

FAQ About Your Move to Heidelberg

1 July 2010

I'm a Service Member and would like to live in the German community. Is this possible?

All Service Members (SM) in grades E1-E6 are required to reside in on post housing. Accompanied Soldiers assigned to the Heidelberg community in the ranks of E7 and above (including officers) will be voluntarily assigned to on post housing or permitted to reside in the local community. Civilians, except those positions that are designated as Key and Essential (K&E), are required to reside in the local community.

If I live on post, what type of housing can I expect?

Most quarters in the Heidelberg community are stairwell units with 4-8 residents in each stairwell and two or three stairwells per building. These quarters were built in the early-to-mid 1950's. While many have been renovated over the years, the level of renovation has varied widely. This creates a disparity in the quality of some of our housing. However, all of our housing is adequate. The Housing Division will attempt to place you in the best quarters available at the time of offer. Quarters for accompanied personnel are located at Patrick Henry Village and Mark Twain Village. We offer a choice of quarters from each area *if they are available when you arrive*, but we do not maintain separate waiting lists for a specific housing area. In addition to the two areas above, unaccompanied personnel may also be housed in Patton or Tompkins Barracks.

Are there furnishings items I should bring with me?

We recommend that you bring rugs, runners, and area rugs of any kind. Civilians should also ship those items mentioned in the “*I am a civilian employee...*” FAQ. The Furnishings Management Office no longer issues rugs or curtains. Most Family Housing in Patrick Henry and Mark Twain Village has hardwood floors.

A loaner furniture policy exists; as a military member, what furniture items can I use from the furniture warehouse?

For military members residing in government quarters, supplemental sets of furniture are available on a loan basis **for up to 90 days** (arriving; 60 days departing) to allow time for delivery (shipment) of your household goods (HHG). For military and civilian members residing in the civilian community, wardrobes (one per dependent and an additional one for the apartment), refrigerators, washers, and dryers can be supplied for the entire tour of duty (see “*I have large pieces of furniture...*” FAQ). Customers are provided one free delivery and pick-up at both incoming and outgoing stages.

I have large pieces of furniture. Will that pose a difficulty?

Some larger pieces of furniture, including king-sized beds, can be a problem in both government quarters and private rental Housing. Before shipping large items, please check government quarters' floor plans available on this website. Narrow stairwells in economy housing can also prevent furniture that would otherwise fit from being suitable. The Heidelberg area has a shortage of single-family houses. More common are duplexes, townhouses (row houses), or apartments. The layout and sizes of these units differ from

what you may be used to in the states. Most PRH have stairs, often two or three stories, and many of the homes are not able to accommodate large pieces or assortments of furniture. For example, it is not uncommon that a king size bed will not fit up the stairs to the second or third floor. In some apartments a king size bed may not fit in the bedroom at all or the bed will fit but nothing else will. Bedrooms are usually not equipped with closets or lighting. The average size of a duplex or townhouse is approximately 1300 – 1800 sq ft. **If you will reside in government quarters** (see “*I would like to live in the German community...*” FAQ), **extra storage space is severely limited.** *Excess household goods is not a valid exception to policy to live off post for military members, so arrange your non-temp storage plans accordingly.*

I am a civilian employee. Am I allowed to use the overseas furnishings program?

Civilians may utilize the furnishings program on a limited basis. Full sets of furniture are available on a **loan basis for up to 90 days** (arriving; 60 days departing) to allow time for delivery (shipment) of your household goods (HHG). Wardrobes (one per dependent and an additional one for the apartment), refrigerators, washers, and dryers can be supplied for the entire tour of duty. Customers are provided one free delivery and pick-up at both incoming and outgoing stages. Civilians should ship all other items needed in their residence for normal living (see “*I have large pieces of furniture...*” FAQ). Customers are provided one free delivery and pick-up at both incoming and outgoing stages.

Should I bring small electrical appliances from the states with me?

Voltage in government quarters varies; some units have 110v, some 220v, and some a combination of both. All civilian housing is 220v. Transformers are available in the Post Exchange, but can be expensive. They are also available at your installation Thrift Shop at a reduced price and are often advertised in the Post newspaper. Check appliances to see if they are dual-voltage. If so, all that is required is an inexpensive adapter plug. If not, it is often less expensive to purchase an item new or used than to purchase a transformer to use the one you have.

Should I ship my large appliances like washers or dryers?

DO NOT ship large appliances! The Furnishings Management Office will supply a washer, dryer, refrigerator and range. Dishwashers are available in government quarters. They are also available for community quarters *provided the landlord will sign an agreement.*

I'm a SM who will be working on Campbell Barracks. Can I wait for quarters in Mark Twain Village?

Only a fraction of suitable available housing is located in Mark Twain Village (MTV) and we do not maintain a separate waiting list for that location. If available, E1-E6 will be offered a choice of a unit in MTV as well as one in Patrick Henry Village (PHV). *Lack of housing in MTV is not sufficient reason to reside off post.*

Can a SM wait for a particular dwelling unit (DU)?

Upon reporting to the housing office (usually within three days of arrival), a SM is placed on a waiting list for appropriate housing or, if E7 and above, attends the off post briefing. Declining adequate housing (all government housing within the Heidelberg community

footprint is deemed adequate) whether on or off post may result in the loss of Temporary Lodging Allowance (TLA).

How can a SM obtain a Statement or Certificate of Non-availability?

A Statement or Certificate of Non-availability (S/CNA) provided by the Housing Office is an authorization to seek private rental housing (PRH) and will be issued to E7 and above if requested. If Government housing is not projected to be available within 30 days of arrival, E1-E6 may submit an Exception to Policy (ETP) to be authorized a S/CNA. Personnel authorized to move to private rental housing are required to attend the off post briefing held on Mondays and Wednesdays at 0845, excluding German holidays. The briefing is held at the Housing Division conference room, Bldg 3980.

What are temporary quarters?

SM who, for whatever reason, are expected to be on TLA longer than 30 days will be housed in temporary on post quarters when available. While furnished with loaner furniture, these quarters do not have linens, towels, cooking utensils, etc. The Army Community Service (ACS) lending closet has a great program to help situate new residents in their homes until their own personal belongings arrive. They have pots, pans, dishes, flatware; they even have cribs and high chairs. Something not provided, however, are bed linens, so residents need to make plans to have available such items as sheets, blankets, and pillows. You can bring them with you or purchase when you arrive, (usually from the Post Exchange since German sheets and pillowcases will normally not fit standard American beds). Another idea is to mail a box to your sponsor with items you consider essential to accommodate your family until your hold baggage or household goods arrive.

How many pets are we allowed to have?

No more than two dogs, cats, or combinations thereof are authorized per dwelling unit. Other domestic pets, including goldfish, hamsters, and birds, may be kept in Army Family Housing. Barnyard animals, or exotic pets, such as snakes, lizards, tarantulas, etc. are prohibited. In accordance with host nation laws American Pit Bull Terrier, Bull Terrier, and Stafford shire Bull Terrier are prohibited from entering Germany. SM who are **UNACCOMPANIED ARE NOT AUTHORIZED PETS** in government provided quarters, *nor is having a pet a sufficient reason to reside off post.*

I have an exceptional family member. What is available for me?

If you have a family member with special needs that may influence your housing assignment, please contact both the Housing Division and the Exceptional Family Member Program (EFMP)-coordinator as soon as you have confirmed your assignment to Heidelberg. Your family member must be a registered member with the EFM Program before any special considerations regarding housing can be considered. ACS EFMP coordinator can be reached at DSN 370-6975 or 370-6883, commercial 011-49-6221-57-6975 or 011-49-6221-57-6883.