



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BADEN-WUERTTEMBERG
UNIT 29237
APO AE 09102-9237

23 JUL 2010

IMEU-BW-PWH

MEMORANDUM FOR Residents Living in Government Controlled Quarters (GCQ)

SUBJECT: Policy and Procedures for Residing in Government Controlled Quarters

1. **Purpose:** This policy establishes responsibilities and procedures for personnel residing in government-controlled quarters. It includes the responsibilities for the community Area and Building Coordinator (AC/BC) program. This policy is intended to serve as a consolidated, "one-stop" reference, which will ensure that all residents are provided the pertinent "rules of the road" concerning living in government-controlled quarters. The policy could also be described as a guide to "living well" in Heidelberg housing or as a set of "community by-laws." Ultimately, it is intended to improve the quality of life in housing by ensuring we have well-informed families who understand the various policies affecting "living well" in housing.

2. **Applicability:** This policy applies to all personnel assigned or attached within the Heidelberg Community of Responsibility eligible for and assigned to government-controlled quarters.

3. **Responsibilities:**

a. **Garrison Commander:** Establishes and implements policies to maintain an appropriate environment in housing areas.

(1) Provides program guidance to the Director of Public Works.

(2) Empowers Area and Building Coordinators to resolve issues at the lowest possible level. Supports Area and Building Coordinators to resolve complaints, or disputes, and reports Soldier/family member misconduct (in coordination with the Soldier's chain of command).

(3) Authorizes exemptions from Area/Building Coordinator duties.

(4) Hosts quarterly Area/Building Coordinator meetings.

b. **Tenant Unit Commanders:** As required, support the appointed Stairwell, Building, and Area Coordinators and Garrison staff in their efforts to resolve conflicts concerning the conduct of their Soldiers in housing. They will submit appointment memorandums to Housing, for Building Monitors of unit assigned billets.

c. Assistant Installation Coordinators: Report directly to BASEOPS Manager as the "eyes and ears" of the command.

- (1) Coordinate common area cleanup and maintenance.
- (2) Support the Spring/Fall Clean-Up weeks.
- (3) Notify the housing chain-of-concern of area/building deficiencies. (See appendix D)
- (4) Notify Garrison Command when AC/BC Commands are unresponsive in correcting noted deficiencies. (See Appendix D)

d. The Director of Public Works (DPW): Responsible for the staff supervision and execution of the Garrison Housing Program.

- (1) Performs facility maintenance, repair and necessary improvements in accordance with applicable regulations.
- (2) Coordinates the Fall and Spring Clean-Up Weeks.
- (3) Establishes geographical boundaries for areas and their sub-divisions.

e. Chief Housing Division: Responsible for daily management and operation of the Garrison Housing Program.

- (1) Controls the assignments and terminations of Area and Building Coordinators.
- (2) Enforcement of this policy and all Housing policies.
- (3) Management of the Area/Building Coordinator Program.
- (4) Investigation of residents concerns.
- (5) Approval authority of Housing related exceptions to policy.

f. AC/BC Program Manager: Manager of the Area/Building Coordinator Program and advisor on all military related issues.

- (1) Recommends and selects senior occupant residents to be Area/Building Coordinator appointees.
- (2) Facilitates the quarterly Garrison Area/Building Coordinator meetings.
- (3) Responsive to all requests from Area/Building Coordinators.

(4) Investigates residents' concerns and provides recommended courses of action to the chain-of-command on all housing related issues.

(5) Makes periodic spot checks of areas of responsibility and notifies Area Coordinators of deficiencies.

(6) Notifies Area/Building Coordinators of deficiencies noted on fire surveys and by the Garrison Assistant Installation Coordinator.

(7) Follows up on deficiencies noted by the Garrison Assistant Installation Coordinator (AIC); notifies AC/BC commands of uncorrected deficiencies.

(8) Assists coordinators in resolving situations or issues of community residents.

(9) Validates Building Occupancy Reports (BOR).

(10) Is the action officer for all Garrison related AC/BC issues.

g. Area Coordinators provide general oversight to their areas to identify any "neighborhood trends" or issues, serve as information conduits between the Building Coordinators and the housing office/DPW/Garrison, and assist Building Coordinators in the resolution of issues (often serving as a neutral, third party in building "disputes"). Detailed Area Coordinator responsibilities are specified in Appendix B.

h. Building Coordinators are the "backbone" of the Area and Building Coordinator program. Detailed Building Coordinator responsibilities are specified in Appendix C.

i. Stairwell/Floor Coordinators assist Building Coordinators in the execution of their duties. Specific duties are as directed by the Building Coordinator.

4. Appointment Procedures, Area, Building, and Stairwell/Floor Coordinators:

a. Area and Building Coordinators are appointed by memorandum issued over the signature of the Chief, Housing Division. Appointment periods are for a minimum of eighteen months and are based on the senior ranking eligible individual at the time of appointment that has at least six months remaining in the command and is not on deployment orders at the time. If at the end of the eighteen months, the same individual still is senior and has at least six months remaining in the command, he will be given the following options:

(1) Voluntary reappointment for eighteen months.

(2) Relief from appointment providing they respond in writing that they will comply with directives given by new appointee who may be junior in rank or date of rank.

b. If at the end of an 18-month appointment period, the current Building Coordinator is not senior, then in most cases, a new, more senior Building Coordinator is appointed.

c. Volunteer appointments are accepted provided they are a military service member. In order to allow volunteers to continue serving as Building Coordinator even when they are not senior, the following procedures will apply. The more senior occupant must sign a waiver and state the following: "I realize that I am senior to the current Building Coordinator and that I should be appointed at this time as Building Coordinator; however, I am willing to waive the opportunity to serve as Building Coordinator and agree to follow all instructions by the currently appointed Building Coordinator." The volunteering Building Coordinator is responsible for obtaining these written waivers and providing them to the housing office before he will be appointed.

d. The authority to appoint Assistants and/or Stairwell/Floor Coordinators is delegated to the Building Coordinator. Selection of Stairwell/Floor Coordinators should follow the same criteria as selection of Area/Building Coordinators. While on leave, TDY or participating in major field training exercises, Building Coordinators are required to appoint one of their Stairwell/Floor Coordinators as Acting Building Coordinator. The selectee's name will be provided to the Housing NCOIC and Area Coordinator upon appointment.

e. Exemptions from Area, Building and Stairwell/Floor Coordinator duties. The following occupants will not be appointed as Area, Building or Stairwell/Floor Coordinators except as volunteers or when no other alternative exists: General Officers, Commanders, Command Sergeants Major, First Sergeants, the Garrison DPW, the Garrison PMO, SJA officers (IAW AE Reg 27-1), IG personnel detailed as inspectors (IAW AR 20-1), CID special agents (IAW AR 195-2), chaplains (IAW AR 165-1), medical doctors and dentists (IAW AR 40-1), recruiters/retention officers/NOCs (IAW AR 601-208), personnel with deployment orders, and soldiers who have been previously appointed as a Building or Area Coordinator in this community (note that a previous appointment as a Stairwell/Floor Coordinator does not result in an exemption). Other occupants cannot be exempted from these duties unless such exemption is approved, in writing, by the Garrison Commander.

f. Soldier rank, date of rank, and DEROS data is based on records maintained by the Housing Office. Updating of records and status changes are Soldiers' responsibilities.

g. As changes occur due to PCS, etc., a new Area/Building Coordinator will be appointed. Coordinators will be relieved upon appointment of the replacement.

5. Conflict resolution and use of the Chain-of-Concern (see Appendix D). As a general rule, issues will be resolved at the lowest possible levels. Stairwell/Floor, Building, and Area Coordinators will use common sense and apply basic leadership principles when dealing with resident issues and conflicts. Building and Area Coordinators may contact the Soldier's chain of command at any time they feel the unit's intervention is required and appropriate. If the unit appears to be non-supportive, the Building/Area Coordinators should contact the AC/BC Program Manager for assistance. Building and Area Coordinators may contact the AC/BC Program Manager at any

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time when they are unsure of how to address a pending issue. When a recurring pattern of problems with a given resident becomes evident (or a very serious problem occurs), the Stairwell/floor, Building and Area Coordinator should document their intervention and efforts in writing. As a general rule, this documentation should be in the form of a memorandum to the Soldier addressing the issue (with a courtesy copy to the Soldier's unit). Specific counseling requirements are defined in some of the Garrison Policy Letters (for example, the Pet and Recycling Policies). Finally, counseling efforts should be directed to the Soldier/sponsor (and not to the spouse).

6. POC for this action is the U. S. Army Garrison Baden-Wuerttemberg Housing Office, Chief, Housing Division at 387-3290.



WILLIAM C. BUTCHER
COL, CA
Commanding

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APPENDIX A

SOLDIERS'/OCCUPANTS' RESPONSIBILITIES

1. **General.** All residents must remember that assignment to government quarters is a privilege not a right. This privilege may be revoked in the event that residents violate any Garrison Housing Policy. All personnel residing in government-controlled quarters must realize that "stairwell-living" requires the utmost in cooperation among occupants. Soldiers must ensure that their family members and guests understand their role in being a "good neighbor." In other words, Soldiers must ensure they, their families, and guests understand and follow the policies in this Appendix and all Garrison policy letters. Soldiers are responsible for the actions of all guests/family members who reside with them. Any damage to Government property by a Soldier's family member, guest or pet will be paid for by the Soldier.

2. **Relationship with Building and Stairwell/Floor Coordinators.** Soldiers will cooperate to the maximum extent possible with Building and Stairwell/Floor Coordinators in the discharge of their duties. Occupants are to report to the Building Coordinator (or Stairwell/Floor Coordinator in the Building Coordinator's absence) within 72 hours of assignment to quarters to familiarize themselves with the building's policies. Any changes to the occupant's status (e.g. promotion, additional family member, DEROS adjustment, etc.) will be reported to the Building Coordinator and to the Housing Office.

3. **Physical Security and Force Protection** are measures that we must all take to protect residents and their belongings.

a. **Physical security** are steps taken to protect property. All exterior doors will be secured at all times. Furthermore residents should secure all personal items in their assigned storage areas. Items left unsecured in common areas offer less protection and residents may not be able to file claims for theft or damage.

b. **Force Protection** are steps taken to protect residents. All perimeter security gates will be locked at all times. Residents are authorized keys to walkthrough gates when required to park outside the perimeter; however they must ensure the gates are secured after entering and exiting. All other personnel requiring installation access must enter/exit through security force controlled gates. Residents should notify the MPs immediately when unauthorized personnel are found within their building.

4. **Utilization of Quarters:**

a. Soldiers will report any Early Return of Dependents actions immediately to the Housing Office. Quarters will be returned within 30 days from this action.

b. Unauthorized use of quarters, such as renting space, conducting business ventures, or permitting anyone other than legal family members or bona fide houseguests to occupy quarters, is considered a misuse of government property. Visitors in a tourist status, who are guests of housing occupants, will be considered as guests for a period not to exceed 90 cumulative days, in any 365-day period beginning with the first day of visitation. Soldiers may not use quarters for workshops or commercial business, unless they meet the approval criteria outlined in AE Regulation 210-70.

c. Multiple occupancy of a housing unit by more than one assigned Soldier/family is not authorized. Written approval of the Garrison Commander must be obtained for occupancy of spare rooms by a family member(s) of a second Soldier. If approved, this occupancy will be considered an assignment to quarters for the second Soldier and monetary allowances will be forfeited during such occupancy.

d. Use of quarters for domestic employees must be approved by the Garrison Commander. (See the Garrison Domestic Employee Policy).

5. Occupancy of government-controlled quarters carries the responsibility and self-reliance for doing "Handyman" type of work. These self-help jobs are those which normally would be done by prudent homeowners to conserve their own funds and to preserve their individual premises. Accordingly, occupants will be required to participate in the self-help programs applicable to their respective housing area. The explanation of the self-help program for quarters is attached at Appendix F. The Self-Help Center is located in the DPW compound, DSN 387-3232/3233, commercial 06221-4380-3232/3233.

6. Replacement of lost keys will be made at Soldier's expense. Requests for replacement keys must be made in person at the Facilities Management Office, Bldg. 3980, Czernyring 11, Monday through Friday 0730-1600 hours. Residents need to process a cash collection voucher, or statement of charges through the Housing Office Facilities Branch. No cash will be accepted. After duty hours, "locked out" residents should contact the MPs at DSN 388-2222/2333, commercial 06221-678-2222/2333. (UPH clients in unit billets should contact their unit ISGs for "lock outs"). If no key is available and the lock has to be broken, the occupant will be required to pay for damages and repairs.

7. Service orders (i.e., how do I repair something that is broken in my house).

a. Residents of MTV and PHV are responsible for reporting items requiring repair (which are not self-help items) inside their quarters to the DPW Service Order Desk, DSN 387-3310/3311/3312, commercial 06221-4380-3310/3311/3312. Note that Stairwell/Floor and Building Coordinators are required to report items in the common areas (i.e., stairwells, laundry room, playrooms, halls, common latrines etc.). The Service Order Desk is open 0800-1600, Monday-Thursdays; on Fridays, the Service Order Desk closes at 1430. The Service Order Desk is closed on U.S. and German holidays. On holidays and after duty hours, emergency service order service may be obtained by calling 115 (civilian 06221-57-115).

b. Residents of Leased Quarters are responsible for reporting items requiring repair to the Housing Office, DSN 387-3294; commercial 06221-4380-3294. On holidays and after duty hours, emergency service orders may be obtained by calling 115 (civilian 06221-57-115). Repair procedures for leased housing are slightly different than for on-post quarters and self-help repairs should not be attempted at any times on shower/sink drains and on furnaces. When in doubt, contact the leased housing representatives (06221-4380-3294) for clarification. Additionally, recycling procedures may also vary by leased housing community; again, the leased housing representatives can provide details.

c. After placing a service order, residents should maintain the service order number provided. This number can be used if follow-up status calls are required with the Service Order Desk.

d. Unaccompanied personnel (Barracks, BOQ/SEQ) charged for maintenance/damages must set-up an appointment for these repairs right away at DSN 387-3310/3311/3312.

e. When an appointment is made for DPW services, it is the Soldier's responsibility to meet that appointment. If an appointment must be changed due to a military essential mission, call the Service Order Desk at least one workday prior (or as soon as possible) and reschedule. Have your service order number ready to give to the receptionist when you call. Failure to be present may result in a one-time charge to the resident for a service call.

f. Requests for projects (i.e., not the small, everyday repairs handled by a service order) must be submitted on a DA Form 4283 by the Building Coordinator to the Housing Facilities Management Branch or AC/BC Program Manager.

g. Appliance repair service orders may be placed by calling DSN 387-3310/3311/3312, commercial 06221-4380-3310/3311/3312. Note that the current IMCOM-wide contract does not allow for the emergency (after duty hours) repair of appliances. For example, if your refrigerator breaks at 2300, Friday evening, it will not be repaired until Monday (at the earliest). While this will certainly cause some inconvenience in the short-term, you may file a claim for any spoiled foods. If this occurs, call DSN 387-3190, commercial 06221-4380-3190 for details on how to file the claim.

8. Cleaning/Maintenance:

a. Policing, cleanliness/sanitation and maintenance of common areas are the joint responsibility of all occupants. Damages to common areas will be reported to the Building Coordinator. Garbage and other refuse will not be left in the hallways, stairwells, or other common areas, including outside the dumpster locations.

b. Common areas include all of the following (basically any area "shared" by residents): stairwells, halls, common latrines, laundry rooms, playrooms, other basement areas, garbage areas, lawns, playgrounds, parking areas and dumpster islands. The use of these areas requires residents to be especially sensitive regarding the "consideration of others." Residents will fully support Building and Stairwell/Floor Coordinators' plans to maintain, clean, and police these areas. Non-compliance and a lack of support to the Building/Stairwell/Floor Coordinator's posted cleaning schedule/plan will be documented and reported as appropriate through the Chain-of-Concern. A lack of compliance may result in the loss of the privilege to utilize certain common area facilities (for example, the laundry room). If residents feel that their Building or Stairwell/Floor Coordinators are being unreasonable in the execution of the common area cleanup procedures, residents should voice that concern up through the Chain-of-Concern.

c. Residents may be expected to purchase cleaning supplies to clean certain interior areas (for example, the stairwell area). While lawnmowers will be provided by the DPW, all Soldiers are expected to provide oil and gas for the mowers. Note that this will actually be a minimal

expense as it will be shared by the building occupants. BCs need to ensure that the lawn mowers are taken to the DPW motor pool, Bldg # 3981, DSN 387-6167 for maintenance and repair services

d. In a Soldier's absence (i.e. deployment), family members are expected to support common area cleanup and maintenance. If the spouse declines to support the Building Coordinator, the Building Coordinator will report it through the Chain-of-Concern including the sponsors' Chain-of-Command.

e. Bedding, rugs, dust mops, laundry and other items, will not be hung out or shaken from windows or balconies. Charcoal burners, flower pots, flower boxes, etc., will not be placed on boards attached on window frames. Loose objects such as flower boxes or pots will not be placed on the outside window ledges of buildings if they present a safety hazard.

9. The use or installation of trampolines is not authorized in the common areas of AFH and UPH.

10. Residents may erect privately-owned shade/shelter structures in the common areas of the housing areas. No structure will be erected and left in place for more than 7 consecutive calendar days. They must be properly secured to ensure stability of the structure to preclude injury to anyone in the vicinity of the structure. Grass areas under the shade/shelter structure will not be covered with mulch bar, bone stone, or any other substance that will damage the grass.

11. Grilling is not permitted on balconies. Grilling on balconies constitutes a fire hazard and/or causes smoke to enter upper floors. Outside grilling is permitted providing the grill is located at least 10 feet away from the building and does not constitute a menace to others.

12. Open fires, i.e., camp fires, bonfires, and burn pits are prohibited unless approved by the Garrison Fire Chief. (USAG Baden-Wuerttemberg Fire & Emergency Services Management SOP) Blow torches or flame units will not be used in facilities to remove paint from wood or to burn wood for decorative purposes unless approved by the Garrison Fire Chief

13. Residents must have approval from the housing office to install outside radio and television antennas and satellite dishes. Installation must be professionally installed and all expenses of installation, maintenance and removal of antennas and satellite dishes, including property restoration costs are the responsibility of the occupant.

14. Recycling: See the Garrison's SORT Program. Bulky items such as furniture, carpets, etc., can be taken to the PHV recycling center or collected at curbside on Mondays. Residents need to register the pick up by calling DSN 387-3180 Friday prior. Items need to be placed on the curb side on Sunday evening but no later than 0630 on pick up day. Scrap auto parts may only be discarded at the Tompkins Auto Craft Center.

15. Supervision of children (also see IMCOM policy letter). Parents are responsible for the actions of their children. They need to ensure that children do not:

- a. Play in stairwells, servants' areas, attics, basements, laundry rooms or on building roofs and ledges.
- b. Leave bicycles, wagons, and toys in entrances, stairwells, hallways, or on sidewalks.
- c. Damage or deface buildings.
- d. Dig in, or otherwise damage, landscape and lawn areas.
- e. Enter boiler, utility or other unauthorized rooms.
- f. Play in unauthorized areas.
- g. Shoot arrows, throw rocks, fire air rifles, pellet guns or sling shots, fly motor driven planes or play with dangerous objects such as knives, fire crackers, cherry bombs, razor blades, etc. in or around housing areas.
- h. Erect barriers on lawn areas, excluding tents and small portable plastic wading pools. Children erecting tents and playing in small wading pools require parental supervision. These items will not be left unattended. Occupants will be responsible for damage to lawns.
- i. Be permitted to play in or around the dumpsters.

16. Noise: Soldiers must insure that loud or profane language is not used by their guests/family members. Stereos, radios, TVs and musical instruments are not played in such a manner as to infringe on the privacy of others. Quiet hours, 2200 – 0700, 1300-1500 daily and all day Sundays and German holidays, will be enforced by the MPs or Host Nation Polizei. Residents should initially address any concerns over the enforcement of these quiet hours with their Building/Area Coordinators. Ultimately, a standard of "reasonableness" should apply. In leased quarters, German quiet hours will be enforced by the local police authorities.

17. Energy Conservation: Occupants should practice energy conservation. The permissible temperature of 72 degrees Fahrenheit is the norm for military housing units during the heating months. If any temperature problems occur, they should be referred to the Service Order Section at DSN 387-3310/3311/3312, commercial 06221-4380-3310/3311/3312. Space heaters are not authorized in government quarters. Common sense use of electrical supplied equipment should be applied. Holiday lighting will be taken down after the season passes.

18. Soldiers are responsible for integrated Pest Management in their quarters. The first step is to remove food sources for pests, such as, open kitchen garbage cans, food spills (especially those which splash under the cabinets and appliances), used dishes and cooking utensils left in the kitchen sink overnight, trash bags containing food remains left open and outside a sealed container, food crumbs on floors and furniture, and food remains on preparation and cooking surfaces. The second step is to attempt counteraction of pest infestation by using materials in the Self-Help Store. If these materials are not sufficient, the third step is a survey and treatment by Pest Control Services. Call

the DPW Service Order Desk at 387-3310/3311/3312, commercial 06221-4380-3310/3311/3312 for an appointment.

19. Carcasses. For removal of carcasses in the streets, sidewalks and all other areas on Military Installations call the Service Order Desk at 387-3310/3311/3312.

20. POV vehicle maintenance and repair will only be conducted at Garrison approved Auto Craft Shops. Restricted are repairs which may result in the leak/spill/discharge of a hazardous substance into the environment. Adding oil or antifreeze is not considered as maintenance and repair. Vehicles with major fluid leaks (oil, fuel, or antifreeze) must be repaired immediately.

21. Storage of hazardous substances such as fuel and oils and other flammables is strictly prohibited in Army Housing (see the Garrison Fire Prevention SOP for more info). Report hazardous substance spills or unclaimed hazardous substances to the US Fire Department immediately. Soldiers will comply with posted fire regulations and may be liable for damages to government property caused by violations (also see Army Regulation 420-90).

22. Due to fire, safety, health, environmental and security concerns, attic areas (sometimes referred to as servants or maids quarters) are not considered habitable living areas. Family members, domestic employees, and visitors will not be authorized to reside in these areas. Soldiers are also responsible for ensuring that any assigned storage areas are emptied prior to clearing quarters.

23. Pets. Soldiers are responsible to ensure that pets do not become a menace or nuisance to other residents. This includes noise nuisances. For example, a pet barking during the day could be considered a noise nuisance. In these cases, the Building Coordinator will ensure a standard of "reasonableness." See Garrison Pet Policy Letter.

24. Pets are not allowed in UPH controlled quarters. For specific UPH guidance see Garrison's UPH Standard Operating Procedures.

25. Smoking of cigarettes, cigars, and pipes is prohibited in all common areas of Government-controlled quarters, to include family housing in Patrick Henry and Mark Twain Villages, bachelor officer quarters, senior enlisted bachelor quarters, and leased housing in accordance with Army Regulation 600-63, Chapter 7-3.c. See Garrison Smoking Policy.

26. Yard, Attic and similar sale requests must be approved by Directorate, Community Activities prior to the sale. For more information call DSN 373-1550/7724, commercial 06221-17 1550.7724.

APPENDIX B

AREA COORDINATOR'S RESPONSIBILITIES

1. Area Coordinators assist the Garrison Commander in the enforcement of community policies. They will coordinate matters between the Building Coordinators as required and serve as "neutral third party" between BCs and residents. ACs will contact a Soldier's unit Commander to solve disciplinary problems when appropriate and forward reports to the Housing Division. When ACs become involved in solving resident "issues," it is strongly recommended that actions be documented in writing.

2. Specific duties of the Area Coordinator are as follows:

a. Make "spot-check" inspections of common areas and initiate appropriate corrective actions with Building Coordinators. Common areas include laundry rooms, storage rooms, stairwells, playrooms, halls, common latrines, garbage areas, playgrounds, lawns, and parking areas. The "spot-checks" should include at a minimum: General police and maintenance of common areas, general security considerations (i.e., are building doors secured?), and appearance of bulletin board, (i.e. are emergency numbers and Chain-of-Concern posted). The AC will conduct follow-up inspections as directed by the AIC or AC/BC Program Manager.

b. Upon appointment, the AC is concurrently appointed as the Area Fire Marshal. The Area Coordinator will insure that all potential fire hazards are reported immediately to the Chief of Fire Prevention at 373-5000/8400. The Area Coordinator will spot-check that Building Coordinators are conducting and documenting their monthly fire inspections.

c. Meet with the Building Coordinators of assigned area monthly. A report of any issues not resolved at the Area Coordinator level is to be forwarded to the DPW/Housing Office.

d. Coordinate with Building Coordinators to assign areas of responsibility for the removal of snow from sidewalks, from in front of dumpsters, around buildings and playgrounds in their respective areas. Inspect to ensure that snow is cleared NLT 0700 hours.

e. Coordinate with Building Coordinators to determine areas of responsibility for grass cutting around buildings and inspect that areas are properly maintained.

f. Coordinate with Building Coordinators to establish clean-up schedule of shared, area playgrounds. Inspect to ensure compliance.

g. Coordinate with Building Coordinators to ensure responsibilities for Spring and Fall Cleanup are clearly delineated. Supervise execution of required cleanup tasks.

h. Attend all Community Updates, Town hall and quarterly AC/BC meetings. If a conflict prevents attendance, designate a Building Coordinator to attend.

Area Coordinator Responsibility

PH1	PH2	PH3	PH4	PH5	PH6	PH7	PH8	PH9	PH10 UPH	PH11 NPHV
4401	4408	4415	4435	4449	4421	4426	4463	4471	4512	4701-4748
4402	4409	4416	4436	4450	4422	4427	4464	4472	4513	4751-4785
4403	4410	4417	4437	4451	4423	4428	4465	4473	4514	
4404	4411	4418	4438	4452	4424	4429	4466	4474	4515	
4405	4412	4419	4439	4453	4425	4430	4467	4475	4516	
4406	4413	4420	4440	4454	4490	4431	4468	4476	4518	
4407	4414	4433	4441	4455	4491	4432	4469	4477	4519	
		4434		4462			4470	4478	4520	
								4480	4521	
								4481	4522	
								4482	4523	
								4483	4532	

MT1	MT2	MT3	MT4	MT5 UPH
3702	3711	3721	3729	3701
3703	3712	3722	3730	3737
3704	3713	3723	3731	3738
3705	3714	3724	3732	3650
3706	3715	3725	3739	3651
3707	3716	3726	3740	3652
3708	3717	3727	3741	3653
3709	3718	3728	3742	
3710	3719		3743	
	3720			

APPENDIX C

BUILDING COORDINATOR'S RESPONSIBILITIES

1. The Building Coordinator, normally the senior ranking occupant, is the "backbone" of this program. The Building Coordinator will appoint Stairwell/Floor Coordinators who are delegated responsibilities and duties in multiple apartment buildings for resolving problems that occur, or to keep occupants of the building informed of policy matters promoting the general welfare, morale, safety, and maintenance. Building Coordinators will designate an alternate Building Coordinator, in writing, to assume the Building Coordinator's duties in the event of absences (TDY, leave, field duty, etc.). This information will be provided to the Housing Office and Area Coordinator within two weeks of appointment. When Building/Stairwell/Floor Coordinators become involved in solving resident "issues," it is strongly recommended that actions taken be documented in writing. Building Coordinators should carefully review the Resident Responsibilities as referenced and defined in Appendix A.

2. Specific duties of the Building Coordinator:

a. The Building Coordinator will assume responsibility for government owned washers, dryers, and accountability for self-help tools. Building Coordinators' housing files are identified separately at the Housing Office. This measure is necessary in order to ensure that the Self-Help and FMO hand receipts are cleared upon relief from such duties. Building Coordinators will not have the BC flag removed from their records nor will they be able to clear quarters unless the following conditions exist:

(1) Upon relief from appointment, the incumbent must affect a joint inventory of items checked out from Self-Help with the newly appointed coordinator. A change over of hand receipts must take place at the DPW Self-Help. All keys to common areas must be transferred.

(2) Once completed, the outgoing Coordinator should present copies of the cleared hand receipts to the Housing Office.

b. Encourage occupants to use the Self-Help program.

c. Conduct monthly inspections for all assigned areas and equipment.

d. Orient newly assigned occupants within 72 hours after their arrival on the procedures governing occupancy of government quarters. Highlight areas which have traditionally caused "issues" to develop in the building.

e. As required, assign and clear additional storage areas. Additional storage areas are controlled by the Building Coordinator. If there are adequate basement storage areas for each resident in the building, housing will assign and clear these areas. When possible, all apartments in Heidelberg Housing will have at least one storage area. The assignment procedures for these are as follows:

(1) Additional storage areas are to be assigned by the Building Coordinator from the Date Assigned to Quarters (DAQ) listing. The Building Coordinator will be responsible for maintaining a current listing of who he has assigned additional storage areas to. To assist him in these duties, the Building Coordinator may request an assignment roster from Housing at any time. Residents who have a family composition which would require five or more bedrooms will be given priority assignment to additional storage areas regardless of DAQ.

(2) The Building Coordinator may request lock changes for additional storage area through the Housing Facilities Branch if it is determined that there are unassigned additional storage areas for which there are no keys. After the lock change, the Building Coordinator will become responsible for key control.

(3) When an occupant is assigned an additional storage area, all keys will be given to the occupant. The responsibility for a storage area is no different than that of the Soldier/family's assigned set of quarters. The access will be limited to the assignee and control of access is the assignee's right except for emergency situations when the right of access will be granted to law enforcement, fire department, or DPW officials.

(4) Building Coordinators will ensure the proper use of additional storage areas. Due to fire, safety, health, environmental and security concerns, the additional storage areas are not considered habitable living areas. Family members, Domestic Employees, visitors, and pets will not be authorized to reside in these areas. Unauthorized use and/or intentional misuse of these areas must be immediately reported to the Housing office.

(5) Building Coordinators will insure that the additional storage areas under their control are emptied and cleaned prior to the Soldier's final clearance inspection. Soldiers who are clearing quarters will insure that the Building Coordinator has cleared the assigned storage area and received the keys from the occupant prior to his departure.

f. Coordinate common activities to include preservation of the building and its landscaping, fire prevention, and conservation of utilities.

g. As often as necessary, but at least monthly, inspect common areas, spare rooms, and storage rooms to insure elimination of fire (i.e. combustible materials in unsecured common areas), health (i.e. littered garbage areas) and safety hazards (i.e. bicycles, baby carriages, and toys left in stairwells, hallways, and entrance ways). Inspection results should be maintained by the Building Coordinator.

h. Ensure that common areas are kept clean and free of abandoned items.

i. Parking. Building Coordinators are responsible for assigning and marking parking spaces. As a minimum each resident will be assigned one space. Visitor parking may also be identified but will be utilized on a first come first serve basis. Vehicles anticipated remaining stationary for longer than two weeks are required to be moved to the storage area at Tompkins Barracks. Non-operational vehicles will not be parked in Army Housing parking areas. Vehicles will not be parked where they block access to trash containers, interfere with traffic, block a

driveway, fire hydrant or other safety device, nor will vehicles be parked on lawns or seeded areas. See Garrison Parking Policy.

j. Upon appointment, the Building Coordinator is concurrently appointed as the Building Fire Warden and will conduct fire prevention inspections as required, but at a minimum, once a month. At a minimum, this monthly inspection should include the following: A general "housekeeping" check of the building, spot-check dryer vents for lint build-up, ensure emergency numbers are posted (also see Appendix E). Building Coordinators will maintain a record of the dates and findings of their monthly inspections (this can be a very short, concise summary). Additionally the BC will request an initial fire survey, from the fire department, upon appointment as the Building Fire Warden. Upon receipt of the results they must correct the deficiencies and schedule a re-inspection by the suspense date. Building Coordinators will also attend Building Fire Warden Training at the Fire Department within one month of assignment; contact the Fire Department at DSN 373-5000/8400 to schedule.

k. Report to the Provost Marshal and Heidelberg Housing Office when unauthorized personnel are found in or occupying spare rooms of quarters. All domestic employees must be registered with the housing office and the appropriate authorities. See the Garrison's Domestic Employee Policy.

l. Report maintenance deficiencies in common areas to the Directorate of Public Works, Service Order Section, DSN 387-3311. A record of service orders placed must be maintained. Stairwell/Floor Coordinators may be allowed to "call-in" service orders for the common areas in their stairwells/halls. If Stairwell/Floor Coordinators do this, they must maintain a log and post information on the stairwell/hall bulletin boards. A pattern of duplicate service orders may result in the revocation of this privilege for a given building.

m. Coordinate the cleaning of common areas and grounds. Building/Stairwell/Floor Coordinators will use a reasonable expectation of cleanliness when enforcing this:

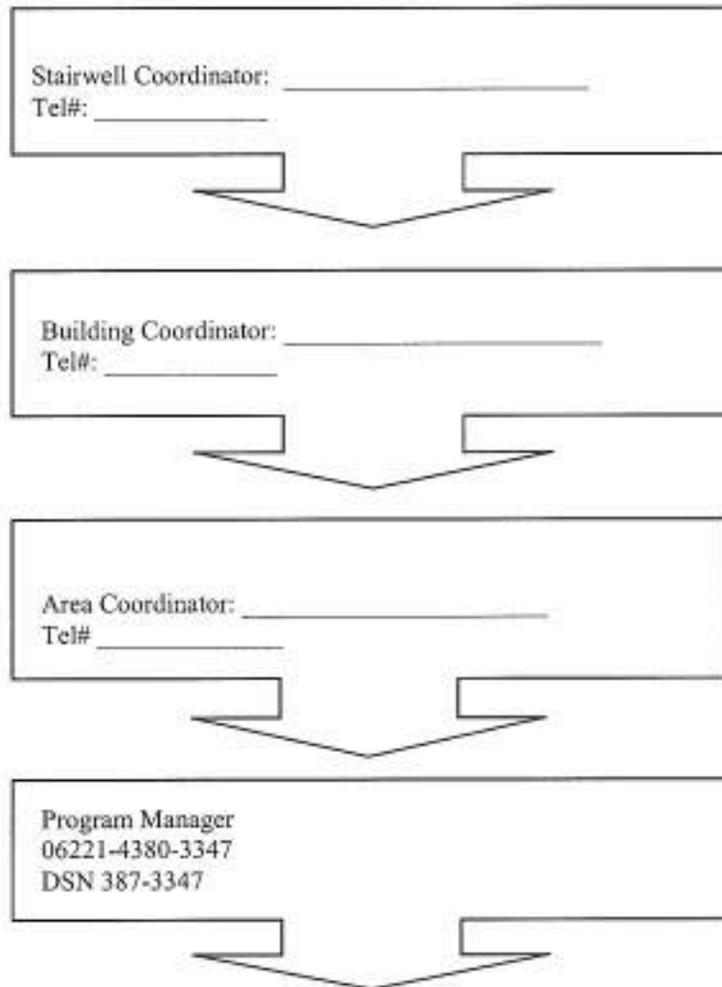
(1) Exterior Areas: These areas will be policed, at a minimum, on a weekly basis. Concrete sidewalks, outside steps, building entrances, rear basement steps, and garbage areas will be swept on an "as-required" basis.

(2) Building Interiors: Stairwells, hallways, common latrines, laundry facilities, common areas and stairwell windows will be swept/cleaned on a weekly basis. Walls will be cleaned on an "as-required" basis. Laundry rooms will be cleaned once a week. This includes sweeping the floors, emptying the trash; "wiping down" washers and dryers to remove dust, lint, detergent, and checking/cleaning lint filters. Ensure that laundry vents are checked, at a minimum, twice a year (typically during community cleanups). Note that excessive lint build up can result in a fire risk. Some types of vents can be cleaned by residents; others cannot. Contact the housing office, facilities management branch for details on this.

n. Post fair and equitable laundry and drying room schedules (if necessary) to include all occupants in quarters and insure that it is adhered to.

- o. Ensure that DPW utility rooms (i.e. electrical or heat distribution rooms located in PHV and MTV buildings) are off limits to all residents and not utilized as storage areas.
- p. Report promptly all unregistered POV's to the Provost Marshal's Office for disposition.
- q. Carry out additional duties which may be announced by the Garrison or the DPW. Follow-up by correcting deficiencies noted by the AIC or the AC/BC Program Manager.
- r. Update by pen and ink, "Building Occupant Roster (BOR)" provided by the Housing Office on as needed basis.
- s. Report safety deficiencies to the DPW Service Order Desk at 387-3310/3311/3312. If safety deficiencies are serious, they should also be reported directly to the Safety Office at 370-1670.
- t. Coordinate with residents for the removal of snow from sidewalks, from the front of dumpsters, and around building in their respective areas. Snow must be cleared from all sidewalks daily before 0700 hours and as needed to ensure safe passage of students to and from school.
- u. Stairwell/hall bulletin boards. At a minimum, Building Coordinators will ensure the following information is posted on stairwell/hall bulletin boards: Chain-of-Concern (see Appendix D) emergency numbers, and Garrison Directed bulletins. Copies of the Chain-of-Concern may be obtained at the Housing Office.
- v. Building Coordinators are encouraged to attend monthly Community Update and required to attend quarterly AC/BC meetings. If unable to attend the BC should appoint one of the Stairwell/Floor Coordinators to attend in their absence.
- w. Ensure yard maintenance is conducted on a regular basis during the growing season. Residents must maintain all surrounding landscape up to 50 feet from the building. As a minimum grass cutting will be done at least every other week during growing season. Grass should not exceed six inches in length.

APPENDIX D
Chain-of-Concern



Concerns and Questions can be resolved more efficiently at the lowest level. Please use the above chain to get quick results. Complaints based on safety, unhealthy, hazardous or other unsatisfactory conditions in family quarters, which cannot be resolved by the housing chain of command, will be reported in writing to the USAG Commander, with all available information. In cases of this nature, the sponsor's unit commander will be required to inspect the quarters with a representative of the Housing Division and the Preventive Medical Service, as appropriate.

<u>Emergency Numbers:</u>	<u>Mil</u>	<u>Civilian</u>
Fire	117	(06221) – 57 117
Fire (alternate)		(06221) – 19 217
German Police/Emergency	110	110
Ambulance	116	(06221) – 57 116
Military Police	114	(06221) – 57 114
Family Assistance Center		(06221) – 57 111
Service Order Desk		(06221) - 4380 3310/3311/3312

APPENDIX E FIRE PREVENTION

1. Hazards and violations most commonly encountered during fire inspections in housing areas are as follows:

- a. Children left unattended and children playing with matches and lighters.
- b. Unattended cooking.
- c. Bridging and bypassing of fuses.
- d. Improper use and installation of electric appliances and extension cords.
- e. Accumulation of litter, refuse, and combustible or hazardous materials in rooms, storerooms, attics, hallways, and cellars.
- f. All residents must take proactive measures to ensure these hazards do not result in a fire in their house. Residents should also test the hard-wired smoke detectors inside their quarters on a monthly basis.
- g. Barbecue (BBQ) grilling on balconies is strictly prohibited. The grill must be at least 10 feet (3 meters) away from the building. Indoor barbecuing is prohibited (garage, carport, porch, etc.). Grills are only authorized on non-combustible surfaces.

2. Fire Prevention Inspections shall be conducted monthly by the Building Coordinator (or his designated representative), who is designated as the Building Fire Warden. The Building Fire Warden will identify and eliminate fire hazards, unsafe practices, and careless or negligent acts by personnel.

3. Building Fire Warden's responsibilities include but are not limited to the following:

- a. Attend training at the fire department within one month of assignment as Building Coordinator.
- b. Request an initial fire survey within 30 days of appointment. Upon receipt of the results correct the deficiencies and reschedule a follow up inspection within the suspense date.
- c. Make on-the-spot corrections of careless or negligent acts and unsafe conditions by residents that may cause fires and hinder escape routes.
- d. Ensure quick and orderly evacuation of building in case of fire, explosion, or any other emergency.
- e. Educate occupants with the methods of sounding fire alarms.
- f. Instruct occupants of their individual responsibilities in the event of an alarm.

g. Report all health or environmental endangering conditions to the Service Order Desk and/or Fire Department as appropriate.

h. Ensure that emergency phone numbers are posted on stairwell/hall bulletin boards and in all quarters (i.e. near resident's phones).

4. FIRE REPORTING NUMBERS:

Heidelberg:

Military - DIAL 117

Civilian - DIAL 17-117, ALSO DIAL HDB CTV 19-217

Leased Housing:

06221-17-117, 06221-19-217 or the Municipal Fire Department Servicing Your Area.

5. All fires **MUST** be reported to the Fire Department without delay. This includes fires which you may have been able to extinguish and those with no apparent damage.

6. Never assume that someone else has reported a fire. When in doubt, report the fire! Note that the smoke detectors in housing are NOT directly "linked" to the fire department. In other words, residents need to call the fire department in the event of a fire. Again, when in doubt, report the fire until a fire truck shows up!

7. For more fire prevention measures refer to the Garrison's Fire prevention SOP.

APPENDIX F SELF HELP / U-DO-IT CENTER

The Self Help Store is a Housing-run facility that can furnish residents with just about any item they need to repair, replace, or refurbish their government quarters.

The first step is to drop by the store and in-process. You will receive a short orientation (about 10-15 minutes) and learn what the store can offer you and what you must do to utilize the facility.

Store hours are (closed German Holidays):

Monday – Friday	1000-1800 hours
Saturdays	1000-1400 hours

HERE ARE SOME IMPORTANT THINGS YOU SHOULD KNOW:

1. Drip Pans for stoves in government quarters will only be exchanged upon clearing the quarters due to PCS, retirement, or a command-directed move. Drip pans for stoves can only be exchanged during clearance if the drip pans have been "rusted out"; they cannot be exchanged just because they are dirty.
2. Only the Area and Building Coordinators are authorized to pick up seasonal and common area supplies such as flowers, soil, mulch, seed, paint for stairwells/halls, and area beautification items. A designated representative appointed in writing by the Building Coordinator may pick up supplies on a temporary basis. In circumstances which affect safety or security of residents, coordination may be required with the NCOIC of DPW, or NCOIC of Housing, to receive supplies to correct specific deficiencies.
3. Many supply items such as fluorescent light bulbs, showerheads, faucets, hoses, and handles, are one-for-one, direct exchanges. The nonfunctioning item must be brought with you when you come to the store. Note that for common areas, any resident (and not just the Building or Stairwell/Floor Coordinator) can direct-exchange common area items (such as fluorescent light bulbs).
4. If residents desire to paint their quarters, paint and the entire range of equipment needed are available at the store.
6. The following tools/equipment are available for short-term usage: steam cleaners, carpet cleaners, heavy duty drills, tool kit, etc. However, due to the high demand for these items, failure to return these items in a timely manner may result in permanent suspension of loan privileges. When these items are damaged or unreturned for 30+ days, a Cash Collection Voucher may be processed.

Appendix G Policies

The following policies can be found on the Baden-Wuerttemberg website at

www.bw.eur.army.mil

Subject

- 2 Housing Assignment Policy
- 10 Furniture Exception to Policy
- 11C Car Wash Policy
- 34 Pet Policy
- 47 Occupancy of Government and Private Housing during a Soldier's Deployment
- 57 Swimming Pools in Housing Areas
- 58C Yard, Attic and Similar Sales
- 59 Refuse Removal and Recycling
- 62 Installation and Use of Air Conditioning in Government Housing
- 72 Domestic Employees Residing in Government Controlled Quarters
- 73 Smoking in Common Areas of Government Quarters