DEPARTMENT OF THE ARMY
US ARMY INSTALLATIONMANAGEMENT COMMAND
HEADQUARTERS, UNITEDSTATES ARMY GARRISON BAMBERG
UNIT 27535
APO AE 09139-7535

REPLY TO
ATTENTION OF

11 AUG. 2010

IMEU-BAM-PWH

MEMORANDUM FOR All Occupants of Government-Controlled Housing in the USAG Bamberg

SUBJECT: Standing Operating Procedure (SOP) - Government Housing Living Standards and Occupant Responsibilities

1. REFERENCES:

a. AR 420-1, Army Facilities Management (Chapter 3, Housing Management).

b. AE Suppl 1 to AR 420-1, Housing Management.

2. PURPOSE: This SOP 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.

3. HARMONIOUS LIVING:

a. All personnel residing in Government-controlled housing, to include leased housing, 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**.

b. Residence in Government quarters is a privilege, not an entitlement; and all occupants are expected to comply with this policy. Stairwell and building coordinators have the authority and are expected to enforce this policy. This affords resolution of problems at the lowest possible level. Military Police will be called only when violators fail to respond to occupant and coordinators' suggestions. Military Police will cite offenders for noncompliance with this policy.

4. UTILIZATION OF GOVERNMENT QUARTERS:

a. 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 USAG Bamberg. Thus, the full monetary allowance will be forfeited during occupancy.

b. 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.

c. 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 garrison commander. In these cases, the sponsor of the second family member(s) will also forfeit his or her Basic Allowance for Housing (BAH).

d. 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 per calendar year.

e. 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.
Note: Soldier must change his "with dependent tour" to an "all others tour" to become eligible for Unaccompanied Personnel Housing (UPH).

5. GENERAL HOUSE RULES:

a. **"Quiet Hours"** extend from 1200 - 1500 hours and 2200 - 0600 hours in the Bamberg German/American Military Community. Loud noises are prohibited during this time: Examples of activities that are prohibited include: mowing lawns, using power tools, hammering, woodworking, allowing dogs to bark for extended periods, playing radios, TVs, or CD/cassette players at such volume as to disturb others, conducting picnics or parties outside or on balconies, playing and/or practicing of unit athletic teams (softball/flag football) in the housing or picnic areas, riding toys such as "big wheels" and shouting, screaming or general roughhousing by individuals and groups. The establishment of "Quiet Hours" does not imply that noise restrictions are non-existent during other times of the day. Excessive noise (i.e. it can be heard outside your vehicle or quarters) that disturbs neighbors is prohibited at all times.

b. **Smoking** is not permitted in common use areas (stairwell, laundry room, basements, and storage areas). "No Smoking" signs will be displayed on bulletin boards in stairwell housing.

c. 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.

d. **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.

e. **Storage Rooms.** Building Coordinators will periodically check common use storage areas in the basement and if they find unsecured storage rooms the occupant will be requested to rectify the problem immediately. The Building Coordinator and/or the resident will report broken latches or other deficiencies in storage areas to the Housing Office at DSN 469-7708 or DPW Work Reception at DSN 469-5000. Occupants of stairwell housing may not store TA-50 in their basement storage rooms.

6. CHILDREN:

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 (approximately 12 inches deep or less) 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.

7. PETS IN GOVERNMENT HOUSING:

Residents of Army Family housing (AFH) are responsible for maintaining and controlling their pets. The privilege to have an animal is granted to residents based on their ability to meet responsibilities. This privilege may be withdrawn if the pet is a threat to the health or safety of personnel or becomes a nuisance, or, the pet owner fails to meet his or her responsibilities.

a. No more than two dogs or cats, or combination thereof, are authorized per dwelling unit. Other domestic pets (including birds, goldfish, and hamsters) may be kept in AFH. Exotic pets (for example, snakes) are prohibited.

b. Owners must register their cat or dog with the post veterinary clinic within 2 weeks after acquiring the pet or the arrival of the pet at their permanent station. The owner must present evidence of the pet's current vaccinations at the time of registration, maintain a vaccination record, and update required vaccinations as necessary. Vaccinated animals will receive rabies tags that must be worn by the animal at all times.

c. Sponsor and their spouses will ensure that pets are controlled so they do not become a public nuisance or menace. Animals that habitually bite, scratch, attack, or otherwise threaten people without provocation are a community health menace and will not be allowed in Government-controlled housing or facilities. A severe incident (for example, an animal attacking an individual) is cause for removal of the offending animal, regardless of the absence of prior incidents.

d. Pet owners residing in AFH are subject to host nation (HN) laws governing the treatment of pets. HN law and Army in Europe policy prohibit inhumane and abusive treatment of animals. Inhumane and abusive treatment is defined as any act or omission whereby an animal's physical or psychological wellbeing is compromised unnecessarily. Punishment for violation of HN law may be in the form of fines or removal of the pet from the owner's possession. In cases where owners are negligent in pet care or supervision, immediate action will be taken to have the pet removed from the area.

e. HN laws typically impose liability on the animal's owner or keeper for damages to public or private property and personal injury. Liability insurance for pets is recommended.

f. Breeding pets and the construction and maintenance of kennel-type operations are prohibited in Government-controlled housing.

g. When outside the owner's quarters, animals must be kept on a leash and accompanied by an individual capable of controlling the pet. Children under the age of 12 without adult supervision are considered incapable of controlling pets.

h. Dogs and cats must not be allowed to relieve themselves on balconies, playgrounds, or within 50 feet of Family housing buildings. Pet owners will clean up excrement from their pets. Building coordinators may designate pet-walk areas that building residents who are pet owners will be responsible for maintaining.

i. Pets must not be—

(1) Allowed in laundry rooms.

(2) Allowed on balconies unattended.

(3) Housed or locked in attics, basements, or storerooms in Government-controlled housing.

(4) Kept in fenced playgrounds where children may congregate.

(5) Tied to stair railings, radiators, pipes, shrubbery, or trees.

j. Complaints of improper control of pets must be reported to the military police (MP). MP officials will investigate complaints and, when appropriate, send an MP report to the garrison commander for action.

k. A sanitation inspection (health and welfare) may be conducted on any housing unit alleged by written complaint to be substandard in cleanliness, smell, or where a pet has apparently been abandoned (AE Supplement 1 to AR 420-1, Appendix DD). Entry into the quarters must be in the presence of the sponsor or an adult Family member unless immediate entry is required to prevent damage to or destruction of Government property.

l. Owners who abandon their pets are subject to action under the Uniform Code of Military Justice or host nation (HN) law and are responsible for all costs incurred by the Government on the transfer, care, custody, and final disposition of the animal. Before pet owners leave for an extended absence (for example, temporary duty, deployment, leave), they must make arrangements for the care of their pets. Pets must not be left unattended in quarters for an extended period.

m. Pet owners will comply with local laws regarding "fighting dogs." These animals are prohibited and are not authorized in Government-controlled housing.

8. DOMESTIC EMPLOYEES:

Hiring domestic employees (aka "nannies") and allowing them to reside in Government-controlled family housing with the employing family is permissible, providing IMCOM-E 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 occupant. If the next occupant 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 AE Supplement 1 to AR 420-1 and can be explained by the housing office.

9. CLEANING AND MAINTENANCE:

a. Families residing in Government housing are expected to clean and maintain their buildings and surrounding exterior areas. In the event of a deployment or an extended absence by the military sponsor, this responsibility extends to the adult command sponsored family member residing in Government housing.

(1) Stairwells.

(a) Occupants are expected to clean and maintain the landing area by their door and the stairs leading down to the next landing area.

(b) Building and stairwell coordinators are responsible for developing a schedule, which should at a minimum, identify occupants that are scheduled to clean the stairwell area as needed or at least twice weekly.

(2) Laundry Room.

(a) Occupants must keep the laundry room clean and maintained. All occupants utilizing this privilege will clean up after themselves, remove their own trash, and wipe up any spills or messes they cause.

(b) Occupants are not to leave their laundry unattended and will assume all responsibility for loss or damage if left unsupervised.

(c) Extend courtesy to other occupants by removing laundry promptly from the machines when the cycle is completed. Laundry will be removed from the machines without consent if left unattended and the cycle is over.

(d) The use of dyes or tints, cleaning TA-50 or metallic objects in laundry machines is prohibited.

(e) Building or stairwell coordinators are to develop a schedule which identifies and rotates general laundry room cleaning responsibilities.

(3) Building Exterior.

(a) Occupants are to keep the exterior of their assigned building, to include the parking areas, free of trash and debris.

(b) Stairwell and building coordinators are responsible for developing a rotating schedule, which identifies exterior police call and trash removal responsibilities when applicable.

(c) The storage of bicycles, toys, strollers, or any other personal property in front of buildings or in common areas is prohibited. The exception is for bicycles secured in racks or secured common areas transformed into storage areas by common accord. The Government cannot be held responsible for the loss or damage to unsecured personal property.

(d) All occupants are required to participate in scheduled community Spring and Fall clean-up events. Stairwell and building coordinators must notify occupants in advance of scheduled clean-up events. Within reason, at least one person per dwelling should participate during these events.

b. 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. 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.

c. Clogged Bathtub Drains.

(1) Important to know: In Germany, never take out the screw in your bathtub syphon! In Germany the screw holds the pipe. If you take out the screw, the pipe will fall down and water will run onto floor beneath bathtub causing a major water damage. If this happens, only a plumber will be able to fix this by taking the tiles off the bathtub to reach for the fallen down pipe. You will be charged for this kind of damage!

(2) If you have a clogged up kitchen or bathroom drain, you can try the below procedures: "Tips - Clearing Out a Blockage". If that does not work, or you have a major problem, call the DPW Work Reception at DSN 469-5000. They will send a plumber to your home to fix it.

(3) Tips.

(a) Clearing Out a Blockage:

In bathtubs, hair and soap scum can close up a drain. Try a **metal coat hanger** to pull out the hair; untwist it into one long length and then bend a very small hook (not too big or it will catch on the drain top), snake it down the drain and pull out the hair.
If that does not work, try **plunging** the drain. It is one of the first tools a plumber would use to clear a blocked drain. Put enough water in the bathtub or sink to cover the bottom of the plunger, block the overflow outlet with a rag, put the plunger over the drain, and push down and up five or six times. The pressure should clear the clog and open up the pipe. Lift up the plunger and the water should quickly drain away. If it doesn't, try plunging again - you might have just moved the blockage down the pipe where it got stuck again.

(b) Prevent a clog from happening in the first place:

Use **strainers** in all your drains to stop hair from going down the drain. It's easier to clear out a strainer once a week than unblocking a drain every six months. Don't flush small pieces of soap down the drain assuming they will dissolve and wash away. That's how soap builds up in a drain.

10. REPAIR (SERVICE ORDERS) & EMERGENCY REPAIR PROCEDURES:

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 DPW Work Reception promptly whenever the dwelling unit or any components, equipment, furnishings or fixtures become defective, broken, damaged or malfunction.

b. Service Orders / Emergency Service Orders:

(1) Service Orders: During duty hours, to obtain repair services, please call the DPW Work Reception at DSN 469-5000.

(2) Emergency Service Orders: 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. During duty hours, please report Emergency Service Orders directly to the DPW Work Reception at DSN 469-5000. After duty hours, please call either DSN 469-5000 (phone line is forwarded to Emergency Services and works 24 hours per day) or call Emergency Services at DSN 469-115.

EMERGENCY REPAIR PROCEDURES:

1. The DPW performs emergency repairs for Government-owned and leased housing. The point of contact (POC) for emergency repairs is the DPW Work Reception, DSN 469-5000, during and after duty hours. 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.

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 homeowner would undertake personally, e.g. correcting plugged sinks or commodes, cleaning filters, or replacing filters available through the Self-Help Issue Point (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.

11. 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 occupants 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 Self-Help Issue Point (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. Self-Help Issue Point (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 garrison 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 garrison 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.

12. PASTEL COLOR PAINTING PROGRAM:

a. Occupants of Government-owned housing may paint their quarters with pastel colors provided the basic instructions below are followed. All painting under this program is controlled by the Self-Help Store through their internal SOP. Occupants who desire to paint their quarters with white or pastel colors must:

(1) Receive specific instructions on painting from the Self-Help Coordinator. Extent of training will depend on experience level, and demonstrated knowledge. A block of instruction will be conducted weekly.

(2) Obtain paint and material, and complete the job within agreed time period. Failure to complete the job may freeze the account for materials supporting other projects.

(3) Return unused materials, and those that can be cleaned and reused.

b. The Pastel Painting Program is a strictly voluntary program intended to enhance the quality of life for our occupants. An occupant may choose to paint their quarters during occupancy, either to change the color to a more desired pastel or to offset potential charges upon out-check with the Housing Office.

c. The Pastel Color Painting Program applies only to living, dining, and bedrooms in family quarters and soldiers' quarters. Hallways, stairwells, kitchens, and bathrooms will not be painted. Bathrooms and kitchens usually require oil-based enamel, which is beyond the skill of most occupants, and require dangerous solvents for cleanup. Stairwells usually require special ladders or scaffolds for safety reasons, and are excluded from this program. Under this program

only large wall surface areas will be painted, and only flat latex-based paint will be used. Radiators, baseboards, doors, windows, windowsills, closets, and ceilings will not be painted. They require enamel or special paint.

d. During the pre-inspection of Government quarters, the inspector will assist by checking for surface repairs, even paint coverage, and ensure that no paint is left on the floors, doors, base boards, radiators, and Government furniture. Any deficiencies not corrected will be charged at standard rates upon out-check.

e. There are pre-approved pastel colors available at the Self-Help Store. Occupants may use other pre-mixed colors at their own expense, but, it is important that occupant-procured paint be approved by the Self-Help Coordinator prior to purchase to make sure the paint is safe and suitable for indoor use (flat latex). If the paint is not one of the standard Government-approved colors the occupants will be responsible for restoration or restoration costs upon out-check. As long as the room is painted with one of the approved colors, and is in good condition, the occupant will not be required to repaint upon termination of quarters. You may call the Self-Help Store for additional information.

13. HOUSEHOLD FURNITURE, FURNISHINGS, AND APPLIANCES:

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

(1) Establish a hand receipt account at the time of quarters assignment. A set of orders and a shipping list of household goods must be provided.

(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 applicance repair (range, refrigerator, washer, dryer, dishwasher, microwave) will be requested through the housing single point of contact at the Furnishings Section (DSN 469-8688). After duty hours/weekends/holidays, the appliance hotline is forwarded to the fire station. Call-ins are taken care of on the next work day. For emergencies (refrigerator & stove only) you may request a small spare refrigerator/ice box/electric cooking plate, if available.

(2) Occupants desiring repair or replacement 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.

c. Loaner Furniture.

(1) The standard loaner furniture set in IMCOM-Europe consists of the following items and authorization levels:

- Double bed (1 per master bedroom)
- Single beds (1 per each additional family member)
- Table night (2 per master bedroom, plus 1 per family member)
- Chest of drawers (1 per bedroom)
- Lamp, Table (1 per bedroom plus 2)
- * Kitchen cabinet (1 per household -if not built in-)
- Table, kitchen or dining (1 per household)
- Chair, dining (2 per household plus 1 per additional family member)
- Davenport (1 per household)
- Chair, easy (2 per household)
- Table coffee (1 per household)
- Table end (2 per household)
- * Wardrobe (1 per household plus 1 per family member -if not built in-)

* = Permanent issue item authorized to civilians. Civilians authorized furnishings support are eligible to retain appliances, kitchen cabinets (if not built in), and wardrobes (if not built in) for the duration of their tour.

(2) Loaner Furniture will be provided for Military Families and DA Civilians:
- For inbound personnel up 90 days
- For outbound personnel up 60 days

(3) Wardrobes, kitchen cabinets, range, refrigerator, dishwasher, washer and dryer may be issued for the duration of the entire tour (if not available in quarters).

(4) Failure to return the loaner furniture on time may cause a shortage of furniture for incoming soldiers and their families.

(5) Single Soldiers residing in Unaccompanied Personnel Housing (UPH) may keep their authorized Government furniture for their entire tour.

14. PRIVATELY OWNED STORAGE SHEDS AND FENCES IN ON-POST HOUSING:

Applies to all occupants of duplexes on Upper Beechway (Flynn Village), and row-houses and duplexes in the 149 BTL Housing Area.

a. If occupants desire to erect sheds or fences, the following procedures must be followed:

(1) A "PRIVATE STRUCTURE PERMIT" (available at the Housing Office, Facilities Management Section) must be completed and the proposed design, clearly depicting dimensions and location of the proposed fence and/or a picture of the proposed shed, submitted to the Housing Office who will forward the package to the DPW. Prior to submitting the package to the Housing Division, the requestor must obtain the Area Coordinator's signature on the "PRIVATE STRUCTURE PERMIT".

(2) The request must have DPW's approval before any work is started; a copy thereof is kept in the requestor's housing records.

(3) All materials must be obtained by occupant. Construction advice and information on recommended sources is available at the Self-Help Store. Self-help material, other than tools and equipment, will not be used.

(4) Fences:

- All fences will be free standing without support braces, or guide wires, extending outside the fenced area. Concrete-structure to support fence poles is not authorized. Upper Beechway occupants may use metal stands to fasten poles on plastered patios, occupants of the 149 BTL Area may drive poles into lawn.

- The type of fence that can be erected, upon receipt of approval, is the green plastic covered wire mesh fence including pre-fabricated poles, gates and impact ground sleeves, System GAH ALBERTS, or a wooden fence. Example is available at the Self-Help Issue Point (SHIP) (building # 7039).

- All fences will conform to the following:
  Height: Will not exceed 39 inches (one meter).
  Width: Will not exceed the width of occupant's quarters.
  Depth: Will not exceed 2 meters out from the rear patio of quarters.
- The fence is not to encroach upon common areas or other housing occupant's areas and cannot be closer than two meters from any obstruction outside the fence. This is to allow clearance for maintenance equipment.

(5) Storage sheds must be pre-fabricated; self-help constructed sheds are not allowed. Erection and installation must be IAW manufacturer's instructions. In the 149 BTL Housing Area, the shed must be placed adjacent to the end of the patio on the right as you exit from the residence onto the patio. Dimensions of the shed shall not exceed 4.5 square meters in area and 2.2 meters in height and shall be constructed of wood, plastic or corrugated-iron / metal.

(6) Occupants are required to contact the area coordinator within 30 days of the approval for constructing a fence/erecting a shed and make arrangements for the Area Coordinator to inspect the completed structure. This will ensure that the structure has been built as shown in the approved design.

(7) Occupants living in the 149 BTL area are required to keep any playground equipment of their own within 2 meters out from the rear patio area and will not exceed the width of their quarters.

(8) All private structures will be maintained in a good condition and appearance. Failure to comply will result in removal at occupant's expense.

(9) Occupants will remove all privately owned / installed structure and restore the grass and the grounds to their original configuration and condition prior to clearing quarters for departure. If not done, charges will be assessed for damages. Should an agreement be reached with an incoming occupant taking over responsibility for the privately built structure and restoring grass/grounds, a written statement to that effect must be submitted to the DPW Housing Division and approval must be obtained on the "PRIVATE STRUCTURE PERMIT".

b. Should a structure already erected not conform to the stated conditions, it will only be grandfathered if it was constructed in accordance with an approved "PRIVATE STRUCTURE PERMIT". If it was not, an application must be submitted for retroactive approval.

15. AIR CONDITIONING (A/C):

Do not connect any A/C unit without having the Housing Office approval. Before purchasing an A/C unit and installing the unit in your quarters, you need to submit a request to DPW, Housing Division, Facilities Management Office, requesting approval to install the A/C. Blank requests and the complete Air Conditioning Policy package may be picked up at the Housing Facilities Management Office (Bldg 7123, Room 152). If you have questions or need advice, please contact them at DSN 469-7708.

16. SMOKE DETECTORS AND FIRE ALARM SYSTEM:

a. In the event of a fire, properly installed and maintained smoke alarms will provide an early warning alarm to your household. This alarm could save your own life and those of your loved ones by providing the chance to escape.

b. Do not disable your smoke alarm if it alarms due to cooking or other non-fire causes. Instead, clear the air by waving a towel near the alarm, leaving the smoke detector in place.

c. To ensure that each smoke detector is operative and produces the intended response:

(1) The smoke detectors **MUST** remain at their original location of installment. Removal of smoke detector from its plug-in base is considered disabling the performance function capability.

(2) Removing the smoke detectors does not turn off the audible alarm. The sound remains until the alarm box is reset by the Fire & Emergency Services.

d. Not only yours, also others livings quarters are effected, and the entire fire alarm system in your building.

e. For additional information, contact the Chief/Fire & Emergency Services, Directorate of Emergency Service, DSN 469-8758 or 469-8887.

17. BARBECUE GRILLS, OPEN FLAME EQUIPMENT, BUILDING OF FIRES, AND DISCHARGE OF FIREWORKS:

a. The use of barbecue grills or other open flame equipment such as outdoor fire places (fire pits) on any balcony or within five feet of structural walls or flammable materials is prohibited. Such equipment must be attended at all times. Only starter fluids specifically designed for charcoal fires may be used (never use gasoline!). Starter fluids must be used properly. Use a limited amount of starter fluid before lighting the fire. Don't add liquid fuel to re-ignite or build up a fire, as flash fires can result.

b. When not in use, barbecue grills must be kept at the end of the building or at designated barbecue areas. Barbecue grills may not be stored on balconies.

c. Fire pits must bear the label of an independent testing laboratory. In Germany "GS" labeled articles can be bought with confidence.

d. Starting fires within 100 meters of a forest without authorization by German authorities is prohibited. Any bonfire must be approved by the US Army Garrison Bamberg Fire Chief.

e. Matches and lighters must not be given to children and must be stored so that they are inaccessible to children.

f. Use and ignition of fireworks in places under the control of the US Army Garrison Bamberg is prohibited without written approval from the Garrison Commander and the Bamberg Fire Chief.

18. TRASH AND RECYCLING:

a. Trash Disposal. German law requires that occupants 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 environmental 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.

b. 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.

c. Segregation of trash and recyclable materials is mandatory, as outlined by CINC USAREUR policy, under the "Separate or Recycle Trash" (SORT) program.

(1) The US Army Garrison Bamberg, Recycling & SORT Handbook contains all information needed to correctly sort and dispose of trash. Pamphlets are distributed to all Government housing occupants, and additional copies may be obtained through the Environmental Office.

(2) Refuse must be segregated and placed inside the appropriate container. Random checks of our recyclable and other trash containers are conducted to ensure compliance with the program.

(3) Families residing on the economy will segregate trash in accordance with procedures specified in their local community. Assistance may be obtained from the Environmental Office.

d. Bulk items (i.e. sofas, TVs, pallets, metal scrap, etc) must be transported to the Community Recycling Center (Bldg 7118), located behind the Community Bank. (This facility is open 24 hours per day, 7 days per week. It is for use by ID card holders only.) Refuse trucks will not pick-up bulk items at quarters.

e. Refuse collection will occur on Monday and Thursday from 0800 hrs until completion.

(1) Occupants will ensure their refuse lockers are unlocked on Monday and Thursday morning. The contractor will move the trash can from the locker and return it after emptying.

(2) No refuse will be placed in bags on the curbs or within boxes.

19. 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. 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.

20. ENERGY CONSERVATION:

a. The garrison 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 Operations & Maintenance Division, DSN 469-7743.

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.

(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.

21. 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. Pre-termination 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 420-1B (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.

d. Quarters Cleaning prior to Clearance:

(1) Only personnel on PCS, separation, or retirement orders or personnel who are directed to move at the convenience of the Government are authorized to receive contract cleaning at Government expense.

(2) Families moving from Government-controlled quarters upon a non-PCS move at their convenience are not entitled to the contractual cleaning at Government expense.

(a) Soldiers are allowed three days to clean and clear old quarters from the out-check date.

(b) When vacated quarters do not pass the initial out-check or if the soldier fails to meet the out-check, they are charged for the rental loss (daily BAH and OHA), if applicable, until the quarters are properly cleared.

(c) After the first failure, the soldier gets another three days to clear. Should the second out-check fail, a cleaning contractor is hired to perform the necessary work and the cost is charged to the outgoing occupant in addition to the rental fees due for the time quarters cannot be reoccupied. Rental loss days start to count on the day of first failure and will include the time added to schedule and order contractor through to completion of cleaning. If a change of lock to the apartment becomes necessary because of the failure to clear properly, the charges are added to the soldier's bill.

(d) After all costs involved are assessed, the soldier's unit and battalion commander are notified in writing of the facts surrounding the charges and of amounts due with the requirement to have the soldier make payments via statement of charges. Final clearance from this installation is denied until all charges are satisfied.

22. PECUNIARY LIABILITY:

Occupants will be held financially liable for damages exceeding fair wear and tear caused by the occupant, guests or pets. Collection of charges will be made on 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 Pay Adjustment Authorization, the housing manager may initiate a Financial Liability Investigation of Property Loss(FLIPL).

23. VIOLATORS of this SOP are subject to adverse administrative action and/or criminal action pursuant to German law or subject to judicial and non-judicial action under the Uniform Code of Military Justice. Violators may also lose the privilege of living in Government quarters and/or face early return of family members.

4 Encls
Appendix A-D

STEVEN L. MORRIS
LTC, AV
Commanding

APPENDIX A
SUPPLEMENTAL INSTRUCTIONS FOR OCCUPANTS OF UNACCOMPANIED PERSONNEL HOUSING (UPH) - OFFICER QUARTERS (OQ) AND SENIOR ENLISTED QUARTERS (SEQ):

1. This appendix provides additional instructions and responsibilities that are unique to occupants of Unaccompanied Personnel Housing (UPH) - Officer Quarters (OQ) and Senior Enlisted Quarters (SEQ).

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, stairwells, 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. Visitors in a tourist status will be considered as guests for a period not to exceed a total of 90 days per calendar year. Resident must notify the housing division when a visitor's stay will exceed 30 consecutive days. If the resident's visitor is a family member (of the

soldier or another military member) the housing office will coordinate with the local finance and accounting office to determine if housing allowance will be forfeited. Permission for visits exceeding 90 days per calendar year requires an approved exception to policy by the garrison commander.

5. Inspections.

a. Assignment.

(1) An assignment inspection will be made with a representative of housing and the incoming occupant. Occupants will sign a HOMES Inventory Listing Receipt acknowledging receipt and responsibility for furnishings in the apartment. The housing inspector will complete 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. 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. Pre-termination (if requested).

(1) The pre-termination inspection is a detailed check of the quarters and furnishings to determine maintenance and repair required prior to out-check. 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 pre-termination 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 (Government-paid move). 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. (Note: OHA for Private Rental Quarters will not start until BOQs/SEQs have been cleared!). Occupants failing to comply with cleaning instructions may be required to reimburse the Government for cleaning costs.

APPENDIX B
RESPONSIBILITIES:

1. Garrison Commander. Promote the general welfare, morale, safety, sanitation, cleanup, beautification, and maintenance of good order among members of the garrison, to include housing areas. Garrison commander functions will normally be executed by the zone coordinator and include the following:

a. Appoint area and building coordinators for all Government-controlled housing and ensure that problems elevated through the housing chain of command are resolved promptly.

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

c. 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.

2. Unit Commanders. Become actively involved in monitoring living conditions in Government-controlled housing and support stairwell, building, area coordinators and zone coordinator assigned to their units.

a. Monitor building and area coordinator rosters of soldiers in their units' assigned positions of responsibility in the housing chain of command.

b. 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.

c. 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.

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

a. Assign and terminate Government-controlled housing.

b. Provide the garrison commander/zone coordinator with occupant rosters for selecting and appointing area/building coordinators.

4. Garrison Command Sergeants Major (CSM). The principal advisor to the garrison commander on all housing issues involving enlisted personnel. He/she will work with zone coordinator, commanders and other agencies and individuals as needed in resolving complaints

or problems.

5. Zone Coordinator. The zone coordinator supervises area coordinators and provides support and guidance in the resolution of housing problems. Any problems that are irresolvable at the zone coordinator level should be presented to the garrison CSM.

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

b. 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.

c. 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.

d. Periodically inspect areas to ensure that area coordinators are actively discharging their responsibilities.

6. Area Coordinators. Responsible for a group of buildings or a geographical location. They are appointed by the garrison commander/zone coordinator and serve until the duty appointment is rescinded, normally 30 days prior to DEROS. *Specific duties are outlined in APPENDIX C of this policy.*

7. Building Coordinators. Responsible for a multi-apartment building. Work for the area coordinators but are appointed by the garrison commander/zone coordinator. Serve until the duty appointment is rescinded, normally 30 days prior to DEROS. *Specific duties are outlined in APPENDIX C of this policy.*

8. Stairwell 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 coordinators will also perform other duties directed by their building coordinator.)

9. 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 stair-well, building, area coordinators, and zone leaders their full support. They should attempt to resolve problems at the lowest level possible.

APPENDIX C
COORDINATOR PROGRAM:

1. Appointments of Coordinators.

a. 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 coordinator. 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 zone coordinator 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.

b. 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 garrison commander approval.

c. 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.

2. Area Coordinator Responsibilities.

a. Each area coordinator is the garrison 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 the zone coordinator, if applicable, or the garrison commander.

b. Specific duties are:

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

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

(3) 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.

(4) Ensures that building coordinators report all common-use areas requiring maintenance or repair services to the Work Reception. 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.

(5) Ensures that building coordinators conduct periodic inspections, at least monthly, of their buildings. Maintenance deficiencies noted will be reported to the zone coordinator.

(6) 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.

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

(8) 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.

3. Building Coordinator Responsibilities.

a. Every building coordinator is the zone coordinator's or area coordinator's representative, and the garrison 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 and harmonious atmosphere and excellent living conditions in their building. To assist them, building coordinators will appoint stairwell 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 coordinator. If the situation or problem is still unresolved, area/building coordinators and zone coordinators will seek assistance from the garrison commander.

b. Specific duties:

(1) 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.

(2) 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.

(3) 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.

(4) 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. "No Smoking" signs will be displayed on bulletin boards in stairwell housing.

(5) Reports to the Provost Marshal, the garrison commander and the housing office, any unauthorized personnel found in or occupying spare rooms of Government quarters.

(6) Reports maintenance deficiencies in common-use areas to the Work Reception.

(7) 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.

(8) 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.

(9) Resolves parking problems that may occur. Marks parking spaces only in accordance with garrison policy. Reports promptly all unregistered or abandoned POVs to the zone coordinator or the garrison commander.

(10) Ensures that areas of responsibility are properly policed at all times.

(11) 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.

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

(13) 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.

(14) 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.

(15) Reports complaints based on unsanitary or other unsatisfactory conditions in Government-owned quarters, which cannot be resolved to the area or zone coordinator, 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 coordinator and a housing office representative present.

(16) Conducts fire prevention inspections as specified and requested by the USAG Fire Chief.

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

4. Coordinator Meetings.

a. Zone coordinator 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 garrison commander's office at least two weeks in advance.

b. The garrison commander is the approval authority for excusing attendance.

5. Complaint Process.

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

a. Sponsors will review this policy to determine if the solution is contained herein. The

Housing office can assist in interpreting regulations.

b. Unresolved issues will be submitted to stairwell coordinators.

c. If the stairwell coordinator is unable to resolve the issue, it will be referred through building, area and zone coordinator to the garrison commander, if appropriate, for resolution. Building and area coordinators should try to resolve the issue with the offender's commander.

d. 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 garrison commander of the situation.

APPENDIX D
TELEPHONE NUMBERS:

Fire & Emergency Services:	**114 / 117**	**(24 hrs per day)**
Military Police:	**114 / 117**	**(24 hrs per day)**
Emergency Work Order Services:	**115**	**(24 hrs per day)**
DPW Work Reception:	**469-5000**	**(24 hrs per day)**

Energy Manager, Operations & Maintenance Division: 469-7743
Environmental Office: 469-8426/8491
Facilities Management Office: 469-7708
Furniture and/or appliances services: 469-7711/8688
General on-post housing inquiries: 469-7654
General private rental housing inquiries: 469-8808
Housing Office: 469-8815/7654
Housing Zone Coordinator: 469-7946
Self-Help Issue Point (SHIP): 469-7669
Unaccompanied Personnel Housing: 469-8309

(When calling from a private phone, dial 0951-300 and the last four digits of the number).

For additional information on the Directorate of Public Works (DPW) you may visit the DPW website at http://www.bamberg.army.mil/dpw.