98th Area Support Group (ASG) Regulation 210-50

Housing Management

Area, Building & Stairwell Coordinator Program

1 October 2003

***This regulation supersedes 98th ASG Regulation 210-50, 1 April 1995**

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Summary. This regulation outlines the requirements and procedures governing sponsor and family member conduct in government controlled housing, highlights their responsibilities and reinforces command support of appointed stairwell, building and area coordinators.

Applicability. The policies contained herein apply to all occupants of government-controlled housing in the 98th ASG and members of the housing and tactical chain of command charged with maintaining order and a healthy social environment in the housing areas.

Supplementation. Supplementation of this regulation is prohibited without the prior approval of the Commander, 98th ASG.

Distribution. Distribute according to command level A.

Suggested Improvements. The proponent agency for this regulation is the Housing Division, Directorate of Public Works, 98th Area Support Group. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to 98th ASG DOIM, ATTN:ASQE-XE-RWI, Unit 26630, APO AE 09244.

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1. REFERENCES.

a. AR 210-50, Housing Management, 26 Feb 1999.

b. USAREUR Suppl 1 to AR 210-50, Housing Management, 16 May 02.

2. RESPONSIBILITIES.

a. Base Support Battalion (BSB) Commander. Promote the general welfare, morale, safety, sanitation, cleanup, beautification and maintenance of good order among members of the US military community, to include housing areas. BSB commander functions will normally be executed by AST commanders (aka community managers) and include the following:

(1) Appoint area and building coordinators for all government-controlled housing and ensure that problems elevated through the housing chain of command are resolved promptly.

(2) Ensure that the tactical chain of command is advised promptly and given every opportunity to assist in resolving problems related to community living.

(3) Advise offenders, through their chain of command, when incidents occur that are contrary to established procedures and the maintenance of order. Letters will inform the offender that such action will not be tolerated and cite possible consequences if it continues.

(4) Ensure that AST commanders/community managers meet monthly with area coordinators and zone leaders (if appropriate) to discuss problems, meeting schedules, upcoming activities, etc. Attend these meetings on a random basis.

b. Unit Commanders. Become actively involved in monitoring living conditions in government-controlled housing and support stairwell, building, area coordinators and Zone leaders assigned to their units.

(1) Monitor building and area coordinator rosters of soldiers in their units assigned positions of responsibility in the housing chain of command.

(2) Allow individuals in positions of responsibility time to discharge their duties, attend scheduled meetings and supervise community housing activities; e.g. spring and fall clean-up, surveys, energy conservation drives, etc.

(3) Upon request, provide guidance and assistance in resolving complaints, problems and disputes when the established housing chain of command is unable to correct the situation.

c. Housing Manager. Responsible for the staff supervision and execution of the community housing program.

(1) Assign and terminate government-controlled housing.

(2) Provide the BSB/AST commander with occupant rosters for selecting and appointing area/building coordinators.

d. BSB Command Sergeants Major (CSM). The principal advisor to the BSB commander on all housing issues involving enlisted personnel. He/she will work with zone leaders/area coordinators, commanders and other agencies and individuals as needed in resolving complaints or problems.

e. Zone Leaders (Optional). Some communities with a large number of dwelling units have established Zones that are comprised of two or more areas. Zone leaders supervise area coordinators within their zones and provide support and guidance in the resolution of housing problems. Zone leaders are appointed by the BSB commander, or zones are aligned with units and unit CSMs become zone leaders. The BSB commander has discretion of how zone leaders will be selected and appointed. Any problems that are irresolvable at the zone leader level should be presented to the BSB CSM.

(1) Ensure that high standards of sanitation, cleanup and beautification are maintained throughout the housing areas.

(2) Inform area coordinators of administrative or disciplinary actions and procedures that may be taken in the event of incidents of sponsor, employee, or family member misconduct.

(3) Conduct meetings with all area and building coordinators at least once every three months to discuss or reemphasize area and building coordinator responsibilities and resolve common problems.

(4) Periodically inspect areas to ensure that area coordinators are actively discharging their responsibilities.

f. Area Coordinators. Responsible for a group of buildings or a geographical location. They are appointed by the AST commander/community manager and serve until the duty appointment is rescinded, normally 30 days prior to DEROS. Specific duties are outlined in Appendix C of this policy. If zone leaders are not used, area coordinators will perform those duties as well.

g. Building Coordinators. Responsible for a multi-apartment building. Work for the area coordinators but are appointed by the BSB/AST commander/community manager. Serve until the duty appointment is rescinded, normally 30 days prior to DEROS. Specific duties are outlined in Appendix D of this policy.

h. Stairwell, Floor or Block Coordinators. Appointed by and work for building coordinators. Appointments will be made in writing using a format similar to that for area and building coordinator appointment orders. (Stairwell/floor coordinators will also perform other duties directed by their building coordinator.)

i. Occupants. Have ultimate responsibility for their own conduct and that of their family members, guests, pets or domestic employees. It is expected that occupants will provide stairwell, building, area coordinators and zone leaders their full support. They should attempt to resolve problems at the lowest level possible. Specific occupant responsibilities are outlined in Appendix E of this policy.

3. GENERAL.

a. Appointments.

(1) Area and building coordinator appointments will be for the duration of the appointee's occupancy in his or her assigned government quarters. Subsequent assignment of a more senior individual will not cause the appointment to change unless requested by the zone leader. Individuals with less than six months remaining in country will not be appointed to area or building coordinator duties. Replacements will be appointed effective 30 days prior to the departure of the outgoing area or building coordinator. It is suggested that outgoing area and building coordinators coordinate with the Housing Office and AST commander/community manager at least 60 days prior to departure to allow time for the selection process, preparation and distribution of the appointment orders, and signing over of any property, keys or rooms for which they may be responsible.

(2) All government housing occupants, regardless of their grade, military occupational specialty or duty position, are eligible for appointment to area, building and stairwell coordinator positions. Exceptions require BSB commander approval.

(3) Area and building coordinators will appoint assistants to act in their absence during leave, field training exercises, etc. Copies of appointment orders or a listing of area, building and stairwell (floor) coordinators will be displayed on stairwell bulletin boards.

b. Utilization.

(1) Government-controlled quarters (to include leased quarters) are assigned to eligible military or civilian personnel in lieu of monetary allowances, which are forfeited during occupancy. There are no inadequate or substandard government-controlled quarters located in the 98th ASG area or USAREUR. Thus, the full monetary allowance will be forfeited during occupancy.

(2) Unauthorized use of quarters, such as renting space, conducting certain business ventures, or permitting anyone other than legal family members or bona fide guests to occupy quarters, is considered a misuse of government property.

(3) Multiple occupancy of government-controlled single family dwelling units by more than one family or sponsor is not authorized. Family members of a second family may occupy unneeded room if approved by the BSB/AST commander. In these cases, the sponsor of the second family member(s) will also forfeit his or her Basic Allowance for Housing (BAH).

(4) Visitors in a tourist status who are guests of housing occupants will be considered as guests for a period not to exceed a total of 90 days in any 365-day period beginning with the first day of visitation.

(5) When a family member becomes involved in an incident which is embarrassing to the US Government, prejudicial to order, morale or discipline in the command or gives rise to conditions where the safety of family members can no longer be ensured, the family member(s) may be returned to a designated place in CONUS. The military sponsor concerned may not be permitted to accompany the family member(s) and will be required to complete the normal overseas tour. If all family members are returned to CONUS, the sponsor will be required to terminate assignment to government-controlled family housing.

c. Complaints. In general, problems or complaints arising as a result of community living can be resolved in the following routine manner:

(1) Sponsors will review this regulation to determine if the solution is contained herein. The Housing office can assist in interpreting regulations.

(2) Unresolved issues will be submitted to stairwell or floor coordinators.

(3) If the stairwell or floor coordinator is unable to resolve the issue, it will be referred through building, area coordinator and zone leader to the BSB commander, if appropriate, for resolution. Building and area coordinators should try to resolve the issue with the offender's commander.

(4) It is conceivable that appointed coordinators in the housing chain of command could be the problem, or a part of the problem, and discussing it with them may be awkward for the complainants. In such cases, individuals are encouraged to seek assistance and guidance from their commanders who can advise the BSB/AST commander/community manager of the situation.

d. Meetings.

(1) AST commander/community manager and area/building coordinator meetings are mandatory and will be scheduled sufficiently in advance to allow for announcement through various media (e.g., flyers, telephone, email). Meeting times, dates, and locations must be reported to the BSB commander's office at least two weeks in advance.

(2) The BSB commander is the approval authority for excusing attendance. Unexcused absences will require explanation to the senior tactical commander (STC) by the battalion commander of individuals concerned.

4. MAINTENANCE AND REPAIR.

a. Occupants are responsible for routine housekeeping functions including minor maintenance and simple repair necessary to keep their assigned housing and any assigned government furnishings in good condition. Occupants are also responsible to notify the housing office promptly whenever the dwelling unit or any components, equipment, furnishings or fixtures become defective, broken, damaged or malfunction.

b. Work Requests.

(1) Service Order (SO). An SO is a work authorization document used for small-scale maintenance and repair work and will not exceed 40 man-hours of labor or $2,000 in cost. It is accomplished by a single maintenance shop. Examples are broken door hinges, faulty electrical wiring, leaking pipes, faucets, etc. A service order is initiated by the individual occupant or the building coordinator by simply calling the DPW Work Coordination Office (WCO).

(2) Individual Job Order (IJO). An IJO is a work authorization document for maintenance and repair beyond the limitation of an SO and new work, regardless of the scope of work. These requests are submitted by the individual occupant or building coordinators to the facilities management branch of the housing office. The housing office will prepare and submit a completed DA Form 4283 to the WCO.

(3) Emergency Work Order. An emergency exists when there is immediate danger to life, health, security or government property. Examples of emergency situations are strong odors of gas, broken water or steam pipes, broken electrical components, stopped up toilets (when only one is available), etc. An inoperative range or refrigerator is not an emergency. Emergency service orders should be reported directly to the WCO during duty hours and to the emergency WCO location after duty hours. More detailed information is contained in Appendix G.

5. HOUSEHOLD FURNITURE, FURNISHINGS AND EQUIPMENT.

a. General. The sponsor and the housing office representative will:

(1) Establish a hand receipt account at the time of quarters assignment.

(2) Validate quantities and condition codes annotated on the hand receipt by the housing inspector prior to signing for government owned furniture and equipment. Subsequent loss or damage, exceeding fair wear and tear, will be the responsibility of the hand receipt holder. Sponsor must sign the hand receipt when verification is complete.

(3) Clear all hand receipts prior to termination of quarters.

b. Maintenance and Repair.

(1) During duty hours, requests for routine repair of ranges and refrigerators will be requested through the housing single point of contact or the DPW work order section.

(2) During duty hours, submit requests for emergency repairs to the DPW work order section. Weekends, holidays and after duty hours, submit requests for emergency repairs to the DPW emergency on-call number. Appendix H lists telephone numbers for all areas.

(3) Occupants desiring repair or replacement of furniture of furnishings must request service through the furnishings management office. A qualified inspector will determine if the condition of the furnishings is a result of fair wear and tear, or if the occupant is liable for repair or replacement costs.

6 SELF-HELP PROGRAM.

a. General.

(1) The self-help program is designed to obtain maximum use of available manpower by encouraging occupants to conserve utilities, follow good housekeeping practices and perform simple minor maintenance and repair work. The purpose of this program is to develop the pride, discipline and responsibility customary in a prudent homeowner.

(2) The local DPW is responsible for providing technical advice to residents for work

they can realistically perform. This assistance includes furnishing "as required" hand tools and equipment on temporary hand receipts, and replacement parts and supplies. The local Self Help Issue Point (SHIP) can provide supply items; e.g. weather stripping, toilet seats, small plumbing items, small hardware, fluorescent bulbs and starters. Occupants should check with the local SHIP to see what is available.

b. Occupant Responsibilities.

(1) Maintain property assigned to or used by them and the immediate surroundings in a clean and orderly condition.

(2) Conserve energy, follow good housekeeping practices and exercise judgment in performing homeowner handyman tasks.

(3) Notify the DPW immediately when situations arise which could jeopardize health or safety, or cause damage to government property.

(4) Request the DPW, through the housing office if appropriate, perform work beyond the scope of occupant capability.

(5) Cooperate with DPW personnel by complying with instructions on care and maintenance of the dwelling unit and its components.

c. Alterations and Privately Built Structures.

(1) All alterations, modifications or changes to any existing structure must be approved, in advance, by the housing office. A Job Order Request must be initiated, either by the occupant or the housing office, or jointly. This includes, but is not limited to, wallpapering, self-help painting, wall-to-wall carpeting and installation of window or balcony flower boxes. Alterations that would increase the net living area are not authorized; e.g., enclosing patios.

(2) Private structures include fences, benches, picnic tables, BBQ's, TV antennas, etc. Occupants must adhere to the following procedures:

(a) Submit proposed design through the housing office to the DPW. Approval will be based on appearance, function and maintainability. No work will be performed until written approval has been received.

(b) All material must be owned by the occupant. SHIP material, other than tools and equipment, will not be used.

(c) Occupants must schedule an inspection by the DPW when the project has been completed to ensure construction conforms to the proposed design.

(d) Occupants will remove privately owned or installed equipment, appliances or structures and restore the area to the original configuration and condition prior to clearing quarters. If approved by the BSB commander or his/her representative, some items may be left in place and become government property.

(e) Installation of a satellite dish TV antenna requires prior approval of the local BSB DPW. Installation will not present a safety hazard, cause irreparable damage to the quarters or building, or impair the aesthetic balance of the housing area. Occupant must sign a liability statement acknowledging responsibility. Occupants may be required to remove any satellite dish antenna at their expense if prior approval was not obtained. If cable TV is available on the installation, satellite dish antennas may not be authorized.

(f) Occupants may plant flowers, shrubs and trees to improve the appearance of the neighborhood. Plants may be obtained at personal expense from commercial nurseries. Planting of trees and shrubs requires the prior approval of the housing office. Flowers, shrubs and trees become government property and will not be removed or transferred to another location.

7. ENVIRONMENTAL.

a. Privately Owned Vehicle (POV) Maintenance. In accordance with German environmental laws, discharge/spillage of water-endangering liquids is not allowed. POV maintenance in government-controlled housing is considered to be the principal source of spillage, therefore, occupants are not allowed to perform any POV maintenance involving liquids,. for example, radiator work, brake work, oil or transmission fluid changes, fuel tank repair. Various auto craft shops are available for use by military personnel at a nominal charge.

b. POV Washing. German law regulates POV washing. Washing or rinsing POVs in/on public areas is strictly prohibited. Public areas include city, state or federally-owned roads, parking areas or grounds, e.g., parks. POVs may be washed in housing areas, providing the area is concrete or asphalt and the POV is washed with plain water only. Use of detergents or soaps is strictly prohibited. Numerous carwash facilities, which comply with German laws, are available on the economy.

c. Trash Disposal. German law requires that residents sort household waste, including metal, glass, paper, and cardboard. Occupants must use recycling bins and trash dumpsters for their intended purpose by excluding recyclables and hazardous wastes from trash dumpsters. Laws vary somewhat from city to city and county to county. Your local housing office will provide you with a guide to sorting or recycling trash that applies to your locality. The guide will also tell you where to pick up additional yellow and/or blue bags. Failure to comply with the local solid waste laws could result in eviction from government-controlled quarters. Members who reside on the local economy are subject to fines imposed by the local authorities.

d. Heat Shields. Some housing units have heat shields that may contain asbestos. The

heat shield is located between the oven and cabinets. This material is not hazardous if it is in good condition. If the heat shield is damaged, immediately contact your local DPW Environmental Office (see Appendix H for phone number).

8. ENERGY CONSERVATION.

a. The BSB commander is responsible for the establishment and effective management of an energy conservation program. However, it is the responsibility of each individual to make a continuous, concerted effort to conserve energy and support the program. The single point of contact is the local DPW.

b. Occupants are requested to support the energy conservation program by:

(1) Turning off all unnecessary lights and appliances.

(2) Practice prudent usage of water. Domestic hot water will not be used for washing POVs.

(3) Promptly report all malfunctions of utility systems of an emergency nature to the DPW. (See paragraph 4b(3) for more information on emergency work requests.)

(4) During heating season, open windows only as required for ventilation and escape of moisture. CAUTION: DO NOT turn radiators completely off during freezing temperatures. During summer season, radiators should be closed completely, and then backed off one-quarter turn.

(5) Portable heaters will not be used in government quarters except under emergency conditions, i.e., failure of heating system.

(6) Transformers will be unplugged when not in use.

(7) Freezer temperature should be set at 0 degrees F; set refrigerator temperature at 40 degrees F.

c. Occupants may be required to reimburse the Army for energy consumed in excess of normal household use; e.g., recharging battery-operated POVs, home-based business that increases water and/or electrical consumption.

9. ASSIGNMENT AND TERMINATION OF QUARTERS.

a. If a soldier considers quarters uninhabitable, and the housing manager cannot immediately resolve the issue, it will be resolved by a housing maintenance board, appointed by the commander. Board composition should be not more than three individuals; e.g., housing manager, DPW and a representative from the soldier's unit. The board will recommend a course

of action to the commander within 3 workdays. If the board action results in the housing being considered habitable, and the soldier still declines occupancy, his/her name will be removed from the waiting list. If the soldier is being paid temporary lodging allowance (TLA), it will be terminated the day after the soldier has been advised of the board decision.

b. Pretermination inspections should be scheduled at least 45 days before the scheduled termination inspection. The inspector will explain occupant responsibility regarding cleaning and minor maintenance. The inspector will also advise the occupant of potential claims for damage that exceed fair wear and tear and explain what actions are required to avoid damage claims. If quarters are to be cleaned by government contract, the inspector will explain the appropriate procedures.

c. Termination inspections will be conducted in the presence of the occupant. AE Form 210-50D (Inventory and Condition Report), completed at the time of assignment, will be used to determine any claims for damages. Termination date is day quarters are cleared or date the soldier departs the installation on PCS, whichever is earlier, unless housing continues to be occupied by family members.

10. PECUNIARY LIABILITY. Occupants will be held pecuniarily liable for damages exceeding fair wear and tear caused by the occupant, guests or pets. Collection of charges will be made on DD Form 326, Statement of Charges/Cash Collection Voucher or DD Form 139, Pay Adjustment Authorization. A statement acknowledging occupant responsibilities and pecuniary liability will be signed by the occupant at the time of quarters assignment and maintained in the housing office occupancy files. If an occupant contests liability and refuses to sign a cash collection voucher or statement of charges, the housing manager may initiate a report of survey.

APPENDIX A
SUPPLEMENTAL INSTRUCTIONS FOR OCCUPANTS OF GOVERNMENT LEASED HOUSING AND GOVERNMENT RENTAL HOUSING PROGRAM (GRHP)

The following guidance is provided for those sponsors who reside in Government Rental Housing Program (GRHP) or leased housing occupied by both US and other host nation residents.

1. German Customs - Standards of Conduct: Every society has its "Do's" and "Don'ts". 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 by paying attention to these "Do's" and "Don'ts":

a. "Hausordnung" or house rules, are an integral part of German rental contracts - familiarize yourself with these rules. "Hausordnung" regulates the cleaning of stairwells and snow removal by tenants in rotation. Please note your turn.

b. Do air your apartment daily. This prevents silverfish, mites and mildew that thrive in warm and moist areas.

c. Don't use utilities unnecessarily even if they are included in the rent payment. It is good to conserve. The supply may be limited and you could be charged for excess use.

d. Don't condemn German customs as ridiculous. Respect them.

2. House Rules for Community Living: When a number of people live under a common roof, mutual respect and consideration are necessary for a harmonious atmosphere. The following guidelines are furnished for your information.

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

b. Entrance Access and Security. The entrance of the house, hallways, and stairwells must be kept free of personal items. Parking bicycles and motorcycles in common areas is forbidden. Building entrance should be kept locked from 2200 hours to 0700 hours. From 0700 to 2200 hours, entrance door should be closed with lock set to prevent unauthorized access from outside, but allow exit without a key; entrance doors should not be propped open at any time.

c. Cleanliness of Stairwells and Entrances. If the landlord is not responsible for cleaning the steps leading to the house, stairwell, and hallway, tenants living on the main floor must clean the main entrance, steps leading to it, hallway, and steps leading into the basement. The tenants

living on the other floors will clean the hallway in front of their apartments, steps leading to next floor below, and windows in the stairwell. Those living on the top most floor will be responsible for the cleanliness of the stairwell to the attic, as well as the attic. Parties living on the same floor will do the cleaning in turn. Occupants will clean up after themselves regardless of who has cleaning responsibilities.

d. Windows. Windows and windowsills will not be used for hanging linen to dry. While washing or cooking in the kitchen, open windows to avoid accumulation of moisture. Nothing may be thrown or poured out of the windows.

e. Garden/yard. The yard in front of apartments on the main floor is often rented along with the apartment on the main floor. Tenants in main floor apartments are responsible for keeping it in an orderly and clean state. Any changes/alterations require the landlord's permission.

f. Flooding. If water taps are allowed to overrun, or drains are obstructed, this may cause flooding. The tenant from whose apartment the flooding has emanated will be responsible for compensating any tenant and renovating any apartment damaged by that flooding. Close all water taps after use, including hot and cold water lines for washing machines, especially when leaving the house. Bathtubs may not be used for medical baths or for washing and rinsing of linen, nor may they be cleaned with corrosive chemicals. The drain strainer will not be removed or loosened for any reason by the tenant as it could result in water damage.

g. Repairs. Do not make arrangements for repair or maintenance directly with the landlord or owner, unless you have been directed by the housing office to do so.

h. Garage and Parking Space Rules. The tenant must follow these procedures and ensure that family members and/or employees also comply.

(1) All general, technical and city procedures, especially those from the fire department and construction authorities, must be observed.

(2) Fires and the use of fire producing devices, including smoking, are prohibited in garages and driveways. Storage of flammables and fuels, such as gasoline and oil or empty fuel containers, is not authorized. Flammable liquids or materials spilled in the garage must be removed immediately and disposed of at auto hobby shops or gas stations.

(3) Cleaning rags and supplies may not be stored or left in any common-use area. Ventilation systems may not be closed or shut off. Do not leave engines running for extended periods in the garage or parking areas.

(4) Drive at a "walking pace" when entering and exiting the garage. Close garage doors after entering or leaving.

(5) Vehicle washing and maintenance policies are outlined in paragraph 7 of this regulation. Do not race engines or honk horns unnecessarily. Cars emitting an excessive amount of smoke or leaking oil should be repaired.

(6) The tenant will not modify the electrical system. Tenants will conserve electricity and turn lights and appliances off when not needed. Tenants must ensure that appliances do not overload the electrical system.

(7) Charging batteries in the garage is not permitted.

(8) Kerosene or liquids containing acids may not be poured in the drainage system.

(9) Car washing and refueling is not permitted on the premises.

(10) Garage doors and windows must be kept closed during cold weather.

i. Damages. Any damage to the building or equipment, especially water pipes or outlet pipes, should be reported immediately to the DPW. The tenant is responsible for additional damage caused by failure to report problems promptly.

APPENDIX B
SUPPLEMENTAL INSTRUCTIONS FOR OCCUPANTS OF OQ AND SEQ

1. Basic provisions of this policy apply to residents of officer quarters (OQ) and senior enlisted quarters (SEQ). This appendix lists occupant responsibilities that are unique to residents of Unaccompanied Personnel Housing (UPH). These responsibilities are in addition to those listed in Appendix E.

2. Definition. UPH is government-controlled housing utilized for housing unaccompanied military and civilian personnel.

3. Common-use Areas. Common-use areas of UPH facilities include kitchens, hallways, stair-wells, lounges, store rooms and laundry rooms. Occupants will not store personal property of any kind in common-use areas. This includes brooms, shovels, bicycles, motorcycles or any other personal items. Damage to common-use areas will be reported immediately to the building coordinator.

a. Kitchens, laundry rooms and storage rooms are for the exclusive use of occupants.

b. Kitchens will be kept clean and free of empty boxes and general litter. Storage of any item not pertaining to cooking or cleaning is prohibited. Ranges, cabinets, refrigerators and kitchen sinks, etc., will be cleaned after use. Garbage cans will be emptied daily.

c. Laundry rooms will be kept clean and free of empty detergent and bleach boxes/bottles, and excess cleaning supplies. Storage of any items not pertaining to laundering is prohibited. Washers and dryers will be cleaned after each use and trash and personal items will be removed. Rooms will be secured when not in use.

d. Storage areas will be free of all material constituting fire hazards (motorcycles, fueled lawn mowers, empty or full gasoline cans, propane tanks, etc.) and will be kept clean, neat and orderly at all times. Government furniture will not be stored in storage areas. Areas will be cleaned and cleared upon termination of quarters.

e. Lounges in each building are provided for use by all occupants. 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 no later than 48 hours in advance of the event. The requester is responsible for cleaning of the lounge, as well as the conduct of his/her guests.

4. Social Visits. Overnight guests must be bona fide visitors; i.e., immediate family member, boy/girl friend or acquaintance. A visit is not to exceed 30 days in any twelve-month period without BSB commander approval. An approved, extended visit by a dependent may result in forfeiture of BAH at the with-dependent rate, if eligible for and receiving that allowance.

5. Inspections.

a. Assignment.

(1) An assignment inspection will be made with a representative of housing and the incoming occupant. Occupants will sign DA Form 2062 acknowledging receipt and responsibility for furnishings in the apartment. The housing inspector will complete AE Form 210-50D (Inventory and Condition Report). Inspector and occupant will sign each form and occupant will receive a copy.

(2) During occupancy, inspections of quarters and installed property by the government may be required to determine condition and requirements for maintenance and repair, renovation, alteration or accomplishment of specific work orders. Occupants are expected to conduct fire prevention inspections on a regular basis (see Appendix F). Monthly inspections are recommended.

(3) Occupants should report deficiencies discovered following check-in within two weeks. The UPH office will acknowledge receipt of the list. Damages not reported within this period will be presumed to have been caused by the new occupant.

(4) Pets are not allowed in UPH.

b. Pretermination.

(1) The pretermination inspection is a detailed check of the quarters and furnishings to determine maintenance and repair required prior to outcheck. Occupants will be advised in writing of any deficiencies which require correction and/or damages that are beyond fair wear and tear.

(2) Occupants will notify the UPH office on receipt of orders or 40 to 60 days before departure. A pretermination inspection will be scheduled by the UPH office.

c. Termination.

(1) Bona fide bachelors and those serving "all others" tours are entitled to Government-contract cleaning in conjunction with PCS orders, separation or retirement or when directed to move for the convenience of the Government. Other occupants may hire contract cleaners. The occupant will be present for the termination inspection.

(2) Occupants will schedule the final inspection with the UPH office in sufficient time to ensure the desired appointment can be obtained. Quarters assignment will not be terminated until the unit has passed inspection, or the date the soldier departs on PCS, whichever is earlier. Occupants failing to comply with cleaning instructions may be required to reimburse the government for cleaning costs.

APPENDIX C
AREA COORDINATOR RESPONSIBILITIES

1. Each area coordinator is the BSB commander's representative for his or her assigned area and is charged with ensuring that building coordinators fulfill their responsibilities in the development and continuance of a healthy, safe and harmonious environment in his or her housing area. Family misconduct or failure to respect the rights of others will be investigated promptly and corrective action taken. Area coordinators unable to resolve a problem will seek assistance from zone leaders, if applicable, or the AST commander/community manager.

2. Specific duties are:

a. Supervises building coordinators in the discharge of their duties. Ensures that names, phone numbers and addresses of stairwell, building, area coordinators and zone leaders are posted in every stairwell.

b Coordinates beautification (self-help maintenance) programs within area assigned and assists building/stairwell coordinators and/or occupants submitting maintenance requests as required.

c. Coordinates with the building coordinator of every building to correct any deficiencies noted in policing of the grounds, parking areas, sidewalks and streets surrounding every building, and neglect in the care of lawns, shrubbery and fences and any damage done to the exterior or interior of the buildings.

d. Ensures that building coordinators report all common-use areas requiring maintenance or repair services to the WCO. Common-use areas are laundry rooms, storage rooms, stairwells, playrooms, halls, trash containers, hardstands, playgrounds, lawns and parking areas. Common-use areas in UPH are kitchens, laundry rooms, lounges and storage rooms.

e. Ensures that building coordinators conduct periodic inspections, at least monthly, of their buildings. Maintenance deficiencies noted will be reported to the DPW.

f. Ensures building coordinators, accompanied by occupant, inspect individual occupant storage areas on a quarterly basis, to ensure government furnishings and equipment or flammables are not being stored in these areas.

g. Meets with the building coordinators of assigned areas at least quarterly to discuss initiatives and problems and develop solutions.

h. Ensures that departing building coordinators sign over to the new building coordinator, keys to common-use areas, issued garden equipment, government property, housing regulations or handouts and a list of occupants currently residing in the building.

APPENDIX D
BUILDING COORDINATOR RESPONSIBILITIES

1. Every building coordinator is the zone leader's or area coordinator's representative, and the BSB commander's representative for his or her building. Building coordinators will ensure that all stairwell coordinators and occupants are aware of their responsibilities and that they actively participate in efforts to create a healthy atmosphere and excellent living conditions in their building. To assist them, building (and block) coordinators will appoint stairwell or floor coordinators, and are encouraged to appoint assistant building coordinators to act in their absence. Problems which building coordinators are unable to resolve will be referred to their area coordinator and/or the zone leader. If the situation or problem is still unresolved, area/building coordinators and zone leaders will seek assistance from the AST commander/community manager.

2. Specific duties:

a. Enforces the provisions of this memorandum and all other applicable regulations or orders. Conducts required inspections and prepares special reports as may be directed by this or higher headquarters.

b. Informs newly assigned occupants on the procedures governing occupancy of government-controlled housing, to include conduct of family members, within 72 hours after their arrival.

c. Coordinates common activities to include preservation of the building and its landscaping, fire prevention, a beautification program within the assigned area of responsibility and conservation of utilities.

d. As often as necessary, but at least monthly, inspects common-use areas, spare rooms and storage rooms to ensure the elimination of fire, health and safety hazards (e.g., combustible materials in storage rooms, littered garbage areas and maids' rooms, bicycles, baby carriages and toys in the stairwells, halls and entrances). Ensures that common-use areas are kept clean and free of abandoned items such as unserviceable washing machines, dryers and parts. In occupant storage rooms, ensures that they are properly labeled with occupant's name and quarter's number (Example: SFC J.H. Smith, L-l) and that government furnishings are not being stored there. If government furnishings are being improperly stored, occupants will be directed to turn in the unneeded furnishings, and the building coordinators will inform the Furniture Management Office, identifying the occupant and type of furnishings. Ensures the policy that all common use areas are smoke free.

e. Reports to the Provost Marshal, the AST commander/community manager and the housing office, any unauthorized personnel found in or occupying spare rooms of government quarters.

f. Reports maintenance deficiencies in common-use areas to the WCO.

g. Collects or designates collection of fees for maintenance of grounds and cleaning of common-use areas if accomplished on a private contract basis. Coordinates the cleaning of common-use areas and grounds with the occupants of the building or the stairwell coordinator as appropriate (if not performed by contract). The hiring of American family members or self-registered maids, with each occupant contributing an equal share of the costs, is recommended.

h. In unrenovated buildings with shared-use basement laundry rooms, posts laundry and drying room schedules, if desired by the building occupants, and ensures that occupants adhere to the schedules. Use of laundry rooms should be restricted to the period 0800 to 2200 hours.

i. Resolves parking problems that may occur. Marks parking spaces only in accordance with BSB policy. Reports promptly all unregistered or abandoned POVs to the AST commander/community manager's office.

j. Ensures that areas of responsibility are properly policed at all times.

k. Institutes conservation practices in common-use areas (turning off lights when not needed, closing doors and windows in cold weather) and cautions occupants on energy conservation.

l. Ensures that outside water faucets are shut off and water lines drained prior to the onset of freezing temperatures.

m. Ensures that loud or profane language is not used in or around his or her building and that excessive noise (stereos, etc.) is avoided at all times.

n. Ensures that snow and ice control on sidewalks and parking areas in front of buildings within his/her area is monitored. In UPH areas, ensures that the grass is cut around the building (out to 50 foot line) or areas where DPW grass mowers cannot operate, e.g., banks, around trees and along boundary lines.

o. Reports complaints based on unsanitary or other unsatisfactory conditions in government-owned quarters, which cannot be resolved to the area or zone leader, as appropriate, with all available information. In cases of this nature, the unit commander of the subject of the complaint will be required to inspect the quarters with a representative from preventive medical service, the area or zone leader and a housing office representative present.

p. Conducts fire prevention inspections as specified in Appendix F.

q. Updates quarters' occupant roster on a quarterly basis; assistance, if needed, may be obtained from the housing office.

APPENDIX E
OCCUPANT/SPONSOR RESPONSIBILITIES

1. All personnel residing in government-controlled housing, to include leased housing and GRHP, must realize that community living requires utmost cooperation among occupants. Sponsors must ensure that family members and guests living in their household understand the importance of harmonious living. This guidance also applies to legally registered domestic employees. Smoking in common use areas is prohibited.

2. Trash will be placed in the proper recycling containers and not left in hallways, stairwells or other common-use areas. Cleanliness and policing of trash containers in common-use areas is the joint responsibility of all occupants. Shaking rugs and dust mops or sweeping other debris from windows and balconies in housing areas is prohibited. In addition, bedding, rugs, dust mops, television and radio antennas, laundry and other items will not be placed on boards attached to window frames. Loose objects will not be placed on the outside window ledges of buildings. Window or balcony flower boxes will be properly installed to prevent injury or damage to persons or property below. Balconies will not be used for barbecuing. Security, to include keeping building doors locked, policing, sanitation and maintenance of the building and all common-use areas, is the joint responsibility of all occupants. Occupants will inspect their quarters monthly to ensure sound fire prevention precautions are being practiced.

3. Children will be controlled and supervised at all times in accordance with command child-supervision policies. Children will be supervised to the extent that their actions and conduct do not infringe upon the rights and privileges of others. Parents may be held pecuniarily liable for the destructive acts of their children. Children will not:

a. Play in stairwells, maids' rooms, basements, laundry rooms or on building roofs and ledges.

b. Damage or deface buildings.

c. Dig in or otherwise damage landscape and lawn areas.

d. Leave bicycles, wagons and toys in entrances, stairwells or hallways.

e. Enter boiler rooms.

f. Climb or damage trees.

g. Play baseball, softball or other ball games between or near buildings. (designated sports fields excluded)

h. Play on streets, parking areas or parking lots.

i. Fire air rifles or pellet guns, throw rocks, shoot arrows, fly motor-driven planes or play with other dangerous objects such as knives, fireworks/firecrackers, or razor blades.

j. Erect structures on lawn areas, including tents and small portable plastic wading pools, unless under the supervision of an adult. Tents will not be left in the same area for long periods of time, as they will cause damage to lawns. Wading pools will be attended by an adult at all times and will be emptied daily - it takes very little water or time for a child to drown.

k. Be permitted to play in or around dumpsters/containers.

4. Sponsors must ensure that all pets are controlled in a way that they do not become a public nuisance or menace. Pets will be vaccinated and registered in accordance with applicable regulations. The German government passed a law in 2001 prohibiting ownership of four breeds of dogs; i.e., pit bull terrier, American staffordshire terrier, staffordshire bull terrier and bull terrier. Importation and/or ownership of these breeds is forbidden and violators may be fined or imprisoned.

a. Any dog that has a tendency to attack people or other animals will be muzzled when out of quarters. All dogs, when outside of quarters, will be accompanied by the owner or someone capable of controlling them and will be kept on a leash at all times.

b. Pets will be exercised outside the immediate vicinity of the housing area, a minimum of 50 feet away from buildings and away from playgrounds.

c. Pets will not be tied to stair railings, balconies, pipes, shrubbery or trees.

d. Pets will be fed only in the sponsor's apartment, not on landings, hallways or other areas of common use.

e. Pets will not be allowed to relieve themselves on balconies, in hallways or in the immediate vicinity of the quarters, playgrounds or sidewalks. Designated dog walks will be used, if available. Sponsors are responsible for clean-up as necessary.

f. Generally, there is no limit to the number of birds, fish or other small animals that may be kept in an apartment. However, dogs and cats will be limited to not more than two; e.g., one cat and one dog, or two cats.

g. Pets will not be kept or locked on balconies, in storage rooms, maids' rooms or in spare rooms assigned to a sponsor.

h. In cases where owners of pets are negligent in the care or supervision of their pet(s), immediate action may be taken to have the sponsor and/or the pet(s) removed from quarters.

5. Hiring domestic employees (aka "nannies") and allowing them to reside in government-controlled family housing with the employing family is permissible, providing USAREUR and host nation procedures are followed and their requirements met before hiring the employee. Additional bedrooms are not authorized for domestic employees and they are prohibited from living in attic space or basement rooms (maids' quarters). An employer (occupant) who houses an illegal alien or a non-registered domestic employee may be subject to deportation costs, administrative and criminal fines by Host Nation (HN) authorities and loss of eligibility for government quarters. Domestic employees must leave government quarters when the employment ends by termination of quarters or resignation of the employee. Further, domestic employees cannot be "passed on" to the next resident. If the next resident wants to continue the employment, the approval process must start over with the new occupant. Specific procedures and requirements for hiring domestic employees and allowing them to reside in government-controlled quarters are outlined in USAREUR Supplement 1 to AR 210-50 and can be explained by the housing office.

6. Occupancy of government housing carries the responsibility and self-reliance of doing general maintenance type work. These self-help jobs are those which normally would be done by a prudent homeowner to conserve funds and preserve individual property. Accordingly, occupants will be required to participate in self-help programs applicable to their respective housing areas. Location and operating hours for each Self-Help Issue Point (SHIP) are listed in Appendix H for each BSB. Occupants of single houses, duplexes and row houses are expected to shut off outside water faucets and drain water lines prior to the onset of freezing temperatures.

APPENDIX F
FIRE PREVENTION INSPECTIONS

1. Fire prevention inspections of individual quarters must be conducted monthly by occupants of government-controlled housing. Common use areas will be inspected by building coordinators on a monthly basis as well. The following 98th ASG Fire Prevention Checklist for Family Housing at the end of this appendix will be used for these inspections . Inspections are conducted to:

a. Prevent loss of life, serious injuries, and/or loss or damage to government property as a result of fire.

b. Seek out and eliminate fire hazards, unsafe practices and careless or negligent acts by personnel.

2. Hazards and violations most commonly encountered during fire inspections in housing are:

a. Children playing with matches and lighters.

b. Children left unattended.

c. Ranges left unattended while in use.

d. Bridged and by-passed fuses.

e. Improper use and installation of electrical appliances.

f. Accumulation of litter, refuse, and combustible materials in storerooms, attics and basements.

g. Flammable liquids stored in basements, utility rooms, attics and storerooms.

3. Building Fire Marshal responsibilities include, but are not limited to:

a. Prepares and posts a fire evacuation plan on building bulletin boards and ensures occupants are thoroughly familiar with the plan.

b. Continually reminds occupants of careless or negligent habits and unsafe conditions that may cause fires and hinder escape in case of fire.

c. Ensures quick and orderly evacuation of building in case of fire, explosion or any other emergency.

d. Takes immediate steps to extinguish a fire with available equipment.

e. Acquaints occupants with methods of sounding fire alarms and reporting fires.

f. Instructs occupants on their individual responsibilities in the event of an alarm.

g. Reports all hazardous conditions requiring immediate correction to the Fire Department.

h. Conducts monthly inspections of the entire building except within the actual living quarters of the occupants. All other areas are to be made accessible, including, but not limited to, playrooms, maids' rooms, common-use toilet facilities, laundry/drying rooms, storage rooms, attics, etc.

i. Inspects the interior of occupant-assigned quarters, with the concurrence of the occupants. This is not mandatory, but advisable.

j. Posts Fire Directory Card, AE Label 22, on building bulletin boards. Copies of the form are available at the Fire Department.

k. Ensures that all storage and maids rooms are properly identified with sponsor's name and apartment number.

98th ASG FIRE PREVENTION CHECKLIST FOR FAMILY HOUSING

Occupant's Name _____
Building _____ Apt _____ Date: _____
Housing Area _____

This checklist is for use by occupants of Government-controlled Army family housing. A "Yes" response indicates that requirements are being met. A "No" response indicates a deficiency exists and must be corrected by the occupant or reported to the DPW/housing manager for correction. The occupant will maintain a copy of each monthly inspection checklist of his/her quarters. If deficiencies are noted, the occupant will provide a copy of the checklist to the building coordinator and DPW/housing manager if action is required of them.

Building coordinators are required to inspect common areas monthly and individual quarters (accompanied by occupants) once per year just prior to Christmas holiday season. Deficiencies must be corrected or reported to the DPW/housing manager for correction. Building coordinators will forward their completed inspection checklists to the DPW/housing manager for filing.

GENERAL	YES	NO
Has a building fire warden been appointed? Note: The building coordinator is the building fire warden; stairwell coordinators are stairwell fire wardens.		
Does each soldier inspect his/her family quarters monthly using this checklist?		
Are emergency telephone number stickers including Bldg. #, housing area, apartment #, available at all telephones?		
Are fire orders posted in each stairwell of multi-apartment buildings?		
Are electrical appliances, fixtures and extension cords not overloaded and in safe operating condition?		
Are smoke detectors tested once a month and in good operating condition?		
Are regular fire drills practiced?		
Are electrical appliances, coffee pots, grills, etc., in safe operating condition?		
Do children and all family members understand the meaning of the smoke detector's alarm and what to do? To make sure, conduct a home fire drill regularly! Ask everyone, "how would they get out?" Select a meeting place outside in front of your building. During an actual fire, superheated air and toxic gasses rise and quickly fill a room. If you must escape through smoke, low crawl under it.		

KITCHEN	YES	NO
Is your stove top clear of combustibles, such as food scraps, grease, recipe cards, kitchen towels and pot holders?		
Is your oven clean and free of grease and food residue?		
Do you avoid cooking after you've been drinking or taken medicine?		
Is cooking always attended? (Unattended cooking is the No. 1 cause of fires in USAREUR family housing)		
Do you turn burners off every time you leave the kitchen, even "for a second"?		
Do kitchen appliances have cords without frays, cracks or broken plugs?		
Are unused electrical appliances (especially transformers) unplugged?		
When cooking, is loose clothing, such as shirt sleeves or belts, tucked in or rolled up?		
Are heat-producing appliances such as toasters or coffee pots, plugged into different outlets so circuits won't overload?		
Are matches and lighters stored in a locked cabinet out of children's reach?		
Are newspapers, paper and other "recyclables" stored away from heat-producing appliances and the stove/oven?		
Are you aware of actions to take in case of a cooking fire? (If no, see remarks)		
Are kitchen hoods free from grease and are the filters changed regularly?		

DINING ROOM	YES	NO
Are candles kept away from draperies and other combustibles?		
Are candles put out when people leave the room?		
Are all candles placed on noncombustible and stable bases?		
Is the room clear of extension cords across doorways, under carpets and pinched under or behind furniture?		

LIVING ROOM	YES	NO
If you allow smoking, are ashtrays deep and wide so they don't tip over?		
Before going to bed, do you check in and around furniture cushions for smoldering cigarettes?		
Are electrical cords on lamps, television sets and stereos free of cracks, frays, broken plugs and loose connections?		
Do extension cords have three or less sockets? (no four-socket extension cords!)		
Are appliances such as television sets, computers and all transformers unplugged when going on leave or being away for the weekend?		
Is the clothes' iron always unplugged after use?		
Are transformers placed on noncombustible surfaces, and not in contact with furniture, drapes or upholstery?		

BATHROOMS	YES	NO
Are candles always extinguished before leaving the bathroom?		
Are hair dryers, curlers, shavers and other electrical appliances unplugged after use and stored away from the sink or tub?		

BEDROOMS	YES	NO
Do you avoid the temptation to smoke in bed?		
Are smoke detectors inside and outside bedrooms?		
Are heating pads turned off before going to sleep?		

BASEMENT, STORAGE, LAUNDRY AND/OR UTILITY ROOMS	YES	NO
Are combustibles kept out of your utility (furnace, mechanical or electrical) room)		
Are basements and storage rooms kept policed and free of clutter and combustible materials?		
Is a working smoke detector on this level?		
Are basement storage rooms and hallways free of flammables, lawn mowers and other gasoline-powered equipment?		
Are laundry rooms kept cleaned and highly combustible lint removed after each use of dryers?		
Are storage rooms locked to prevent access of unauthorized personnel?		

HALLWAYS AND STAIRWELLS	YES	NO
Are exits free of obstructions and fire doors kept closed?		
Are hallways of basements, utility rooms, staircases and attics free of combustibles and flammables?		
Are stairwells and hallways clutter-free?		
Are bicycles and tricycles stored out of the way, not in the hallway or stairwell?		

ATTICS	YES	NO
Are attics cleaned up and locked?		

Note: Corrective actions should be noted on the next sheet, provided for that purpose.

_____

Printed name, rank and signature of inspector Date

_____

Signature of Occupant/Sponsor* Date

*Occupant signature indicates that information (verbal and written) was provided to correct deficiencies noted.

CORRECTIVE ACTIONS TAKEN

TIPS for fighting a cooking fire!

- **Never use water for grease fires!!!!!!!**
- **Always cover fire with a lid or use a fire extinguisher.**
- **Baking soda may be used (e.g., Arm & Hammer) to put out the flame on a grease fire.**
- **Call fire department.**
- **Evacuate building and close all doors behind you.**

APPENDIX G
EMERGENCY REPAIR PROCEDURES

1. The DPW performs emergency repairs for government-owned and some leased housing. The point of contact (POC) for emergency repairs in leased housing may be a hausmeister or a contracted firm. During duty hours, the response should be within 30 minutes as workers will be diverted from routine tasks. After duty hours, there may be a delay as workers are on call at home rather than on post. See Appendix H for telephone number(s) for your area.

2. The following guidance is provided for occupants in determining whether or not an emergency really exists. An emergency is defined as a situation requiring immediate action to preclude loss of life or limb, or to prevent the loss of, or damage to, government-owned materials, equipment or property.

a. Examples of emergencies:

(1) Broken gas lines or gas leaks.

(2) Broken water lines.

(3) Severe roof leaks.

(4) Structural failures.

(5) Fires.

(6) Snow or ice covered roads.

(7) Heating plant failures.

(8) Severe stoppage in main sewer lines.

(9) Broken utility lines (especially electrical transmission lines).

(10) Electrical power failure where more than one apartment in a stairwell or a single house, has an identical electric outage.

(11) Any unforeseeable incident in which it would be dangerous to wait for normal duty hours and which requires prompt action to prevent injury.

b. Examples of non-emergencies:

(1) Burned-out light bulbs.

(2) Blown fuses.

(3) Leaky faucets.

(4) Stopped up commodes or sinks (when more than one is available).

(5) Outage of circuit for wall outlets.

(6) Minor water pipe leaks.

(7) Non-functioning kitchen ranges (unless a gas leak is involved).

(8) Non-functioning refrigerators.

(9) Any malfunction or non-function of equipment or appliances that does not represent a possible threat of injury to persons or possible damage or theft of government property.

(10) Broken windowpanes or screens.

3. Occupants are expected to make all self-help repairs that a prudent home owner would undertake personally, e.g. correcting plugged sinks or commodes, cleaning filters, or replacing filters available through the SHIP. Non-emergency problems beyond the scope of self-help which occur after duty hours should be tolerated until corrective action can be taken on the next duty day.

4. After duty hours, fire station and on-call personnel will decide whether a bona fide emergency exists. Occupants may be held liable for costs incurred by the government responding to reported emergencies in which the occupant has misrepresented the situation merely to obtain support during off-duty hours.

5. Occupants of government-leased housing supported by a "hausmeister" should first attempt to contact him or her for emergency repairs. If the hausmeister cannot be contacted, the request for support should be submitted to the DPW WCO as outlined above.