupants will not store personal property of any kind in common use areas not specifically designed for such use; to include brooms, shovels, bicycles, motorcycles, and boxes. Damage to common areas will be reported immediately to the building coordinator.

Kitchens – Are for the exclusive use of occupants. Occupants should ensure that kitchens are kept clean and free of empty boxes and general litter. Storage of any item not related to cooking or dish and pan cleaning is prohibited. Range, cabinets, refrigerators and kitchen sinks etc., will be cleaned after every use. Garbage cans will be emptied daily by a designated occupant or by a contracted cleaner.

Laundry Rooms – Are for the exclusive use of occupants. Occupants should ensure that the laundry rooms are kept clean and free of all empty laundering packaging (cartons, bottles, dryer towelettes, etc.,). It is important to remember that this is a sensitive area among other residents. Care and consideration of others should be exercised when utilizing washers and dryers. Families should refrain from occupying all machines at once. Residents must remove clothing from appliances after the completion of washing and drying cycles. Storage of any item not pertaining to laundering is prohibited. Washers and dryers will be cleaned after each use. Laundry rooms will be policed immediately upon completion of each laundry session. Remember to clean the lint traps in the washer and dryer after each use. For force protection measures laundry rooms will be secured when not in use.

Lounges - The lounges in each building are provided for the use of all occupants. In order to facilitate equitable distribution of this privilege, all persons desiring to use the lounge for the purpose of parties and social functions shall submit a request in writing to the building coordinator not later than 48 hours in advance of the event. The requester is responsible for the care and cleaning of the lounge as well as the conduct of his/her guests.

ATTIC/MAID ROOMS - Access to these areas are unauthorized due to fire/safety regulations.

LOCKOUT PROCEDURES

During duty hours, you must show identification and we verify where they live in the HOMES before we give out any keys for lockouts.

During off duty hours: The resident locked out must call the BOS work Reception, MPs and or the Fire Department. UPH personnel must have their NCOIC present on site. In AFH BOS will contact the MPs to accompany their work man to the unit and the MPs verifies the identity of person locked out before any doors are unlocked. In addition, the MP's will check with our Fire Dept to see if there is a master key, otherwise BOS checks before changing out the locks.

It is policy that when a resident fails to return all keys they signed for from housing, back to the inspector at the TOC, then it is an automatic CTO, regardless of the reason/excuse. If you, then return the missing keys at a later date, that's great but too late.

Non-emergency lockout service provided is on a basis of time and manpower availability. Contact the Service Order Desk (see important telephone numbers at back).

It is your responsibility to establish a system for you and your family to gain entry to your home without causing damage. In addition, you are responsible for the accountability of all keys issued to you. For security reasons it is recommended that you do not hide a key above/around the door, etc.

An alternative is leaving a key with a dependable neighbor, your First Sergeant, or where you work to decrease the inconvenience of having to wait to gain access to your home. Charges will be accessed when a new lock is required during lockouts.

LOST KEYS

Family members over the age of 12 are authorized issuance of quarters keys. If keys become lost or stolen, you must report to the Family Housing Office. **Extra keys will not be issued or replicated until payment for the lost key(s) is received.**



WHAT'S SCHEDULED FOR YOUR NEIGHBORHOOD?



We communicate with residents in several ways in our attempt to keep you fully informed as to what projects are planned for your neighborhood, building, and home. We utilize articles, newsletters, direct mailings, and town hall meetings. Each project will have a point of contact that will be available to answer questions on specific contracts or concerns. If you should ever have difficulty obtaining information on current or planned projects, contact our Facilities Branch Office (see important telephone numbers at back).

FURNISHINGS MANAGEMENT OFFICE (CFMO)



Residents will establish a hand receipt at the time of quarters assignment. A joint inventory by the Housing Inspector and resident will be conducted at the assignment inspection. The Furnishings Branch utilizes the Common Table of Allowances 50-909 (CTA) to determine the amount and types of furniture a resident is authorized. Deliveries and pick-ups should be requested as early as possible in order to prevent unnecessary waiting times. Additional transactions may be coordinated whenever the customer is willing to provide transportation to and from the warehouse. If a resident misses a scheduled delivery appointment they risk the possibility of having their name moved to the bottom of the waiting list. Proper care to prevent loss or damage other than fair wear and tear is the resident's responsibility. Upon clearance of quarters, a joint inventory will be conducted to clear the hand receipt account. For further information, contact the Furnishings Management Office (see important telephone numbers at back).

EMPTY MOVING BOXES

What do you do with your empty moving boxes? If you request unpacking by the carrier, it is the responsibility of the carrier to remove all packing material. If you choose to unpack the cartons and boxes, it is your responsibility to notify the servicing agent from the inbound household good section or the Quality Control office to schedule a date for pick up of the empty boxes. The carrier is not obligated to return and remove the packing material, it is recommended you call the agent and request if this can be done. Residents wishing to unpack some or all of their unaccompanied baggage or household goods are responsible for the proper disposal of all packing material. Contact the Transportation office for the company name that delivered your property (see important telephone numbers at back)



REFUSE DISPOSAL

In our housing communities, to dispose of trash items such as metal, rocks, dirt, wood, Christmas trees or large items you must first contact the Operations and Maintenance Division of the DPW for information. Please respect your neighbors and place your household trash into the designated dumpster/plastic trash containers. Please place trash in bags and seal the top prior to disposing of it in the dumpster. Ensure that young children who are taking the trash out can reach the dumpster door to open it, place the trash in the dumpster and close the door. All housing residents have a shared responsibility to keep the trash picked up from around their buildings and dumpsters. All residents are required to separate or Recycle Trash (SORT) such as paper, cardboard, glass, plastic, and metal cans.



Ensuring our children understand and participate in SORT is the greatest gift we can give to future generations.

Biological Containers. These small brown or dark green containers resemble a trashcan. They are located next to the dumpsters.

What Belongs in the Biological Containers; flowers, egg shells, feathers, garden waste, tree trimmings smaller than 10 cm, vegetable waste, hair, coffee grounds, tea grounds including bags and filters paper, potato peelings, bones, paper towels, nut shells, small pieces of paper (not colored or glossy), cardboard. Foods scraps may be placed in brown paper bags, such as those used by the commissary, or wrapped in newspaper and place them in the container.

What Does Not Belong in the Biological Containers; waste oil, aluminum foil, ashes, cellophane, freezer paper, feces, ink ribbons, glass, charcoal, hygienic items, sweepings, cosmetics, leather goods, metal, minerals, colored or glossy paper, plastic including plastic garbage bags, vacuum bags, textiles, dead animals, compound materials e.g. cartons for drinks, bags for cookies, cigarette packs, cigarette filters and butts.

Paper Containers. These containers are **BLUE**. Packaging made of paper and cardboard may be placed in the paper containers as well as newspapers, magazines and other forms of waste paper, such as paper bags, candy boxes, cigarette boxes, cereal boxes and soap boxes. This is especially important because clean cardboard and paper is a valuable item to recycle in Germany.

Lightweight Materials. Lightweight materials belong in the **YELLOW** bins. Packaging made of polystyrene, plastic, composites, aluminum and tinplate may be disposed of in the yellow bags or containers. Therefore, most plastic packages, aluminum cans, food tin cans, potato chip bags, yogurt cups and the like may be disposed in the yellow bins.

Glass Containers. These containers are labeled with green, brown, and white lettering for the appropriate glass color container. Only glass waste is to be disposed of in these containers.

Household Refuse. Items such as cigarette butts, frying pans, hairbrushes, textiles, diapers, or just about any other normal non-hazardous waste can go in these containers.

Bulk Trash. Residents who are PSCing should start clearing out bulk trash items at least 6 months prior to departure. Items are to be segregated neatly at the designated pick up point for your community. Bulk items should not be put out until the evening prior to the scheduled pick up or no later than 0700 on the day of pick up. Contact your building coordinator for a schedule of pick up dates for your community. **NOTE: You will not be cleared from your quarters until all bulk trash items have been disposed of properly and the items picked up by the collection agency. There are no exceptions to this rule.**

Hazardous Waste. Containers used for paints and varnishes, thinners, adhesives, corrosives or disinfectants may only be placed in household waste containers after they have been **emptied completely**, and otherwise it must be disposed of as hazardous waste. There are numerous hazardous waste collection points throughout the community. Please call for their location. If you have any questions regarding any recycling programs, please contact the Operations and Maintenance Division of the Directorate of Public Works (see important telephone numbers at back).

Parents need to ensure that if children are disposing of trash or recyclable items that the child can lift the lid, place the trash into the container and close the lid. The child must also be able to clean up any mess they may have caused in disposing of refuse.

Improper sorting of refuse could result in charges being assessed to the resident, and possible grounds for termination of Government quarters.

A recycling yard is available at the Nathan Hale Depot. The following containers are available: Paper/Cardboard, Wood, Metal, Electronic Trash (TV's, stereo equipment),

Batteries, Bulk Trash, Yard waste. Operating hours are Monday and Wednesday 1300-1500. Personnel are also on call Monday through Friday, please call (See important numbers at the back of book). Access to the recycling yard can be gained from the commissary parking lot.

Family housing hazardous waste materials must be disposed of properly. Please **DO NOT** dispose of these materials in the dumpsters. A list of some common hazardous waste items follows:

- Batteries, motor oil, anti-freeze, gasoline, engine cleaners, engine and radiator flushes, tires, brake and transmission fluids
- Pesticides, herbicides, rodent killers
- Propane canisters
- Oven cleaners, Lime-Away, window cleaners, arts and crafts supplies, furniture polish, stain and paint.



To dispose of any of the above hazardous waste materials, please contact the Environmental Management Division (see important telephone numbers at back).

Residents are not authorized to change their motor oil in Family Housing, Lease Housing, or Unaccompanied Personnel Housing areas. All automotive work should be accomplished at the Auto Crafts Center or preformed by a certified mechanic or garage.

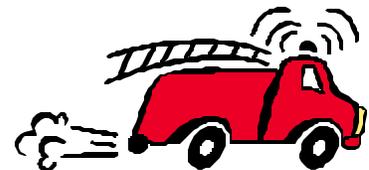
ALL spills are reportable. Reporting spills is important from a legal standpoint in that it lessens the potential for possible legal actions against the person who is responsible for the "spill". If you witness a "spill" (i.e. someone dumping engine fluids in a dumpster or flushing them down the curb also constitutes a "spill") please call the Fire Department by dialing 348-7400, right away. Even very small spills can pose health or safety threats and should be reported to the Fire Department.

DOMESTIC WATER SUPPLY

It is highly recommended not to use water from the hot water tap for preparing food, baby formula, or beverages. If you need potable hot water, draw water from the cold-water tap and heat it. Due to aging plumbing systems, it's advisable to periodically remove faucet strainers from all taps and run the water for three to five minutes to flush out any rust that has accumulated. This will help improve the coloration of the water. This is also important if the water lines have not been used for extended periods of time, i.e. 8 or more hours. Please refer to Appendices C and D regarding **Quality of Drinking Water** and **Dietary Fluoride Supplementation**. For questions concerning your water source, contact the Environmental Office (see important telephone numbers at back).

FIRE PREVENTION AND SAFETY

WHAT TO DO IN THE EVENT OF FIRE OR IF YOU SMELL SMOKE?



1. **Immediately, warn all residents and leave the building** by your planned route of escape. Close doors (and windows if possible) as you evacuate to deter the fire from spreading. Every second counts so do not waste time getting dressed or picking up valuables.

2. **When leaving, do not open any inside door without first feeling its surface.** If it is hot, or if you see smoke seeping through the cracks, do not open that door. Instead, use your alternate exit. If the inside door is cool, place your shoulder against it, open it slowly, and be ready to slam it shut if heat and smoke rush in.

3. **Stay close to the floor if the air is smoky.** Breathe slowly through a cloth, wet if possible.

4. Once outside, **go to the selected meeting place and make sure everyone is there. DO NOT GO BACK INSIDE OF THE HOUSE.**

5. **Call the Fire Department from a civilian phone, from the next building,** 19217, 62121 or 69-7400, for emergencies dial 69-117, again not from your home. For areas outside of Darmstadt, call 06151-1912, 06151-62121, or 06151-69-117. Stay calm; give your name, address, and location of the fire. Wait a safe distance from the fire to direct the Fire Department and to tell them if everyone is out of the building.

6. **DO NOT** return to your home until fire officials say that it is all right to do so.

NOTE: Statistically, most soldiers and family members are injured trying to fight a fire, rather than emphasize evacuation and wait for professional fire fighters to deal with the situation.

IN CASE OF FIRE

MAKE SURE EVERYONE IS OUT OF THE HOUSE. IF CALLING FROM A CIVILIAN PHONE, WITHIN DARMSTADT, DIAL 19217, 62121, OR 69-117. GIVE ADDRESS, NAME, AND LOCATION OF FIRE. FROM A MILITARY PHONE DIAL 117 OR 348-7400. FOR AREAS OUTSIDE OF DARMSTADT DIAL FROM A CIVILIAN PHONE 06151-1912, 06151-62121, OR 06151-69-117.

DO NOT HANG UP UNTIL FIRE DEPARTMENT DISPATCHER HAS ALL INFORMATION.

- **HAVE SOMEONE MEET FIRE FIGHTERS AND DIRECT THEM TO THE FIRE.**
- **BE READY TO ASSIST THE FIRE DEPARTMENT IF CALLED UPON.**
- **CALL THE FIRE DEPARTMENT IN ALL CASES OF FIRE EVEN THOUGH THE FIRE IS OUT.**
- **MAKE SURE EVERYONE IN YOUR FAMILY KNOWS WHERE ALL THE EXITS ARE LOCATED.**

- **PREARRANGE A PLACE OUTSIDE FOR YOUR FAMILY TO MEET IN CASE OF FIRE.**
- **NOTIFY THE FACILITIES BRANCH OF THE HOUSING DIVISION AFTER YOU HAVE HAD A FIRE.**

NOTE: IAW AR 429-90, Fire, and Emergency Services, "Installations will not furnish portable fire extinguishers in family housing." Fire extinguishers are provided in the stairwell areas of each building. The building coordinator is responsible to inspect the extinguisher monthly for serviceability; i.e., missing seals, cracks to the hose or nozzle. If service is required, a service order should be called into the Work Order Desk (see important telephone numbers at back).

Smoke detectors can wake you up and give you time to escape. However, there are situations when a smoke detector may not protect you and your family against fire or smoke. For instance: smoking in bed, leaving children alone at home, or cleaning with flammable liquids such as gasoline. As the head of the household, you are 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.

Test your detector(s) at least once a month. Press the test button for approximately 30-45 seconds to activate the alarm. You may do this with a broom handle or a similar instrument. If no alarm sounds, check the circuit breaker. Continuous chirping, erratic noise, or a low sound alarm may indicate a defective detector. If you have, a defective smoke detector calls the Service Order Desk to submit a work 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 recommend that battery operated detectors are checked weekly.

- In **the event your clothing should catch fire, STOP** what you are doing, and **DROP** to the floor and **ROLL** around until flames are extinguished.
- Your 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. You should clean the lint filter before each use and check the motor compartment and vent hose **MONTHLY** for lint and dust accumulation.
- Check your home before going out or retiring for the evening. Close all bedroom doors as this could possibly prevent smoke and heat from closing in on you while you sleep, should a fire occur.
- Do not overload outlets.



- Store flammable materials away from stairways or walkways (if a fire did break out, they could block your exit).
- Also, as a precautionary measure, if you buy or cut your own Christmas tree, cut the trunk at an angle before putting it in your tree stand. This will keep your tree from drying out, and becoming a major fire hazard. Remember, newly cut trees can drink as much as 6 inches of water per day.

HAZARDS IN THE KITCHEN

Never leave a stove unattended and keep all flammable items (i.e. paper products, towels, flammable liquids, cleaning solvents, etc.) away from the stove.

Remember to turn off the stove if a fire occurs. If you have a grease fire, 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 burn you or spread the fire.

Keep panhandles turned inward on the stove. Never wear loose clothing while you are cooking.

Clean the oven, range top and exhaust fan filter regularly. See the section on appliance maintenance for more information.

STORAGE REQUIREMENTS

Furnace rooms, boiler, and mechanical rooms will not be used for storage. Storage areas such as broom closets should be kept orderly and free of debris. Storage under stairs is prohibited.

Storage of flammable materials such as gasoline, charcoal, lighter fluid, and paints are not permitted in family housing, storage buildings, or garages. Storage of gasoline lawnmowers, grills, motorcycles, snow blowers, etc. in your quarters or in the basement storage cage is prohibited. These items must be kept in the exterior storage shed. All flammable materials must also be stored in the exterior storage sheds. Your building coordinator can assist you with access to your building's exterior utility shed for proper storage of these materials. No Government furniture will be stored the excessive items must be turned in to CFMO (Central Furnishings Maintenance Operations).

Limit the number of boxes and piles of newspapers and clothes piled in your home.

WATER DAMAGE IN YOUR HOUSE?

If the emergency consists of a broken water pipe and the result is flooding of the interior of your home, you are expected to take reasonable action to protect your personal property as well as the government's real property. You should exercise the same care and response as you would in your own home. You should be familiar with the location of all water shut off valves.

Personal Property: Any alleged loss or damage may be addressed through the Staff Judge Advocate's Office call (see important telephone numbers at back) for further assistance.

Government Property/Real Property Repair work will be accomplished by the most expeditious means possible.

SEWER BACKUP

The sewer lines in the family housing units all run into one main line, and sewer backups can occur. Often, blockages are the result of toys and other foreign objects flushed down the toilet. Parental attention is the best way to avoid such a disaster.

If a sewer backup does occur in your basement, IMMEDIATELY call the Service Order Desk for your area and request service to unplug the drain. While waiting for the plumber to arrive, remove any personal items from the basement that could be damaged. Do not allow children and pets into the basement area until after clean up has occurred. Use caution in entering the living area of your quarters after being in the basement. The carpeting in your quarters could be contaminated by sewage that has been carried in on your shoes. In cases of sewer backups with the resultant loss or damage to personal property, the Staff Judge Advocates Office, Claims Section, will be able to assist you in filing your claim. When backups occur more than once in a short period, even when not severe, contact the Facility Branch of the Family Housing Office. This will give the maintenance personnel an opportunity to investigate and repair the problem before it can escalate.

WHAT IS AN EMERGENCY SERVICE ORDER OR NOT?

What is an emergency? When do I call? Whom do I call? Every building and housing resident needs to know that all maintenance calls must be called in during the duty day and that only bona fide emergencies should be called in after duty hours. An expected, serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to government facilities which occurs after duty hours Monday through Friday, all day on Saturday, Sunday and Holidays is considered an emergency. Call the emergency service order number (see important telephone numbers at back) to report an emergency service order. The dispatcher receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem. All calls are evaluated and responded to in the following order:

- (1) Physical harm to personnel
- (2) Structural damage to the facilities
- (3) Potential property damage

WHEN AND WHOM DO I CALL DURING DUTY HOURS?

Please call the service order desk (see important telephone numbers at back) during duty hours, 0730-1630 hours, and Monday -Thursday and from 0730-1330 hours on Friday for normal

repairs. Residents are reminded that only bona fide emergencies are responded to after duty hours, so please do not wait until then to call in a routine service order.

SERVICE ORDER RESPONSE TIMES

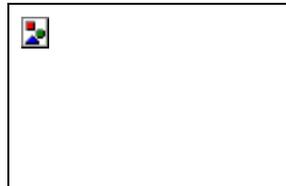
How long does it take a service order request to complete? Where can I find the status? These are the two most commonly asked questions when it comes to service orders. *The contractor normally has up to 45 days to complete routine service orders, but usually completes routine tasks quickly. Routine service orders are the normal day-to-day items that may occur in your home, i.e., loose tile, sticking doors and items of this nature. Urgent service orders will be responded to not later than the next workday. Urgent service orders are those items that may turn into emergencies if not repaired quickly. Emergency service orders will be responded to by the next available craftsman. If you are unsure about the service order classification, please ask the service order desk when phoning in. It should be noted that on German holidays the Work Order Reception Desk is closed. All emergencies should be called in to the Emergency Desk.

NOTE: We are extremely proud of the fact that the DPW and BOS are completing service orders much faster than the USAREUR goal of 45 days.

APPLIANCE REPAIR

What do you do if your Government owned appliance breaks down? Before you report a broken appliance to the Work Order Reception Desk, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the power is on and the appliance still does not operate call the Work Order Reception Desk. Provide the make, model, and inventory number of the appliance (if available) and a complete description of the problem.

GENERAL INSTRUCTIONS FOR OVEN TIMERS



TO USE THE SIGNAL TIMER - The signal timer will give you an alarm (buzz or chime) at the end of the set interval. To set the timers turn the knob (1), without depressing, in counter clockwise direction to the desired time interval. To turn off the alarm, turn knob (1) until the pointer (2) is at "OFF."

TO SET THE TIME OF DAY . – Push knob (1) in and turn clock hands in either direction.

TO SET INTERVAL TIME – Using knob (1) turn interval timer hand (2) in counter clockwise direction to desired time interval. At the end of time interval a buzzer will sound until hand is turned to "OFF."

TO SET OVEN COOKING TIME - Using knob (3) turn in either direction placing the hour you desire the cooking operation to “begin” in the window located above the knob. Next, turn knob (4) in either direction placing the hour you desire the cooking operation to “end” in the window located above this knob. After the timer has been programmed, the cooking operation will delay until the time of day clock reaches the hour indicated in the start time window. At this point, the cooking operation will start and continue until the clock reaches the hour indicated in the window marked stop time. Some timers have dials instead of windows and they should be set by pushing the knobs and turning the pointers to the desired start time and stop time. **NOTE:** After the cooking cycle has ended it is necessary to either reset the time for additional cooking operations or return the timer to manual. This may be accomplished by pushing in on the stop time knob. **IMPORTANT – IF THE TIMER HAS NOT BEEN RETURNED TO MANUAL OR RESET FOR ANOTHER COOKING OPERATION THE OVEN WILL NOT FUNCTION.**

DIGITAL DELAY COOK AND OFF TIMER



SETTING THE TIME OF DAY - Push knob (1) in and turn in either direction. Time of day digits in window will change.

TO SET INTERVAL TIME – Using knob (1) turn interval timer hand (2) in either direction to desired time interval. At the end of time interval a bell will chime until hand is turned to “OFF.”

TO SET DELAY COOK AND OFF – Using knob (3) depresses and turn pointer hour to start cooking. Calculate length of cooking time desired and using knob (4) depress and turn pointer to hour you want cooking to stop. Set thermostat to desired temperature. To start cooking at once set knob (3) to agree with existing time of day and proceed as described.

No automatic range timer is laboratory accurate so allow 10 – 20 minutes less time than for attended cooking to avoid over-cooking.

Upon return, push knob (4) to return oven to “Manual” operation. Inspect the food item and if necessary continue cooking under your control for a short time.

If at any time, your oven won’t come on check knob (4) above. Dials may be displaced when cleaning or not reset.

ROAST/BROIL TIMER



SETTING THE TIME OF DAY – Push knob (1) in and turn clock hands in either direction.

TO SET INTERVAL TIME – Using knob (1) turn interval timer hand (2) in either direction to desired timer interval. At the end of time interval, a buzzer will sound until hand is turned to “OFF”.

TO DETERMINE ROASTING AND BROILING TIME – Using knob (3) or (4) turn pointer to type and weight of meat. Approximate “hours to cook” will appear in window opening.

THE LIFT – OFF OVEN DOOR

To remove, open the door about 3’ to the special broil stop position. Grasp the door at each side and lift straight up and off the hinges. **DO NOT IMMERSE THE OVEN DOOR IN WATER.**

TO REPLACE OVEN DOOR

Position slots in bottom of door over the hinges that are in the “out” position, and then lower it slowly and evenly over both hinges at the same time. **NOTE:** When removing or replacing the oven door be careful not to hit the door hinge with much force. It may snap closed against the front of the range. If this should happen you, need only to pull the hinges to the open position before attempting to replace the door.

CAUTION: Do not place fingers behind hinges as this could result in injury.

SELF-HELP PROGRAM

The Self-Help program allows you to accomplish minor upkeep and repair work in a timely manner at your convenience (no more waiting for the maintenance workers to show up). Participation in the Self-Help program is mandatory. Use of the Self-Help Store is available to Building Coordinators, their designated representatives; housing residents living in Government owned or leased housing. The Self-Help program is a means of obtaining maximum use of available resources to improve living conditions and general appearance of facilities. The program includes the repair work that you can realistically be expected to perform. By performing the minor maintenance of your quarters, DPW’s maintenance workers will be available to perform repairs requiring professional skills in a more timely fashion. Additionally, if you learn how to perform minor maintenance work in your quarters, you will ultimately be a more successful “homeowner” in the future when you buy a home.

Repairs, which utilize the items listed on the following pages (or other items that are added to the inventory at Self-Help), have been determined to be resident Self-Help repairs. These repairs are to be accomplished by the sponsor, spouse (if applicable) or Chain of Command (or rear detachment) personnel if the sponsor is deployed and the spouse needs assistance to make Self-Help repairs.

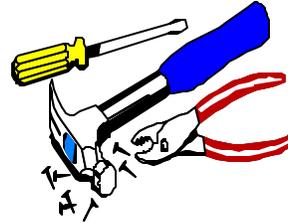
All items are to be performed on an as needed basis. Please keep in mind the list is not all-inclusive and represents the **minimum** requirements a resident should perform while residing in quarters and prior to clearing. Some examples of items that have been designated as “mandatory” Self-Help repairs are as follows:

1. Carpentry

- a. Tighten hinges on doors and cabinets
- b. Tighten or replace towel bars, racks, soap dish holders, and toilet paper dispensers only if holes match. If holes must be drilled, ask Facility Service Branch.
- c. Tighten striker plates
- d. Ensure handles are securely fastened on doors, cabinets, and closet doors.
- e. Replace cabinet magnets
- f. Tighten or replace doorstops
- g. Replace curtain hooks and clips

2. Plumbing

- a. Replace showerhead and hose
- b. Replace faucet aerators
- c. Replace sink stoppers
- d. Replace faucet handles
- e. Replace faucet washers
- f. Replace drain plugs and chains



3. Electrical

- a. Replace light globes and covers
- b. Ensure all light fixtures have working bulbs

4. General

- a. Replace toilet seat
- b. Ensure all weather-stripping is in place and functional
- c. Ensure dryer filter is clean
- d. Complete Self-Help painting requirements as required
- e. Remove all nails, screws from walls used for hanging pictures
- f. Replace drip pans on stove
- g. Replace range hood filters
- h. Replace torn or perforated window screens

5. Painting Quarters

It may be possible that you will be charged for painting all or part of your quarters prior to clearance. If required, this is considered self-help. Do not paint any portion of your quarters without first having your pre-inspection and receiving instruction from your inspector. **NOTE: Spot painting of quarters IS NOT permitted.** If painting needs to be accomplished by the resident in, order to clear the entire wall from floor to ceiling will be painted. **Do not paint the baseboards if they are made of wood. Do not paint the light switches or receptacle covers.** When applying paint it must be done in a professional manner. All paintwork is subject to the approval of the housing inspector.

Here are some tips on the proper functioning and maintenance of the appliances in your home:

Stove: When you clean your stove be sure to clean the top, sides, back and lid areas. Do not immerse the burners in water as it can cause them to short out or explode. Porcelain is an enamel finish, is a glass-like substance, and must be treated gently.

Do not use oven cleaner on any surfaces except the interior of the oven. To remove the oven door for cleaning, open the door to the first click and then lift the door off. If your stove is a self-cleaning model, you should refer to the owner's manual for proper cleaning procedures.

Range Hood: Excessive grease build up is a fire hazard. Metal filters may be washed in the dishwasher. Do not get charcoal or fiber filters wet. Exhaust fans and motors may be removed for cleaning. Pay careful attention to the inside housing of the range hood.

Exhaust Fan: Always run your exhaust fan when showering or when using the dishwasher in order to vent any extra moisture out of the house and prevent mildew and mold problems. All exhaust fans should be removed at least yearly for cleaning. There are several types in family quarters. Contact the Self-Help store for your area, if you have any questions as to the removal or cleaning of your exhaust fan.

Refrigerator: Pay close attention to all surfaces of the refrigerator to include door seals. If you have a non-self defrosting freezer, do not use ice picks, knives or any other sharp instrument to remove ice or frost. Any damage from such action will be charged to the resident. Keeping the coils free of dust and lint will insure proper cooling of the refrigerator. Use a vacuum cleaner, either by removing the front kick plate (it snaps on and off) or by pulling the refrigerator out from the wall and vacuuming the coils from the back. This procedure should be done at least every 30 days.

Dishwasher: Clean all surfaces of the dishwasher. Special care should be used to clean the inside bottom of the door, as this is where grease tends to collect. Lime-Away or its equivalent can be run through on a regular basis (empty) and then thoroughly rinsed prior to using for household items.

Washer: If your washer has an internal lint trap make sure you clean it each time you use the washer.

Dryer: Excessive lint buildup is a fire hazard. Clean your lint filter each time you operate your dryer. At least twice a year remove the dryer hose from the dryer and outside connection. To remove the lint from the hose, place it in the sink or a bucket and soak, flush the inside and out with fresh water. Make sure you also brush the outside vent free of lint. Remove the back from the dryer and vacuum to remove all lint. Reassemble the unit and reattach the hose to the dryer and the outside vent. If you have any questions, please call Appliance Section.

Here are some tips on the proper functioning and maintenance of the plumbing systems in your home.

Plungers: Plungers to clear sinks and commodes are available at Self-Help. There should be one plunger located in each bathroom.

Commodes: If your commode overflows, use the shutoff valve first. It is located under the toilet tank next to the wall. Locate your plunger, use it and try to clear the blockage. Please do not stand by and watch water flood into the hall or down the wall to the next floor. Emergency personnel are authorized to shut off the cause of the problem and place the toilet or sink back into service. Water damage will be corrected during the normal workweek.

Sinks: First remove all dishes, pots and pans, etc. from both of the sink basins. Cover the drain on one side of the sink to form a seal. Use the plunger on the other drain. By covering one drain, you will have formed a vacuum that can help to remove the blockage. Preventative measures against sink clogs are to not flush grease, coffee grounds, onionskins, celery, rice, and lint from your washing machine or hair down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate.

Faucet Washers: Self-Help has an assortment of faucet washers. You can fix your leaky faucets on your own time, rather than waiting at home for a maintenance person.

Outside Faucets: Please drain your outside hoses and store them inside no later than 1 October each year. Ensure the outside faucet is shut off. Some quarters have internal shut-off knobs to turn off the water, which feeds the faucet. Turn this knob off and then turn the outside faucet on until no water comes out. In the spring, please remember to turn the knob back on.

Basement Drains: Please do not wash paint, gasoline, solvents, pet feces, toys, etc. into the basement floor drain. This will pose a health and safety hazard. Fumes will accumulate in low areas and may result in creating a fire hazard. Unpleasant odors are often the first clue of misuse of drains. These odors can also be transmitted from one basement to another. **Please be aware that basement drains can and do back up. You should use your basement for storing items only, and place those items on wood pallets (CFMO can supply pallets, subject to availability) to prevent water damage.** Basements are not to be used as living and sleeping areas.

MATERIALES AT THE SELF-HELP STORE

Some items are on a direct exchange basis only. Examples are: appliance parts, light bulbs, light globes, plate glass shelves, and toilet seats.

Common Items

Cabinet Knobs
Closet Rods
Wire Brushes
Window Putty
Window Keys
Weather Stripping
Washers, Bolts, Nuts
Screws
Nails
Curtain Hooks
Curtain Tracks
Washing Machine Filter
Dryer Filter
Door Stops
Cabinet Magnets
Anchors
Light Bulbs
Fluorescent Starters

Paint Supplies

Varnish
Paint White Flat/Gloss
Drop Clothes
Paint Brushes
Roller Sets
Trays
Sandpaper
Turpentine

Masking Tape
Putty
Putty Knife
Metal Brush
Thinner

Bathroom/Plumbing

Bathroom Keys
Shelves
Mirrors
Caulking
Stoppers
Towel Bars
Towel Racks
Plunger
Shower
Head
Shower Curtain Rods
Shower Curtain Hooks
Shower
Hose
Soap Dish
Toilet Fastenings
Toilet Paper Dispensers
Faucet Aerators

Fluorescent Lights
 Evaporators for Radiators
 Clothes Lines
 Stove Drip Pans

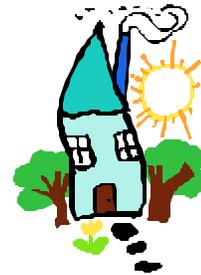
Grab Bars
 Faucet Washers

Self-Help also stocks some items for maintaining your grounds such as rakes and shovels.

LEASED QUARTERS/PRIVATE RENTALS

In addition to the other items in this handbook, the following guidance is provided for those families who reside in Government leased housing.

American tenants are unofficial ambassadors of the United States of America in Germany. It is up to all Americans overseas to maintain a favorable image of America. "Hausordnung" or "Kehrwoche" are house rules; an integral part of German rental contracts. "Hausordnung" regulates the cleaning of stairwell and snow removal by tenants in rotations. Familiarize yourself with these rules and note your turn.



To obtain routine service orders you are required to call the Lease Section of the Housing Division, for determination of work. The lease specialist will direct your work order request to the responsible party.

Air your apartment daily. This prevents silverfish, mites and mildew, which thrive in warm moist areas.

Afternoon and Evening Silence. In the interest of all tenants, all excess noise and/or disturbance should be avoided between 1300 - 1500 hours, after 2200 hours on weekdays and after 1900 hours on Sundays and holidays. TVs and stereos should be played just loud enough for the room.

Entrance Access and Security. The entrance of the house, hallways and stairwells must be kept free of personal items. Parking of bicycles and motorcycles in common areas is forbidden.

CLEARING QUARTERS

All families are strongly encouraged to schedule their pre and final inspections as soon as they know they will be clearing. **You do not need orders to schedule a Pre-Inspection.** The more time you have between your pre and final inspection the easier it is to clear quarters. Pre Termination Inspections should be scheduled 30 - 60 days in advance of your PCS. All families are reminded that they are responsible for completing Self-Help items and certain cleaning requirements. Please refer to the Quarters Clearance Handbook for in depth information in clearing quarters. Handbooks are available to the Housing Office.

The list of Self-Help requirements in this handbook can be used as a checklist. All Self-Help items are required to be complete on an as needed basis prior to clearing quarters.

There is an out processing brief held the 2nd and 4th Wednesday of each month at building 4029 (IOP Center) from 0800 – 1200.

Painting Quarters

It may be possible that you will be charged for painting all or part of your quarters prior to clearing. If required, this is considered self-help. Do not paint any portion of your quarters without first having your pre-inspection and receiving instruction from your inspector. **NOTE: Spot painting of quarters IS NOT permitted.** If painting needs to be accomplished by the resident in, order to clear the entire wall from floor to ceiling will be painted. **Do not paint the baseboards if they are made of wood. Do not paint the light switches or receptacle covers.** When applying paint it must be done in a professional manner. All paintwork is subject to the approval of the housing inspector.

Pre-Termination Inspection

During your Pre-Term Inspection, an inspector will walk you through your house, please point out any required service orders that you are aware of. The inspector will advise you of your requirements for clearing quarters. **Pay Close Attention!** A small amount of effort now, can save a lot of time in the future. It's a good idea to go over your list of Self-Help items and other clearance requirements prior to your inspectors arrival, if there are any questions ask the inspector at the Pre-Inspection. The inspector will also provide information on clearance of furnishings.

Final Inspection

During this inspection, the inspector will ensure you have met all your clearing requirements. A furnishings inventory will be conducted to account for all property on your hand receipt. If all your clearing requirements have been met, the inspector will collect, the house keys and you will be cleared from quarters.



Important Phone Numbers

EMERGENCY

Fire	117/ CIV. 06151-69-117
Medical	116/ CIV. 06151-69-116
Military Police	114/ CIV. 06151-69-114
Police	110/ CIV. 06151-69-110
Emergency Service Order Desk	115/ CIV. 06151-69-115

DIRECTORATE OF PUBLIC WORKS

DPW	348-1560
Contracting Officer Representative	348-6868/7272
Environmental Office	348-6258/6172
Operations and Maintenance	348-7116/7117

HOUSING

Babenhausen	348-3822
Darmstadt	348- 6187/6102
Customer Service Office	348-6102
Facilities Management Office	348-6545/7222
Furnishings (CFMO)	348-7113/7846
Patriot Inn Hotel Darmstadt	348-1700
Rail Gunners Arms Babenhausen	348-3655

COMMUNITY MANAGEMENT OFFICE

Babenhausen	348-3621/3721
Darmstadt (CFK)	348-6200/7402
Kelley	348-7214

OTHER IMPORTANT NUMBERS

ACS	348-7111/7713
Appliance Repair	348-6181/6388
Auto Craft Shop	348-6471
Inbound Transportation	348-6188
Outbound Transportation	348-7407
Self Help Center Babenhausen	348-3605
Self Help Center Darmstadt	348-6125
Vehicle Receiving Point for POV's	348-6188
Veterinary Clinic	348-3569

BASE OPERATION SERVICES (BOS)

Service Order Desk	348-6181/6388
	Commercial 06151-9152-13/16/20

German Mailing Addresses

<u>Street Name</u>	<u>Building/Apartment Number</u>	<u>German Zip Code</u>	<u>Area</u>	
Schoberstrasse	601L1-603R7	63743	Aschaffenburg	
Spessartstrasse	608L1-614R8	63743	Aschaffenburg	
Wilhelm-Matt Strasse	620L1-625R8	63743	Aschaffenburg	
Wuerzbuergerstrasse	671L1-678SM	63743	Aschaffenburg	
Ziegelhuetten Strasse	50	64832	Babenhhausen	
Aschaffenerstrasse	4534A1-4580	64832	Babenhhausen Kaserne	
Aschaffenerstrasse	4900A-4925D	64832	Babenhhausen Kaserne	
Eisenacherstrasse	1, 3, 5, 7	64331	Braunshardt-Weiterstadt	
Magdeburgerstrasse	1, 3, 4, 6, 8	64331	Braunshardt-Weiterstadt	
Stockhausenweg	Geb. (House and Apt #)	64297	DA-Eberstadt	
Edisonstrasse	4451A-4470	64297	DA-Eberstadt	
Eschollbrueckerstrasse	28,28A, 28B, 28C, 28D	64295	Darmstadt	
Ingelheimerstrasse	17A-17G, 19A-19J 21A-21I, 23A-23J, 25A-25G	64297	Darmstadt	
Cooperstrasse	4081A1-4086C8	64285	Darmstadt	Jefferson Siedlung
Einsteinerstrasse	4419A1-4423C8, 4413,	64285	Darmstadt	Lincoln Siedlung
Noackstrasse	4430A1-4440C8,	64285	Darmstadt	Lincoln Siedlung
Franklinstrasse	4400A1-4415C8 4424A1-4427C8, 4428	64285	Darmstadt	Lincoln Siedlung
Breuberg Strasse	18, 20	64579	Gernsheim	
Vogelsbergstrasse	1 thru 7	64579	Gernsheim	
Westerwaldstrasse	1,3, 5, 7, 9, 11	64579	Gernsheim	
Flughafenstrasse	4351A1-4351C6	64347	Griesheim	
Nehringstrasse	4390A-4399D	64347	Griesheim	
Parsevalstrasse	10A-18F	64347	Griesheim	
Steubenstrasse	500-512	63225	Langen	

APPENDIX A**CONDITIONS OF OCCUPANCY FOR
MILITARY FAMILY HOUSING****1. OCCUPANCY**

_____ is assigned to _____ to be occupied as military family housing of the United States on _____.

2. RESIDENT USE

The residents will use the premises solely as a single-family residence for themselves and their family members. Use of the unit for any other purpose, including the shelter of any additional number of persons, except temporary guests, is prohibited without prior written consent of the housing representative.

3. GOOD REPAIRS

Except as otherwise provided herein, the housing authority will maintain the property in good repair and habitable condition and will be responsible for all repairs not due to the abuse or negligence of the resident, their family members or guests during occupancy. Repairs or replacement of equipment provided due to normal wear and tear will also be at the expense of the housing authority.

4. CONDITION OF PROPERTY

The housing authority and the resident will inspect the property, and both parties shall agree that the property is in a fit and habitable condition, except for those damages or malfunctions itemized in writing on the pre-move-in inspection report. The housing authority and resident will retain copies of this report. Any additional items noted by the resident must be submitted in writing and received by the housing authority within 15 days of occupancy. If additional items are not received by the housing authority within the 15-day period, the housing authority will consider the property to be in acceptable condition and suitable for occupancy.

5. LIABILITY

The above-named resident is liable to the United States for damage to assigned housing and related equipment or furnishings, due to the resident's abuse or neglect. Liability for such damage is limited to one month's base pay, unless the damage was the result of the resident's gross negligence or willful misconduct. For example, a soldier is grossly negligent if he is aware of specific risks posed by the reckless, wanton, or deliberate conduct of family members, or guests, and fails to exercise available opportunities to prevent the damage. In the absence of evidence to the contrary, soldiers will be presumed to be on notice of risks attending the activities of those whom the soldier allows upon the premises.

6. INSURANCE

Private liability insurance is an option of the resident and should be considered as a safeguard against the potentially substantial liability described above.

7. PETS

Army housing and related equipment, and furnishings which are damaged by pets allowed on the premises by the resident will be repaired or replaced at the resident's expense. If pets are allowed on the premises, carpets will be cleaned at the termination of occupancy at the resident's expense.

8. PLUMBING AND APPLIANCES

The resident must keep the premises, including all plumbing fixtures, facilities, and appliances, as clean and safe as condition permits and will attempt to unclog and keep clear all waste pipes, drains and water closets where possible. At the termination of occupancy, all appliances and equipment must be in good working order and the premises must be in good clean condition, normal wear and tear accepted.

9. USES AND REPAIR OF FACILITIES

The residents will use all electrical, plumbing, sanitary, heating, ventilating, air conditioning, and other fixtures, facilities and appliances in or on the premises in a reasonable manner. Any damage caused by either the residents, their family members, or guests beyond normal wear and tear will be repaired at the residents' expense.

10. DAMAGING PROPERTY

If the resident willfully or negligently destroys, defaces, damages, impairs, or removes any part of the premises (including fixtures, facilities, and appliances) or willfully or negligently permits any person to do so, replacement or repair will be at the resident's expense.

11. GENERAL MAINTENANCE

The residents will at their own expense: a) Keep up and preserve in good condition any lawn, vines, shrubbery, and gardens and keep all fences in good repair, normal wear and tear excepted; b) remove leaves, sticks, and other debris that accumulates on the property; c) promptly remove ice and snow as necessary or required; d) furnish their own light bulbs; e) replace or repair all broken or damaged glass, screens, flooring, wood plaster, drywall, and locks occurring during their occupancy, normal wear and tear excepted. Any repairs or replacements of property, equipment, or appliances required due to the abuse or negligence by acts of commission or omission of the residents, their family members, or guests, will be paid for by the resident. The consent of the housing manager must be obtained before the resident places any exceptionally heavy articles such as waterbeds, in the unit, which may damage the unit's structural integrity.

12. NOTICE OF DEFECTS OR MALFUNCTIONS

The resident must promptly notify the housing office whenever the structure or the equipment or any fixture contained therein becomes defective, broken, damaged, or malfunctions in any way. If no such notice is given, the resident will be held liable for any resultant damage.

13. RESIDENT CONDUCT

Residents will conduct themselves in a manner that will not disturb their neighbors.

14. HEALTH AND SAFETY

The resident will comply with all health and safety regulations imposed by the local command.

15. SYSTEM OVERLOADS

The resident will not install or use any equipment that will overload any gas, water, heating, electrical, sewage, drainage, or air conditioning systems of the assigned premises.

16. SMOKE DETECTORS

It is the responsibility of the resident to check smoke detectors periodically during occupancy and replace batteries, if appropriate, to keep the smoke detector in proper working condition. Any other malfunctions detected must be reported to the housing office.

17. REDECORATING AND ALTERATIONS

The resident will obtain written consent from the housing authority before redecorating or making any alterations, additions, or improvements. Such alterations will, at the option of the housing authority, remain with the property or be removed by the resident. When removing such alterations the premises must be returned to its original condition at the expense of the resident.

18. PERIODS OF ABSENCE

The resident must notify the housing office whenever extended absences from the housing unit is anticipated.

19. ACCESS TO PROPERTY BY THE HOUSING MANAGERS AND THEIR DULY DESIGNATED REPRESENTATIVES

Upon reasonable notice to the resident and at reasonable times, the Installation Commander or a duly designated representative may enter the premises in order to: a) inspect the property; b) make necessary repairs, alterations, or improvements; and c) supply necessary or agreed upon services. If the residents are not at home when the premises are to be entered, the housing representative will have (in decreasing order of preference) a representative from the resident's command or unit, a security officer, or a disinterested third party accompany him or her when entering the housing unit.

20. NEGLIGENCE AND COSTS

If at any time the housing authority is required to make repairs to the property or its equipment for damages caused by the abuse or negligence of the resident or the resident's

family members, or guests, the resident understands that the repairs will be made at the resident's expense. Residents are liable to pay the total expense for any loss or damage to assigned housing or related equipment or furnishings, which is due to their gross negligence or willful misconduct. Either as appropriate, the housing residents will be afforded the right to complete the necessary repairs by an outside contractor or on their own; however, work must meet Government inspection.

I HAVE READ, AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED HEREIN.

RESIDENT

(Date)

HOUSING REPRESENTATIVE

(Date)

**APPENDIX B
NOTICE TO HOUSING RESIDENTS
LIABILITY FOR DAMAGE TO ASSIGNED
QUARTERS**

1. Public law makes military residents of Government housing units legally responsible for damage to the units, or for damage or loss of Government-issued appliances and furniture. This notice explains the rules, which apply to family and permanent party unaccompanied personnel housing. You should read it carefully and keep a copy for your records.

a. First, you can be held peculiarly liable when your Government housing, appliances, or furnishings are lost, damaged, or destroyed because of your negligence or abuse. You are negligent if you act carelessly, or if you are aware that your family members, or those you allow on the premises, are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing, that is, conducting an unauthorized business in the housing unit.

b. Second, the Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct; in such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your family members or persons you allow on the premises are likely to act recklessly and you do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage; you are grossly negligent and will be charged for the full amount of the loss.

c. Third, you are not liable for damage consisting only of fair wear and tear, or caused by an act of God or by the acts of persons other than family members or guests. You are, however, responsible for damage caused by pets belonging to you or your guests.

d. Fourth, special rules for housing-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interests of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.

2. The purpose of the housing liability law is to let us set limits for your liability and to waive claims in appropriate circumstances. The potentially great liability created by the law makes the question of insurance very important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

I HAVE READ, AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED HEREIN.

RESIDENT (Date) HOUSING REPRESENTATIVE (Date)



REPLY TO
ATTENTION

DEPARTMENT OF THE ARMY
233D BASE SUPPORT BATTALION (DARMSTADT)
DIRECTORATE OF PUBLIC WORKS
UNIT 29500 BOX 0005
APO AE 09175-0005

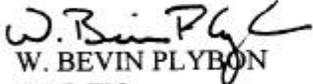
AEUSG-DA-PW-H

OCT 11 2001

MEMORANDUM FOR Residents of Government Housing

SUBJECT: Quality of Drinking Water

1. Drinking water throughout the 233d BSB is routinely tested for a variety of health standards as well as physical factors such as color, odor, temperature, and pH. U.S. Environmental Protection Agency procedures and standards are used in testing. Chlorination and fluoridation is also monitored to ensure required levels are met at the point of use.
2. The drinking water in our community continues to meet or exceed health standards. A few of our units have slightly elevated levels of lead. Tenants in these units have been advised of this condition. It is recommended not to use water from the hot water tap for preparing food, baby formula, or beverages. If you need potable hot water, draw water from the cold water tap and heat it.
3. Due to aging plumbing it's advisable to periodically remove faucet strainers from all taps and run the water for three to five minutes to flush out any rust that has accumulated. This will help to improve the water coloration.
4. Except for Langen and Greisheim Prefabs all drinking water is chlorinated and fluoridated. We have authorized the purchase of bottled water for these areas only. In all other areas purchases of bottled water is a personal decision and at the resident's expense.
5. The DPW will continue to work with Preventative Medicine to monitor our drinking water.
6. If you have questions about medical issues please contact Preventative Medicine at 06221-172765, DSN 371-2765. For questions concerning your water source contact Mr. Kim Yu, 06151-69-6624, DSN 348-6624.


W. BEVIN PLYBON
MAJ, EN
Director, Public Works

**APPENDIX D
Dietary Fluoride Supplementation**

**DEPARTMENT OF THE ARMY
DARMSTADT DENTAL CLINIC
CMR 431
APO, AE 09175**

MCDS-EUH-DA

29 March 2001

MEMORANDUM FOR Parents of Children Who Do Not Drink Fluoridated Water

SUBJECT: Dietary Fluoride Supplementation

1) Use of fluorides for the prevention and control of dental decay is documented to be both safe and highly effective. Optimizing fluoride levels in water supplies in many ways is an ideal public health measure because it is effective, relatively inexpensive, and does not require conscious daily cooperation from individuals. Daily fluoride exposure through drinking water or supplemental drops/tablets is recommended for all children as a primary preventive procedure.

2) Children age 6 months to at least 16 years (when the third molar crowns are fully developed) will benefit from the daily consumption of fluoride (from water or supplements). If you fall into one of the following groups, contact your child's physician or dentist for a supplemental fluoride analysis and prescription, if appropriate:

a) Your housing area has fluoridated water, but your child drinks an inadequate amount or no water (e.g., you do not feel it is safe to drink; your child does not like the taste; your child drinks milk, sodas, and juices, and rarely drinks any water).

b) You are supplied bottled water, but it does not have the proper concentration of fluoride (e.g., "Celtic natural spring water" has 0.03 mg./liter of fluoride in it as a trace amount. This concentration is inadequate for reducing tooth decay; the required amount is 0.7 to 1 mg. of fluoride per liter of water.)

c) You buy bottled water with the proper concentration of fluoride (e.g., Culligan with "Fluoride Added" has 0.8 mg./liter, +- 0.1 mg./liter), but your child drinks an inadequate amount, or is inconsistent in the amount of water he drinks from day to day.

3) When there is no fluoride in the drinking water (or when no fluoridated water is consumed), the following dietary fluoride supplementation schedule is recommended:

<u>Age of child</u>	<u>Amount of required supplemental fluoride</u>
Birth to 6 months	None

6 months to 3 years	0.25 mg. per day
3 years to 6 years	0.50 mg. per day
6 years to at least 16 years	1.00 mg. per day

4) Note: If your child is drinking fluoridated water, he should not be taking fluoride supplements. Likewise, if your child is taking supplemental fluoride drops or tablets, he should not be drinking a significant amount of fluoridated water. If your child drinks fluoridated water and takes fluoride supplements, he might develop dental fluorosis (also called "mottled enamel") in his developing permanent teeth. The appearance can range from white specks to a more severe form that appears as a brown discoloration; sometimes the enamel is pitted. The greater the overdose of fluoride (beyond that suggested in the table above), the more severe the fluorosis. Swallowed fluoride toothpaste and fluoride rinse may also contribute to the formation of fluorosis.

5) Therefore, you must monitor your child's total fluoride intake (from water, supplements, drinks, foods, fluoride toothpaste, fluoride rinse, etc.) and try to keep it as close as possible to that amount recommended in the table. This is no easy task!

6) The point of contact for this memorandum is the undersigned at 348-1720.

//ORIGINAL SIGNED//
ROBERT A. ANSON
COL, DE
Chief, Pediatric Dentistry
Darmstadt Dental Clinic

APPENDIX E
Self Help Request Form

FROM: DPW, Housing Facilities Branch

TO: BOS, Self Help Center

Please provide the following service
order/request: _____

To:

Name/Rank

Building Number/Quarters Address

Request Approved By: _____

Date: _____

Material Received:

Residents Signature

APPENDIX F
Lead Warning Statement
DEPARTMENT OF THE ARMY
 233D BASE SUPPORT BATTALION
 DIRECTORATE OF PUBLIC WORKS
 UNIT 29500 BOX 0005
 APO AE 09175-0005

AEUSG-DA-PW-H

MEMORANDUM FOR Residents of Army Family Housing

SUBJECT: Lead Warning Statement

1. Under 42 United States Code 4852(d), the Directorate of Public Works, Housing Division, provides the following information regarding lead-base paint (LBP) and lead based paint hazards.

2. Army housing built before 1978 may contain LBP. Lead from paint, paint chips, and dust can pose health hazards if proper care is not taken. Lead exposure is especially harmful to young children and pregnant women.

3. Facts.

a. Previously quarters in Darmstadt and Babenhausen were painted with LBP. This practice was discontinued and all quarters are currently painted with lead-free compounds.

b. United States Army Europe and 7th Army funded collection of lead data. In 1996, the Center for Health Promotion and Preventive Medicine (CHPPM) assessed facilities in several areas in Germany. In 1997, Woodward Clyde Int. (WCI) assessed child development centers, elementary schools, clinics and playgrounds associated with family housing USAREUR wide. Results show that lead may be present in our facilities, but the overall health risk is negligible. USAREUR has therefore adopted the Army's management in place strategy, which is prudent and cost effective.

c. The medical community routinely tests for elevated blood lead levels during well baby/child examinations. Blood testing of over 2,000 children resulted in no cases of elevated blood levels traceable to a USAREUR facilities related cause.

4. All new residents assigned to quarters in Darmstadt and Babenhausen are provided the pamphlet ***Protect Your Family from Lead in Your Home***. This pamphlet provides residents with important information on where lead hazards may be found, the effects of over exposure to lead and how families can protect themselves should lead hazards exists in their building.

___ Resident has received copies of all information listed above.

___Resident has received the Housing Office's Acknowledgement

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Housing Office Representative

Date

Resident's Signature

Date

APPENDIX G
Lead Warning – Resident’s Acknowledgment

LEAD WARNING STATEMENT

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if proper care is not taken. Lead exposure is especially harmful to young children and pregnant women. Before assigning pre-1978 housing, Housing Offices must disclose the presence of known lead-based paint and lead based paint hazards in the dwelling unit. Residents must receive a federally approved pamphlet on lead poisoning prevention.

Housing Office’s Disclosure

Presence of lead-based paint or lead-based paint hazards

___ The Housing Office has no knowledge of lead-base paint and/or lead-base paint hazards in the unit.

___ The Housing Office has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Resident’s Acknowledgement

___ Resident has received the pamphlet *Protect Your Family from Lead in Your Home*.

The Housing Office’s Acknowledgement

The Housing Office is aware of its obligation under 42 U.S.C. 4852(d) and its responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Housing Office Representative	Date	Resident’s Signature	Date
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FACT SHEET

DANGEROUS DOG ORDINANCE

The following information will familiarize you with the issues regarding the current German Dangerous Dog Ordinance. The information below is current as of 15 Mar 01.

What is the Dangerous Dog Ordinance?

Numerous states in Germany are developing and implementing ordinances regarding the ownership of dangerous dogs. Any breed of dog may be considered dangerous if the animal, is abnormally aggressive, vicious, quick to attack, bites or aggressively jumps on a person, bites or injures other animals without provocation, or shows a tendency to harass people or other animals.

What breeds of dogs are affected by these ordinances?

Currently, the strictest of these ordinances are in the state German of Bavaria. Bavaria classifies dangerous dogs into two classes. Class 1 dogs include Pitbull Terrier, American Staffordshire Terrier, and Staffordshire Bullterrier. Class 2 dangerous dogs are as follows: Bull Mastiff, Bull Terrier, Mastiff, Rhodesian Ridgeback, Dogue de Bordeaux, Tosa Inu, Dogo Argentino, Fila Brasileiro, and Mastino Napoleon. All German states consider all class 1 dogs dangerous, and each state is in various stages of implementation of their ordinances. All cross breed animals with either a class 1 or class 2 breeds must also follow the procedures for compliance.

Who is affected by these ordinances?

All American services members currently living in or moving to Germany who own one of the breeds listed above. Each service member must comply with the most current ordinance in the state of Germany they are assigned.

What are the procedures for compliance?

- Service members must **register** all animal(s) with the military Veterinary Treatment Facility (VTF) **within 14 days of arrival in country**. If the service member owns one of the dangerous dogs the VTF will report the arrival of the animal to local German authorities. If the service member acquires one of these breeds locally, they also have 14 days to register their pet (s).
- All class 1 and class 2 dogs will have to **pass a German administered temperament test**. A list of English speaking testers is available at each local VTF. Until the dog passes the test, it must be leashed and muzzled in public places. Once the dog passes the temperament test, the muzzle requirement is waived. The cost of testing is approximately 300 DM or \$150. If the animal fails the test, the owner and dog can attend an obedience of dog training school to correct deficiencies. Any successive test must be in the presence of the first tester and the second test is considered final.
- The owner must **pass a competence test**. Depending on the level of knowledge of the owner, this test can be administered concurrently or consecutively. If the test is conducted consecutively, the temperament test is conducted first and focuses on the dog's character. If the owner is not currently competent, he or she can attend a training course at a canine school and the test will be re-administered.
- The owner must **acquire pet liability insurance that is valid in Germany**. A list of German insurance companies is available at the local VTF.
- The owner must have **proof of a background check by the local Provosts Marshall office or German Polizei**. The owner must be 18 years of age, have no criminal offenses, no physical disabilities, no alcohol or drug related offenses, not be mentally ill or mentally disabled, and can properly accommodate the animal.
- Submit a **photograph of the animal**. The photo must include the full head and body from the front. A digital photo is preferred but not required.
- A checklist for each animal will be kept at the registering VTF. Once all requirements are completed, the packet will be forwarded to the local German authorities for issuance of the permit. **It is the responsibility of the owner to comply with all the requirements**. The permit will be valid for 2 years from issuance.
- There is no specific order to compliance but it is highly recommended that the service member purchase the insurance first, in case of problems arising during the application process.



FACT SHEET

DANGEROUS DOG ORDINANCE

The following information will familiarize you with the issues regarding the current German Dangerous Dog Ordinance. The information below is current as of 15 Mar 01.

What can happen if the service member does not comply?

If a service member refuses to comply, a direct order to comply can be issued. If compliance is still a problem UCMJ action through the BSB Commander is warranted. German citizens face stiff fines and possibly up to 2 years in jail for failure to comply with these ordinances.

Is there a time frame for compliance?

Currently, the service members in the 104th ASG have until June 1, 2001 to comply. Other ASG's have not set a date as of this printing. Call the local PAO for more information on dates for full compliance. Effective immediately, "Dangerous Dogs" will not be allowed to accompany service members PCSing to USAREUR. 1st PERSCOM will place a statement on service member's PCS orders to emphasize the ban of importation of these dangerous dogs. Dangerous Dogs presently in USAREUR with the exception of the German State of Bavaria, will be allowed to remain and PCS with the service member's normal rotation. USAREUR will contact USAFE and NAVEUR to ensure the same restrictions are met for the respective Services.

Are there other options for service members with these dogs already in the command?

Yes, there are 4 options:

- Take or send the animal back to the United States
- Give or sell the animal to someone in another German state or country where these dogs are allowed
- Place the dog in a certified holding facility or kennel
- Euthanize the dog
- ABANDONMENT IS NOT AN OPTION!

Where can I get more information?

These ordinances are evolving and are subject to change. American service members moving to and those currently stationed in Germany should consider these requirements and the possible consequences of bringing dangerous dogs in to this country. The local VTF has the most current information regarding these ordinances and can be contacted at the following numbers:

Darmstadt Area: Griesheim VTF	DSN: 347-3569	Commercial: 06151-60-3569
Wiesbaden Area: Wiesbaden VTF	DSN: 337-6283	Commercial: 06117-05-6283
Hanau Area: Hanau VTF	DSN: 322-8160	Commercial: 06181-88-8160
Giessen Area: Giessen VTF	DSN: 343-6539	Commercial: 06414-02-6539

APPENDIX I
Dangerous Dog Owner's Permit Payment Procedure

DANGEROUS DOG OWNER'S PERMIT: PAYMENT PROCEDURES

Each dangerous dog owner's permit is valid for two years and costs DM 150. The Hanau Office for Public Order (Ordnungsamt) will issue the permit with a billing statement that includes a preprinted bank transfer form (Überweisungsschein). There are three ways to pay:

1. The owner can go to any German Post office and pay (DM). Many people use this method to pay their German Telekom bills.
2. If the owner banks with the Community Bank or with a German bank, owners can use the preprinted bank transfer form to have the funds transferred directly from their account to the Hanau Ordnungsamt account.
3. For owners who live in the Hanau area, a third option would be to go downtown to the city cashiers office during business hours and pay in cash (€uro). No checks or credit cards would be accepted.