

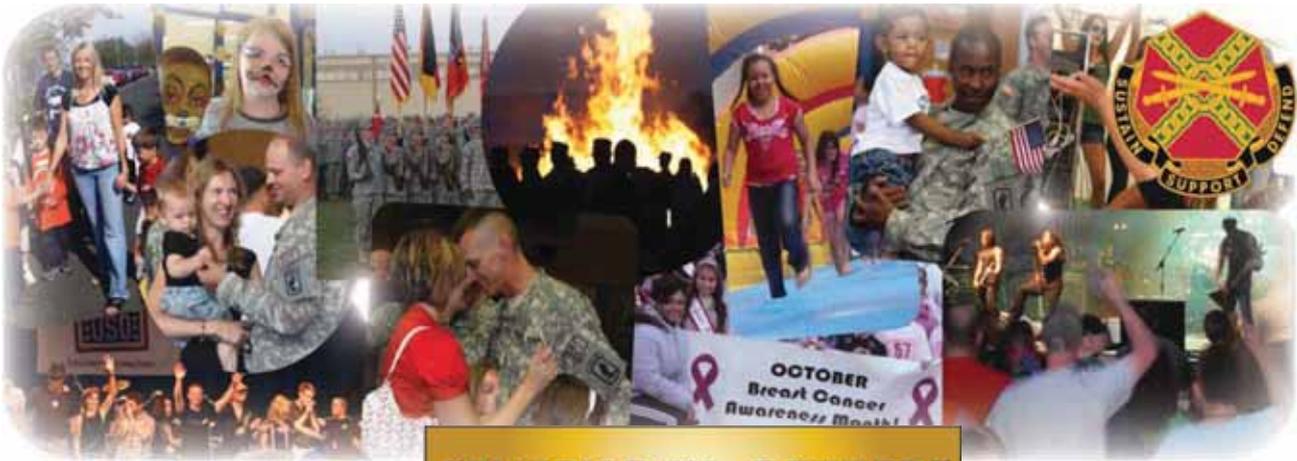
# *U.S. Army Garrison Schweinfurt*



***A Resident's Guide to Schweinfurt Housing  
July 2008***

# Housing Quick Reference Phone Listing

<b>Emergency</b>	
Military Police	DSN: 114 / (09721) 96-114
German Police	110 (civilian phone)
Fire Department	DSN: 353-6645/8645 / (09721)96-6645
Fire Emergency	DSN: 117
German Fire Department	DSN: 112
Operator / Information	354-1110/ (09721) 96-113
Taxi	(09721) 16060/ 19410
Road Conditions / Inclement Weather	DSN: 354-6213 / (09721) 96-6213
<b>Housing Services (Building 252, DPW Compound)</b>	
Customer Service ■ Family Housing ■ Assignments & Terminations ■ Furnishing Requests ■ BOQ / SEQ ■ Leased Housing ■ Barracks Reporting ■ Building Coordinator Program	DSN: 354-6712/6458/6280/6448 or (09721) 96-6712/6458/6280/6448
<b>Community Homefinding Referral/Relocation Service (CHRRS)</b>	
Private Rental Off-Post Assignments & Terminations	DSN: 354-6282/6363 or (09721) 96-6282/6363
<b>Work Orders and Repairs</b>	
Emergency Work Order	DSN: 354-8645/ (09721) 96-8645
Routine Work Order	DSN: 354-6357/ 6342
Self-Help Store, Schweinfurt (Bldg. 252, DPW Compound)	DSN 354-6853/ (09721) 96-6853
<b>Directorate of Public Works</b>	
Director of Public Works	DSN: 354-1560/ 6668
Recycling Information Refuse / Bulk Trash Information	DSN: Askren 354-6406 Conn 353-8918
Chief, Furnishings Management	DSN 09726-3848
Chief, Housing Services	DSN 354-6317/ 6282
Chief, Engineering / Construction	DSN: 354-6477/ 6589
DPW NCOIC	DSN: 354-7030



**"EVERY DAY...BETTER"**

## UNITED STATES ARMY GARRISON

# SCHWEINFURT

### MISSION

USAG Schweinfurt provides installation operations in order to support readiness and mission execution of stationed and rotational units while ensuring the well-being of the community.

### VISION

To be the best workforce providing the best programs, serving the best war-fighters while meeting the challenges of today, tomorrow and the future.

### VALUES

Selfless service to the Community  
 Unwavering devotion to duty  
 Positive attitude and action  
 Promoting mission readiness  
 Optimizing the environment  
 Responsive to customer needs  
 Teamwork to obtain success

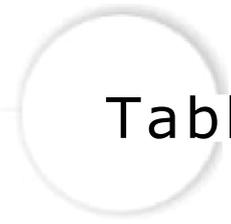
### GOALS

- Maintain High Levels of Safety, Force Protection, and Occupational Health
- Sustain & Improve Local Community Relations
- Develop & Retain A Professional Workforce
- Optimize Resources
- Be an Adaptive, Customer-Focused Organization
- Sustain & improve the Infrastructure
- Maintain Deployment, Sustainment, Redeployment Operations



SOLDIERS \* FAMILIES \* ARMY CIVILIANS

**ARMY STRONG**



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		A Soldier is a person who brings me real Needs and it is my job to help as expedi- Tiously as possible.	
		<b>Take care of the Soldier</b>	
		<b>That's why I'm here</b>	

# Making Your Stay One Of Life's Greatest Experiences

## Welcome to Schweinfurt, Germany

The Housing Office is one of the single most important places, other than your unit, that you will encounter during your tour here. It's important to all of us at Housing that we get to know you and that you understand what services we provide. We are all committed to making your tour the best experience of your career by providing you with housing and services that meet or exceed your expectations.

We have taken great steps toward providing you and your family with the high quality housing you deserve. There are over 1300 family housing and over 60 unaccompanied personnel quarters in the Schweinfurt Military Community. The housing areas are separated into 33 different areas including leased housing that is within a 5-30 minute drive of the various duty kasernes.



**Housing office Management**

Your safety and quality of life is our first priority. Our goal is to make you feel at home in housing that is clean, attractive, well-maintained, comfortable, and safe. We are here for you and we are devoted to making our community a place where the American dream stands tall; a place that you will be proud to call HOME.

Your feedback is important to us. If the service we provide ever falls short of your expectations, please let us know! We pride ourselves in listening to, working with, and learning from the most important person in our business – THE CUSTOMER! We don't just solve problems, we create opportunities to improve. After all, small complaints can generate big improvements.

This Resident's Guide provides information and policy on living in Government quarters in the Schweinfurt Military Community to ensure the best possible living experience for you and your family.

For more information on Army Housing throughout the world, please visit <http://www.onestoparmy.com/>.

For everything you need to know about living in Schweinfurt please visit our website at <http://www.schweinfurt.army.mil>.

### *Your Housing Staff*

The Resident's Guide is an unofficial publication. The appearance of advertising in this publication does not constitute any endorsement by the Department of Defense. Content is provided, prepared, and edited by the Housing Office of U.S. Army Garrison Schweinfurt. Inquiries should be addressed to the Housing Office, Building 252, DPW Compound, DSN 354-6712.

Reader contributions are welcome and will be published at the discretion of the editor.



*Responsibilities  
In the housing areas*

**All residents, to include service members, and family members, and guests are responsible for observing housing policies and maintaining quarters and common areas.**

**Area/Building/Stairwell Coordinators are assigned to each apartment building to assist the Housing Office by ensuring the community standards and resident's needs are met.**

# Responsibilities

**Garrison Commander  
Command Sergeant Major  
DPW/Housing Office  
Community support Chain**

**Area/ Building/ Stairwell Coordinator  
Coordinator Duties  
Resident Responsibilities**

## Community Support Chain (CSC)

The Community Support Chain (CSC) is a chain of command designed to ensure safe and pleasant neighborhoods. The chain consists of the sponsor, Stairwell Coordinator, Building or Area Coordinator, the Housing Office, and the Garrison Command Sergeant Major. The CSC serves as the first avenue for resolving housing problems and complaints related to living in Government housing. The CSC considers the reasonable expectations of residents and uses a common sense approach to interpret and apply regulations, policies, and procedures.

## Garrison Commander

The Commander of the US Army Garrison Schweinfurt has overall responsibility for housing within the Schweinfurt Military Community footprint. The Commander prescribes policies and procedures for the overall operations of housing in our community to ensure a harmonious living environment for all residents. Additionally, the Commander approves the selection of Area and Building Coordinators and appoints them on orders.

## Command Sergeant Major

The Garrison Command Sergeant Major (CSM) ensures our housing communities are safe, clean, well-maintained, and provides a positive environment for you and your family. The CSM acts as grievance arbitrator concerning housing issues, investigates complaints concerning housing

conditions, mediates, and involves a civilian misconduct advisor as needed or forwards findings to the Garrison Commander. Additionally, the Garrison Command Sergeant Major:

- Oversees the Area/Building/Stairwell Coordinator Program
- Ensures enforcement of all housing regulations, rules, and policies
- Manages the Housing Ticket Program
- Provides clarification of housing standards
- Resolves disputes between residents
- Assists residents to ensure their housing needs are met

## DPW/Housing Office

The Schweinfurt Housing Office is responsible for managing and maintaining Government quarters, and assisting all residents with their housing needs. More specifically, the Housing Office:

- Assigns and terminates quarters for service members, family members, and civilian employees
- Maintains waiting lists
- Sets community housing standards
- Maintains common areas
- Provides self-help training, materials, and tools
- Provides refuse collection and recycling services
- Maintains and repairs quarters
- Notifies residents of major projects and utility outages
- Monitors disciplinary actions which could result in eviction from quarters
- Initiates evictions from quarters on be-half of the Garrison Commander
- Administers the Area/Building/Stairwell Coordinator Program
- Provides each resident with a Resident's Guide

## Area/Building/Stairwell Coordinators

Each apartment building is assigned a Building Coordinator to assist the Housing Office to ensure community standards and resident's needs are met. A Building Coordinator assigns Stairwell Coordinators to assist in carrying out assigned duties. Building Coordinators are the liaison for the residents so that "common area" issues can be fairly addressed. The Housing Office identifies the senior ranking person in the building when possible. Orders are prepared for the selected individuals and forwarded to the Garrison Commander for review and approval. The Garrison Command Sergeant Major, not the Housing Office, decides if a coordinator may be exempt from Area or Building Coordinator duties.

The Housing Office and Garrison CSM train the coordinators on duties and responsibilities, standards of resident conduct, and care of property.

Building Coordinators have the responsibility to ensure housing policies are enforced within their assigned area. They develop procedures to implement directives and ensure residents are aware of procedures. Also, they advise residents to prevent negligent or unsafe conditions and are available to assist residents with housing issues.

Stairwell Coordinators may be appointed by the Building Coordinator or an individual may volunteer to be the Stairwell Coordinator. The senior Stairwell Coordinators act on behalf of the Building Coordinators in their absence and ensure residents fulfill their responsibilities.

The Stairwell Coordinator familiarizes new residents with this Resident's Guide and the procedures within the building. The Stairwell Coordinator stresses the importance of friendly living and tolerance.

In leased housing areas located off the kasernes, an Area Coordinator is appointed with duties similar to those of Building Coordinators.

## Coordinator Duties

Coordinator duties include directing and enforcing housing policies, helping residents with problems, clarifying housing practices and procedures, developing and preserving a harmonious group living situation, and overall responsibility of daily building life.

Coordinators are carefully selected and receive special training to assist residents in a variety of ways. They facilitate meetings, are a resource for housing information, and document policy violations. Among their most important tasks is helping residents feel that they all belong to a group or community that shares common interests, concerns, and activities.

The following is a brief description of the duties Building or Stairwell Coordinators perform. This list is not all inclusive.

- Disseminating information from the command on topics of security and fire protection.
- Welcoming new residents and orienting them with their responsibilities in the stair-well and



building.

- Resolving noise complaints and other disagreements between residents.
- Assigning responsibilities for cleaning common areas and grounds maintenance.
- Adhering to all rules and regulations for residing in Government quarters.
- Serving as the building Fire Marshal.

## Resident Responsibilities

All residents to include service members, family members, and guests are responsible for observing housing policies and maintaining quarters and common areas. In general, residents assigned to Government quarters are responsible for:

- Maintaining parking areas, sidewalks, refuse collection areas, playgrounds, common areas, and the grounds within 50 feet or halfway between the next building, whichever is less.
- Participating in Spring/Fall Clean-up days as well as building clean-up events. Family members are also responsible for assisting during Clean-up. Refusals to assist in common area maintenance could result in loss of housing privileges.
- Storage of bicycles, carts, toys, etc., to avoid a hazardous or unsightly appearance.
- Pest and insect control for their quarters and outside areas, including lawns and carports.
- Cooperating with contractors or maintenance personnel.
- Practicing fire safety in and around their quarters. Residents may be liable for damages caused by negligence.
- Ensuring their quarters and the exterior are maintained during their absence (i.e., unaccompanied tours, deployments, deferred travel, and personal travel) according to the standards outlined in this guide.
- Providing the Housing Office with an emergency phone number and point of contact (POC) before departing the area.
- The conduct of family members, guests, domestic employees, and pets.

- Harmonious and respectful living with other residents to include conduct that does not disturb neighbors.

■ Reporting violations of this Resident's Guide, acts of vandalism, and misconduct to the Stairwell Coordinator or Building Coordinator, Housing Division, or Military Police as appropriate. Misconduct may be a reason for termination of Government quarters.

- Participation in the Separate or Recycle Trash (SORT) program.
- Proper disposal of refuse in accordance to the areas scheduled pickups.
- Cleaning of the premises both inside and outside in accordance with the Resident's Guide.
- Closing and securing all interior and exterior doors at all times.
- Reporting any needed repairs that are not resident Self-Help repairs to the Service Order Desk as soon as possible. This includes arranging access for maintenance workers after calling in a Service Order.
- Providing support to the Stairwell, Building, and Area Coordinators.

**All residents, to include service members, family members, and guest, are responsible for observing housing policies and maintaining quarters and common areas.**



**Ebenhausen Leased Housing**

# *Housing Policies*

## *In the housing areas*

### **Quiet Hours**

The quiet hours for USAG Schweinfurt are:

- 1-3 PM and 10 PM – 6 AM
- All day/night on Sunday & German Holidays.

## Housing Policies

**Use of Quarters**  
**Supervision of Children**  
**Child Care**  
**Swimming Pools**  
**Bike Helmets**  
**Guests**  
**Noise/ Quiet Hours**  
**Renter's Insurance**  
**Neighborhood Watch**  
**Force Protection**  
**Stairwell Maintenance**  
**Enclosed Storage Areas**  
**Common Use Areas**  
**Kitchens**  
**Laundry Rooms**  
**Health and Welfare**  
**Inspection**  
**Alterations of Quarters**  
**Television**  
**Antennas and Satellite**  
**Dishes**  
**Business Activities**

**Door-to-Door Sales**  
**Yard Sales**  
**Resolving Conflict**  
**Housing Ticket Program**  
**Lock-outs**  
**Pets**  
**Wildlife**  
**Grills and Outdoor Equipment**  
**Temporary Lodging Allowance (TLA)**  
**Privately Owned Vehicles (POV)**  
**Mandatory Assignment**  
**Government Quarters**  
**Convenience Moves**  
**Changes in Status**  
**Changing Unaccompanied**  
**Tours to USAREUR**  
**Accompanied Tours**  
**Winter Months**  
**Holiday Lighting**  
**Heating**  
**Energy Conservation**

**T**he purpose of establishing housing policies is to enrich the living environment of our community members by ensuring a common set of standards for all residents to follow. The following policies on housing expectations and responsibilities apply to all housing residents and their guests.

### Use of Quarters

Quarters are to be used by the sponsor, immediate family, and bona fide guests as their residents. Quarters, basement, storage, and

**Neighborhoodly Spirit - Preparing for Redeployment**



## Supervision of Children

Children are our most valuable asset, and deserve to be cared for properly. They need rules and guidance to protect them and keep them safe.

Parents are responsible for the behavior of their children. Parents are liable for the destructive acts of their children. Control will be exercised over children at all times.

It is recommended that Families with children become familiar with **USAG Schweinfurt Policy #5-3, Child Supervision Policy April 2006**. This will provide the family members with in-depth guidance in regards to child supervision requirements and definitions of: Child, Adult Guardian, Authorized Caregiver, Direct Supervision, Monitored Supervision, and Monitored Self-Care.

Children are not authorized to play in or on stairwells, attic areas, washrooms, basements, balconies, drain pipes, or streets.

Damaging or defacing buildings, digging in or damaging landscape and lawn areas, and destroying picnic tables is prohibited. Children may dig in playground areas provided they are made of sand. Personal items such as bicycles, wagons, sleds, or other toys in entrances, stairwells, lawns, or hallways are prohibited. Personal toys must be removed from the playground area and lawn area after each use. Residents may not erect tree houses.

Children are prohibited from doing the following:

- Entering boiler rooms
- Climbing or damaging trees
- Playing in parking areas or streets
- Playing in or around refuse containers or refuse collection areas
- Playing on picnic tables
- Firing air rifles, pellet guns, or bow and arrows
- Interfering with grass cutting
- Interfering with work operations
- Throwing items off balconies
- Littering or destroying common areas
- Parents will supervise children according to the following guidelines:

■ Children regardless of age will not be left unattended in a situation that involves potential risk to a child's health or safety.

■ Children 4 years and younger must be in close supervision and direct contact with a caregiver at all times.

■ Children 5-10 years of age must be in immediate vicinity, sight or hearing range, of the caregiver. Children 9-10 years old may be left in a car unattended for no more than 10 minutes while an adult runs an errand. I.e. pays a bill.

■ Children 11-12 years of age can be left alone up to 6 hours. Children 11 may babysit siblings for up to 3 hours. Children 12 may babysit siblings and others up to 6 hours with ready access to an adult. This does not include overnight.

■ Children from 13-15 years of age may be left alone, but not overnight. These youths may babysit siblings and other children up to 12 hours, but it is recommended they attend the babysitting course provided by ACS.

■ Children 16-18 may be left alone overnight, but must be checked on twice during the day. This can not exceed a 3 day period.

If child abuse or neglect is suspected, it must be reported to the Social Work Services or Military Police Desk.

### Curfew Hours:

9-15 years old 2200-0500 Sun-Sat

16-18 years old 2200-0500 Sun-Thur  
2300-0500 Fri-Sat

## Child Care

Have you been asked to watch a friend's child for a few hours each week, but been afraid that you might have to become a Family Child Care (FCC) Provider? Have neighbors asked if you would take care of their children while they go on vacation for a week, but you weren't sure you were allowed? Family members may think they must be certified, when all they really want to do is help a friend. Good News! It is not -

and never has been - the intent of Child Development Services to eliminate such 'good neighbor' favors.

The Army has a responsibility to balance the ability of families to rely on one another to meet their short term child care needs with protecting the safety and well-being of children. There is a difference between watching children a few hours each week and providing child care services as a profession. National studies show that specialized training and outside monitoring are two key indicators of providing quality care to children in regularly scheduled child care settings. Therefore, a 10-hour child care limit has been established to protect children from being in unregulated child care settings on an on-going basis.

Simply stated, the 10-hour limit means any family member living in Government quarters providing child care for more than 10 child care hours per week on a regular basis must be certified as a Family Child Care Provider. A 'child care hour' is defined as one child for 10 hours per week, two children for five hours per week, etc. Children from the same family count as one child. If you watch a friend's child all day once, but not on a regular basis, you do not need to be an FCC provider. If you watch one child one hour per day on a regular basis, but do not exceed the 10-hour limit per week, you do not need to be an FCC provider. So go ahead - it's OK to watch your neighbor's children - it's OK to be neighborly.

If you are interested in becoming a professional care provider, please contact the Child Youth Service (CYS) Liaison, Education, and Outreach Services (CLEOS) at (09721) 96-6517/6414.

## Swimming Pools

Only kiddie or wading pools are allowed. Parents must supervise children at all times while using wading pools. Additionally, water must be emptied from the pool after each use. Pools should not be stored in common areas. Reference **Policy Memorandum 9-3 Swimming Pools in Government Controlled Army Family Housing dated 11 April 2008.**

## Bike Helmets

The Department of Defense mandates that all people riding bicycles, skateboards, rollerskates, and wheelies as well as any passengers, regardless of age, must wear an approved helmet, properly fastened, when riding on the installation. Headgear must conform to standards set by the



American Standard Institute or the Snell Memorial Foundation. An approved helmet can be identified by the safety seal/label on the helmet. A child under five years of age must wear an approved helmet and be in a seat attached to the bicycle when riding as a passenger.

## Guests

You are allowed to have visitors in your quarters for a reasonable amount of time. Visits of more than 90 days require an approved exception to policy by the Garrison Commander and a German Living Permit. Permission is granted for visitors to stay in your quarters only. It is important to know that quarters are used solely as a single-family residence for you and your command-sponsored dependents. Use of the premises for any other purpose, including the shelter of any additional number of persons, except as temporary guests is prohibited. Rental of your quarters, or any part of them, is also prohibited. Abuse of this policy will result in loss of quarters. Additional furniture will not be issued based on requirements of guests.

Service members who desire to have a non-dependent permanently reside in their quarters beyond 90 days, must submit an exception to policy prior to the individual's arrival. An approved request will not authorize an additional bedroom to accommodate the non-dependent family member or any other benefits or privileges to which the individual is not otherwise eligible. Additionally, guests that are not German Nationals will require a living permit from the German Government for visitation beyond 90 days. Contact Legal Assistance for information on obtaining a German Living Permit.

Residents are responsible for the conduct of their guest. Residents will inform the Stairwell Coordinator if a guest will remain in their quarters longer than 72 hours.

## Noise/Quiet Hours

German laws apply both on and off the kasernes. One law requires residents to observe the German quiet hours. Excessive noise and mowing are **strictly** prohibited during quiet hours. Housing residents will ensure that noise is kept to a minimum during these hours. During the hours noted below, the noise generated within an apartment should not be audible to the residents of other apartments. Residents must ensure individual activities do not infringe upon the rights of others or degrade the overall quality of life at any time. The standard is, **“Each of us has the responsibility to ensure that our courteous behavior makes this community an enjoyable place to live and work.”**

### Quiet Hours

The Quiet Hours for USAG Schweinfurt per German law are:

- 1 -3 PM and 10 PM – 6 AM
- All day/night on Sundays & German Holidays

Definition of loud music/noise:

■ Inside quarters - music or other noises made loud enough to be heard by a neighbor or a person walking outside.

■ Inside vehicles - music or other noises made loud enough to be heard by the residents of an adjacent vehicle or by pedestrians.

■ In open areas - music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing, or other media is not acceptable when others are involuntarily exposed to it.

## Renter's Insurance

Renter's insurance is an option that should be considered by all residents in Government housing, on-post or leased, and private rental. Residents are responsible for any damages to personal items as well as damages to the quarters. Sponsors are ultimately responsible for their own actions and the actions of their family members and guests. The Government is not liable for personal property damage due to acts of nature such as lightning, storm damages, and floods. Insurance companies offer discounts for non-smoking households, and for fire extinguishers and smoke detectors located on the premises. Evaluate different policies to ensure the proper type and amount of coverage. Policies exist for full replacement value of personal property or Actual Cash Value (ACU) policy which covers a depreciated value of personal items. Check with an insurance company representative for additional information.

## Neighborhood Watch Tips

Watch for, and report, the below suspicious activity or other suspicious acts to the military police.

- People asking, screaming, or shouting for help.
- Someone appearing to be in distress or danger.
- Unusual noises.
- Property being taken out of houses or buildings by strangers where no one known is at home or the business/activity is closed.

- Vehicles moving slowly with no lights or no apparent destination.
- A stranger running through the neighborhood.
- A stranger taking pictures.
- A stranger sitting in a car or stopping to talk to a child.
- Persons appearing to hide their activity.
- Incidents such as fires and other activity that may require an emergency response.
- Vandalism, to include graffiti, broken windows, doors, and other property.
- Abandoned cars.
- Someone you don't know looking into windows and parked cars.

## Force Protection

The safety and security of our community residents is priority one. **Practice FORCE PROTECTION and ensure all stairwell entry/exterior doors are closed and secured at all times.** Report suspicious activity immediately to the Military Police. Practice Operation Security (OPSEC); don't discuss security issues outside the workplace or shop. Listed below are some helpful tips regarding Force Protection.

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

## Stairwell Maintenance

Keep stairwells and entrances free of all debris and other materials which may constitute a safety hazard. Bicycles, strollers, grills, mops, boxes, and toys should not be left in the stairwell.

## Enclosed Storage Rooms and Cages

Storage areas/rooms are for the exclusive use of the resident. Please keep storage areas clean, neat, and orderly at all times. **Government furniture will not be stored in storage areas/rooms.** Storage areas/rooms will be cleaned and cleared upon termination of quarters. Items stored in common storage rooms will be identified with the owner's name. Motorcycles may not be stored in the storage room or common areas.



**Housing Storage Areas**

surrounding the building. When the sponsor is absent

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

### **Important Note**

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

Please be aware that basement drains can and do back up. Use the basement for storing items only, and place those items on wood pallets from CFMO (Subject to Availability) to prevent water damage. Basements are not to be used as living and sleeping areas.

## **Common Use Areas**

Common use areas in Family Housing are shared by all building residents. They include, but are not limited to, kitchens and TV rooms in Unaccompanied Personnel Housing (UPH); hallways, stairwells, lounges, storage areas/rooms, laundry rooms, and grounds within 50 feet of the building or area halfway to the next building. Residents will not store personal property of any kind in common use areas not specifically designed for such use; to include brooms, shovels, bicycles, motorcycles, and boxes. Housing residents are responsible for common areas in their building. The duties include, but are not limited to, cleaning common areas inside and outside the building, weeding flower beds, and trimming shrubs



**Kitchen in Apartment Building**

(leave, TDY, field duty, deployment, etc.) the family members are responsible for the maintenance of the common areas. Damage to common areas will be reported immediately to the Building Coordinator.

## **Kitchens**

Residents will keep kitchens clean and free of empty boxes and general litter. Storage of any item not related to cooking or dish and pan cleaning is prohibited. Range, cabinets, refrigerators, and kitchen sinks, etc., will be cleaned after every use. Garbage cans will be emptied daily.

## **Laundry Rooms**

Laundry rooms are for the exclusive use of residents. Residents will keep the laundry rooms clean and free of all empty laundering packaging (cartons, bottles, dryer towelettes, etc.). It is important to remember that this is a sensitive area among other residents. Care and consideration of others should be exercised when utilizing washers and dryers. Families should refrain from



**Laundry Facility**

rooms will be secured when not in use.

**Attic/Maid Rooms – Access to these areas is unauthorized due to fire and safety regulations.**

## Health and Welfare Inspections

Residents are responsible for maintaining their quarters in a sanitary, habitable condition. The Garrison Commander may authorize a sanitation inspection of any quarters alleged to be a health hazard. The Housing Facilities Maintenance Branch will conduct investigations of written reports or complaints of unsanitary conditions.

When a complaint of unsanitary conditions is reported, the Housing Office notifies the Garrison Commander, the sponsor's unit commander, and the Health Clinic. The unit commander schedules an inspection of the quarters. Inspections are conducted by a team consisting of representatives from the unit, Housing Office, and the Health Clinic. The resident is given minimal notice of the inspection to preclude an attempt to clean the quarters prior to the inspection. During the inspection, the resident is given instructions on how to maintain the quarters to acceptable standards. A reinspection of the quarters is then scheduled to ensure compliance.

The Garrison Commander will refer disciplinary problems to the sponsor's unit. If necessary, the sponsor's assignment to quarters and early return of dependents may be initiated involuntarily. Parents may also be charged with child neglect if quarters are not maintained in a sanitary condition.

## Quarters Alterations

All alterations, modifications, or changes of any existing structure, including painting and/or moving of installed property, must have prior approval by the Housing Manager. Requests should be initiated in writing and forwarded to the Housing Office for processing. Government funds will not be used for installation or removal of alterations that would normally be performed by residents to meet their personal needs. Examples are shelving for personal items, ceiling fans, wallpapering, and installation of wall-to-wall carpeting.

## Television

Residents residing on-post receive free AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News, and AFN Spectrum. Additional channels may be purchased through TKS Cable Services. Unfortunately, American cable services are not available to those residing in most Government leased or private rental housing units off the kasernes. However, satellite TV is available for purchase or rent through AAFES. AFN stations can be picked up by antennae in some areas. Questions concerning service or repair can be directed to TKS at the Ledward Kaserne, Bldg 224, next to the Shoppette or dial (09721) 94-2273.

## Antennas and Satellite Dishes

Installation of radio and TV antennas, to include satellite dishes, air conditioners, ceiling fans, light fixtures, and chandeliers, on or in quarters requires permission from the Housing Office. Please forward all requests for equipment installation to the Housing Office for approval prior to installation. If approved, installation may be performed

by the resident or the resident may hire a contractor. Installation is subject to inspection and approval by the Directorate of Public Works. Cost for the installation, maintenance, inspection, and property restoration will be borne by the resident.

Amateur radio operators will ensure antenna installations do not cause interference with the other residents' radios, TVs, or stereo sets and must obtain an appropriate license or permit.

Satellite dishes may not be installed on window frames, door frames, or exterior walls. Service member will be held liable for damage to the housing unit or structure.

**Satellite dishes are not authorized in Askren Manor or Yorktown Housing Areas without the expressed written consent of the Garrison Commander.** If authorized, may be setup on the balcony or patio using sturdy tripod. Satellite dishes may be installed with a clamp on existing window bars or existing holes from removal of window bars may be used for mounting. No additional holes may be drilled.

## Business Activities

Operating a home-based business in Government quarters requires an approved exception to policy. The business must be in the interest of the installation's quality of life, must not detract from installation operations, and may be subject to host nation tax and business licensing laws.

The only permissible home-based businesses are those that provide a service, such as accounting, tax preparation, graphics, sewing, music, dance and art lessons, word processing, tutoring, child care, nail, and hair styling. Authorized service businesses involve the application of a skill and do not involve the sale or resale of commercial products. Service should not be confused with goods or products. Contact the Garrison DHR for information on operating a private business from your quarters.

## Door-to-Door Sales

Due to increased security within this community, door-to-door sales and solicitation are

prohibited. This policy applies to all private organizations and commercial businesses with no exceptions. The establishment of this policy is not to hinder profit making, but to ensure the safety of the community as a whole.

Organizations may conduct sales in public areas and facilities. However, permission to sell products and services as a fund raiser must be obtained from the Private Organization Coordinator of the Garrison's Directorate of Morale, Welfare, and Recreation (MWR).

Failure to comply with this policy may result in the following actions:

- Written warning of the violation to the resident or sponsoring organization.
- Disapproval of resident's organization/business to operate in the USAG Schweinfurt footprint.

## Yard Sales

Yard or lawn sales are permitted, but must be coordinated and approved through the Garrison CSM. We only ask that you remove any signs used for advertising your sale upon completion of the event.

## Resolving Conflicts

Conflicts and concerns that arise in community living should be resolved as quickly as possible. If you have an issue or concern with your neighbor, you should first attempt to resolve the conflict in a respectful manner. If your personal attempt to resolve the issue fails, contact your Stairwell, Building, or Area Coordinator for assistance. If unable to resolve the problem, the Stairwell, Building, or Area Coordinator will elevate the problem to the Housing Office. If necessary, the Garrison Command Sergeant Major or Commander will intervene after all other means have been exhausted. It's important to remember that the community support chain (C SC) exists to serve you and ensure issues are resolved at the lowest level possible. First contact your neighbor, then the Stairwell Coordinator, Building Coordinator, Area Coordinator, and Housing Office in that order when trying to resolve an issue or conflict.

The Directorate of Public Works NCOIC Advisor is also available to assist with

resolving concerns in the correct and prescribed manner when assistance is necessary or desirable. The Directorate of Public Works NCOIC may be contacted at DSN 354-7030 or (09721) 96-7030.

## Housing Ticket Program

The intent of this program is to improve the quality of life for housing residents by documenting resident violations and establishing an avenue for corrective action through the Community Support Chain Building Coordinator Program. All residents, to include family members and guests, are subject to the Housing Ticket Program.

### Compliance

Failure of residents to comply with the regulations and policies governing housing, or not obeying direct orders issued by officials of the community support chain, misconduct, and flagrant violations of accepted standards by the sponsor, family members, or guests may result in termination of family quarters and/or disciplinary actions.

The issuance of three violation tickets in a six-month period or violation of a serious nature may result in termination of Government quarters.

### Housing Ticket Program Guidelines

Stairwell, Building, and Area Coordinators use the following guidelines in administering the Housing Ticket Program:

#### ■ For first misconduct violation:

Soldier- will be issued a Letter of Warning through the Soldier's chain of command.  
Civilian employee or family member- will be issued a Letter of Warning through their employer, if applicable, or their military sponsor

#### ■ For a second misconduct violation:

Soldier- will be issued a Notice of Proposed Termination of through the Soldier's chain of command. The Soldier will have the opportunity to appeal the Proposed Termination. If appeal is denied, the Soldier will have 30 days to clear quarters.

Civilian employees or family member- will be handled the same way as a Soldier.



■ Depending on the severity of the offense, termination of government housing may also result in a termination of Command Sponsorship of family members.

Family members will not act in the capacity of the appointed Stairwell, Building, or Area Coordinator; nor will family members issue tickets or instructions in the name of the member of the Community Support Chain of Command.

### Distribution and Notification

One copy of the violation ticket will be issued to the service member of the violating household. If the service member is not present, the ticket will be given to a Family member of the Soldier.

Copies of the ticket go to the Housing Division and the Garrison CSM. Also a copy of the ticket is maintained by the Building Coordinator for future reference.

The Garrison CSM will be notified when a soldier has been issued three tickets for non-compliance with the established policies.

When Building Coordinators are officially relieved of Building Coordinator duties, they will turn in all copies of written tickets to the Housing Office.

The Housing Ticket Program is not intended to replace investigation of criminal acts by the Military Police. When allegations of criminal misconduct are raised, the matter must be promptly reported to the Military Police. Building and Area Coordinators will not investigate possible crimes.

## Lock-outs

During the day, residents may contact the Housing Office for access to the quarters with proper identification. After duty hours, residents will report lock-out problems to the Emergency Work Order Desk, DSN 115 or civilian (09721) 96-3642 or the Fire Department at DSN 117 or (09721) 87-711.

Emergency lock-out procedures have been established to provide residents with fast and efficient service in getting their quarters unlocked. The procedures outline liability as verified by the DPW visual inspection and knowledge of emergency lock exchanges. This subject is covered more in depth in the Maintenance Section of this handbook.

## Pets

No other subject provokes more complaints and emotional reactions than the problems with pets in Government housing areas. Ownership of a pet within Government housing is a privilege and may be revoked by the command if the owner fails to control and properly care for the pet.

You are limited to no more than a combination of two cats or dogs. Small caged animals, such as birds, hamsters, gerbils, guinea pigs, etc. are also authorized pets. Breeding for the purpose of financial gain is unauthorized. If litters occur, they may be kept for a maximum of 90 days. Wild animals such as skunks, raccoons, opossums, foxes, ferrets, reptiles, monkeys, and other exotic animals that are normally found in a zoo are not allowed within Government housing.

The problems with pets center around barking dogs, pets not on leashes, and pet excrement on lawns. All are legitimate concerns. The pet excrement on lawns poses a very real health and sanitation problem. Children and adults both are likely to step in the excrement and track it through entrance ways and into individual houses.

Residents will immediately clean up pet excrement and dispose of it properly. Use a plastic bag to cover your hand, pick up the droppings, and dispose of the bag and the droppings all at once. Pets will not be allowed to relieve themselves:

- Inside buildings.
- On balconies.
- Within 50 feet of housing buildings.

- At playgrounds.

- In the immediate vicinity of walkways.

All pets must be on leashes; this is not an option. Your pet is not allowed outside if it is not leashed. This is for the protection of you, your neighbors, and your pet. An animal that bites or claws someone can end up costing you a great deal of money and can result in the pet being impounded.

We realize that cats are independent animals. Unattended cats are notorious for their attraction to playground areas. They may choose to use the sand there as a litter box and pose a problem to children and dogs.

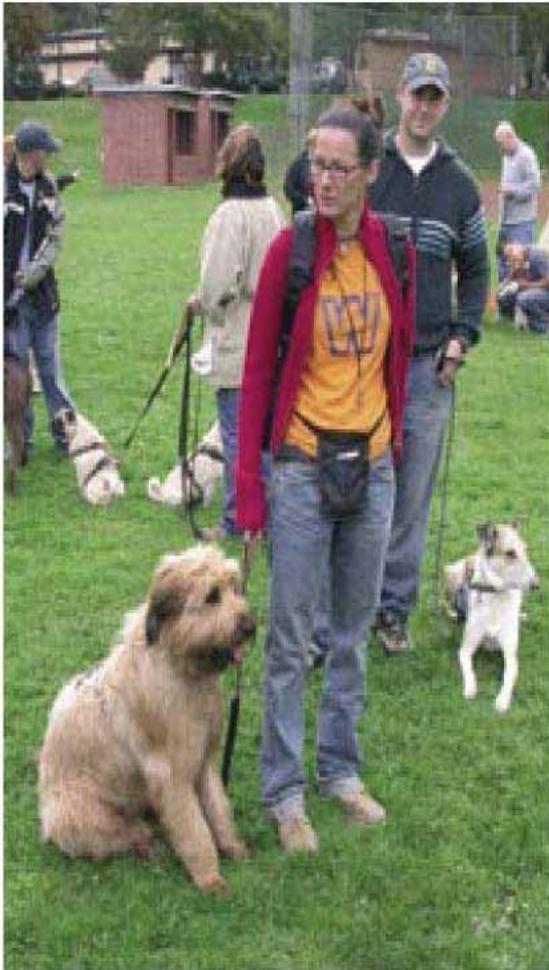
There is little doubt that a dog barking all day or all night can be a real nuisance to your neighbor. Start training your pet early that constant barking is not permissible. Try playing a radio quietly if you are gone so the pet does not feel alone. Exercise your pet regularly and make sure the pet has plenty of food and water. Often dogs bark out of boredom, so spend some time with your animal. Owning a pet is a responsibility and a pleasure. The responsibility cannot be overlooked. When people live together as they do in Government quarters, more consideration for one's neighbors is necessary. While it can be difficult to properly care for a pet, if all adults are working, it does not negate the owner's obligation to the animal and to the neighbors. Please be a considerate a pet owner.



**Pets Must be Properly Cared for at all Times**

You may be required to vacate your quarters permanently or remove the pet from the housing area if you fail to properly handle this responsibility.

Pets will not be kept in a fenced area or secured on tethers or chains. Additionally, pets are not to be secured to trees, shrubs, privacy fences, or buildings. Balconies will not to be used for pet holding areas or kennels. Furthermore, pets are not allowed in the laundry rooms and will not be locked in a spare room belonging to any apartment. Pets will not be housed or locked in storerooms or basement rooms or left in common areas, on balconies, or stairwells.



### **Pets Must be on a Leash at all Times**

Pets must be vaccinated against rabies upon reaching three months of age and on an annual basis. Rabies vaccinations may be obtained from the Veterinary Clinic or a local veterinarian. Owners must register pets with the Veterinary Clinic within **two weeks** of acquisition or arrival in the command. The owner must, upon request, present evidence that the pet is currently vaccinated. Pets must wear the issued vaccination tag.

Pet owners residing in Government housing are **subject to host nation laws** governing the treatment of pets. German law, **USAREUR, 7th Army, and this Command** prohibit neglect and abusive treatment of animals. **Neglect and abusive treatment is defined as any act or omission whereby an animal's physical or psychological well-being is compromised.** Punishment for violation of the German laws can be in the form of fines or actual 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, when appropriate. Pet neglect and abuse are subject to severe penalty and fines to include actions under the Uniform Code of Military Justice (UCMJ) and civilian misconduct.

German law imposes **absolute liability** on the animal owner or keeper for damages to public or private property, and personal injury. Liability insurance for pets may be purchased. Have the policy reviewed by the Staff Judge Advocate.

The pet owner is responsible for the pet's behavior. Animals that habitually bite, scratch, attack, or otherwise threaten other residents or guests without provocation are a community health menace and will not be tolerated. A severe incident is cause for removal of the offending animal, regardless of the number of incidents. Residents whose pets become a public nuisance or menace will be directed to remove the pets from housing and/or be subject to disciplinary or administrative actions including eviction from their assigned quarters.

Pets are not to be left unattended for any extended period of time, and no more

than 10 hours. Leaving pets unattended for more than 10 hours could be construed as neglect. **Residents are responsible** for making arrangements for the care of their pet when they are absent for an extended period of time to include TDY, deployment, or leave.

Abandonment of domesticated pets is a **violation of USAREUR Supplement to AR 40-905**. Owners that abandon their pets are **subject to action under the Uniform Code of Military Justice (UCMJ)**, and are **responsible for all costs incurred** by the Government for the transfer, care, custody, and final disposition of the animal.

Complaints of improper control of pets should be reported to the Stairwell/Building/Area Coordinator or the Housing Office. Incidents involving bites or other dangerous acts may be reported directly to the Military Police. Investigation of complaints, when appropriate, will be forwarded to the Military Police and Garrison Commander for action. Copies of formal complaints will be provided to the owner's commanding officer for necessary action.

A health and welfare sanitation inspection maybe conducted of any apartment alleged to be substandard in cleanliness, odorous, or in which a pet has apparently been abandoned. Entry into the quarters will be in the presence of the sponsor or an adult family member unless immediate entry is required to prevent damage or destruction of Government property, or the pet's welfare is in question.

Bavarian Law prohibits "Dangerous Dogs". It is illegal to possess the following dogs in Bavaria/Schweinfurt: Pitt-bull, American Staffordshire Bullterrier, Bullterrier Tosa-Inu, Bandog, and Staffordshires. There are currently 15 additional dogs considered to be aggressive or dangerous and require a temperament test to be conducted prior to being registered. If you have a dog, it is highly recommended that you refer to **Policy Memorandum 9-1, Dangerous Dogs dated 18 May 2008** for further information.

## Wildlife

We share our kasernes with a variety of wildlife to include deer, wild pigs, foxes, and a huge population of rabbits. **Please do not bother the animals.** Contact the Housing Office if wildlife becomes a nuisance or danger. Hunting and fishing require a license and permit. Contact the Directorate of Morale, Welfare, and Recreation for in-formation on hunting and fishing courses.

## Grills and Outdoor Equipment

**Grilling and barbecuing on balconies in the housing areas is strictly prohibited.**



### Grilling on Balconies is prohibited

The use of barbecue grills is only allowed outside and at a minimum of five feet away any structures or flammable materials and where smoke will not bother the neighbors. Barbecue grills will not be left unattended or stored on balconies. At no time will outdoor items such as tents or camping equipment be allowed to remain in wooded areas adjacent to or in housing areas more than seven days. Any such items found not properly stored, will be considered junk and subject to disposal at the resident's expense.

## Temporary Lodging Allowance (TLA)

TLA reimburses service members for the cost of occupying temporary lodging facilities (transient accommodations on- or off-post) and meals upon arrival while seeking permanent quarters or upon termination with Permanent Change of Station (PCS) orders.

Incoming service members with concurrent travel are entitled to TLA (up to 60 days) while waiting for quarters or private rental housing. TLA authorization stops upon assignment to Housing.

Service members on deferred travel are not entitled to TLA. When there are no accommodations in the senior enlisted bachelor quarters or single officer's quarters TLA is automatically authorized for SFC and above. Unit sponsors have no authorization to start TLA.

Incoming personnel whose family members travel without dependent travel authorization and family members leaving on Early Return of Dependent orders are not authorized TLA.

Outgoing service members from Government-controlled quarters are entitled up to three days maximum outgoing TLA. Transportation, household goods pick-up, flight dates/times, and Central Processing Facility (CPF) final appointments must be coordinated to comply with this policy. Linen is not provided by any Government agency. Therefore, you must plan accordingly to mail or pack your linens upon expected of termination of housing.

## Privately Owned Vehicles

### Car/Motorcycle Parking

One parking space is assigned to each family. All extra parking spaces will be identified for visitors. Multiple car owners may park extra cars in the visitor parking spaces when available. Visitor parking will be on a first-come, first-serve basis. Residents must instruct visitors to respect parking policies.

Non-operational vehicles will not be parked in housing areas, where they block access to trash containers, driveways, fire hydrants, or other safety devices. Vehicles may not be parked on lawns or seeded areas.

German law prohibits parking with the wheels on the curb unless space is adequate to provide passage by a handicapped person in a wheelchair. The Military Police will respond to the request of Building Coordinators to cite parking violators.

Parking spaces are numbered and painted by the DPW Office not the residents. The Housing Division will determine when parking spaces are repainted.

### Trailer or Recreation Vehicle Parking

There is not sufficient parking in the housing areas to allow parking of privately owned trailers or recreational vehicles. Owners who are found in violation will receive a notice from the Provost Marshals

Office requesting that the trailer be moved within 24 hours or it will be impounded. Rules for parking recreational vehicles are similar to trailers unless the recreational vehicle is the primary family source of transportation.

### Vehicle Repairs

Automobile/Motorcycle repairs are not authorized in family housing, leased housing, unaccompanied personnel housing areas, streets, or parking areas. Any repair with the possibility of drainage or spillage of gasoline, oil, or other lubricants (POL) on the ground is not permitted. The vehicle owner may be held personally liable for the total cost of environmental cleanup for any spill. Minor maintenance vehicle repairs may be made in place i.e. draining of oil, grease, anti-freeze, brake fluid, etc., on the streets, parking areas, and lawns is prohibited. Residents are advised to use the Auto Crafts Shop at Conn Kaserne or have maintenance performed by a certified mechanic in a garage. Certified garages can properly dispose of used vehicle parts such as tires, batteries, shocks, as well as POL products. Old car parts may not be disposed in regular or bulk trash containers.

### Washing Vehicles

Vehicles may be washed in housing areas using **clean water without soap**. Water hoses may only be used when the hose is equipped with a spray attachment that does not permit continuous running of the water. Otherwise, some type of a container must be used to hold the water when washing the vehicle. The engine or the "underside" of the vehicle may not be cleaned. Washing of privately owned vehicles in housing areas is permitted only if all the following conditions are met:

- The vehicle is in a paved resident parking space (not on the grass or on a road).
- The parking space drains to a storm sewer inlet and not onto the grass.

## Abandoned Vehicles

The control of abandoned privately owned vehicles (POVs) is necessary to prevent vandalism and the creation of eyesores. A POV found in on-post or off-post housing will be subject to the abandoned vehicle procedure under the following circumstances:

- License plates are not affixed to the vehicle.
- Registration has expired.
- The vehicle is unattended or disabled adjacent to a roadway or trail more than 72 hours (excepting safety hazards, which will be removed sooner).

The Military Police will tag vehicles found abandoned and owners will have 72 hours to register or dispose of the vehicle. Vehicles left abandoned after notification are subject to disposal by the Garrison. Owners may be charged a towing fee and disposition fee.

Inoperative vehicles should be stored in the MWR Auto Craft Shop storage lot at Conn Kaserne. The Auto Craft Shop can also assist you in disposal of your POV for a small fee.

## Speed Limit

The posted speed limit is 25 km/h (about 15 mph) for on-post housing. If you own a motorcycle or motorbike, we urge you to be particularly careful to obey the laws. drivers should keep in mind that there are many children within the housing areas. Please observe all posted speed limits, traffic laws, and drive carefully.

## Winter Months

Any accumulation of snow/ice on exterior stairs, sidewalks, and driveways will be removed daily. Snow shovels, sand, and salt can be obtained at the Self-Help Stores.

All water hoses must be detached from outside faucets and outside water will be turned off between 1 Nov. to 1 Apr. Frozen water pipes could easily result in broken water lines and flooding. These damages may be charged to the responsible residents.

## Holiday Lighting

Christmas decorations may be displayed throughout the housing areas during the holiday season. When using holiday lighting,

care must be taken to ensure safety, and prevent damage to homes.

■ Lights or other holiday decorations will not be stapled or nailed to any part of the housing structure.

■ Exterior lights and extension cords should be designed for outdoor use and contain a factory label indicating Under-writer Laboratory (UL) approval. The exterior extension cords should also be heavy duty.

■ Routing extension cords through windows or doors is prohibited.

■ Exterior lights should be plugged into existing outdoor outlets, which are equipped with Ground Fault Circuit Interrupters (GFCI).

■ To conserve energy, holiday lights will be lit only from 6 p.m. to 10 p.m. and will be removed by the second week in January.

■ Holiday Lights will not be up earlier than 30 days prior to the holiday.

## Heating

Heating is centrally controlled and normally not provided during the period 1 May through 30 September. Heat will not be supplied unless the average daily outside temperature is below 60 degrees Fahrenheit for 48 consecutive hours. The authorized maximum temperature within the quarters is 72 degrees Fahrenheit. Before calling the service order desk to report the lack of heat within the quarters, check whether the temperature is below this level. Routine heating equipment maintenance is conducted annually by the Directorate of Public Works.

## Energy Conservation

As a family housing resident, we need your assistance in conserving energy. Fewer dollars and rising utility costs demand that all of us do everything possible to conserve energy. The money spent for utilities means there is less money available to improve and operate family housing. Each unit's energy usage is tracked and monitored. Families using excess energy may be contacted. Some practical ways to save on energy are:

■ Have leaky faucets repaired immediately so energy is not used to heat wasted water.

■ Turn-off the heaters when you leave the quarters.

■ Keep windows and doors closed during the winter months, except to air quarters for 10

minutes per day. There is no need to have a window open and the furnace running.

- Don't block radiators.
  - Run your dishwasher only with a full load and let them air dry rather than going through the drying cycle.
  - Don't leave lights on or appliances running when they are not in use. Clean the light bulbs and lamp shades at least monthly. Dust accumulates and decreases the amount of light given off by the bulb.
  - Wash only full loads of clothes.
  - Use the Self-Help Center to obtain caulking to seal around leaky windows and doors.
  - Regularly defrost manual-defrost refrigerators and freezers. Don't let the frost build up to more than one-quarter inch.
  - Keep the lint screen in the clothes dryer clean; it can decrease the efficiency of the appliance and is a fire hazard.
  - Keep the cooling coils on the back of your refrigerator dust free. Vacuum them with the brush attachment or wipe gently with a soft cloth.
  - Repair leaky toilet tanks, or call in a work order.
  - Microwave meals when possible.
  - Take showers instead of baths.
  - Purchase dual voltage electrical equipment to save energy on use of transformers.
  - Do not use the oven for space heating purposes. Portable electric (all types) space heaters are not permitted or authorized for use in Government quarters.
  - Promptly report all malfunctions of utility systems (faulty electrical switches, broken windows and leaking faucets) to the Service Order Desk.
  - Open windows as required for apartment ventilation during the heating season to prevent mildew, especially after each shower.
- By following these guidelines, the money saved on energy for the Installation could be significant.

## Mandatory Assignment to Government Quarters

Personnel will be assigned to housing adequate for their grade and bedroom requirement in accordance with AR 420-1 and AE Supplement 420-1. Assignment will be based on one bedroom per child.

Mandatory assignment will be made for all incoming personnel, regardless of rank. Service members will be informed of housing availability and procedures for mandatory assignments upon application for family housing. **Service members refusing to occupy Government housing will be advised, in writing, that housing allowances will be forfeited as long as adequate housing is available for their grade and bedroom requirement.**

If service members move off-post without a certificate of non-availability, Overseas Housing Allowance (OHA) will not be authorized. CNA's will be reviewed annually.

Authorization to reside off-post will be granted only under the following conditions:

- Government controlled quarters not available.
- Approved exception to policy based on documented medical or other conditions that make Government quarters unsuitable.

## Convenience Moves

When a service member requests to relocate to other quarters, it may be considered a move for the convenience of the individual and not a Government-directed move; therefore, any cost incurred as a result of this relocation will be borne by the service member.

If approved, the service member is not placed in a priority status for housing and must abide by waiting list policies.

In addition, the Housing Office will work to accommodate the family's needs but cannot guarantee a housing area or unit of preference. Governing regulations state that a service member will be assigned to the first available unit within the grade and bedroom category. Some reasons for relocation request may be:

- Relocation to larger quarters due to an increase in family size.

- Relocation due to promotion. The request must include promotion orders or documentation with your promotion sequence number.

- Relocation based on Exceptional Family Member Program (EFMP) or medical reasons, other than pregnancy, the following is needed:

- a. Statement from the Health Clinic Commander (a letter from the primary physician, military or civilian, will not be accepted.)
- b. Exception to Policy memorandum. See example memorandum formats at the back of this Resident's Guide.
- c. Verification from the EFMP Office of enrollment in the EFMP program.

## Changes in Status

Sponsors must notify the Housing Division of any change in family status. This includes:

- Early return of family member(s).
- Absences of family member(s) for more than 90 days.
- Family member(s) no longer residing with sponsor.

Additionally, sponsors must report all length of tours changes to include the following:

- Extension
- Curtailment
- Reassignment to another unit
- Change in rank
- Increase/Decrease of family members

Be aware that some status changes may affect your eligibility to retain quarters. However, the Housing Office will assist you in obtaining alternative housing arrangements when possible. Soldiers may become ineligible to retain quarters when:

- The sponsor or dependents no longer reside permanently in quarters over 60 consecutive days.
- Sponsor is absent without leave or is dropped from the rolls. Sponsor's unit will be responsible to clear quarters.
- Divorce is finalized and sponsor does not have court-appointed custody of the children.
- Authorized retention of quarters has expired.

- The sponsor is convicted of an offense which requires the sponsor to register as a convicted sex offender.

- The sponsor is punitively discharged or imprisoned for one or more years.

Termination of Government quarters for residents losing eligibility for Government quarters will include input from the sponsor's chain of command and will be at the discretion of the Garrison Commander. Termination of Government quarters becomes effective immediately upon notification or as stated in the eviction notice. Service members may appeal a decision to terminate their assigned family housing to the Garrison Commander. The chain of command will recommend, in writing, what action on the appeal should be taken by the Garrison Commander. The decision of the Garrison Commander is final.

## Changing Unaccompanied Tours to Accompanied

In most cases, service members serving in USAREUR on an unaccompanied tour can change to a "With Dependents" tour and relocate their families to Europe with full PCS move entitlements. To start the process of changing to a "With Dependents" tour, the Service Member must visit the units Retention NCO, who determines if the Service Member has enough time in service remaining to meet the DEROS date adjustment, and if required, executes an extension of the Service members ETS date. The next step is for the Service Member to visit their unit S1 Personnel Administration Center to request a "Change of Tour," and apply for Command Sponsorship of their Family members. Once these two actions are approved, Family members can relocate to the sponsor's duty location in Europe. The Family at home will need to go to their nearest Medical Treatment Facility for shots and medical clearance. To make travel arrangements, the servicing travel office will need no-fee passports for family members. No fee passports can be obtained from the passport office at the nearest installation to the family.

The opportunity to change from “All Others” to “With Dependents” tour option also applies to any service member who elected an “All Others” tour for personal reasons but has brought family members to USAREUR at their own expense without requesting prior approval. These service members have the option of requesting a tour change from “All Others” to “With Dependents” with command sponsorship. Note that reimbursement of travel expenses is not authorized for the family members who traveled from CONUS to USAREUR at their own expense without prior approval. However, upon subsequent approval of command sponsorship, service members become eligible for Government paid return transportation of family members and household goods when they PCS to a new duty station stateside.

Service members with family member(s) enrolled in the Exceptional Family Member Program (EFMP) must request a Change of Tour and Command Sponsorship through their chain of command and include all applicable medical and educational documentation for family member(s). Coordination will be made with the European Regional Medical Command (ERMC) and with the Department of Defense Dependent Schools-Europe (DoDDS-E) to ensure that appropriate medical care and educational opportunities are available at the military community where the Soldier is assigned.

Soldiers choosing to change their tour option will automatically serve the longer of the prescribed “With Dependents” tour of 36 months or 12 months from the date the Command Sponsorship of the Soldier’s family members is approved.

# *Refuse/Recycling*

## *In the housing areas*

### What belongs in different containers?

- Paper (Altpapier) Blue container**
  - All sorts of paper and cardboards
  - Metal or plastic objects must be removed
  - No paper with waxed lining
  - No heavily soiled paper
- Plastic Containers (Kunststoff) Yellow container or bag**
  - Plastic packaging material and Styrofoam
  - Milk cartons, plastic bottles, chip bags
- Glass Containers ( Altglass)**
  - All kinds of glass sorted by the color (White, Green and Brown)
- Cans Container (Dosen)**
  - Metal cans, bottle caps and jar lids.
  - Aluminum foil, pie tins and other small metal objects
- Biological Containers (BIO) Brown container**
  - All biological waste from the kitchen and the garden (tree trimmings smaller than 10cm)
- Regular Trash (Restmüll) Black container**
  - Used paper towels, napkins, paper plates
  - Pet litter, diapers, light bulbs
  - Food leftovers (Schweinfurt ONLY)

# Separate Or Recycle Trash (SORT) Program

SORT is a program designed to properly segregate solid waste in order to ensure reusable waste material is recycled. This program will reduce the amount of actual trash which is very expensive to dispose of. German law mandates recycling and therefore, all residents must participate in the SORT program. Residents are required to separate paper, cardboard, plastic, metal can and glass from regular household trash. In addition bulk trash items, household hazardous waste, organic waste and used clothing articles are required to be disposed of separate from the regular trash. Inside the Schweinfurt city limits including all of the US Army Garrison Schweinfurt installations BIO or food waste is not separated and should be put with the regular household trash. In some of the towns around Schweinfurt BIO or food waste is disposed of separately from the regular trash. Recycling not only saves a lot of tax payer dollars it is doing what is right for our environment and helping preserve it for future generations.

In the US Army Garrison Schweinfurt footprint recycling standards are the same regardless if you live in the government housing areas, the barracks or off post housing. The way in which solid waste is collected does vary depending on where you live. It is important to ensure that you understand how individual items are collected and disposed of in your community where you live. The Directorate of Public Works (DPW Operations and Maintenance Division (O & M) and the Garrison SORT Coordinator is here to assist you in this process. Please feel free to contact the O&M Division at DSN 354-6201 or civilian 09721-96-6201 or the SORT Coordinator at civilian 0162-2709403 for specific information about recycling, trash disposal and pick-up schedules for you area.

There are 3 on post recycle centers open to all US ID card holders including dependent family members and US civilian employees sponsored by the US Army Garrison Schweinfurt. Each of the recycle centers have personnel on hand to assist you in disposing of your all solid waste items with the exception of regular household trash. All regular household trash MUST be disposed in the regular trash

containers provided where you live. Regular trash from your home will not be accepted at the recycle center and cannot be disposed of at any of the trash containers located on any of the installations.



**Conn Recycling Center "Hawk Site"**  
Building 147

Open Monday – Friday 0800 - 1700 hrs  
Closed on American Holidays



**Askren Manor Recycling Center**

Open Monday – Friday 0600 - 2000 hrs  
Saturday 0900 – 1700 hrs  
Closed on 1 Jan. 4 July and 25 Dec.



**Ledward Barracks Recycling Center**

Open Monday – Friday 0600 - 1800 hrs  
Saturday 0900 – 1700 hrs  
Closed on 1 Jan. 4 July and 25 Dec.

## Why Recycle?

When we recycle, we take an item that we do not want or need anymore and instead of throwing it away we process it so that it can be re-used again. All of the items that we use in our daily lives in one way or another come from a natural resource. The increased worldwide demand for natural resources not only causes prices for these materials to rise, it also is putting a strain on the Earth's fragile process of rejuvenating itself. A good example of this is paper. Paper is made from trees. Trees act as lungs for the Earth. Each tree can filter approximately 60 pounds of carbon dioxide and other pollutants

out of the atmosphere. The more trees we cut down to produce paper, the less of these harmful ozone depleting pollutants are removed from the atmosphere which accelerates the “Greenhouse Effect” and the process of “Global Warming”. Recycling not only makes sense for our environment it saves a lot of money.



*Clean air and water are essential for life on the Earth. Recycling helps preserve vital natural resources like trees that help keep our air clean. It also saves a lot of money by re-using items instead of putting them in a landfill or incinerator.*

Your children, their children and all future generations are counting on you to do the right thing now to protect our environment. Recycling is just a part of things we can do now to ensure that we preserve the fragile balance of the Earth’s natural processes that are critical for maintaining life for us and all of the other animals and plants we share this planet with.



Today’s fast paced, consumer oriented society has caused us to become wasteful. As a result we are faced with increasing problems of providing the natural resources necessary to keep up with the global demand in addition to finding a way to dispose of the increasing solid waste generated.



*If we do not act now we may find ourselves living in a polluted environment.*

## How to Set Up Your Home Recycling System?

Recycling is very easy and once you get used to it you will find that is much easier than throwing everything into one big bag. There will be no more lugging heavy trash bags that leak all over the floor down to the trash disposal area.



Recycling properly may mean that you need to make more frequent trips to the recycle center or to the recycle containers located in your neighborhood, but if you plan ahead and do it right you should not have to deal with any heavy, leaking bags anymore.



Setting up recycling in your home should be done in a way that makes it easy to do and understand for you and your family. Some people want to have neat looking separate containers for each type of material. This is a good system, but not required. Larger families may need these containers to handle a larger volume of solid waste generated in their home.



There are a variety of containers on the market that can be used for your home recycling program. You do not have to spend a lot of money on these containers. For some people cardboard boxes may work and others will want to purchase a matching set of containers.



Use your imagination and make your recycling operation as “user friendly” as possible.

## What To Recycle

### *Paper and Cardboard*

Paper and cardboard are disposed of in the same container. We have two different types of paper containers located on post and in the housing areas.

If you are disposing of cardboard boxes you are required to break them down flat unless you are using the paper press at the recycle center and this is not necessary.

If your paper is in a plastic bag you are required to empty the paper into the container and dispose of the bag in the plastic recycle container.



*10 cubic meter paper press*



*5 cubic meter paper container*

If you live off post in either government leased or private rental housing then you should have a blue container for your paper and cardboard disposal. It is

called the “Blauetonne” and usually has the word “Altpapier” on it.



*The blue container is for paper*

The following items are examples of paper that need to be recycled, All items must be free of plastic, food, oil, grease or metal pieces larger than paper clips or the metal on spiral bound note book.

Old Newspapers	Wrapping Paper
Books	Shoe Boxes
Printer Paper	Old Phone Book
Food Boxes	Paper Folders
Pizza Boxes	Note Books
Appliance Boxes	Toy Boxes
Old Mail	Beer Boxes
Magazines	Paper packaging
Cereal Boxes	Notebook Paper
Egg Cartons	Paper Coffee Cups
Cigarette Packs	
Paper Towel Rolls	

*The following items are **NOT** paper and must be disposed of as indicated.*

Milk and Juice Cartons -----	Plastic
Used Paper Towels/ Kleenex ----	Regular trash
Paper Plates -----	Regular trash
Diapers-----	Regular trash
Padded Envelopes-----	Plastic
Wall Paper-----	Bulk Trash

*Plastic and Styrofoam*

Plastic and Styrofoam are disposed of in the plastic container. The best way to separate your plastic items is by putting them into what is called the “Yellow Bag” or “Gelbesack” in German. These bags are available at the Self Help Store located in the Housing Office Building in the DPW compound on Franz-Schubert Strasse near the MP station and the Ledward Barracks East Gate.

Plastic may be disposed of at the 3 recycle centers or if you live off post you either place it outside on the curb in yellow bags the day before pick up or in the yellow plastic container located at you residence.



*10 cubic meter plastic press*



*5 cubic meter plastic container*



*“Yellow Bags” waiting to be picked up*



*The yellow plastic containers that can be found at off post housing.*

The following items are plastic and are to be disposed of in the yellow bags or containers designed for plastic. Plastic bottles must be EMPTY.

- Plastic Bottles
- Styrofoam
- Bubble Wrap
- Milk Cartons
- Juice Cartons
- Silver Vacuum Packs
- Flatware
- Plastic Food Containers
- Butter, Yoghurt, Sour Cream Containers
- Plastic Bags

*The following items are **NOT** plastic and are to be disposed of as indicated*

- |                    |               |
|--------------------|---------------|
| Aluminum Foil----- | Cans/Metal    |
| Diapers-----       | Regular Trash |
| Plastic Toys ----- | Regular Trash |
| Diapers-----       | Regular trash |
| Rubber-----        | Regular Trash |

*Cans and Small Metal Objects*

Cans and small metal objects are to be disposed of in the “Cans” container at the recycle centers or if you live off post in the “Dosen” container located at a local recycling area in your town.

Small metal objects like bottle caps and jar lids may be disposed of in the cans container. If you have large metal items please bring these to the recycle center or place it out with the bulk trash the day prior to the scheduled pick up date.

If you have aluminum or stainless steel pots and pans bring these to one of the recycle center so personnel can further separate these which will help save money in disposal costs.

Any items made of other valuable metals like copper or brass and heavy aluminum like alloy tire rims should also be taken to the recycle center.



*5 cubic meter cans container*

The following items are considered cans and are to be disposed of in the appropriate container at the recycle center or if you live off post at the local recycle area located in your town.

- All metal Cans
- Bottle Caps
- Jar Lids
- Metal Foils
- Aluminum or Tin Foil
- Coat Hangers

*The following items are **NOT** cans and are to be disposed of as indicated.*

- |                               |                 |
|-------------------------------|-----------------|
| Aerosol Cans-----             | Hazardous Waste |
| Propane Bottles-----          | Hazardous Waste |
| Bicycles -----                | Bulk Trash      |
| Microwave Ovens-----          | Bulk Trash      |
| Other Heavy Metal Items ----- | Bulk Trash      |

*Bottles and Hollow Glass*

Bottles and other hollow glass items like jars are to be disposed of in the containers designated for glass. The glass is separated by color; white or clear glass, green glass and brown glass. Any other color like blue or red will go into the green glass container. Make sure you remove all metal caps or lids and put these in the cans container.



*Glass Container*

The following items are considered hollow glass and are to be disposed of in the appropriate container at the recycle center or if you live off post at the local recycle area located in your town

- All Glass Bottles
- Glass Jars
- Hot Sauce Bottles
- Drinking Glasses

*The following items are **NOT** considered hollow glass and are to be disposed of as indicated*

- Picture Frame Glass-----Bulk Trash
- Mirrors-----Bulk Trash
- China or Porcelain -----Regular Trash
- Car Window Glass-----Bulk Trash
- Stoneware -----Regular Trash
- Coffee Cups-----Regular Trash
- Light Bulbs-----Regular Trash
- Neon Light Tubes -----Hazardous Waste\*

*\* If you live in government quarters or government leased housing bring neon light tubes or the energy saving light bulbs back to the Self Help Store for one-for-one exchange*

**Bulk Trash**

Bulk trash are items that are too large to fit into your regular trash container. They include old furniture, all electrical appliances, bicycles, old grills, used bed sheets and blankets and large toys.

Bring all bulk trash items to the recycle center for disposal or if you live in government quarters or government leased housing check with DPW or the Housing Office for the next scheduled bulk trash pick up.

Here are some examples of bulk trash items.

- Old Furniture
- Large Wood Items
- Large Metal Items
- All Electrical Appliances\*
- Old Tires
- Bicycles
- Picture Frames
- Mirrors
- Pots and Pans
- Wall Paper
- Construction Debris
- Rugs and Carpets
- Old Bedding
- Kids Toys
- Barbecue Grills

*\* If the items has an electrical chord or is operated by batteries it is must be disposed of with the bulk trash or taken to the recycle center.*



*Bulk Trash*

*\*NOTE: Recyclable material such as paper, cardboard, yellow bags, cans and bottles will NOT be picked up as bulk trash. Also leaf bags, organic waste and regular trash will NOT be picked up.*

Used Clothing

All items of used clothing including shoes must be taken to one of the used clothing containers located at the recycle center or at numerous locations throughout the off post communities.

Clothes and shoes must be serviceable if they are not then they are disposed of as regular trash or bulk trash. Shoes must have the laces tied together and everything must be in a plastic bag. Special plastic clothing bags are available at the recycle centers.

*NOTE – Military clothing items need to be put into the regular trash or bulk trash – NOT in the used clothing containers.*



*Used clothes container*

Organic Waste

Organic waste is plants, parts of plants and soil plants grow in. As far as you are concerned at home this will for the most part be yard grass clippings, tree branches, potted plants as well as the dirt from the pots and Christmas trees.

Do not confuse ORGANIC waste with BIO waste. Many of the off post housing residents are required to separate BIO waste and this will be discussed later.

All organic waste needs to be put into special large size paper bags (leaf bags) that you can get at the Self Help Store. Bring the filled bags to the Conn Barracks Recycle Center.

Make sure there are no other items like plastic, metal or other non-organic items in these bags. If you bring the organic waste to the recycle center in plastic bags you will be required to empty the bags in the organic container and dispose of the plastic bags in the plastic recycle container.

*NOTE: Organic waste will NOT be picked up with the bulk trash pick ups.*



*Organic Waste*

The following items are considered organic waste and are to be disposed of at the Conn Barracks Recycle Center.

- Old Plants
- Grass Clippings
- Tree Branches
- Logs
- Potting Soil
- Leaves
- Uncooked Fruit
- Uncooked Vegetables

*The following items are NOT considered organic waste and are to be disposed of as indicated*

- Leftover Food -----Regular Trash or BIO\*
- Pet Litter Box Waste-----Regular Trash
- Bones -----Regular Trash or BIO\*
- Ashes-----Regular Trash
- Vacuum Cleaner Bags ----Regular Trash
- ANY plastic, glass or metal items – these must be recycled.

*\*Residents living off post see the BIO section of this guide.*

BIO Waste

In many of the towns where off post government leased and private rental housing is located the separation of BIO waste is mandatory.

BIO or Bio-degradable waste is waste that is produced from living things like plants and

animals. This includes food waste and plants. Dead animals and animal parts are NOT considered BIO waste and must be disposed of by the veterinary clinic or by the DPW pest control.

If you are not sure if you are required to separate BIO waste then look at your trash collection area at your house or apartment. If you see a container that is brown in color or has a brown lid usually with the word "BIO" on it you are required to separate BIO waste.

*NOTE: BIO waste separation is NOT required in the city limits of Schweinfurt including Ledward Barracks, Conn Barracks, Askern Manor and Yorktown Village. If you are not required to separate BIO waste all of the items mentioned here are disposed of in the regular trash.*



*BIO Waste container*

The following items are considered BIO-Degradable waste and are to be disposed of in the BIO containers at your residence.

*NOTE: BIO waste will NOT be accepted at any of the recycle centers. .*

- Food Waste
- Small Amounts of Bone
- Egg Shells
- Nut Shells
- Coffee Grounds
- Old Plants
- Grass Clippings
- Leaves

*The following items are NOT considered BIO waste and are to be disposed of as indicated.*

- Pet Litter Box Waste-----Regular Trash
- Diapers -----Regular Trash
- Dead Animals-----Veterinary Clinic
- Wood -----Bulk Trash
- Ashes -----Regular Trash
- Cooking Oil/Grease-----Regular Trash
- ANY plastic, glass or metal items – these must be recycled.

### Household Hazardous Waste

Household hazardous waste items are things that could potentially be harmful for our environment if they were to be released into the atmosphere, ground or water supply.

These items must be separated and taken to the one of the recycle centers for proper disposal.

The recycle center ensures that these items are disposed of in a manner that prevents harmful materials from polluting our environment.

*NOTE: As a rule, if you cannot eat or drink it, it may be considered a hazardous material and should be taken to the recycle center. Personnel are present to help you properly dispose of it.*



*Household Hazardous Waste*

The following items are considered hazardous waste and must be disposed of at one of the recycle centers.

Oil  
 Empty Oil Containers  
 Anti-Freeze  
 Old Medicine  
 Chemicals  
 Old Batteries  
 Neon Light Tubes  
 Printer Ink Cartridges  
 Old Film  
 Paint and Varnish  
 Pesticides  
 Spray Paint  
 ALL Aerosol Cans  
 ALL Detergents  
 ALL Cleaning Agents  
 Propane Containers  
 Bathroom Cleaners  
 Kitchen Cleaners  
 Drain Cleaner  
 Glue  
 Moth Balls  
 Gasoline  
 Diesel

*NOTE: If you are not sure if something is potentially hazardous, please bring it to one of the recycle centers and personnel there will assist you in determining the proper disposal.*

### Hazardous Waste is Serious Business

It is better to be sure when it comes to hazardous waste. This is taken very seriously here in Germany and individuals who knowingly pollute the environment can receive severe fines and a prison sentence up to five years.

## So What is Regular Trash

### The "Real Deal" on Regular Trash

After going through all of these different categories of separating your household solid waste you are probably wondering what is actually considered "Regular Trash" or "Refuse".

### *The Answer Is: Not Much!*

That is not entirely true, but if you do a good job of properly separating and recycling your household waste you will find that the material you put in your regular trash container will decrease significantly.

## Why is this Important to Me?

It is very important for you and primarily for your children. What we do now can have a great impact on the environment we leave behind.

Recycling helps conserve valuable natural resources and save a lot of money. If we do not recycle we will accelerate the process of depleting important natural resources like trees.

So, do a favor for your children and future generations by starting to recycle now to reduce the amount of "trash" you dispose of.

"Regular Trash" is collected in several different ways depending on where you live

### Askren Manor and Yorktown Village

In the two government housing areas each resident is provided a 240 liter regular trash container which is emptied *once* every two weeks.

### Off Post Government Leased and Private Rental Housing

The size of the container can vary from 120 liter, 240 liter or 1.1 cubic meter containers depending on how many people live in each building or arrangements provided by the landlord. These containers are emptied *once* every two weeks.

### Ledward Barracks

Each of the barracks locations is provided with several 1.1 cubic meter regular trash containers based on the actual number of soldiers residing in the building. These containers are emptied *twice* a week.

### Conn Barracks

Each of the barracks locations is provided one or two 5 cubic meter regular trash containers based on the number of soldiers that reside there and is emptied *twice* a week.

These items are considered regular trash.

Food Leftovers*
Dirty Paper Plates
Kleenex
Paper Towels
Diaper
Cigarette Butts
Ashes
Pet Litter Box Waste
Leather
Old Dishes
Porcelain
Used Cooking Oil
Cooking Grease
Rubber (not tires)
Light Bulbs (not neon)
Stoneware
Sidewalk Sweepings
Vacuum Cleaner Bags

\* If you live off post more than likely you are required to separate food leftovers in the BIO container.

As you look over the list above you probably notice that on a daily basis you do not dispose of many of these items with the exception of food leftovers and maybe diapers if you have young children.

When you and your family develop a good home recycling program the volume of your regular trash will decrease significantly.

This means that you are recycling or putting back into use many items that would have otherwise been forever lost in an incinerator or landfill if you had not have recycled it.

This saves money; helps protect our environment and will provide a good example for future generations to continue to do the right thing.

### *The Time to Start is Now!*

Recycling is not a trend and the time to start recycling is now. Every day it is becoming more important that we recycle. As global populations grow and demands for natural resources increase, this is quickly becoming a global issue and not just “Something we have to do while we are in Germany”.



*5 Cubic Meter Regular Trash Container*



*1.1 Cubic Meter Regular Trash Container*



*240 Liter Regular Trash Container*

# Useful Information

## *Off post housing pick up frequency*

If you live in government leased or private rental housing this will give you a general idea of how often various items are picked up at your residence.

**Regular Trash** – Once every 2 weeks

**Plastic** – Once a month (in most communities paper is picked up the same day as the plastic).

**Paper** – Picked up in most communities the same day as plastic (once a month).

**BIO** – once every 2 weeks.

*NOTE: Everyone sponsored by the US Army Garrison Schweinfurt is authorized to bring recyclable material to any of the 3 recycle centers located on the installations.*

This includes soldiers, dependents and US ID card holding civilian employees of the garrison.

## *Recycle Centers – What We Will Accept*

Here are the items that will be accepted at our recycle centers.

- Paper
- Plastic
- Cans
- Glass
- Used Clothing
- Bulk Trash

- Household Hazardous Waste
- Organic Waste
- Bulk Trash

## *Recycle Centers – What We Will NOT Accept*

Here are the items that **WILL NOT** be accepted at the recycle centers.

- Regular Trash
- BIO Waste (do not confuse with this with ORGANIC Waste)
- Bulk Trash or Construction Debris from PRIVATELY OWNED homes or businesses.
- Remains of Dead Animals
- Property of the US Government – this includes everything that has an NSN. Contact DRMO for more information.
- Installation Property – Contact the Property Book Office
- Ammunition
- Radioactive Material – Contact the Environmental Office
- Anything from construction contractors or other contractors. (Does not include contracted office cleaning teams)
- Anything from Local National employees except for work material generated at work.

## *Bulk Trash*

Bulk Trash is normally scheduled once a month falling on the last Tuesday. The frequency can be increased to support unit moves and mass PCS moves. Bulk trash pick ups are ONLY provided in Askren Manor, Yorktown Village and all government leased housing.

To find out about bulk trash pick ups contact the DPW Operations and Maintenance Division, Housing Office or the SORT Coordinator for more information. Contact information is provided in this handout.

*All residents in private rental housing are required to bring their bulk trash items to one of the recycle centers or arrange support within their community through the town hall or "Rathaus".*

### ***Excess Regular Trash at Home***

If for some reason you have an excessive amount of regular trash, for example; you have a barbecue or party and end up with more trash than will fit into your container.

The US Army provides an adequate amount of space for the average family to dispose of their regular trash providing they are recycling to a satisfactory degree of separation. All regular trash exceeding this authorized amount from failure to recycle properly or from a private function like a barbecue or party will be paid for by the individual.

In the city of Schweinfurt to include Askren Manor and Yorktown Village bags for additional trash may be purchased at the "Wertstoffhof" located in the Hafen across the Main River from Schweinfurt. Contact the SORT Coordinator for details on purchasing these bags.

If you live off post then you need to contact your local town hall or "Rathaus" in order to purchase these bags.

*Under **NO** circumstances will this excess or unsorted trash be accepted at our recycle centers.*

### ***Regular Trash Containers For Unit or Organizational Activities***

If you are planning a unit or organizational event like a cook out you need to plan ahead for trash disposal. You need to contact the DPW Operations and Maintenance Division at DSN 354-6201 to request additional containers for your event. In some cases it may be required to submit a Service Order Request through the DPW Work Order

Section and your unit funds must be used to pay for this service. Call DPW O&M Division for details: DSN 354-6201.

### ***Diapers***

If you have several young children it is possible that you may have a problem disposing of diapers in your regular trash container. If this is the case you need to check with your local town hall or "Rathaus". Most towns have extra bags that can be purchased for a small fee to dispose of diapers in conjunction with the regular trash pick up.

If you live in Askren Manor you may be required to purchase these special bags from the city. Contact the housing office for more information.

### ***Christmas Tree Pick Up***

Every year shortly after Christmas and New Years the city of Schweinfurt send a truck around to pick up old Christmas Trees. All you have to do is set it out on the curb on the day of pick up. Make sure you have removed ALL of the decorations from the tree. The city of Schweinfurt pick ups the trees in Askren Manor and Yorktown as well as all residences within the city limits.

To find out more about tree pick up call the SORT Coordinator or DPW Operations and Maintenance Division.

If you live off post outside of Schweinfurt contact your local town hall or "Rathaus" for details.

Anyone may bring Christmas Trees anytime to the Conn Barracks Recycle Center.

### ***Problems with Your Neighbors***

If you have problems in your building with other individuals not doing the right thing and this is causing unnecessary messes that you end

up cleaning up please contact your building coordinator. For example, a neighbor is not recycling and throws the rest of their trash on the ground or in other people's containers.

In accordance with the Housing Policy Letter you need to address this issue with the Building Coordinator. If you are not sure who this individual is, call the Housing Office.

If you are not satisfied with the results from your Building Coordinator then go to the Area Coordinator. In the end if your problem has not been resolved then contact the Housing Office NCOIC at DSN 354-6282

### *A Few Useful German Words*

**Restmuell** = Regular Trash

**Gelbesack** = Yellow Bag

**Kunststoff** = Plastic

**Dosen** = Cans

**Weissglass** = White Glass

**Braunglass** = Brown Glass

**Gruenglass** = Green Glass

**BIO** = Biodegradable Waste

**Organischeabfall** = Organic Waste

**Sperrmuehl** = Bulk Trash

**Altkleider** = Used Clothes

**Altholz** = Old Wood

**Sondermuell** = Hazardous Waste

**Gefahrtstoffe** = Hazardous Materials

**Tonne** = Container

# Contact Information

*For additional information about recycling, trash disposal, recycle centers, bulk trash pick up and off post pick up schedules.*

**Directorate of Public Works (DPW)  
Operations and Maintenance Division  
Located in the DPW compound on Franz-Schubert Strasse  
DSN: 354- 6201  
CIV: 09721-96-6201**

**SORT Coordinator Mr. Brad Posey  
CIV 0162 - 2709403  
Email: Brad .D.Posey@US.Army.Mil**

*For information about Hazardous Waste or other Environmental Issues.*

**Schweinfurt Environmental Division  
Located in the DPW Compound on Franz-Schubert Strasse  
DSN: 354-6795  
CIV: 09721-96-6795**

*For information about leaf bags, yellow bags and returnable light bulbs call or visit The Self Help Store. They also offer many other services.*

**Self Help Store  
Located in the DPW compound on Franz-Schubert Strasse  
DSN: 354-6853  
CIV: 09721-96-6853**

*For information about the turn in of US Government property*

**Schweinfurt DRMO Office  
Located on Conn Barracks  
DSN: 353-8243  
CIV: 09721-96-8243**

*For information about the disposal of installation property*

**Property Book Office (PBO)  
Located at the Conn Annex across B303 from Conn Barracks  
DSN: 353-8493  
CIV: 09721-96-8493**

*For information about hazardous waste spills (oil spills)*

**US Army Garrison Fire Department  
Located on Conn Barracks  
DSN: 353-8645 or 353-6645  
CIV: 09721-96-8645**

*For help with problems in government housing, government leased or private rental housing areas.*

**US Army Garrison Housing Office  
Located in the DPW Compound on Franz-Schubert Strasse  
DSN: 354-6388  
CIV: 09721-96-6388**



# *Fire Safety*

## *In the housing areas*

**Take the following actions when fire/smoke, leaking fuel/gas is discovered:**

- Don't panic
- Call the Fire Department (09721) 87-711 or DSN 117 ( 112 fo the German Fire Department)
- Notify all residents
- Help anyone out that needs assistance (if safe to do so)
- Never return to a burning building

# Fire Safety

- Fire Prevention
- Hazards in the Kitchen
- Smoke Detectors
- Clothes Dryers
- Grilling
- Fire Extinguishers

- Combustible Material
- Space Heaters
- Barbecue Grills
- Smoking
- Holiday Fire Safety
- Camp Fires

**F**ires are a devastating occurrence, which can result in the loss of life and both Government and personal property. Kitchen fires and unattended cooking are the main source of all fires. Residents should take all safety precautions or they may be held liable for damages caused by fires that start due to negligence. Sponsors are responsible for all actions of their family.

When reporting a fire, distinctly state, "I am reporting a fire in quarters in the \_\_\_ housing area, building \_\_\_, apartment number \_\_\_." When possible, do not hang up the telephone until advised that no further

Take the following actions when fire/smoke, leaking fuel/gas is discovered:

- Don't panic
- Call the Fire Department (09721)87-711 or DSN 117, Germna Fire Department 112
- Notify all residents to leave the building
- Help anyone out that needs assistance (if safe to do so)
- Never return to a burning building

information is needed. Even fires that have burned themselves out or extinguished will be immediately reported to the Fire Department. After a fire, property will not be disturbed or removed

except by the direction of the Directorate of Public Works. Residents are responsible to safeguard military property against further loss or damage after the fire.

It is imperative that all persons in the household are instructed so they know what to do in case of a fire meeting place to account for all from all rooms. Practice the plan as appropriate. Familiarize the baby-sitter with the family's fire plan

When there is a fire, lie on the floor and crawl. Smoke and hot gases rise so the air

**Your Safety is  
Our First Priority**



is fresher close to the floor. Covering the face with a wet cloth can also protect against smoke and hot gases. Do not open a closed door before touching it to see if it is hot. If the door is hot, brace it with your foot or shoulder and open it slightly, if safe proceed with caution.

If your clothing should catch fire, **STOP** and **DROP** to the floor (ensure there is not flammable liquid on the floor) and **ROLL** around until flames are extinguished.

## Fire Prevention

Make every effort to keep matches, lighters, flammable liquids, and similar materials out of the hands of children. Smoking in bed is a dangerous habit. Noncombustible ashtrays of ample size should be used for disposal of smoking materials. Determine that all burning embers are extinguished before emptying ashtrays.

## Hazards in the Kitchen

Never leave a stove unattended and keep all flammable items (i.e., paper products, towels, candles, flammable liquids, cleaning solvents, etc.) away from the stove. Remember to turn off the stove if a fire occurs. If a grease fire occurs, DO NOT use flour, sugar, salt, baking soda, or water on the fire. Instead, place a lid or pan over the fire, turn off the burner, and let it cool. Never pick up a burning pan, the grease could spill and cause burns or spread the fire. Keep pan-handles turned inward on the stove. Never wear loose clothing while cooking. Clean the oven, range top, and exhaust fan filter regularly. Good housekeeping is synonymous with good fire prevention.

## Smoke Detectors

Smoke detectors can alert the family and give residents' time to escape. However, there are situations when a smoke detector may not protect the residents against fire or smoke. For instance: smoking in bed, leaving children alone at home, or cleaning with flammable liquids such as gasoline. The sponsor is responsible for enforcing fire prevention measures. Most home fire deaths happen between 10 p.m. and 6 a.m.

The smoke detector is virtually maintenance free. However, under dusty or greasy conditions, a vacuum cleaner may be used to clean the exterior of the unit (including the slots on the

cover). Do not remove the detector-cover when the vacuum is used. **Test the detector(s) at least once a month.** Press the test button with a broom handle for approximately 30-45 seconds to activate the alarm. If no alarm sounds, check the circuit breaker. Continuous chirping, erratic noise, or a low sound alarm may indicate a low battery or a defective detector. For a defective smoke detector, call the DPW Work Order Desk at 354-6342 to submit a service order for maintenance or replacement. In units where battery-operated smoke detectors are in-stalled replace the battery once every six months. Test battery-operated smoke detectors more frequently than direct wired ones. It is recommended that battery-operated detectors are checked weekly.

Hard-wired (non-battery-operated) smoke detectors should be checked once a year to ensure the alarm is operating properly. If the power indicator light is off, call the Housing Divisions Facilities Branch, DSN 354-6468 or (09721) 96-6468. It is the resident's responsibility to check battery-operated smoke detectors. If there is no smoke detector in the quarters, contact the Housing Office at the number above. For fire safety questions/issues, the Fire Chief may be reached at DSN 353-8645 or 354-6645.

## Clothes Dryers

The clothes dryer must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. Dryer filters should be cleaned before each use. Check the motor compartment and vent hose MONTHLY for lint and dust accumulation. ~Check the quarters before going out or retiring for the evening. Close all bedroom doors to pre-vent smoke and heat from closing in while sleeping, should a fire occur. ~Do not over-load outlets.

**NOTE:**  
**Never leave**  
**children**  
**unattended!!**

## Grilling

When using your grill, safety must be foremost in your mind. Children should not be allowed near a grill. At no time should children be cooking, serving, or playing near a grill. Children are shorter so their clothing and hair are much closer to the fire. In no case are grills, regardless of type or size, allowed to be used on balconies. All grills are to be fifteen feet from any combustible structure. The grill needs to be far enough away from quarters, so that sparks do not ignite anything and the heat does not melt the siding of the building. Different types of grills require different precautions. Liquefied Petroleum Gas (LPG) is contained under pressure in a steel cylinder. The contents of a LPG cylinder vaporize and in a confined area have the explosive force of several sticks of dynamite. Be aware of the dangers involved and precautions needed to avoid accidents when using LPG.

Take the following precautions when using an LPG burner:

Read the manufacturer's instructions and ensure you understand them.

1. If you are using a propane grill, you should check the hoses and fittings to make sure they are still in good operating order. Over time, the hoses deteriorate and the fittings can become loose. Check the hose and fitting to ensure that there are no leaks. To make sure that connections are tight, apply a soapy solution to detect leaks. If any bubbles are produced when the gas is turned on, the connections must be tightened further. It is recommended that propane tanks are never stored in the garage or house. Should they leak, any small spark can cause ignition and the fire will spread quickly. Instead, buy a weather resistant cover, and store the grill and tank outside in a cool, shaded area away from the building.
2. Make certain that your propane tank matches the manufacturer's recommendations for size and type. Attaching a larger tank to a grill can be very dangerous.

3. Never use a propane barbecue inside any structure. Do not move it into the garage if it starts to rain.

4. Make sure that grease is not allowed to drip on the hose or the cylinder.

If your grill uses charcoal, you are under the same fifteen-foot restriction and the grill cannot be used on a balcony or inside the quarters. Combustion of charcoal emits carbon monoxide gas, which - even in small quantities - can cause injury or death. Once a fire has been started, never add starter fluid. Fire may follow the stream of fluid back to the container, causing an explosion and scatter flaming liquid. Instead, buy charcoal that does not require starter fluid.



**Ensure Proper Maintenance of Grills**

Once cooking is completed, extinguish the fire with water, or cover the grill with a noncombustible cover to prevent the wind from scattering hot coals. Do not move the grill into the garage or house until it is completely cool and the ashes have been disposed of in an outdoor container.

When having summer cookouts, please take a few minutes to think about fire safety and use common sense.

Outside areas and gazebos away from the building may be used for the purpose of grilling/barbecuing. Residents must remove all garbage and police the area after grilling.

When grilling, ensure the use of stereos, radios, and other sound producing items does not disturb other residents in the area.

Grills (without charcoal or gas/propane) and outdoor equipment may be stored in individual storage rooms. Grills alone may be stored next to the building after the flames are extinguished.

## Fire Extinguishers

For safety reasons, fire extinguishers are purposely omitted from Government quarters. Residents are subject to injury when using extinguishers, particularly on grease fires in kitchens. It has also been found that residents lose valuable time by trying to put the fire out themselves. Efforts usually do not prevent fire spread, but delays fire evacuation, and Fire Department notification.

**NOTE:** IAW AR 429-90, Fire, and Emergency Services, "Installations will not furnish portable fire extinguishers in family housing." Fire extinguishers are provided in the stairwell areas of each building. The Building Coordinator is responsible to inspect the extinguisher monthly for service-ability; i.e., missing seals, cracks to the hose or nozzle. If service is required, a service order should be called into the Service Order Desk DSN 354-6342/6357 or (09721) 96-6342/6357.



## Combustible Material

Residents will not store flammable items in any Government housing facility.

## Space Heaters

Electric space heaters or other supplemental heating devices will not be used in Government quarters without specific approval from the Housing Office.

## Smoking

Residents of Government quarters may not smoke in common use areas such as laundry rooms and stairwells. Smoking is also prohibited within 50 feet of the building. Cigarette butts must be disposed of properly and not thrown on the ground or grass.

## Holiday Fire Safety

To prevent a home fire during holidays, everyone must be extremely cautious. Almost without exception, we hear of at least one fire that sweeps through a home, taking with it an entire family's possessions.

There are several easy approaches to preventing fires at this time of the year:

■ Use extension cords cautiously. Make sure they are UL approved and in good repair. Ensure they are not strung under carpets or rugs. Don't overload your circuits.

■ Make sure that the tree you bring into your house is fresh. It should have a fresh scent. Give the tree a mild shake. If the tree loses more than a handful of needles, don't buy the tree. The tree has already started to dry out. Make certain the tree is given plenty of water daily. When the tree no longer uses water, it's time to get rid of the tree.

■ While candles may be lovely to look at, never use live fire on or near the tree. This is inviting disaster. Be especially cautious with candles. Don't use candles where a child could drag a sleeve through the fire or knock the candle over.

■ Don't let packages under the tree rest against a light. The heat from the light

can ignite the package, and that flame will quickly spread to the tree.

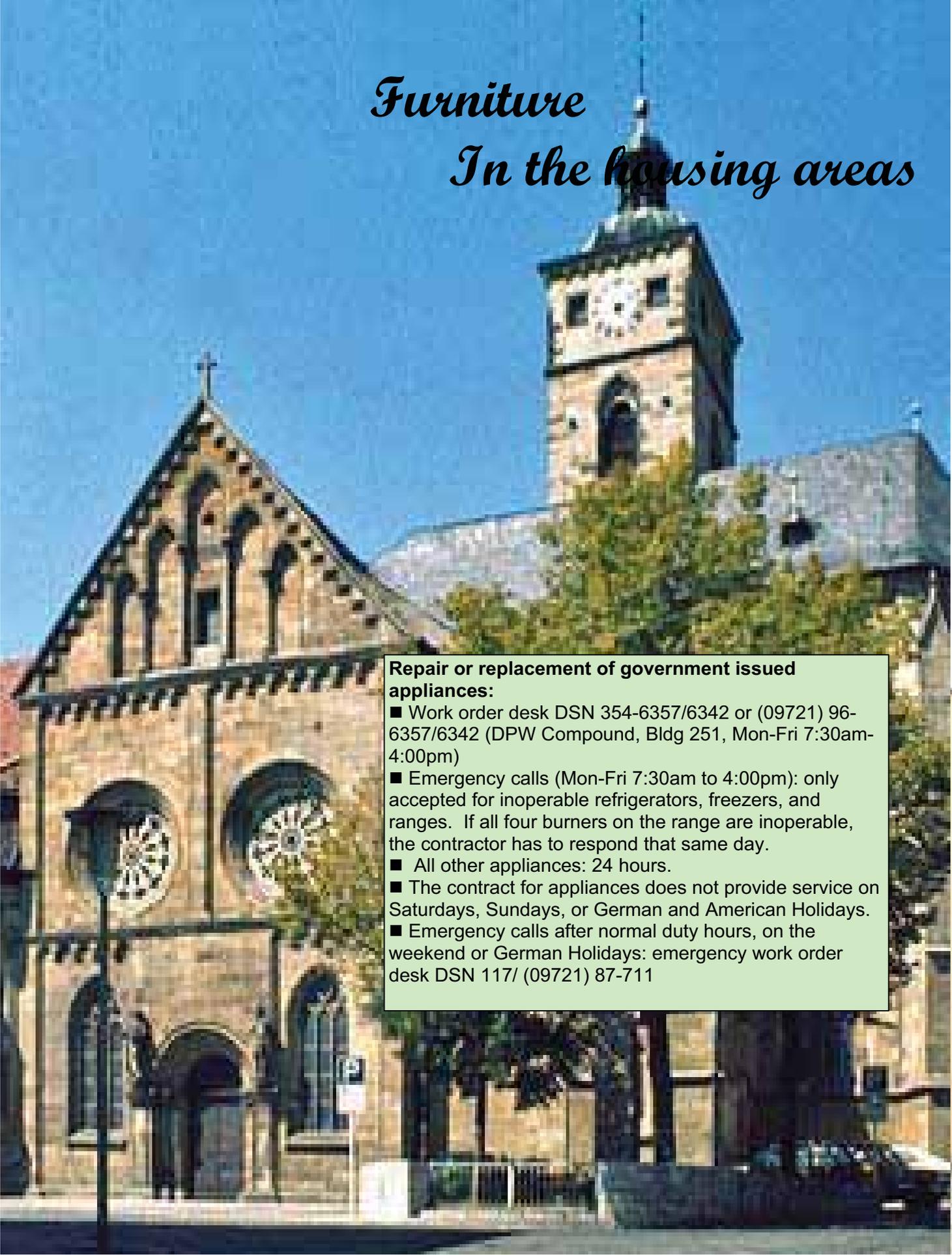
■ Double check your smoke detector and make sure it is operating correctly. Practice a fire exit drill with every member of the family and ensure there is a single designated meeting place outside.

The holidays are a time to enjoy with friends and family, to reflect on past gatherings and to look forward to future ones. Don't let a fire ruin this time together.

## Camp Fires

Open fires such as campfires or bonfires are not permitted in the housing areas. However, outdoor fire places and pits are permitted. ■





# *Furniture*

## *In the housing areas*

**Repair or replacement of government issued appliances:**

■ Work order desk DSN 354-6357/6342 or (09721) 96-6357/6342 (DPW Compound, Bldg 251, Mon-Fri 7:30am-4:00pm)

■ Emergency calls (Mon-Fri 7:30am to 4:00pm): only accepted for inoperable refrigerators, freezers, and ranges. If all four burners on the range are inoperable, the contractor has to respond that same day.

■ All other appliances: 24 hours.

■ The contract for appliances does not provide service on Saturdays, Sundays, or German and American Holidays.

■ Emergency calls after normal duty hours, on the weekend or German Holidays: emergency work order desk DSN 117/ (09721) 87-711

# Furniture

## Furniture

The Government provides loaner furniture to authorized military with JFTR authorization and civilian personnel receiving Living Quarters Allowance (LQA) with orders for the Schweinfurt community. Eligibility for Government furnishings support requires assignment to Government quarters or Government controlled-leased or economy quarters with an approved lease at the Housing Office. Government furniture support consists of essential items or loaner/supplemental items for 90 days for arriving families and 60 days for departing families. Basic appliances already exist in kitchens in the Government quarters.

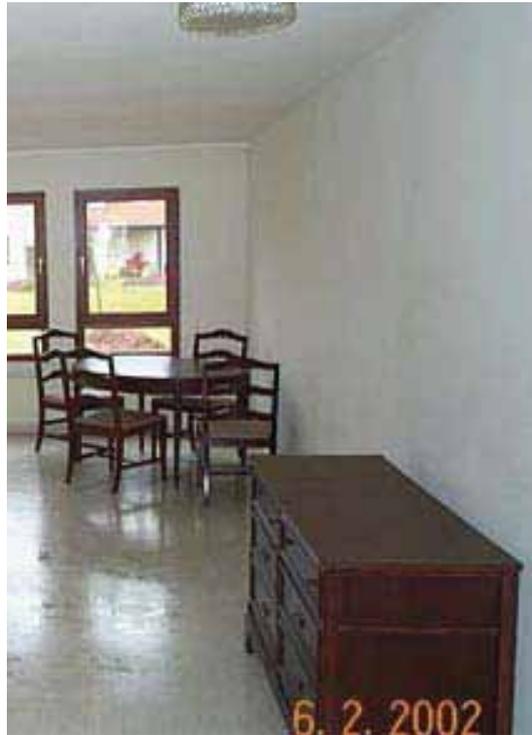
The type of essential furniture available for issue includes beds, dining tables and chairs, davenport, and easy chairs. Off-post quarters are issued wardrobes, washers and dryers, stoves, refrigerators, and one kitchen cabinet. All other items are considered loaner/supplemental furniture. The sponsor or spouse will sign the hand receipt for Government issued furniture and appliances upon assignment or termination. Subsequent loss, damage, or destruction other than fair wear and tear will be the hand receipt holder's responsibility.

If you have questions pertaining to having furniture picked up or exchanged call the Housing Customer Service Office. For On-Post Housing or government leased, call DSN 354-6448/6458 or (09721) 96-6448/6458. For Private Rental, call DSN 354-6282/6363 or (09721) 96-6282/6363. You must come to the housing office to have your request processed.

### Appliances

Repair or replacement of Government issued appliances may be requested by calling work order desk DSN 354-6357/6342 or (09721) 96-6357342/. The office is located on the DPW Compound in Bldg 251 on the second floor; the hours of operation are Mon-Fri from 7:30 a.m. to 16:00 p.m. and is closed on all German and American Holidays.

For emergency calls (Mon-Fri, 7:30 a.m. to 4 p.m.), the contractor has to respond that same day, provided the contractor is notified prior to



4 p.m. hours. Emergency calls are only accepted for inoperable refrigerators and freezers, i.e., frozen food are thawing and ranges where all four burners are inoperable. If one burner is working it is not an emergency even if the oven is not working. Microwaves must be turned into the furnishings warehouse for re-pairs. All other appliances, dishwashers, washers, and dryers receive a response in 24 hours. The contract for appliances does not provide services on Saturdays, Sundays, or German holidays.

Appliances scheduled for repair must be thoroughly cleaned by the resident, otherwise the contractor will not pickup or exchange the item.

If the refrigerator breaks after normal duty hours, on the weekend, or German holiday, call the emergency work order desk at DSN 117 or (09721) 87-711. The Fire Department will ask for all pertinent information pertaining to the appliance problem (i.e., name, address, telephone number, nature of the problem, and other information). The DPW personnel will arrange a time for delivery of the appliance. The resident will be required to sign a DA Form 3161 (Temporary Hand Receipt) when the emergency appliance is issued. These will be temporary appliance to use until normal operating hours at which time the appliance will either be repaired or replaced. Appliances available are: small re-

frigerator (5.5 cu ft), small freezer (2.0 cu ft), and table top 2-burner range.

The Building Coordinator must sign for laundry room appliances within two weeks after appointment and will request all re-pairs of laundry room appliances.

Laundry rooms may be used between 7 a.m. and 10 p.m.; Monday through Sun-day based on a schedule developed by the Building Coordinator.

Please remember the residents are responsible for maintaining the quarters as a prudent homeowner. This responsibility includes keeping the quarters and grounds in a clean, orderly, sanitary, and safe condition. It is the

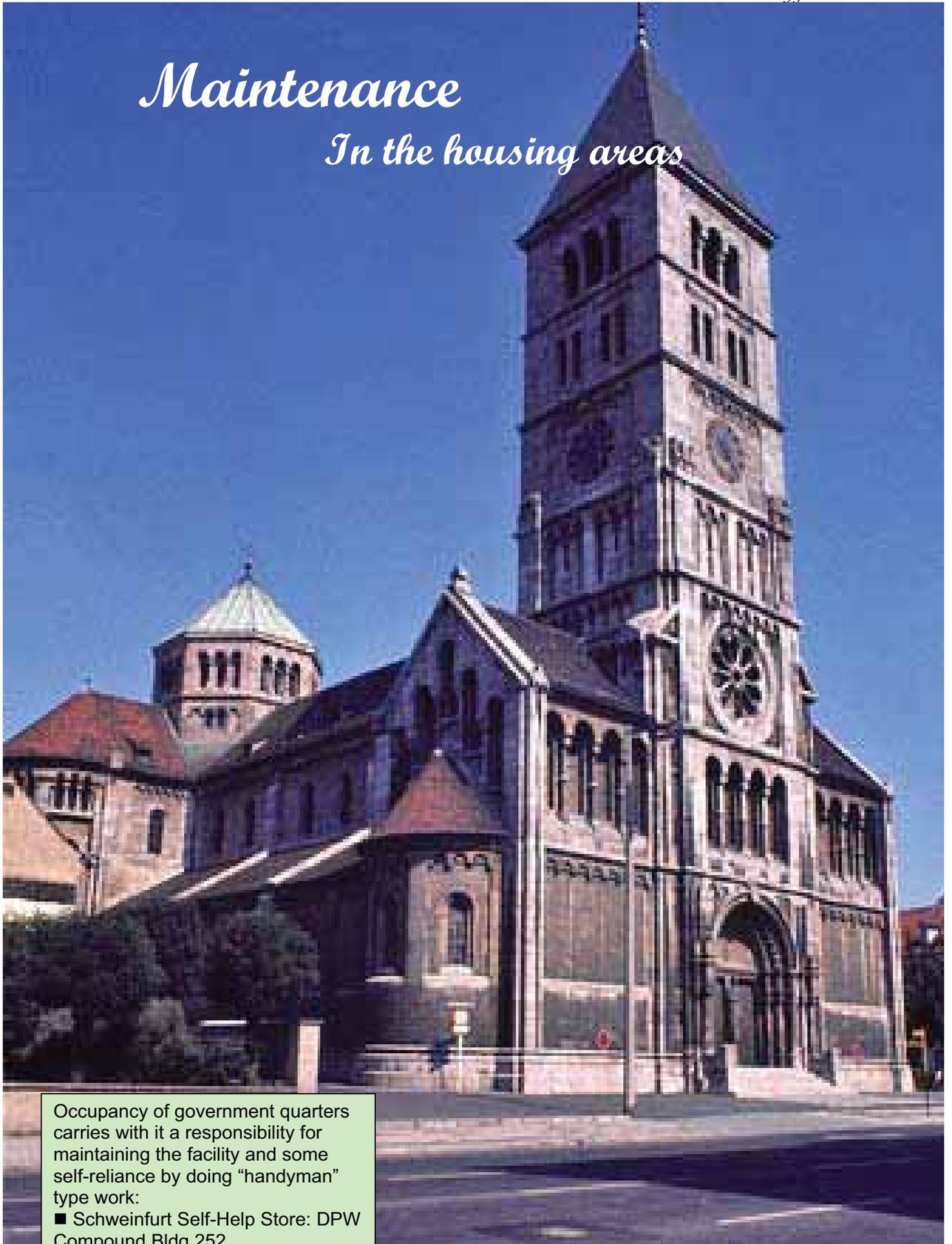
responsibility of the sponsor to ensure that quarters, grounds, and equipment are not subject to abuse or neglect, and that the premises are not used for commercial, illegal, or immoral purposes.

The care and cleaning of the quarter's appliances and fixtures are the responsibility of the resident. The quarters are expected to be maintained in accordance with good housekeeping practices. Please keep in mind that it is the resident's responsibility to call in service orders. A routine service order may be called in at DSN 354-6357/6342 or (09721) 96-6357/6342. The workman must be provided access to the quarters and repairs must be accomplished as soon as practicable to prevent further damage. ■



# *Maintenance*

## *In the housing areas*



Occupancy of government quarters carries with it a responsibility for maintaining the facility and some self-reliance by doing “handyman” type work:

■ Schweinfurt Self-Help Store: DPW Compound Bldg 252



# Maintenance

- Resident's Responsibilities
- Balconies
- Grounds
- Quarter's Enhancements
- Inspection of Family Housing Areas
- Access to Housing Units
- Keys
- Maintenance (Service Orders)
- What is an emergency service orders?
- When and who do I call during duty hours?
- Service Order Response Times
- Water Damage to Quarters
- Sewer Backup
- Window Locks
- Mold

## Residents' Responsibilities

Occupancy of Government quarters carries with it a responsibility for maintaining the facility and some self-reliance by doing "handyman" type work. Self-help type jobs are those which would be done by a prudent homeowner to conserve funds and to preserve the individual premises. The Self-Help Store for Schweinfurt is located at the DPW Compound in Bldg 252.



## Balconies

All balconies will be maintained in a clean and orderly fashion. Items that may seem attractive to you might be offensive to other residents.

## Grounds

For residents of single family dwellings, the area of responsibility includes those grounds that fall within a logical lot line, i.e., to the fence line or one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from the quarters, whichever is less. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also the resident's responsibility. Residents should ensure that sidewalks, driveways, and porches are kept clean and free of trash, snow, obstructions, and other hazards.

Grounds maintenance (within normal yard limits normally not to extend more than 50 feet from building) may consist of the following:

- Trees, shrubs, lawns, flowers, parking areas, walks, and areas around garbage containers
- Edging and fertilizing of grass
- Minor lawn repairs such as filling of holes, reseeded of bare areas
- Raking and removal of thatch (old clippings and dead matted material)



### Spring cleanup

- Replacement or planting of new flowers and shrubs
- Removal of all dead plant life and disposal in paper bags obtained from the Self-Help Store
- Proper disposal of trash
- Placement of trash in receptacles at pickup point.
- Maintenance of paved and stabilized areas
- Cleaning and maintenance of walks, patios, steps, and platforms in a neat and serviceable condition
- Maintenance of gravel areas to provide proper drainage
- Filling of ruts and eroded areas to deter erosion
- Removing snow, ice, sleet, and grass from sidewalks, steps, and other walking areas

Damage to quarters resulting from pets or any resident damage beyond normal fair wear and tear, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information, refer to: **Conditions of Occupancy for Military Family Housing and Liability for Damage to Assigned Quarters, sample located at the back of Housing guide.** These agreements were signed during the assignment briefing.

In the summertime, residents of single and dual family dwellings are responsible for maintaining their yards. This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along sidewalks, watering, fertilizing and pruning of the yard, bushes, and trees. Residents may rake all leaves to the curb. The Directorate of Public Works is responsible for collecting leaves with a special vacuum truck designed for this purpose.

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

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

If residents notice safety deficiencies or maintenance requirements in a common use area in the interior or exterior of the stairwell or building, they must contact the Stairwell or Building Coordinator. If the sponsor is deploying, ensure the spouse is familiar with this Resident's Guide, location of circuit breakers, garbage collection information, lawn maintenance, self-help maintenance requirements, and a point of contact for the Unit's Rear Detachment. Ensure the spouses are briefed on their responsibility for performing resident's duties i.e., participating in Spring or Fall Cleanup, and other functions to maintain the quarters.

If clearing within 60 days after deployment, the spouse should contact the Central Processing Facility to attend the Out-processing Briefing given at Conn Kaserne. Pre-termination and

final housing inspections should be scheduled at least 90 days out. Permanent Change of Station orders, Early Return of Dependents orders, or Powers of Attorney are required to terminate quarters.

## Quarters Enhancements

Residents are permitted to perform minor quarter's improvement projects provided they first obtain permission from the Housing Facilities Branch. The Self-Help Store carries paint that must be used for any painting project within Government quarters. Failure to use the approved paint from the Self-Help Store will result in the resident being charged at a rate of approximately \$7.00 per square meter (2008 prices) to have a contractor repaint an entire room. As a rule, no painting is allowed without permission from the Housing authorities. Otherwise, the Housing Office is required to assess charges for the repainting of the quarters or stairwell. It may be possible that a resident will be required to paint all or part of the quarters prior to clearance. If required, this is considered self-help. Do not paint any portion of the quarters without first having the pre-inspection and receiving instructions from the Housing Inspector.

**NOTE: Spot painting of quarters is not permitted.** If painting needs to be accomplished by the resident when clearing the quarters, the entire wall from floor to ceiling will be painted. **Do not paint light switches, receptacle covers, or base-boards that are made of wood.** When applying paint it must be done in a professional manner. All work is subject to the approval of the Housing Inspector. Painting not considered professional will be charged to the resident at eight dollars per square meter. Currently flat latex paints are used in the living areas and semi-gloss latex paint is used in the bathroom and kitchen areas. Both paints are washable; however the paint applied to the kitchen and bathroom walls is more durable due to the usage of these rooms. Semi-gloss latex paint is not used throughout the remainder of the house due to its sealing properties and the fact that inconsistencies in the wall finish are greatly magnified. It is the resident's responsibility to ensure the walls are properly cared for through normal cleaning and wear (deterioration) prevention. Residents can be charged for damage to paint if it is deemed that the life cycle of the paint is shortened for reasons beyond fair wear (deterioration) and tear (FWT) i.e., colors other



**Ask Before you Paint**

than neutral (off white) and or cartoons for children's room. What is FWT? To some degree, it is a judgment call by the Housing Inspector who typically has in-depth knowledge of paint and paint conditions. FWT is defined as the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. **FWT is not determined by family size or ages of dependents.** An item that has to be re-paired or replaced before reaching its full life expectancy due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond FWT. Some examples of items typically considered beyond FWT:

- Paint that has been removed from the walls due to stains, crayons, foodstuff, or other foreign material.
- Hand and fingerprints that cannot be removed through normal cleaning.
- An unprofessional paint job.
- Scratches and gouges from furniture being placed directly against the walls.
- Excessive use or overly large wall fasteners for hanging pictures.
- Smoking that has caused the walls to turn yellow.
- Excessive grease splatters in kitchen areas.

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

To properly clean the walls use a light non-abrasive cleaning solution with warm water. A sponge or other non-abrasive item should be used on soiled areas. If walls have to be painted due to damages, it is important to note that walls must be cleaned prior to painting. Painting is required from floor to ceiling without overlapping of either area. Paint should be applied smoothly and evenly. Do not rush a paint job. Residents **will be charged for any unprofessional paint jobs if not done by professionals.** There are several very helpful painting tips located at the following website: <http://www.paintinfo.com/mpi/index.htm>

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

These standards apply to all, even if the quarters are scheduled to undergo contract painting when vacated. At no time should cabinets in renovated kitchens be painted, or have nails/hooks applied to the cabinets.

Decorative type knobs may be placed on cabinets/closets. However, residents must reinstall standard Government knobs before clearing. Knobs are available at the Self-Help Store. For more information on the Self-Help Improvement Program, refer to the Self-Help section of this handbook.

## Inspection of Family Housing Areas

Family Housing areas are inspected periodically by Housing Inspectors as well as the Housing Office, Building and Area Coordinators. Items of interest for inspections are: grass cutting and edging; trimming along fences of single units; pet excrement removal; pet damage; pets tied to porches, trees, fences, or utility outlets; storage of recreational vehicles (bikes, motorcycles, etc.); cleanliness of stairwells; storage of tires or other appliances; privately owned vehicle repairs; policing of trash including all common areas and dumpsters.

## Access to Housing Unit

Residents will allow Government employees or contractor personnel to enter their home for the purpose of accomplishing maintenance or repair work that is called in by the resident or that is deemed necessary by the Directorate of Public Works or Housing Office. We will do our best to ensure you are notified of scheduled maintenance.



## Keys

At the time of assignment, one key is issued per adult family member for stair-well and apartment entrance doors. The Housing Office must approve additional key requests.

### During Normal Hours

If a resident is locked out or has lost their key to their quarters, they may come to the Housing Office and sign for a new key between the hours of 7:30 a.m. to 4:00 p.m. If the key was lost they will be charged for the lost key once they clear their quarters. If you are unable to come to DPW and would like to have someone come to your home and unlock or rekey your door, you will be charged based on the time, and scope of work.

### After Normal Hours

After 4:00 p.m., residents will need to contact the Fire Department at DSN 711 or 354-6645/8645 or (09721) 87-711. In the event of a lock-out, the Fire Department will come as time permits, and unlock the door. No additional keys will be provided. In the event that a key is lost, the Fire Department will contact DPW to come and rekey or replace the lock. The resident will be charged based on the time, location and scope of work by the DPW. This price will vary, but this could cost as much as 100 euros or more.

## Maintenance (Service Orders)

If a deficiency exists, the resident should call the Service Order Desk 354-6357/6342 or (09721) 96-6357/6342. The contractor's Service Order Desk is located on the DPW Compound in Bldg 251, second floor.

## What is an Emergency Service Order?

**What is an emergency? When do I call? Whom do I call?**

Every resident needs to know that all maintenance calls should be called in

during the duty day and only bona fide emergencies should be called in after duty hours. An unexpected, serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to Government facilities which occurs after duty hours Monday through Friday and all day on Saturday, Sunday, and German Holidays, is considered an emergency. To report an emergency service order, dial DSN 711 or (09721) 87-711. The dispatcher receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem. All calls are evaluated and responded to in the following order:

- Physical harm to personnel
- Structural damage to the facilities
- Potential property damage

### When and Whom do I Call During Duty Hours?

Please call the Service Order Desk at 354-6357/6342 or (09721) 96-6357/6342 during duty hours, Mon–Fri 7:30 a.m. to 4:00 p.m.

## Service Order Response Times

The DPW Maintenance Section responds to service orders on a priority basis to ensure the most urgent work is completely in a timely manner. When you call in a service order it is assigned a priority of routines, urgent, or emergency and is serviced as quickly as possible dependent on the workload. Thus, the response time to your service order may vary depending on the type of work required and availability of the contractor. Call the service Order Desk at 354-6357/6342 or (09721) 96-6357/6342.



## Water Damage to Quarters

If the emergency is a broken water pipe and flooding of the interior of the quarters, the resident is expected to take reasonable action to protect personal and Government property. The resident should exercise the same care and response that would be taken in a privately owned home. Residents should be familiar with the location of all water shut off valves.

**Personal Property:** Any alleged loss or damage may be addressed through the Staff Judge Advocate's Office call; DSN 354-6195/6196 or (09721) 96-6195/6196 for further assistance. Government property/real property repair work will be accomplished by the most expeditious means possible.

## Sewer Backup

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

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

## Window Locks

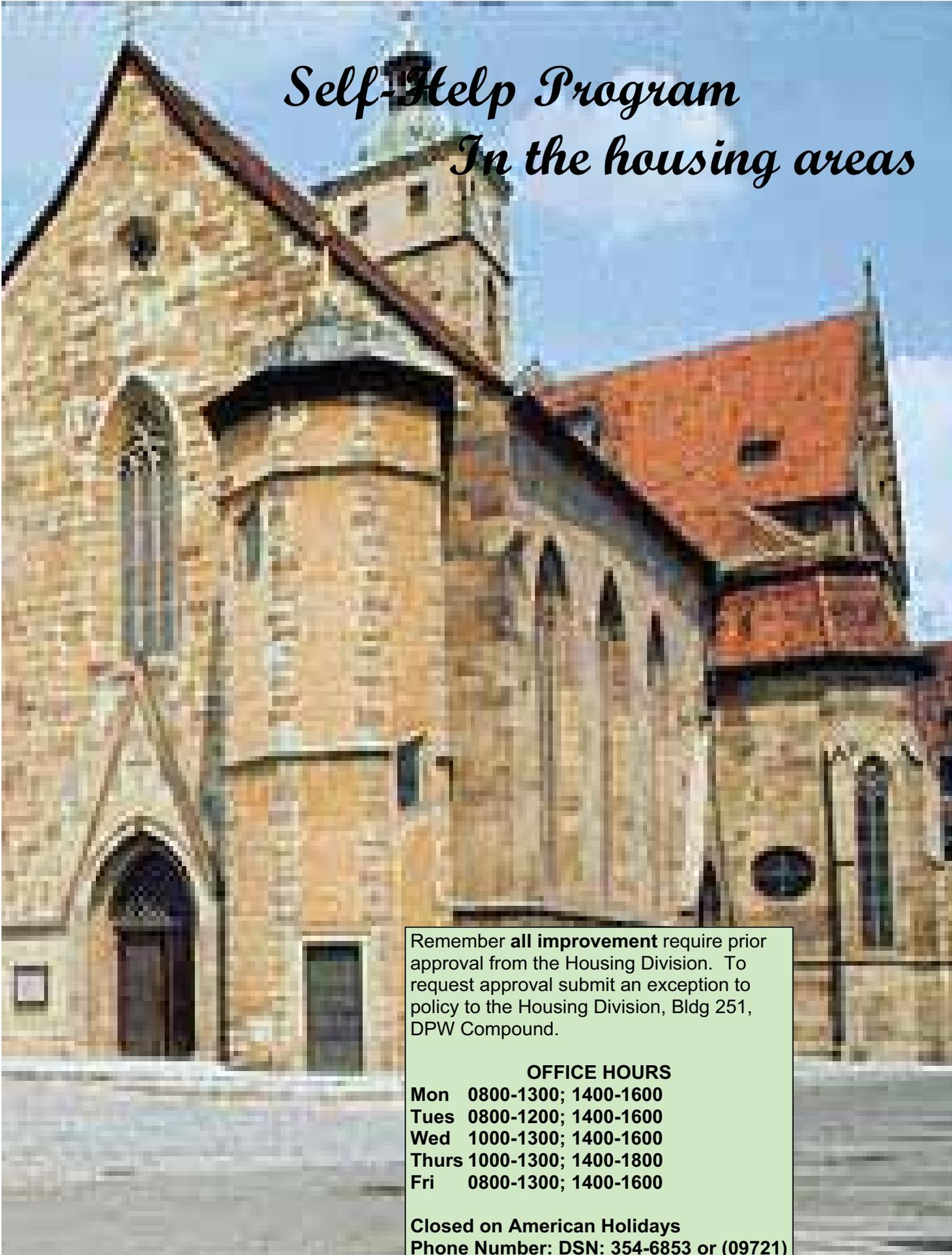
Residents with children are encouraged to call the Service Order Desk and request installation of child safety window locks to safeguard children.

## Mold

Mold and mildew are a problem that can be prevented by ventilating the quarters. Residents need to ventilate their quarters daily by opening windows to create a cross draft. If a cross draft is created for 10 minutes a day and after each shower, mold and mildew should not occur. If mold and mildew manage to develop, open windows in the affected area to facilitate drying, and then scrub the mold spots with a solution of 1-cup chlorine bleach and 1 gallon of warm water. Rinse and then wipe dry. In bathrooms without windows, make sure that the ventilation shaft is open and do not close the bathroom door during showers and baths. The bathroom will benefit when cross-ventilating other parts of the house. If mold is unattended, it continues to grow it causes a foul odor and poses a possible health and/or allergen risk in young children. If the



problem is not abated through the steps above, call the Service Order Desk for assistance.



# *Self-Help Program*

## *In the housing areas*

Remember **all improvement** require prior approval from the Housing Division. To request approval submit an exception to policy to the Housing Division, Bldg 251, DPW Compound.

#### **OFFICE HOURS**

**Mon** 0800-1300; 1400-1600  
**Tues** 0800-1200; 1400-1600  
**Wed** 1000-1300; 1400-1600  
**Thurs** 1000-1300; 1400-1800  
**Fri** 0800-1300; 1400-1600

**Closed on American Holidays**  
**Phone Number: DSN: 354-6853 or (09721)**

# Self-Help Program

**T**here are certain things that a resident can do, under the expanded Self-Help program, to give the quarters a personal touch, for example: install fences, paint, install ceiling fans, etc. Remember **all improvements** require prior approval from the Housing Office. To request approval, submit an exception to policy to the Housing Office, DPW Compound, Bldg 252. The Self-Help Store is also located in Bldg 252 at the DPW Compound. The Self-Help Stores provide hand/power tools, equipment, supplies, and classes under the Self-Help Improvement Program (SHIP). Residents are responsible for doing “handyman” type work under the Self-Help Improvement Program. Self-Help jobs are those, which are normally done by prudent homeowners to maintain their premises. Some of the items which are to be maintained include oiling hinges, tightening loose screws, replacing broken light globes and burned out light bulbs, grounds maintenance (within normal yard limits but not to exceed 50 feet from the building), etc.



**Self-Help Store at the DPW Compound**

## Classes

The Self-Help briefing is held every Tuesday at 1300 hours. The doors will be open 10 minutes prior at 1250 hours. You must be in the briefing room prior to 1300 hours. We will close the doors at approximately 1300 hours. Only the sponsor and/or the spouse must attend the briefing before you can be issued anything from the Self-Help issue point.

Self-Help Items are authorized for Army Family Housing ONLY. Families utilizing Private Rental Housing should contact the Housing Office to coordinate for repair work.

## Self-Help Tasks

The following is a listing of items a homeowner would normally perform. The list is not intended to be all-inclusive.

- **Furniture:** Dust, clean, wax, polish, shampoo, tighten screws and knobs. Turn in excess furniture to the Centralized Furnishings Management Office.
- **Carpentry:** Reset nails, resecure and replace coat hooks, clothes poles, and closet shelves.
- **Carpeting:** Vacuum and shampoo.
- **Hardware:** Oil hinges, lubricate door hardware with graphite powder, and tighten loose screws.
- **Screens:** Patch holes in screens.
- **Drapes:** Light vacuuming for cleaning.
- **Cleaning:** Floors, accessible windows, walls, tile work, woodwork, metal surfaces, brass, stainless steel, aluminum trim, and kitchen and laundry room appliances.
- **Heating:** Remove flammable material in close proximity to the heaters.
- **Plumbing:** Unstop drains; install shower head.
- **Electrical:** Replace broken globes on lighting fixtures as well as accessible burned out light bulbs (residents will furnish bulbs) and fluorescent lights and starters; replace cracked or broken outlet plates; reset tripped breakers; operate reset button.



**Light Bulbs Available at the Self-Help Store**

■ **Appliances:** Clean all easily accessible exteriors and interiors with mild soapy water (including replacement filters). Defrost the refrigerator. Maintain water-softening system installed in dishwashers. Remove spills and liquids on the range, refrigerator, dishwasher, clothes washer and dryer, kitchen exhaust fan, range hood (including replacement filters).



**Lawn Maintenance Equipment at SHIP**



**Painting Supplies at SHIP**



# Self-Help Store Essential Stock Items

## Electrical

Bulbs for oven  
Fluorescent lights and starters  
Energy Saving light bulbs  
Light bulbs  
Child protective outlet covers 110/220  
Knobs (major appliances)

## Painting

Paint 3 x 5 liters per week  
Rollers w/ kit  
Rollers, small or large  
Brushes, 1", 2", or 3"  
Plastic drop cloths  
Spackling, tube and powder  
Filler plaster (putty)

## Loaner Tools

Screwdrivers  
Drills  
Pliers  
Hammers  
Files  
Clamps  
Step ladders  
Saws  
Ruler/Tape measures

## Loaner Garden Tools

Lawn mowers  
Rakes  
Shovels  
Spades  
Street brooms  
Weed eaters  
Snow shovels  
Leaf Blower  
Shears  
Hoes  
Electrical extension Cords  
Jig Saw

Hack Saw  
Caulking Gun  
Step Ladder, 6 and 4 steps  
Levels  
Tape Measure

## Bathrooms

Mirror and clips  
Tray over sink  
Toilet paper roll holder  
Shower hoses  
Towel bars, 4 types  
Drain stoppers  
Soap holders, metal or plastic  
Faucet aerators  
Toilet seats complete

## Hardware

Cup holders  
Gaskets  
Door/closet hardware  
Door bumpers  
Weather insulating tape/caulk  
Window screen repair hardware  
Nails and screws  
Hinges and Hasps  
Curtain hanging Hardware

## Pest Control

Cockroach bait  
Roach traps-sticky  
Pharaoh ant bait  
Roach Powder  
Mousetraps  
Fly swatters  
Silverfish Traps

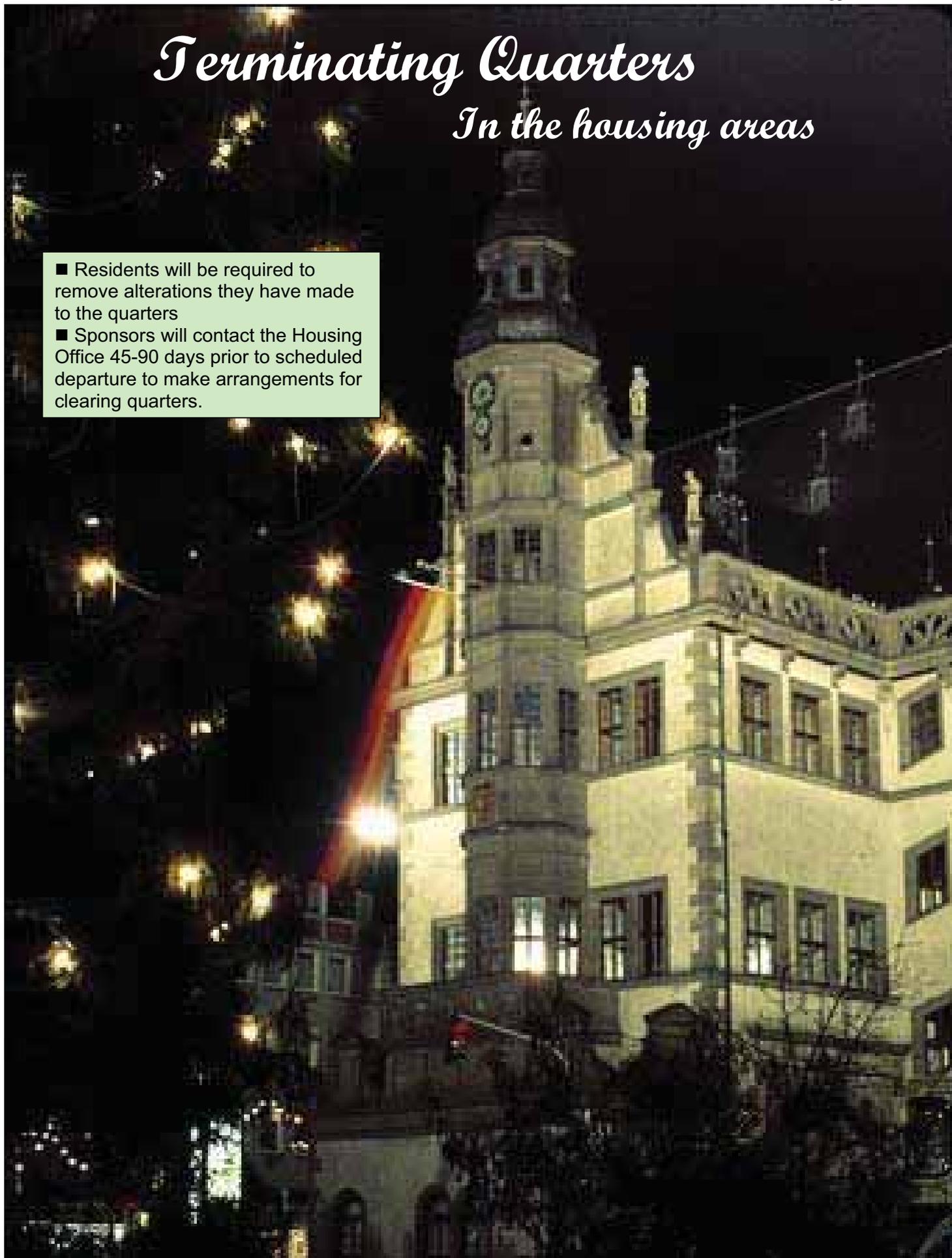
## Miscellaneous

Grass Seed  
Potting soil, 4 bags per year  
Top soil  
Street Salt  
Fertilizer  
Woodchips

# *Terminating Quarters*

## *In the housing areas*

- Residents will be required to remove alterations they have made to the quarters
- Sponsors will contact the Housing Office 45-90 days prior to scheduled departure to make arrangements for clearing quarters.



# Terminating Housing

<p><b>Clearing</b></p> <p><b>Preparing your Quarters for Termination</b></p> <ul style="list-style-type: none"> <li>■ Floors</li> <li>■ Walls, Doors, and Ceilings</li> <li>■ Woodwork, Window Frames, Door Frames, and Hardware</li> <li>■ Windows and Screens</li> <li>■ Light Fixtures</li> <li>■ Cabinets, Countertops, and Shelving</li> </ul>	<ul style="list-style-type: none"> <li>■ Sink Fixtures, Faucets, and Garbage Disposals</li> <li>■ Radiators and Pipes</li> <li>■ Bathrooms</li> <li>■ Ranges (Stoves)</li> <li>■ Dishwasher</li> <li>■ Refrigerator</li> <li>■ Storage Areas</li> <li>■ Exterior of Quarters</li> <li>■ Refuse and Recycle Containers</li> </ul> <p><b>Terminating Government Quarters Checklist</b></p>
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## Clearing

Residents will return the dwelling unit and immediate area in an orderly and undamaged condition. The unit must meet the standards established by the Garrison Commander. Residents will be required to remove alterations made during occupancy. Sponsors will contact the Housing Office 60-90 days prior to scheduled departure to make arrangements for clearing quarters.

The Customer Service Section will issue the termination of quarter's memorandum to the resident after the final inspection. The termination memorandum will be taken to the Finance Section of the Central Processing Facility, Bldg. 40, on Conn Kaserne to start Basic Allowance for housing (BAH).

## Preparing Your Quarters For Termination

The Garrison Command contracts a professional cleaning agency to clean quarters upon termination to ensure the quarters are in prime condition for new residents. However, this does not relieve you from the responsibility of ensuring your quarters are clean and in good condition when you vacate. Listed below are the general expectations for the cleanliness and condition of quarters upon termination. This guide is meant to make your move easier. If you have any questions about the intent of this guide, please contact the Housing Office. Also, be sure to visit the Self-Help Store for advice and expertise on how to make minor repairs that will save you a great deal of frustration and money.

### ■ Floors:

Carpets will be vacuumed. Residents are responsible for deodorizing the carpets or having them professionally cleaned prior to termination inspection if there has been a pet in the household, or if it is suspected that doing so will resolve potential damage. Non-carpeted floors will be swept and mopped.

### ■ Walls, Doors, and Ceilings:

Walls, ceilings, doors, and attached hardware and knobs will be cleaned free of all dust, dirt, cobwebs, grease, food particles, and fingerprints. Pen, pencil, crayon, and any other potential damage to walls will be cleaned or repaired by the resident prior to termination. The walls, doors, and ceiling should have a uniformly clean appearance. Use only mild cleaning solutions on walls, ceilings, and doors. Leave ceiling hooks in place and remove nails prior to termination. Do not fill nail holes.

■ **Woodwork, Window Frames, Door Frames, and Hardware** will be dirt and dust free on both interior and exteriors.

### ■ Windows and Screens:

Windows will be washed free of all dirt, dust, spots, streaks, mildew, and film. Window and door tracks will be cleaned free of all dirt, dust, cobwebs, and dead insects. Window and door screens will be in place and will be vacuumed or brushed clean to remove dust and dirt.

### ■Light Fixtures:

All outlet plates and wall switches will be wiped clean to remove all dirt, grease, and fingerprints. All light globes and shades will be removed, washed free of dust, dirt, and dead bugs. Once cleaned, the light globes and shades will be reinstalled. Residents will guarantee that all light bulbs of interior fixtures do not exceed 60 watts/220 voltage and are in working order. Residents will also ensure that interior and exterior flood lamps have the appropriate wattage. The base of the light fixture will be wiped clean.

### ■Cabinets, Counter tops, and Shelving:

Interior of all cabinets and drawers, including attached handles and hardware, will be empty, and free from shelf paper, dirt, dust, grease, and food particles. All shelves and support brackets in cupboards and closets will be free of residue and streaks. Exterior of cabinets will be wiped clean to remove dirt, grease, and food particles with a uniform appearance and shine. Counter tops shall be clean of all grease, dirt, scouring powder, stains, and residue.

### ■Sink fixtures, Faucets, and Garbage Disposals:

Kitchen, bathroom, and utility room sinks shall be clean and free of all dirt, grease, soap, lime build-up, scouring powder, and residue. Faucets, downspouts, dishwasher overflow, and plated metal will be clean, bright, and untarnished. Garbage disposals will be cleaned and free from food.

■Radiators and pipes will be wiped down to remove dirt, sediment, and stains.

### ■Bathrooms:

Sinks, tubs, tumbler holders, soap dishes, and sink stoppers will be cleaned with a non-abrasive cleaner so they are free of mildew, soap, lime build-up, stains, streaks, and foreign material. Commodes and attached tanks will be cleaned using a non-abrasive, disinfecting cleanser. Never use steel wool inside of toilets. Medicine cabinets, vanities, and mirrors will be wiped to a streak free, and dirt free condition. Towel bars will have all soap, lime residue, and dirt removed.



## Bathroom Cleanliness is Important

### ■Ranges (Stoves):

Unplug the range prior to cleaning. If this cannot be accomplished, turn off the circuit breaker, which controls the range. All surfaces and areas of cook top, oven racks, burner pans, burner rings, elements, burners, control knobs, and all other removable parts will be cleaned by removing all grease, food, rust, tarnish, and cleaning streaks. Ranges will be moved out from the wall for cleaning areas under, above, behind, and on either side. Be extremely careful when using oven cleaner and use only in accordance with manufacturer's instructions. DO NOT use oven cleaner on painted surfaces. Likewise be careful with the use of steel wool pads. Remove the vent cover from the exhaust fan and clean the interior. Wipe motor and blade to clean. **Do not wash motor – Do not use oven cleaner on range hood.** Clean the filter.

■ **Dishwasher:**

The interior of the dishwasher will be dismantled, all parts cleaned and residue free. Pay close attention to edges, corners, and seals/gaskets. Make every attempt to remove all lime and rust deposits. The exterior shall be cleaned using a mild non-abrasive cleaning solution. **Do not pull dishwasher from under the counter.**

■ **Refrigerator:**

Refrigerators and freezers will be de-frosted and thoroughly cleaned to remove all dirt and food particles. Particular attention will be paid to the door seal that extends around both the freezer and refrigerator door. All removable parts, including shelves, brackets, storage bins, utility trays, egg trays, etc., will be thoroughly cleaned and disinfected using a mild detergent. The bottom lint cover will be removed and cleaned as well as the drip pan. The refrigerator will be unplugged and pulled away from the wall to clean the sides, back, coils, drip pan, and floor. All dirt, dust, and food particles will be removed from exterior surfaces. When finished cleaning, the refrigerator will be plugged back in, set at the lowest setting and all parts put back together.

■ **Storage Areas** will be swept clean and all spider/dust webs removed. All painted walls will be washed and free of any marks, dust, food deposits, and dirt.

Finished floors will be mopped and streak free. Doors will be wiped clean to remove excessive dirt and exhaust build up. All locks must be removed from storage areas.

■ **Exterior of Quarters:**

All trash, animal feces, and other debris must be cleaned from patios, balconies, storage areas, yards, carports, and side walks. In summer months, lawns must be mowed, raked, trimmed, and weeds removed from flower and shrubbery beds. In winter, sidewalks leading to quarters, driveways, and patio slabs must be shoveled and cleared of snow.

■ **Disconnect cable TV and telephone service**, notifying the TV/phone company of forwarding address. Also, notify post office of forwarding address.

■ **Return/transfer all hand receipt items** prior to final clearing date.

■ **Turn in all keys** to the Property Manager at termination inspection.

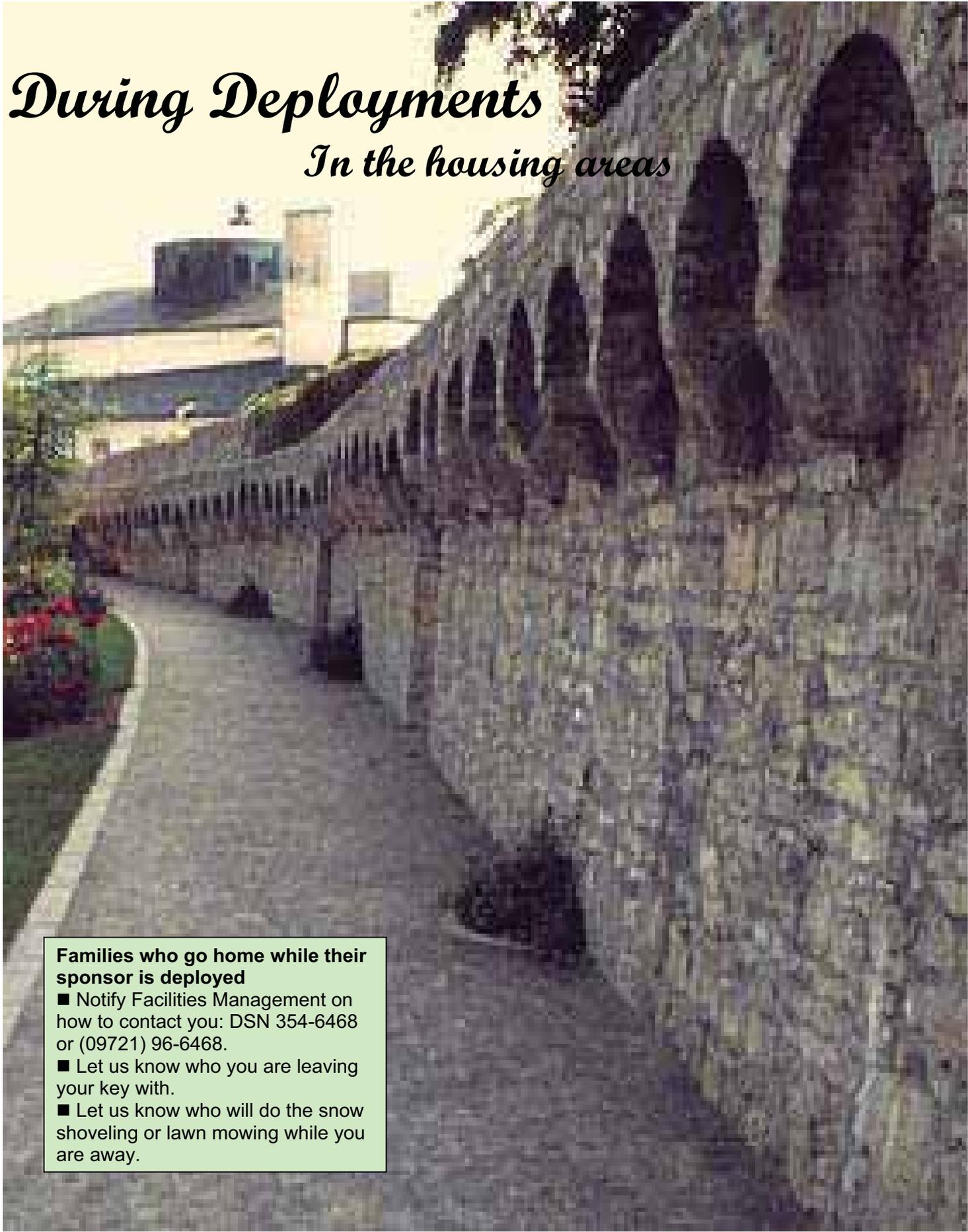
■ **Refuse and Recycle Containers.** All trash cans, and recycle containers must be empty and thoroughly cleaned. ■

## Terminating Government Quarters Checklist

	When	Who	What
<b>Step 1</b>	60-90 days prior to departure	Resident	Schedules and performs pre-termination inspection.
<b>Step 2</b>	45 days prior to departure	Housing	Reviews requirement for termination, HHG pickup, Government furniture delivery.
<b>Step 3</b>	20 days prior to departure	Resident	Requests loaner furniture, contact the Housing Office in Bldg 252 of the DPW Compound. <sup>1)</sup>
<b>Step 4</b>	20 days prior to departure	Resident	Schedules final inspection and contacts guest lodging for reservations.
<b>Step 5</b>	3 days prior to departure	Resident	Vacates quarters conducts final inspection and vacates quarters. <sup>2)</sup>

**NOTE:** ■ **Request for loaner furniture should be coordinated to coincide with pickup of household goods.**

■ **Outgoing service members are entitled to 3 days maximum outgoing TLA. Transportation, pickup of household goods, flight dates/times, and In and Out Processing (IOP) final appointments must be coordinated to comply with this policy. Please notify the Housing Office, DSN 354-6317/6388, as soon as possible, if there is a conflict with meeting this requirement.**



# *During Deployments*

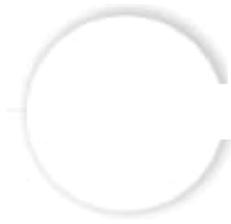
## *In the housing areas*

**Families who go home while their sponsor is deployed**

■ Notify Facilities Management on how to contact you: DSN 354-6468 or (09721) 96-6468.

■ Let us know who you are leaving your key with.

■ Let us know who will do the snow shoveling or lawn mowing while you are away.



## During Deployments

**T**he Community Staff wants you to know that we recognize how difficult it is to have a sponsor deployed. It's a common belief that if anything is to go wrong; it will go wrong when the sponsor is away. While we can't stop the deployment or bring your Soldier home, there is certain information and assistance we can provide you. Please keep this information in a handy place and feel free to call us for additional information.

Below are some frequently asked housing questions during deployment:

***Can I go home to be with my family while my sponsor is deployed? What will happen to my quarter if I do so?***

The Housing Office does not penalize, in any way, Family members who choose to go home while their sponsor is deployed. All we ask is that you notify us before you leave with information on how to contact you if required. We may need to enter your quarters in the event of an emergency, such as broken water pipes. Providing us with your contact information gives us a phone number so that we can contact you if there is an emergency. You also need to let us know who you are leaving a quarter's key with and who will do the snow shoveling or lawn mowing while you are away. You must fill out the attached sheet in this section and provide it to the Housing Office.

***What if I suddenly decide to leave and forget to contact the Housing Office?***

We can accept your absence notification over the telephone. Call Housing Office at DSN 354-6488/6712 or (09721) 96-6448/6712 and provide the same information as required above.

***Why do I need to leave my key with someone?***

Your quarters should be checked on a weekly basis. That way, minor problems

can be called in for maintenance before they become major problems. Instruct this person to check to make certain that there is heat in the quarters and that all water is turned off.

***What safeguards to my quarters should I make before I leave?***

Unplug all small appliances, clocks, etc. Remove all perishables from your refrigerator, but do not unplug it. Remove any trash or garbage, and make sure the garbage and recycling containers are clean so that they don't attract pests. Turn off the water to your washing machine, disconnect all outside hoses, and make sure all faucets are turned off. Make certain that you have made arrangements for any pets. Take them with you, ask friends to care for them, or board them at a kennel. Pets are not allowed to be in quarters unattended for any amount of time. You might consider asking the person who is watching your house to turn your lights off and on in a random pattern, and to open and close drapes to increase the security of your quarters.

***What if I decide to stay away longer than I originally planned?***

Simply notify the Housing Office at DSN 354-6448/6712 or (09721) 96-6448/6712. Also, please make sure the Rear Detachment knows where you are and how they can reach you.

***We are on the waiting list, but haven't received quarters. How does the deployment affect me getting quarters?***

A spouse can sign for and accept quarters. Your sponsor's deployment does not affect this; however, you will need to have a current ID card and a Power of Attorney to make transportation arrangements and to receive your household goods.

*I live on the economy and I'm having difficulty with my landlord while my sponsor is deployed. Who can help me?*

The Community Homefinding Relocation and Referral Services (CHRRS) at the Housing Office stand ready to help you with any problems. You can reach them at DSN 354-6282/6363 or (09721) 96-6282/6363.

*I'm staying here in my quarters. What things can I do to make it easier for me?*

Remember to be vigilant about fire safety. Supervise children closely. Practice fire drills. Be cautious when cooking with grease. Test your smoke alarm. Report all fires and gas leaks to the appropriate Fire Department. Stay involved and ask for help when you need it.

*What if I just want to leave Germany and not return during my sponsor's tour?*

Family members may elect to return to the United States prior to completion of their sponsor's tour. However, we recommend that you think this decision through thoroughly as the Government will not pay to return you to Germany upon your sponsor's redeployment. Additionally, the support provided by the US Army, Rear Detachments, and Family Readiness Groups may not be available to you if you return to

the United States. If you are positive that you want to return to the States, your sponsor or you may request an Early Return of Dependents through your unit or Rear Detachment. A spouse may initiate the request if the sponsor is deployed, but the sponsor must be made aware of it whether or not the sponsor agrees to it. For more information on Early Return of Dependents, contact your Battalion S-1 or Legal Office.

Single Soldiers living on the economy may retain their housing, but are required to provide written notification of a point of contact (POC) to the Housing Office. The POC should have a Special Power of Attorney to allow them to make decisions for you concerning your quarters. Additionally, service members residing in private rental housing must contact the Housing Office, Community Homefinding Relocation Referral Office, DSN 354-6282/6363 or (09721) 96-6282/6363, to make arrangements for automatic payment of rent and utilities during their absence.

Sponsors must submit a written request to the Provost Marshals Office for non-dependents or guest(s) to reside in Government quarters with the family during the sponsor's absence.

*Can I remain in my quarters if my sponsor is PCSing?*

It may be possible for you to remain in your quarters during your sponsor's deployment, even though he/she PCSed to another community. If your support network is in Schweinfurt and you wish to remain in the community during the deployment submit a request to the Housing Office. We will do our best to support your needs and desires. ■

**Redeployment of the Troops**



IMEU-SWF-PWH

MEMORANDUM FOR HOUSING DIVISION, USAG SCHWEINFURT

SUBJECT: Dependents leaving Country during Deployment

1. NAME OF SPONSOR: \_\_\_\_\_

2. HOUSING ADDRESS: \_\_\_\_\_

UNIT: \_\_\_\_\_ PHONE: \_\_\_\_\_

3. DURATION OF DEPLOYMENT: \_\_\_\_\_

4. DEPENDENTS:

Date of Departure: \_\_\_\_\_ Date of Return: \_\_\_\_\_

4. REAR DET. POC: \_\_\_\_\_ PHONE: \_\_\_\_\_

5. LOCAL POC:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel. # \_\_\_\_\_

Keys at: \_\_\_\_\_

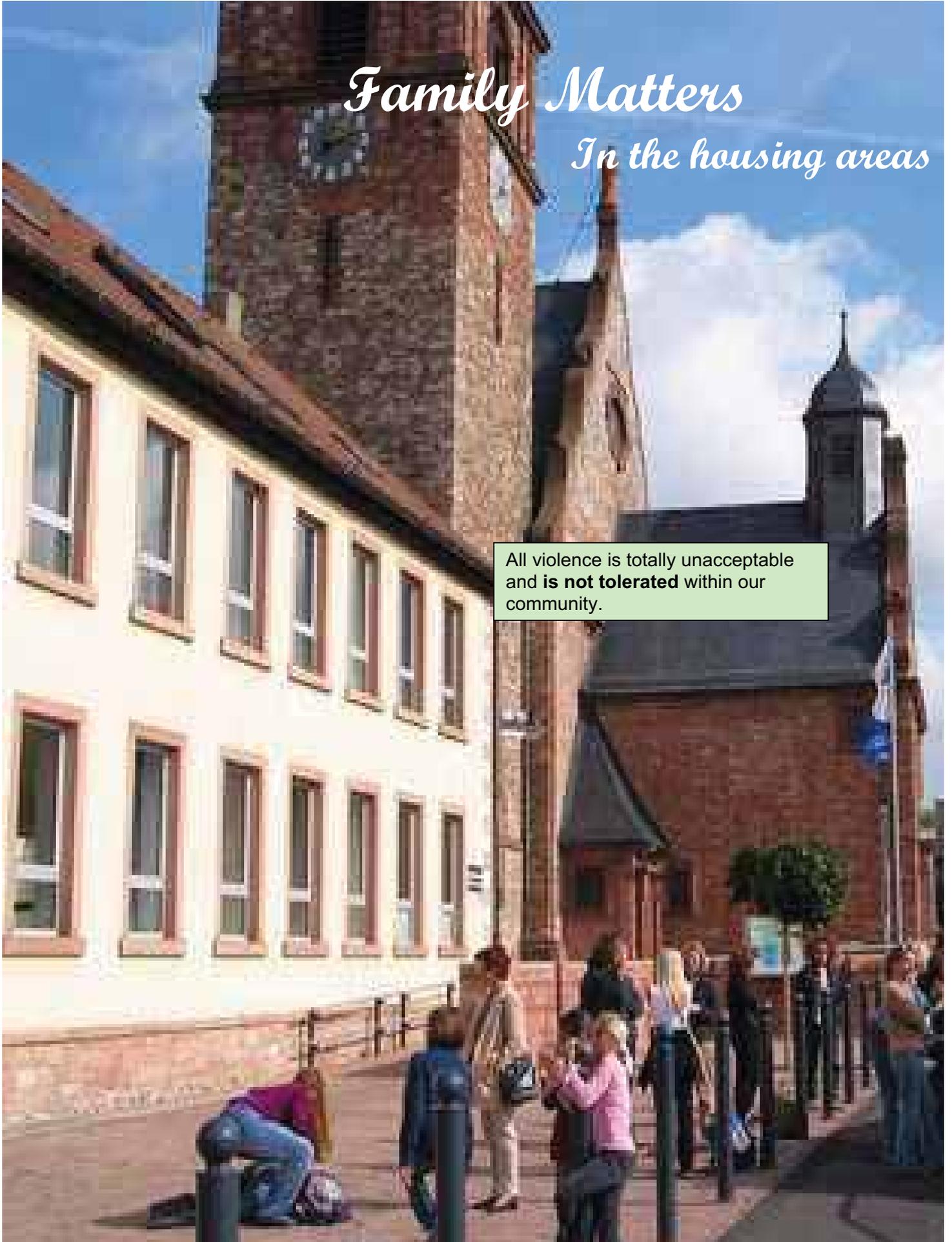
DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

# *Family Matters*

*In the housing areas*

All violence is totally unacceptable and **is not tolerated** within our community.



# Family Matters

- Domestic Violence
- Marital Help
- Separation/Divorce

- Early Return of Dependents
- Child Abuse/Neglect

## Domestic Violence

Domestic violence is not a topic normally associated with Government housing, so you may be wondering why it is discussed in this Housing Guide. The answer is simple, home is where family violence most often occurs. Thus, we view family violence as a housing issue. As with a leaky faucet, we're here to help fix the problem. Your community staff understands how the stress caused by living in an overseas environment with frequent deployments can affect families and wants to ensure you are aware of the resources available to help your Family alleviate that stress. We advocate for the total well-being of Soldiers, Families, and units so that they can make a maximum contribution to mission accomplishment. With that said it's important to know that domestic violence is totally unacceptable and **is not tolerated** within our community.

### What is domestic violence?

Domestic violence and emotional abuse are behaviors used by one person in a relationship to control the other.

Examples of abuse include: name-calling or put downs, keeping a partner from contacting their family or friends, withholding money, stopping a partner from getting or keeping a job, actual or threatened physical harm, sexual assault, cyber stalking, and intimidation.

Violence can be criminal and includes physical assault (hitting, pushing, shoving, restraining),

sexual abuse (unwanted or forced sexual activity), and stalking. Although emotional, psychological, and financial abuse are not criminal behaviors, they are forms of abuse and can lead to criminal violence.

### What if someone I know is impacted by domestic violence?

Reporting domestic violence is required by Army Regulation and DoD Directives. If you suspect a friend or neighbor is suffering abuse, please report it to the Military Police Desk at (09721) 96-6766. Off post call the Polizei by dialing 112.

### What if I'm impacted by domestic violence?

Family Advocacy Army Community Services, your Army Chaplains, and Social Work Services/ Family Advocacy Clinic offer a wide range of programs and services to assist all individuals impacted by Family violence. If you have Family concerns or are a victim of



**The Welfare of Children is taken very Seriously**

domestic violence, please contact one of the following agencies:

Army Community Service: DSN 354-6933/6681 or (09721) 96-6933/6681

Staff Chaplain: DSN 354-8230/8620 or (09721) 96-8230/8620

Social Work Services/Family Advocacy Clinic  
DSN 354-6276 or (09721) 96-6276

After duty hours contact the Military Police Desk at DSN 354-6624/6766 or (09721) 96-6624/6766. They will call the on-duty social worker or chaplain to assist you.

## Marital Help

Today's Army environment with its frequent deployments can be tough on families and marriages. Thus, many opportunities for enriching marriages exist within your community. Contact Army Community Services, the Chaplains' Office, or the Social Work Services/Family Advocacy Clinic for information on programs and services available to enrich your marriage. Counseling services are also available.

## Separation/Divorce

If all attempts to resolve marital issues have failed and you're facing a separation or divorce, there are a few things you need to know. Soldiers are required to manage their personal affairs in a manner that does not bring discredit upon themselves or the Army. That responsibility includes providing adequate support to family members.

Family members are entitled to full military benefits until a divorce is finalized. However, if the sponsor is no longer residing in quarters, the entitlement to retain quarters may be forfeited after 30 days. Contact the Housing Office for more information; exceptions are granted under some circumstances.

When family members no longer reside in Government quarters, Army Regulation 608-99 generally provides that a Soldier separated from his or her family members will pay them support each month. At a minimum, Soldiers are required to pay the Basic Allowance for Quarters II (BAQ) at the "With Dependent"

rate in support. Whether the Soldier actually receives any BAQ or not has no effect on the obligation to pay support. If there is a written agreement or court order, a Soldier must provide financial support for the spouse and/or child in accordance with the agreement or court order. There are exceptions to the general support requirement for cases where both parents are in the military, where Family members live in Government quarters, where one spouse earns more money than the other, and where Soldiers directly pay non-Government housing expenses for Family members. For more information on support requirements, contact your Legal Office or see Army Regulation 608-99.

The ultimate responsibility to ensure a Soldier is complying with his or her support obligations falls on the Soldier's chain of command. Only the commander can order a Soldier to comply with the regulation and pay the support that is owed. For this reason, you need to contact the Soldier's chain of command if there is a problem with support payments. The Soldier's company commander is the place to start. If you are dissatisfied with the commander's response or the Soldier continues to disregard his or her obligations, the matter may be brought to the next higher commander in the chain of command or the Inspector General's Office. A Soldier cannot be forced to pay support; however, he or she can be punished for failing to pay support. Soldiers can be forced to pay support only if there is a court order.

## Early Return of Dependents

If you're facing a separation or divorce you may be wondering how you or your Family members will return to the United States. An "Early Return of Dependents (EROD)" provides the entitlement for Family members to return to the United States prior to completion of the sponsor's current assignment. The entitlement provides for shipment of household goods as well as family travel. EROD orders may be requested by either the sponsor or Family member, if the sponsor isn't available, through the sponsor's unit. Once a Family member leaves Germany on EROD orders, return at Government expense is not authorized.

## Child Abuse/Neglect

Child abuse and/or neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, educational neglect, withholding of medically indicated treatment, or combinations of these inflicted on a child by an individual responsible for the child's welfare. According to Army Regulation 608-18, Educational Neglect includes knowingly allowing the child to have extended or frequent absences from school, neglecting to enroll the child in some type of home schooling or public or private education, or preventing the child from attending school for other than justified reasons.

**Child Neglect** refers to failure by the caregiver to provide needed, age-appropriate care. Neglect is usually typified by an ongoing pattern of inadequate care and is readily observed by individuals in close contact with the child.

### Types of Neglect:

Professionals define four types of neglect physical, educational, emotional, and medical.

**Physical Neglect** includes the refusal of or extreme delay in seeking necessary health care, child abandonment, inadequate supervision, rejection of a child leading to expulsion from the home, and failing to adequately provide for the child's safety, physical, and emotional needs. Physical neglect can severely impact a child's development by causing failure to thrive, malnutrition, serious illnesses, physical harm in the form of cuts, bruises, and burns due to lack of supervision, and a lifetime of low self-esteem. Please read the Commander's Policy Letter regarding the Child Supervision Guidance located on the Schweinfurt home page and abide by it.

**Educational Neglect** occurs when a child is allowed to engage in chronic truancy or is of mandatory school age but not enrolled in school or receiving needed special educational training. Truancy includes allowing your child to frequently miss or arrive late at school. Educational neglect can lead to underachievement in acquiring necessary basic skills, dropping out of school and/or continual disruptive behavior.

**Emotional Neglect** includes such actions as chronic or extreme spousal abuse in the child's presence, allowing a child to use drugs or alcohol, refusal or failure to provide needed psychological care, or constant belittling and withholding of affection. This pattern of behavior can lead to poor self-image, alcohol or drug abuse, destructive behavior and even suicide.

■ **Ignoring** - consistent failure to respond to the child's need for stimulation, nurturance, encouragement, and protection or failure to acknowledge the child's presence.

■ **Rejecting** - actively refusing to respond to the child's needs or refusing to show affection.

■ **Verbally assaulting** - constant belittling, name calling, or threatening.

■ **Isolating** - preventing the child from having normal social contacts with other children and adults.

■ **Terrorizing** - threatening the child with extreme punishment or creating a climate of terror by playing on childhood fears.

■ **Corrupting or exploiting** - encouraging the child to engage in destructive, illegal, or antisocial behavior.

**Medical Neglect** is the failure to provide appropriate health care for a child although financially able to do so. In some cases, a parent or caretaker will withhold traditional medical care during the practice of religious beliefs. These cases generally do not fall under the definition of medical neglect; however, some states will obtain a court order forcing medical treatment of a child in order to save a child's life or prevent life-threatening injury resulting from the lack of treatment. Medical neglect can result in poor overall health and compounded medical problems.

### What you can do

If you suspect child abuse or neglect is occurring, you are required to report it to the Military Police Desk, 09721-96-6766 "Reasonable suspicion" based on objective evidence, which could be firsthand observation or statements made by a parent or child, is all that is needed to report child abuse or neglect. ■

A photograph of three young women at a beer festival. They are all holding large, traditional German beer mugs (Stein) filled with beer and topped with a thick head of foam. The woman on the left is drinking from her mug. The woman in the middle is looking towards the camera. The woman on the right is smiling and looking towards the camera. The background is slightly blurred, showing other people at the festival.

# *Unique to Germany*

## *In the housing areas*

**Living in German-built housing is a little different from what you may be used to in America:**

- Quarters must be aired
- Dishwashers need a special salt
- Transformers are needed for American appliances
- Light bulbs are different
- Each room has a radiator with a thermostat which you can set to a desired temperature.
- Oral agreements are binding by German law
- In the evenings Germans typically close the rolladens or rollos.

## Unique to Germany

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>■ Airing Quarters</li> <li>■ Special Salt for Dishwashers</li> <li>■ Transformers</li> <li>■ Light Bulbs</li> <li>■ Heating</li> </ul> | <ul style="list-style-type: none"> <li>■ Oral Agreements</li> <li>■ Rolladen</li> <li>■ Hot Weather</li> <li>■ Quiet Hours</li> </ul> |
|---|---|

**L**iving in German-style housing is a little different from what you may be used to in America. The following tips will hopefully help you to adjust to your new environment successfully.

### Airing Quarters

Often you'll see the windows open in houses occupied by German families, even in the winter time. There's a reason for this. German houses are made from concrete rather than wood. Therefore, they are airtight. It's important to ventilate your quarters for 10 minutes or more a day to prevent the growth of mildew. If your quarters begin to smell, it's likely you have mildew growth. Airing the quarters will prevent the mildew and also have the added health benefit of clearing the air of airborne viruses and bacteria. If you have mildew growth, use a disinfectant spray and open your windows.

### Special Salt for Dishwashers

The water in our region of Germany is hard. In other words, the water contains an appreciable quantity of dissolved minerals. There's nothing wrong with hard water. When water is heated, carbonates may precipitate out of the water and cause scaling. Your dishwasher has a built in water softener to prevent lime scale build up and streaks on dishes. The water softener requires a special granular salt available at AAFES and the Commissaries under the name brand "Somat". The softener will use the salt to replenish itself each time you wash. You should refill the salt container in your dishwasher about once a month. Do not substitute any other salt for Somat. Table, cooking, and rock salts

may contain additives that could actually increase the water hardness. Hard water scaling can also occur around faucets, sinks, baths, and showers. Immediately wiping these areas dry will prevent calcium buildup. Scale removers such as "Lime Away" will dissolve calcium buildups.

### Transformers

Since the voltage in Germany is different than in America, you'll need transformers to use your American appliances. **Never plug a 110V appliance into a 220V out-let** as it will be destroyed. Transformers come in a variety of sizes. Clocks and other timed devices normally do not properly function due to the difference in cycles. It is important to know the watt rating of the transformers. Transformers rate are 15W, 75W, 150W, 300W, 750W, or 1000W. Check the wattage rate on the appliance before plugging into the transformer to ensure it does not exceed the transformer wattage. Avoid plugging multiple appliances into one transformer as the total wattage may exceed the transformer.

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

### Light Bulbs

Yes, even the light bulbs are different. You cannot use the American 120V bulbs in German 220V light fixtures. The higher voltage will make them blow. 220V light bulbs are available at the Self-Help Store.

### Heating

Heating in most units is provided by hot water radiators. The heating is centrally controlled by the Directorate of Public Works. Each radiator in your quarters has a thermostat which you can set to desired temperature in each room during the heating season. During the period 1 May through 30 September, heat will normally not be supplied unless the average daily outside temperature is below 60 degrees Fahrenheit for 48 consecutive hours. The authorized maximum temperature within the quarters is 72 degrees Fahrenheit. Before calling the work reception to report the lack of heat within the quarters, check whether the temperature is below this level.

**Oral Agreements** are binding by German law, and it can be disastrous if you find yourself in court, so don't commit yourself to a rental contract you can't afford.

### Rolladen

Some quarters and most leased and rental units are equipped with rolladens, the modern version of a shutter. In the evenings, you'll find that your German neighbors typically close the rolladens or rollos. This provides additional



**Rolladen**

privacy and keeps all outside light out.

### Hot Weather

Most German houses lack air conditioning, ceiling fans, and window screens. That's because it usually does not get uncomfortably hot in this region

### Noise/Quiet Hours

German laws apply both on and off the kasernes. One law requires residents to observe the German quiet hours. Excessive noise and mowing are **strictly** prohibited during quiet hours. Housing residents will ensure that noise is kept to a minimum during these hours. During the hours noted below, the noise generated within an apartment should not be audible to the residents of other apartments. Residents must ensure individual activities do not infringe upon the rights of others or degrade our overall quality of life at any time. The standard is **“Each of us has the responsibility to en-sure that our courteous behavior makes this community an enjoyable place to live and work”**.

### Quiet Hours

The Quiet Hours for USAG Schweinfurt per German law are:

- 1 -3 PM and 10 PM – 6 AM
- All day/night on Sundays & German Holidays

Definition of loud music/noise:

- Inside quarters - music or other noises made loud enough to be heard by a neighbor or a person walking outside.
- Inside vehicles - music or other noises made loud enough to be heard by the residents of an adjacent vehicle or by pedestrians.
- In Open Areas - music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing or other media, is not acceptable when others are involuntarily exposed to it.

# *Schweinfurt Phone Directory*



# Schweinfurt Phone Directory

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## Schweinfurt Community Alphabetical Phone Listings

*All numbers, hours and locations are subject to change without notice. To report such Changes notify ACS at 354-6933 or 09721-96-6933.*

### A

#### **AAFES: ARMY, AIR FORCE EXCHANGE SERVICE**

##### *Human Resources*

Conn, Bldg. 20  
Hours M-F 0930-1530  
CIV 09721-47592088  
FAX 09721-47592044

#### **ABRAMS ENTERTAINMENT CENTER**

Bldg. 444 (across from Ledward)  
Hours W-F 1800-2200  
Sat & Sun 1200-2000  
DSN 354-6460  
CIV 09721-96-6460  
FAX 09721-96-6460 during off hours

#### **ADAC (GERMAN AUTO CLUB)**

Schweinfurt, Ruckert Strasse, 17  
Hours M-F 0900-1800  
Sat 1000-1300

CIV 09721-22262

FAX 09721-21596

EMERGENCY 0-80-2-22-22(members only)

#### **ADOLESCENT SUBSTANCE ABUSE COUNSELING (ASACS)**

Leighton Barracks  
HS 0931-702-8431  
MS 0931-889-6265

*\*Services both Schweinfurt and Wuerzburg*

#### **AIRPORTS**

##### *Ramstein Air Terminal*

DSN 480-2433  
CIV 06371-47-2433

##### *Space A Info*

DSN 480-5364  
CIV 06371-47-5364  
FAX 06371-47-2364

##### *Frankfurt Civilian Airport*

*(Frankfurt Flughafen) Information*

CIV 0180-53724636

#### **AMERICAN CONSULATE GENERAL**

##### *Munich*

Koeniginstrasse 5, Munich 80539  
M-F 0800-1100  
Closed German & American Holidays  
CIV 089-28880  
FAX 089-2809998

#### **AMERICAN CONSULATE GENERAL**

##### *Frankfurt*

Giessenerstrasse 30, Frankfurt/Main 60435  
M-F 0730-1130

CIV 069-7535-0

FAX 069-7535-2277

Web <http://frankfurt.usconsulate.gov>

#### **AMERICAN EMBASSY**

Neustaedtische Kirchstrasse 4, Berlin 10117

M-F 0830-1730

CIV 030-238-5174 (24hr)

FAX 030-238-62-90

Web [www.usembassy.de](http://www.usembassy.de)

#### **AMERICAN RED CROSS (ARC)**

Ledward, Bldg. 206, Basement

M-F 0800-1630

DSN 354-1760/6251

CIV 09721-96-1760/6251

FAX 354-6252

##### **After hours**

DSN 431-2334

CIV 07031-152334

E-mail [mail.SFT.RedCross@eur.army.mil](mailto:mail.SFT.RedCross@eur.army.mil)

#### **ANDREWS FEDERAL CREDIT UNION (AFCU)**

Ledward, Bldg. 224

M-F 0900-1600

DSN 354-6891

CIV 09721-79-6860

FAX 09721-79-68610

#### **ANTHONY'S PIZZA**

Conn, Bldg. 64 (in Burger King)

M-F 1100-1900; Sat & Sun 1100-1800

CIV 09721-807216

#### **ARMED FORCES NETWORK (AFN) RADIO**

Web [www.afneurope.net](http://www.afneurope.net)

##### **Television Trouble Reports/Lost Reception (AFN Channels only)**

24-hours

DSN 389-4444

CIV 0621-46085-444

#### **ARMED FORCES RECREATION CENTER**

##### **Edelweiss Lodge (Garmisch) Reservations**

M-F 0800-1700

DSN 440-2575

CIV 08821-9440

FAX 08821-9444135

Web <http://www.afreurope.com>

##### **Camp Darby, Italy Reservations**

#### **SEA PINES LODGE**

DSN 633-7225/7221

CIV 0039-05054-7225/7221

FAX DSN 633-7758

FAX CIV 0039-05054-7758

**A (cont)****CASA TOSCANA**

DSN 633-7448/7580

CIV 0039-05054-7448/7580

**ARMY CAREER AND ALUMNI PROGRAM (ACAP)**

Conn, Bldg 40

M-F 0800-1630

DSN 353-8687/8689

CIV 09721-96-8687/8689

FAX 353-8867

Web [www.acap.army.mil](http://www.acap.army.mil)**ARMY COMMUNITY SERVICE CENTER (ACS)**

*Army Emergency Relief, Army Family Action Plan, Army Family Team Building, Army Volunteer Corps, Emergency Placement Care, Employment Readiness, Exceptional Family Member Program, Family Advocacy, Financial Readiness, Information & Referral, Mobilization & Deployment, New Parent Education & Support Program, Outreach, Relocation Assistance, Sexual Assault Response & Prevention, Victim Advocacy, Soldier & Family Assistance Center, & more.*

Ledward, Bldg. 242

M-W &amp; F 0800-1700, T 1200-1700

DSN 354-6933/6751

CIV 09721-96-6933/6751

FAX 354-6851

**ARMY EMERGENCY RELIEF (AER)**

M-W &amp; F 0800-1700, T 1200-1700

DSN 354-6933/7071

CIV 09721-96-6933/7071

FAX 354-6587

Leighton, Bldg. 14

M-F 0800-1700

DSN 350-7103

CIV 0931-889-7103

FAX 350-6857

**ARMY FAMILY TEAM BUILDING (AFTB)**

Ledward, Bldg. 242

M-W &amp; F 0800-1700, T 1200-1700

DSN 354-6933/7078

CIV 09721-96-6933/7078

FAX 354-6851 13 14

**ARMY SUBSTANCE ABUSE PROGRAM (ASAP)**

Abrams Center, Bldg. 444, 2nd floor

M-F 0730-1630

DSN 354-1710

CIV 09721-96-1710

FAX 354-6633

**ARMY VOLUNTEER CORPS**

Ledward, Bldg. 242

M-W &amp; F 0800-1700, T 1200-1700

DSN 354-6933/7078

CIV 09721-96-6933/7078

FAX 354-6851

**ARTS & CRAFTS CENTERS****The Craft Studio**

Ledward, Bldg. 203 (Basement-10000 sqft)

W-Th 1300-2100; F-Sat 1000-1800

Closed Sun-Tue &amp; American Holidays

DSN 354-6903

CIV 09721-96-6903

FAX 09721-804-828

**Wood N' Frame Shop**

Ledward, Bldg. 242

2nd &amp; 4th Tue of each month 1400-2045

W-F 1400-2045; Sat 1000-1645

1st &amp; 3rd Sunday of each month 1000-1645

Closed Mon, German Holidays &amp; 1st &amp; 3rd Tue of each month.

DSN 354-6304

CIV 09721-804-828

**AUTOMOTIVE CENTERS****Auto Skills Center**

Conn, Bldg. 49

T-F 1300-2100; Sat 0900-1700

USAREUR Training holidays 1000-1800

Closed Sundays and Mondays

DSN 353-8224

CIV 09721-96-8224

**Car Wash**

Conn, Bldg. 39

T-F 1300-2100; Sat 0900-1700

USAREUR Training holidays 1000-1800

Closed Sundays and Mondays

DSN 353-8224

CIV 09721-96-8224

**Conn Car Care Center**

Conn Bldg. 36

M-F 0700-1800

CIV 09721- 475-8299

**Strip Lot and Long-term Parking**

Conn, Bldg. 95

T-F 1000-1800; Sat 0900-1700

USAREUR Training holidays 1000-1800

Closed Sundays and Mondays

DSN 353-8729

**AUTO RENTAL**

\*\*See SIXT RENT-A-CAR 09721-802747

**B****BAHNHOF**

Bahnhof Strasse 4, Schweinfurt

CIV 11861 Deutsche Bahn Information

Web [www.db.de/sites/bahn/en/start.html](http://www.db.de/sites/bahn/en/start.html)

Click on "Int guests" for English

**BANK**

\*\*See Community Bank 354-6403 or Andrews

Federal Credit Union 354-6891

**B (cont)****BARBER SHOPS: AAFES**

Ledward, Bldg. 226  
M-F 0900-1800; Sat 0900-1600  
Closed Sundays and German Holidays  
CIV 09721-476-0837

**BARBER SHOPS: AAFES**

Conn, Bldg. 64  
M-W 1000-1600  
CIV 09721-476-0838

**BATTING CAGES**

\*\*See Kessler Bowling Center/Batting cages 354-6332 15

**BEAUTY SHOPS: AAFES**

Ledward, Bldg. 226  
W-F 1000-1800; Sat 0900-1600  
Closed Sundays and German Holidays  
CIV 09721-475-8508

**BILLETING*****Army Worldwide Reservations***

DSN 312-897-2790  
Web [www.armymwr.com](http://www.armymwr.com)

***Schweinfurt-Bradley Inn***

M-F 0630-2130; Sat, Sun & Holidays  
0730-1700  
DSN 354-1700  
CIV 09721-96-1700  
09721-79-4101

***Ansbach-Bismark Kaserne***

M-F 0700-2200; Sat & Sun & Holidays  
0900-1700  
DSN 467-2812  
CIV 09802-95-060

***Bamberg-Warner Barracks, Bldg. 7678***

M-F 0800-1730; Sat & Sun 1030-1430  
DSN 469-1700  
CIV 0951-300-1700  
E-mail [Bamberg.Inn@eur.army.mil](mailto:Bamberg.Inn@eur.army.mil)

**BOOKMARK (AAFES Bookstore)**

Ledward, Bldg. 225 (Shoppette)  
M-Sun 0600-2300  
American Holidays 1000-2000  
CIV 09721-81134

**B.O.S.S. BETTER OPPORTUNITIES FOR SINGLE SOLDIERS**

Conn, Bldg. 64  
M-F 0800-1700  
DSN 354-6270  
CIV 09721-96-6270

**BOWLING CENTER**

\*\*See Kessler Bowling Center/Batting Cages  
354-6332

**BURGER KING**

Conn, Bldg. 64  
M-F 0630-1930; Sat 0800-1800; Sun 0900-1800  
Drive through open until 1900

CIV 09721-82287

**BUSINESS & RECREATION DIVISION**

Ledward, Bldg. 206  
M-F 0800-1700  
DSN 354-6762/6715  
CIV 09721-96-6762/6715  
***Community Sports & Fitness Director***

DSN 354-6264

CIV 09721-96-6264

***Entertainment Branch***

Abrams Center, Bldg 444  
DSN 354-6225  
CIV 09721-96-6225

***Recreation/BOSS Branch***

DSN 354-6270  
CIV 09721-96-6270  
FAX 09721-88451

**C****CAFÉ ROHR**

Ledward, Bldg. 224  
M-F 0630-1800; Closed weekends  
CIV 01624303531

**CAFETERIA**

\*\*See DFAC 354-6355 and  
Food Court 09721-82334

**CAR INSPECTION**

\*\*See POV Inspection 353-8298

**CAR RENTAL**

\*\*See Sixt Rent-a-car 09721-802747

**CAR WASH**

\*\*See Automotive Centers 353-8224

**CASTLE INN KANTINA**

Fanz-Schubert Str. 3, Bldg. 251 (DPW)  
M-F 0600-1400  
DSN 354-6104 16

**CENTRAL ISSUE FACILITY**

DSN 353-8326

**CENTRAL PPROCESSING FACILITY**

\*\*see Military Personal Division (PG. 31)

**CENTRALIZED FURNISHINGS MANAGEMENT OFFICE (CFMO)**

\*\*See regional Supply Management Center-East  
(RSMC-East) Oberwerrn 09726-3848

**CHAPEL (OFFICE OF THE GARRISON CHAPLAIN)**

Ledward (Office of the Garrison Chaplain), Bldg. 242

M-F 0800-1700  
DSN 354-1570/6181/6250  
FAX 354-6572

Conn Chapel & Chaplain, Bldg. 14

M-F 0900-1700  
DSN 353-8230/8620

**CHECK CONTROL OFFICE**

**C (cont)**

Ledward, Bldg. 206  
 M-F 0800-1200; 1230-1630  
 DSN 354-6271  
 CIV 09721-82589  
 FAX 09721-805396

**CHILD AND YOUTH SERVICES (CYS)****Administrative Offices (CYS Chief)**

Ledward, Bldg. 206, 4<sup>th</sup> floor  
 M-F 0800-1700  
 Closed Federal Holidays  
 DSN 354-6670/6216  
 CIV 09721-96-6670  
 FAX 09721-88451

**Children and Youth Central /Outreach Services  
 Registration (One Stop Registration)**

Ledward, Bldg. 224, The Commons  
 M-F 0800-1700 (call for afternoon appt)  
 Walk-Ins 0800-1100  
 Closed Federal Holidays  
 DSN 354-6517/6414  
 CIV 09721-96-6517  
 FAX 354-6068

**Child Development Center (CDC)**

Askren Manor, Bldg. 503  
 M-F 0545-1800  
 DSN 354-6281  
 CIV 09721-96-6281  
 Closed Weekends & Federal Holidays

**Family Child Care (FCC)**

Ledward, Bldg. 224, The Commons  
 M-F 0800-1700  
 DSN 354-6551  
 CIV 09721-96-6551

**School Age Services (SAS)**

Askren Manor, Bldg. 575  
 M-F 0545-1800  
 Third Sat of every month 0900-1200  
 DSN 354-6974  
 CIV 09721-82181

**CYS (cont)****Teen Center**

Ledward Gym, Bldg 241  
 School Year: M-Th 1600-2000, F 1600-2200, Sat  
 1300-2200,  
 Summer: M-Th 1200-2000, Fri-Sat 1200-2200  
 Closed Sun & Federal Holidays  
 DSN 354-6308

**The Middle School Zone**

Askren Manor, Bldg. 574  
 School Year: M-F 1430-1800  
 Summer: M-F 0900-1800  
 Closed Sundays & Federal Holidays  
 DSN 354-6308  
 CIV 09721-96-6308

**Youth Sports & Fitness**

Ledward Gym, Bldg. 241  
 Gym: M-F 1030-1530; Sat 0800-1700  
 Office: T-F 1000-1500  
 Closed Sun., Mon., & Federal holidays  
 DSN 354-6822  
 CIV 09721-96-6822

**Youth Education Support Services (YESS)**

Abrams, Bldg. 444  
 M-F 0800-1630  
 Closed Federal Holidays  
 DSN 354-6057  
 CIV 09721-96-6057

**School Liaison Officer**

Ledward, Bldg. 224, The Commons  
 M-F 0800-1700  
 Closed on Federal Holidays  
 DSN 354-6090  
 CIV 09721-96-6090

**School of Knowledge, Inspiration, Exploration,  
 and Skills (SKIES)**

Abrams, Bldg 444  
 M-F 0800-1700  
 Closed on Federal Holidays  
 DSN 354-6460  
 CIV 09721-96-6460

**Club Beyond**

Ledward, Bldg. 242  
 Call the Ledward Chapel for hours  
 DSN 354-1570  
 Civ 09721-96-1570

**CIVILIAN MISCONDUCT**

Ledward, Bldg. 206, Rm 309  
 M-F 0830-1730  
 DSN 354-6955  
 CIV 09721-96-6955  
 FAX 354-6565

**CIVILIAN PERSONNEL ADVISORY  
 CENTER (CPAC)****Appropriated Funds**

Abrams, Bldg. 444, 3<sup>rd</sup> floor  
 M-W & F 0900-1200, 1300-1500; Th 1300-1500  
 DSN 354-1630/6450/6382/6896/7072/  
 6898/6849  
 CIV 09721-96-1630/6450/6382/7072/6898  
 FAX 354-6443

**Non-Appropriated Funds**

Abrams, Bldg. 444, 3<sup>rd</sup> floor  
 M-F 0800-1200, 1300-1600  
 DSN 354-6444  
 CIV 09721-96-6444 18

**CLUB SYSTEM (FMWR)****Conn Community Club**

Conn, Bldg. 90  
 No regular hours-mtgs & parties only  
 DSN 353-8398  
 CIV 09721-803201/805713  
 FAX 09721-805712

**C (cont)****Conn Irish Pub**

Conn, Bldg. 90  
TH 1700-0100; F-Sa 1900-0100  
DSN 353-8484/354-6715

**COMMISSARY**

Askren Manor, Bldg. 502  
Tu, W & F 1000-1900; Th 1000-2000; Sat & Sun  
1000-1800; Closed Mondays  
DSN 354-6485

CIV 09721-96-6485

DSN 354-6555 (Manager)

DSN 354-6650 (Accounting Office)

CIV 09721-806097 (Store Director)

**COMMUNITY BANK (Contracted DOD****Banking System)**

Ledward, Bldg. 226  
M-W & F 0900-1600; Th 1100-1800; Sat after  
payday 0930-1300; Closed German Holidays;  
Open American Holidays

DSN 354-6403

CIV 09721-88096

FAX 09721-84150

Conn, Bldg. 64

M-F 0900-1530; Closed German Holidays; Open  
American Holidays

DSN 353-8269

CIV 09721-87096

FAX 09721-82898

**COMMUNITY COUNSELING CENTER  
(ASAP)****Installation Bio-chemical Test Coordinator**

DSN 354-6106

CIV 09721-96-6106

FAX 354-6633

**COMMUNITY MAIL ROOM (CMR)**

Conn, Bldg. 38 (CMR 464, APO AE 09226)

Window M-W,F 0900-1300, 1500-1800;

Th 1000-1300, 1500-1800

DSN 353-8843

CIV 09721-96-8843

Ledward, Bldg. 230 (CMR 457, APO AE 09033)

Lobby: M-Sun 0600-2000

Window: M-W 0900-1300, 1500-1730

Th 1200-1730; Fr 0900-1300, 1500-1730

DSN 354-6472

CIV 09721-96-6472

**IN AND OUT PROCESSING CENTER (IOC)**

Ledward, Bldg. 206

24 hours

DSN 354-6708/6831/3001

CIV 09721-96-6708

FAX 354-6565

**CONN COMMUNITY CLUB**

\*\*See Club System (MWR) 353-8398

**CONTRACTING OFFICE**

DSN 469-9401

CIV 0951-300-9401

**CRAFTS STUDIO**

\*\*See Arts and Crafts Center 354-6903

**CREDIT UNION**

\*\*See Andrews Federal Credit Union 354-  
6891/350-6229

**CRIMINAL INVESTIGATION DIVISION  
(CID) (Services Leighton as well)**

Ledward, Bldg. 296

M-F 0900-1700

DSN 354-6627/6628/6866/6347

CIV 09721-96-6627/6628/6866/6347

FAX 354-6868

**After Duty Hours**

DSN 354-6624

CIV 09721-96-6624

**CULLIGAN WATER**

Ledward, Bldg. 243

M-F 0700-1530

CIV 09721-930-169

**CUSTOMS**

\*\*See US Forces Customs Europe

DSN 354-6854 or 09721-96-6854

**D****DAY SPA**

Finney Fitness Center, Conn Bldg. 64

T-F 1000-1900; Sat 1000-1700

CIV 0176-762-09299

**DEFENSE REUTILIZATION AND  
MARKETING OFFICE (DRMO)**

\*\*See DOL 353-8863

**DENTAL CLINIC**

Ledward, Bldg. 201, 3rd floor

M-F 0730-1200, 1315-1615

DSN 354-7902 (appointments/info)

DSN 354-6612 (NCOIC)

DSN 354-6419 (OIC)

CIV 09721-96-1720/6376 (appointments/info)

**Sick Call**

M-F 0730-0900

**Dental Appointments**

Scheduling begins at 0900 daily

**Cancellations**

Call during business hours. Cancel at least 24  
hours prior to appointment

**After Duty Hours Dental Emergencies**

Community Operations Center

DSN 354-6708

CIV 09721-96-6708

**DEPUTY INSTALLATION COORDINATOR  
(DETAIL REQUESTS)**

Ledward, Bldg. 230

M-W & F 0900-1700; Th 0900-1500

DSN 354-6311

CIV 09721-96-6311

**D (cont)**

Conn, Temporary structure (by bldg. 1170)  
M-F 0900-1700

No working phone line yet

**DEUTSCHE TELEKOM (GERMAN PHONE COMPANY)**

English hotline 0800-330-3333 20

**DINING FACILITIES (DFAC)**

\*hours subject to change during field exercises and deployment

**Ledward, Bldg. 212 (Ledward Consolidated DFAC)**

M-W & F 0700-0900, 1130-1300, 1630-1800

Th 0700-0900, 1130-1300, 1630-1800

DSN 354-6355/7093/6369

**Conn (1-2 Inf), Bldg. 167**

DSN 353-8056

**Conn (Conn Consolidated DFACr), Bldg. 20**

M-F 0700-0900, 1130-1300, 1630-1800

Sat & Sun 0930-1300, 1530-1700

DSN 353-8261

Manager 353-8352

**DIRECTORATE OF COMMUNITY ACTIVITIES**

\*\*See DFMWR 354-6605

**DIRECTORATE OF HUMAN RESOURCES**

Ledward, Bldg. 206

M-F 0800-1200, 1300-1700;

Closed American Holidays

DSN 354-1550/1770

CIV 09721-96-1550/1770

**DIRECTORATE OF LOGISTICS (DOL)**

Ledward, Bldg. 206

M-F 0800-1200, 1300-1700;

Closed American Holidays

DSN 354-1540

FAX 354-6875

**Administration Office**

Ledward, Bldg. 206, Rm 118

M-F 0800-1200, 1300-1700;

Closed American Holidays

DSN 354-1540

FAX 354-6875

**Branch Movement Control Team (BMCT)**

Conn, Bldg. 40

M-F 0730-1200, 1230-1600

Closed ALL holidays

DSN 353-8669/8295/8804

CIV 09721-96-8669/8295/8804

FAX 353-8030

**Central Issue Facility**

Conn Annex, Bldg. 7

M, T, F 0800-1130, 1300-1530; W 0800-1130

Closed Th and American holidays

DSN 353-8326

FAX 353-8311

**Driver's Testing Activity**

Conn Annex, Bldg. 7

M-F 0730-1200, 1230-1600

Closed ALL holidays

DSN 353-8761/8862

CIV 09721-96-8862

FAX 353-8824

**DRMO**

Conn, Bldg 1159

M-Th 0800-1200, 1300-1500

Closed American Holidays

DSN 353-8863

CIV 09721-96-8863

FAX 353-8586

**Food Services Branch**

Conn Annex, Bldg. 7

M-F 0730-1200, 1230-1600;

Closed ALL holidays

DSN 353-8448

CIV 09721-96-8448 21

**DOL (cont)****HAZMAT Material Reuse Center**

Conn TAC Site, Bldg 157

M-F 0730-1200, 1230-1530

Closed All Holidays

DSN 353-8150

CIV 09721-96-8150

FAX 353-8161

**Installation Property Book Office**

Conn Annex, Bldg. 7

M-F 0730-1200, 1230-1600;

Closed US holidays

DSN 353-8451/8493

CIV 09721-96-8451

FAX 353-8452

**Plans and Operations**

Conn, Bldg 63

M-F 0730-1630

Closed US holidays

DSN 353-8878

CIV 09721-96-8878

FAX 353-8500

**SATO Travel Office**

Ledward, Bldg. 224

M-F 0800-1630 last customer signs in @ 1600

Closed German Holidays

DSN 354-6326

CIV 09721-78470

FAX 09721-803608

After hour Emergency 0800-826-8960

Toll-free (both locations) 0800-1007102

WEB Official Travel [www.satotravel.com](http://www.satotravel.com)

Leisure travel [www.europe.satovacations.com](http://www.europe.satovacations.com)

**Transportation Office (In & Outbound****Household Goods)**

Conn, Bldg 54

M-W & F 0730-1200, 1230-1600; Th 1230-1600

**D (cont)**

Closed ALL holidays  
 DSN 353-8746/8930 (In-bound)  
 CIV 09721-96-8746  
 DSN 353-8879 (Out-bound)  
 CIV 09721-96-8879  
 FAX 353-8672

**Transportation Motor Pool (TMP)**

Conn, Bldg. 63  
 M-F 0600-1200, 1230-1630;  
 Closed American Holidays  
 DSN 353-8386/354-1800 (**Dispatch office**)  
 CIV 09721-96-8386  
 M-TH 0700-1200, 1230-1545;  
 F 0700-1200, 1230-1430; closed ALL holidays  
 DSN 353-8481/354-1800 (**Admin office**)  
 CIV 09721-96-8481

**POV Registration Office**

Conn, Bldg. 64  
 M-W & F 0815-1515; Th 0915-1615  
 Last work day of the month 0815-1200  
 Closed ALL holidays  
 DSN 353-8999/8201  
 CIV 09721-96-8999  
 FAX 353-8202

**DOL (cont)****POV Inspection/BMC**

Conn, Bldg. 63  
 M-F 0715-1200, 1230-1515;  
 Closed ALL holidays  
 DSN 353-8298  
 CIV 09721-96-8298

**POV Shipping (TRANSCAR)**

Conn, Bldg. 35  
 M-F 0800-1630; Closed ALL holidays  
 DSN 353-8010  
 CIV 09721-803618  
 FAX 09721-85224

**PROPERTY BOOK OFFICE (PBO)**

Conn Bldg 7 (Conn Annex) Hours M-W, F: 0730-1200, 1230-1600  
 Th: 1230-1600  
 Closed All holidays  
 DSN 353-8493 Fax DSN 353-8493

**PBO Officer and assistant**

DSN 353-8493

**Quality Control**

Conn, Bldg 54  
 M-W 0730-1200, 1230-1600;  
 Th 0900-1200, 1230-1600; F 0730-1200, 1230-1430  
 DSN 353-8929  
 CIV 09721-96-8929  
 MRT 0171-5537198  
 Toll Free: 00800-444-33-444

**DIRECTORATE OF FAMILY, MORALE, WELFARE & RECREATION (DFMWR)**

*DFMWR encompasses numerous programs under various divisions. **Child and Youth Services (CYS)** offers programs such as the Child Development Center, Family Child Care, School Age Services, Middle School Zone, Outreach Services, School of Knowledge, Inspiration, Exploration & Skills, Sports & Fitness, and Youth Education Support Services.*

***Business Recreation Division (BRD)** offers programs such as the batting cages and bowling center, community clubs, tax relief as well as billeting and entertainment venues such as the Abrams. **Army Community Service (ACS)** provides services such as Army Family Team Building, Army Family Action Plan, Emergency Placement Care, Family Subsistence Supplemental Assistance, Information and Referral, Financial Readiness, Relocation Assistance, Exceptional Family Member Program, Family Advocacy, Volunteer opportunities, Army Emergency Relief, Employment Readiness, Mobilization and Deployment, & Sexual Assault Response & Prevention.*

**DIRECTORATE OF FAMILY, MORALE, WELFARE & RECREATION**

Ledward, Bldg. 206, Rm. 304  
 M-F 0730-1700

DSN 354-6605

CIV 09721-96-6605

FAX 09721-805097

**DIRECTORATE OF PUBLIC WORKS (DPW)**

Franz-Schubert Strasse 3, Bldg. 251  
 M-F 0730-1600; Closed All Holidays

DSN 354-1560

CIV 09721-96-1560

FAX 354-6668

**Work Orders Schweinfurt**

During Duty Hours

DSN 354-6342/6357

CIV 09721-96-6342/6357

*\*After 1600 Emergencies ONLY*

DSN 353-8645/6645

**Director**

DSN 354-1560

CIV 09721-96-1560

**Admin Office**

DSN 354-6393

CIV 09721-96-6393

**Operations & Maintenance**

DSN 354-6451/6937/6798/6934/6237/6069

CIV 09721-96-6451

**Budget Branch**

DSN 354-6207

CIV 09721-96-6207

**Business Operations & Information**

DSN 354-6477

CIV 09721-96-6477

**D (cont)****Engineering Plans & Services**

DSN 354-6778/6452

CIV 09721-96-6778

**Environmental**

DSN 354-6795

CIV 09721-96-6795

**Housing**

DSN 354-6317/6282

CIV 09721-96-6317

**NCOIC**

DSN 354-7030

CIV 09721-96-7030

**RPMA Supply**

DSN 354-6449

CIV 09721-96-6449

**Master Planning & Rural Property**

DSN 354-6200

CIV 09721-96-6200

**Recycling Center (Askren)**

DSN 354-6406

CIV 09721-96-6406

**Recycling Re-use Hazardous Waste Center****(Conn)**

DSN 353-8918

CIV 09721-96-8918

**Self-Help Issue Point**

\*\*See Self-help Issue Point/SHIP 354-6853

**SORT (Recycling)**

DSN 354-6201

CIV 09721-96-6201

**DISTRIBUTED LEARNING SYSTEMS (DLS)**

Conn, Bldg. 64 (above Gym)

M-F 0800-1700

DSN 353-8564

CIV 09721-96-8564

**DIVISION MENTAL HEALTH**

\*\*See Mental Health 354-6231

**DRIVERS TESTING STATION**

\*\*See DOL 353-8761

**DRY CLEANING**

Ledward, Bldg. 229

M-F 1000-1800; Sat 1000-1400

Closed Sundays and German Holidays

DSN 354-6396

CIV 09721-96-6396

Conn, Bldg. 64

M-F 1000-1800; Sat 1000-1600

Closed Sundays and German Holidays

**E****EDUCATION CENTER**

Ledward, Bldg. 242

M-F 0800-1700

DSN 354-6383

CIV 09721-96-6383

FAX 354-6783

**Education Services Officer**

DSN 354-6471

**MOS Library**

DSN 354-6335

**Testing**

DSN 354-6858 24

**EDUCATION CENTER (cont)****Registrars****University of Maryland on Ledward**

DSN 354-6398

**University of Maryland on Conn**

DSN 353-8661

**Central Texas College**

DSN 354-6206

*\*Serving both Schweinfurt & Wuerzburg communities***EDUCATIONAL DEVELOPMENTAL INTERVENTION SERVICES (EDIS)**

Ledward, Bldg. 467

M-F 0730-1630

DSN 354-6257/6510

CIV 09721-96-6257/6510

FAX 354-6520

**EMPLOYMENT READINESS**

Ledward, Bldg. 242

M-W &amp; F 0800-1700, T 1200-1700

DSN 354-6933/6120

CIV 09721-96-6933/6120

**Employment Help Desk (Commons)**

M-F 0900-1200, 1300-1600

DSN 354-6288

CIV 09721-96-6288

**EQUAL EMPLOYMENT OPPORTUNITY (EEO)**

Ledward, Bldg. 206, Rm. 109 (civilian employees)

M-F 0800-1700

DSN

CIV

**EQUAL OPPORTUNITY OFFICE**

Ledward, Bldg. 206, basement (military personnel)

M-W &amp; F 0900-1700; Th 0900-1500

DSN 354-6051

CIV 09721-96-6051

**EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

Ledward, Bldg. 242

M-W &amp; F 0800-1700 &amp; Th 1200-1700

DSN 354-6933/7077

CIV 09721-96-6933/7077

FAX 354-6851

**F****FAMILY LIFE CENTER**

Abrams, Bldg. 444  
 M-W 0900-1700; Th 1200-1500, F 0900-1500  
 DSN 354-6135  
 CIV 09721-96-6135  
 FAX 354-6119

**FINANCE (MILITARY FINANCE OFFICE)*****In and Out Processing***

\*\*see Military Personal Division Bldg 40

***Military Pay/PAC Inquiries***

Ledward, Bldg. 40  
 M-W & F 0900-1130, 1300-1600  
 DSN 354-6323  
 CIV 09721-96-6323 25

**FINANCE (MILITARY FINANCE OFFICE)****(cont)*****Separations***

Ledward, Bldg. 40  
 M-F 0900-1130, 1300-1600  
 DSN 354-6479  
 CIV 09721-96-6479

***Travel (contact customer service after hours)***

Ledward, Bldg. 40  
 M-F 0900-1200, 1300-1600  
 DSN 354-6663  
 CIV 09721-96-6663

**FINGERPRINTING SERVICES****(USAG-Schweinfurt, S-2)**

Ledward, Bldg. 206, Rm 110  
 M & Th 1330-1530 Room 110,  
 DSN 354-3001/1530  
 CIV 09721-96-6680/1530

**FINNEY SPORTS & LEISURE CENTER**

*(Game room, video rentals, internet café)*

Conn, Bldg. 64 (upstairs only)  
 M-Sun 1100-2000  
 DSN 353-8476  
 CIV 09721-96-8476

**FIRE DEPARTMENT "Feuerwehr"****MILITARY**

Conn, Bldg. 74

**DSN 117 (emergencies)****CIV 09721-87711 or 96-117 (emergencies)**

DSN 353-8645/6645 (non-emergencies)  
 CIV 09721-96-8645/6645

**GERMAN 112****FITNESS CENTERS*****Finney Fitness Center***

Conn, Bldg. 64  
 M-F 0600-2100; Sat 1000-1800; Sun 1000-1700;  
 Holidays 1000-1800  
 DSN 353-8234  
 CIV 09721-96-8234

***Kessler Fitness Center***

Kessler Field, Bldg. 451

M-F 0600-2100; Sun 0900-1700; Sat & American  
 Holidays 1000-1800

DSN 354-6735

CIV 09721-96-6735

**FLOWER SHOP Kate's Flowers**

Ledward, In front of PX  
 M-F 1000-1800, Sat 1000-1500  
 CIV 09721-4722376

**FOOD COURT (AAFES)**

Ledward, Bldg. 226  
 M-F 0700-1930; Sat 0800-1930; Sun 1000-1830  
 CIV 09721-82334

***Pizza Hut***

M-F 0700-1930; Sat 0800-1930; Sun 1000-1830

***Subway***

M-Sat 1100-1930; Sun 1100-1830

***Taco Bell***

M-F 0700-1930; Sat 0800-1930; Sun 1100-1830  
 26

**FUNDS CONTROL BRANCH (FCB)**

Ledward, Bldg. 206, Rm 202  
 M-F 0800-1200, 1300-1600  
 FAX 09721-805396

***Private Organization, Informal Funds & FRGs***

DSN 354-6385  
 CIV 09721-96-6385

***Unit Funds***

Ledward, Bldg. Rm 201  
 DSN 354-6385  
 CIV 09721-96-6385

***Manpower***

Ledward, Bldg. 206 Rm. 202  
 DSN 354-6271  
 CIV 09721-96-6271

***VAT Forms***

\*\*See tax relief office 354-1780 or 350-1780

**G****GAS STATION**

\*\*See Shoppette 09721-85988 or 350-6706

**GERMAN INFORMATION OPERATOR**

CIV 11880 (fee)

**GERMAN WORKS COUNCIL**

Ledward, Bldg. 206, Rm 219  
 M-F 0800-1600  
 DSN 354-6503  
 CIV 09721-96-6503

**GIRL SCOUTS**

Leighton, Bldg 11  
 Tue 1000-1200  
 DSN 350-6510  
 CIV 0931-889-6662

**H****HEALTH CLINIC: SCHWEINFURT**

USAHC, Ledward, Bldg. 201

***Patient Care Hours***

M-F 0800-1800; 3<sup>rd</sup> Th 1300-1800

**H (cont)**

*Full service through lunch  
1600-1800 no walk-in service; acute care, same  
day appointments only*

**German Ambulance**

Ambulance service for emergencies only  
CIV 09721-19222

**Active Duty Same Day Appointments (Units  
without BAS)**

M-F 0630-0730 (for appts)  
DSN 354-7901  
CIV 09721-96-7901

**Central Appointments (Dependents)**

M-F 0800-1600  
DSN 354-7901  
CIV 0972196-7901

**Central Appointments (Active Duty Sick Call)**

M-F 0630-1600  
DSN 354-7901  
CIV 09721-96-7901

**Community Health Nurse**

By Appointment Only  
DSN 354-6897/1750  
CIV 09721-96-6897/1750

**Educational Developmental Intervention  
Services (EDIS)**

M-F 0730-1630  
DSN 354-6257/6510  
CIV 09721-96-6257/6510

**Hearing Tests/ Physical Exams**

DSN 354-6873  
CIV 09721-96-6873

**Immunizations & Allergy**

By Appointment Only  
DSN 354-6378  
CIV 09721-96-6378 27

**HEALTH CLINIC: SCHWEINFURT (cont)****Laboratory**

M-W & F 0830-1600; Th 0800-1100, 1300-1500  
3<sup>rd</sup> Th of every month 1300-1500  
DSN 354-6646  
CIV 09721-96-6646

**Marriage & Family Therapist**

DSN 354-6276

**Medical Records**

DSN 354-6658  
CIV 09721-96-6658

**Optometry**

By Appointment Only  
DSN 354-6501/7901  
CIV 09721-96-6501/7901

**Orderly Room**

DSN 354-6873  
CIV 09721-96-6873

**Pharmacy**

M-F 0800-1630

DSN 354-6587

CIV 09721-96-6587

**Prescription Refill (automated)**

DSN 486-5601  
CIV (toll-free) 00800-7446-2500

**Physical Therapy**

Call Central Appointments for hours  
DSN 354-6561

**Soldier Medical Readiness Center**

Active Duty Sick Call hours  
DSN 354-6786  
CIV 09721-96-6786

**Physical Exams Part I**

Walk-ins M-F 0900-1530

**Social Work Service**

M-F 0730-1630  
DSN 354-6276  
CIV 09721-96-6276

**Treatment Room**

M-W & F 0800-1600; Th 0800-1100, 1300-1500  
DSN 354-6665  
CIV 09721-96-6665

**TRI-Care Service Center**

*Health Benefit Advisor*  
M, Tu 0800-1200, 1300-1600  
Every 3<sup>rd</sup> Th of the month 1300-1600  
Closed German Hollidays  
DSN 354-6638

**MSC**

*(Enrollments/ Clearing)*  
M-F 0730-1200, 1300-1600  
DSN 354-6687  
CIV 09721-96-6687

**Patient Liaison**

*(Hospital visits & Translations)*  
DSN 354-6155  
CIV 09721-96-6155

**HBA/ BCAC**

*(Referrals & Billing)*  
DSN 354-6835/6539/6979  
CIV 09721-96-6835

**Wart Clinic**

Mondays by referral only  
DSN 354-6836

**X-ray Department**

M-F 0800-1800  
3<sup>rd</sup> Th of each month 1300-1800  
Training Hollidays 0800-1600  
DSN 354-6959  
CIV 09721-96-6959

**HOSPITALS, U.S. ARMY****Landstuhl**

*Information*  
DSN 486-7184  
CIV 06371-86-7184

**Lodging**

M-F 0730-2000

**H (cont)**

DSN 491-4610

CIV 06371-86-8342/8128

**HOSPITALS, GERMAN****SCHWEINFURT****Leopoldina Krankenhaus**

6-8 Gustav-Adolf Str.

Visiting hours 1400-1900

CIV 09721-7200

**St. Josephs Krankenhaus**

1 Ludwigstrasse

Visiting hours 1000-2000 CIV 09721-570

**WUERZBURG****Missionsarztliche**

7 Solvatorstrasse

Visiting hours 1400-2000

CIV 0931-791-0

**HOUSING OFFICE**

Franz-Schubert Str, Bldg. 252

M-F 0730-1600

FAX 354-6240 or 09721-96-6240

**Chief**

DSN 354-6317

CIV 09721-96-6317

**Customer Relations**

DSN 354-6388

CIV 09721-96-6388

**Facilities Management Branch**

DSN 354-6468

CIV 09721-96-6468

**Furnishings Management**

DSN 354-6749

CIV 09721-96-6749

**Furnishings Warehouse**

DSN 353-8939

CIV 09721-96-8939

**Government Controlled Housing**

DSN 354-6448/6712/6317

CIV 09721-96-6448/6712/6317

**Leased Housing**

DSN 354-6458

CIV 09721-96-6458

**Private Rentals**

DSN 354-6282/6363

CIV 09721-96-6282/6363

**Work Orders Schweinfurt**

During Duty Hours

DSN 354-6342/6357

CIV 09721-96-6342/6357

**\*After 1600 Emergencies ONLY**

DSN 353-8645/6645

CIV 09721-87711

**Unaccompanied Personnel Housing**

DSN 354-6280

CIV 09721-96-6280 29

**I****I.D. CARDS**

\*\*See MPD (PSB) 353-8829 or 350-6469

**IMPOUND LOT**

Conn, Bldg., 59

M-F 0800-1600; Customer service 1300-1600

DSN 353-8724

CIV 09721-96-8724

**INSTALLATION ACCESS CONTROL (IACS)**

Ledward, Bldg. 40

M-F 0800-1600, Closed American &amp; German

Holidays

DSN 354-6158

CIV 09721-96-6158

**J****JAG**

\*\*See Legal Office 353-8375 or 350-6757

**JENNY'S SNACK BAR**

Kessler Bowling Center,

Tu-Th 1100-2300, F-Sat 1100-2400; Su 1100-

2200; Closed Mondays

DSN 354-6800

CIV 09721-96-6800

**K****KESSLER BOWLING CENTER/BATTING CAGES**

Kessler Field, Bldg 449

Su, Tu-Th 1100-2300; F-Sat 1100-2400

DSN 354-6332

CIV 09721-83391

**L****LAUNDRY****Launderette**

Ledward, Bldg. 243

Open 24 hours

No phone

Leighton, Bldg. 12

Open 24 hours

No phone

**Laundry pick-up point**

Conn, Bldg. 64

M-F 0900-1700

No phone

**ACUs only-Leighton**

Shoppette, Bldg. 191

0700-2300

DSN 350-6706

CIV 0931-705-830

**LEGAL OFFICE (JAG): Schweinfurt**Conn, Bldg. 1, 3<sup>rd</sup> floor

FAX 353-8375

**Legal Liaison**

M-F 0800-1200, 1300-1600

**L (cont)**

DSN 353-8511

CIV 09721-96-8511

**Claims (shipment claims/losses)**

M-Th 1300-1630; F 1300-1500; closed all

American &amp; German Hollidays

DSN 353-8809

**Criminal Law (UCMJ)**

M-F 0900-1630

DSN 353-8512

CIV 09721-96-8512

**Legal Assistance (POA, Wills, etc)**Conn Bldg. 1, 3<sup>rd</sup> floor

M-F 0900-1200 &amp; 1300-1600;

Wills only with appointment;

PAO Walk-ins

DSN 353-8384

CIV 09721-96-8384

**Trial Defense Services**

Conn, Bldg. 30

Tu &amp; Fr 0900-1600 walk-ins

DSN 353-8400 / 8720

CIV 09721-96-8400 / 8720 30

**LEGAL OFFICE (JAG): Schweinfurt****Tax Center (15 Jan-30 Jun)**

Conn, Bldg. 30

Call for operating hours

DSN 353-8992

CIV 09721-96-8992

**Quality Control/Claims**

DSN 353-8929

**Admin Law**

M-F 0800-1300

DSN 350-6405

CIV 0931-889-7402

**Claims (shipment claims/losses)**

M-W 0900-1700, Th 1300-1700; F 0900-1200

DSN 350-6239

CIV 0931-889-6239

**Legal Assistance (POA, Wills, etc)**

M-W &amp; F 1300-1700 walk-ins; 0900-1200 appt

Closed on Thursdays

DSN 350-7332

CIV 0931-889-7332

**Trial Defense Services**

Call for appointment

DSN 350-6843

CIV 0931-889-6843

**Tax Center (1 Feb-15 Jun)**

Call for operating hours

DSN 350-6292

CIV 0931-889-6255

**LIBRARY**

Ledward, Bldg. 242

M-Th 1000-2000; Sat/Sun/US Holidays 1000-1800

DSN 354-1740 (front desk)

CIV 09721-96-1740

FAX 354-6716

**M****MAILROOM**

\*\*See CMR and Official Mailroom

**MARKETING & ADVERTISING DIVISION, "OUT & ABOUT"**

Ledward, Bldg 206, Rm 404

M-F 0800-1700

DSN 354-6527

CIV 09721-96-6527

**(Serving Leighton as well)****MENTAL HEALTH**

Ledward, Bldg. 212, Rm 311

M-W &amp; F 0800-1200, 1300-1630; Th 1300-1500

DSN 354-6231

CIV 09721-96-6231

FAX 354-7046

**MILITARY CLOTHING AND SALES**

Conn, Bldg. 64

M-F 1000-1800; Sat 1000-1600; Closed Sun

DSN 353-8422

CIV 09721-96-8422

FAX 09721-82369

**MILITARY FAMILY LIFE CONSULTANT**

Schweinfurt

CELL 0175-379-4691

Leighton,

CELL 01511-699-0358 31

**Bamberg Field Office**

DSN 469-7936

**MILITARY ONE SOURCE**

24 hour toll-free information and referral service

Toll-free 00-800-3429-6477

OCONUS Collect 484-530-5908

TTY/TDD 1-800-346-9188

Web <http://www.militaryonesource.com>**MILITARY PERSONNEL** Conn, Bldg. 40

M-F 0800-1700

**Customer Service Desk**

DSN 353-8805

CIV 09721-96-8805

**Actions**

M-F 0800-1700

DSN 353-8818

CIV 09721-96-8818

**Central Processing Facility Manager**

DSN 353-8812

CIV 09721-96-8812

**Housing In/Out Processing**

M-F 0800-1700

DSN 353-8851/8852

CIV 09721-96-8851/52

**In Processing**

M-F 0800-1700

**M (cont)**

DSN 353-8681/8830

CIV 09721-96-8681/8830

**Out Processing**

M-F 0800-1700

DSN 353-8814/8820/8675

CIV 09721-96-8814/8820/8675

**Finance In/Out Processing**

M-F 0800-1700

DSN 353-8682/8856/8855/8853

CIV 09721-96-8682/8856/8855/8853

**MPD Chief**

DSN 353-8832

CIV 09721-96-8832

**NCOIC**

M-F 0800-1700

DSN 353-8815

CIV 09721-96-8815

**Reassignments**

M-F 0800-1700

DSN 353-8812/8674

CIV 09721-96-8812/8674

**I.D. Cards**

M- F 0800-1600

DSN 353-8829

CIV 09721-96-8829

**IACS**

M- F 0800-1600

DSN 353-8835

CIV 09721-96-8835

**Reports of birth**

M-F 0800-1700

Please call for an appointment

DSN 353-8833

CIV 09721-96-8833

**Passports / Immigration**

M-F 0800-1600

DSN 353-8833/8837

**SOFA** Walk-ins and appointments available

M-F 0800-1600 32

**Naturalization & Visas**

M-F 0800-1600

353-8837

**MILITARY POLICE (MP)****EMERGENCY DSN 114****Schweinfurt**

Franz-Schubert Strasse, Bldg. 295

Desk SGT available 24 hours

DSN 354-6766/6624

CIV 09721-802160

FAX 354-6817

**Customs Investigation**

DSN 354-6267/6607

CIV 09721-96-6267/6607

**D.A.R.E.**

DSN 354-7029

CIV 09721-96-7029

**Kennel (working dog section)**

Conn, Bldg. 156

On Call 24 hrs. Call MP desk 354-6766

DSN 353-8934

CIV 09721-96-8934

FAX 353-8935

**IACS**

DSN 354-6274/6273

CIV 09721-96-6274/6273

**Military Police Investigation**

DSN 354-6226/7053

CIV 09721-96-6226/7053

**Physical Security (PSI)**

DSN 354-6541

CIV 09721-96-6541

**Police Liaison**

DSN 354-7000

CIV 09721-96-7000

**Traffic Accident (TAI)**

DSN 354-6755

CIV 09721-96-6755

**MOTOR POOL, NAF (DFMWR)**

Conn, Bldg. 36, Door 18

M-F 0700-1200, 1300-1600

DSN 353-8470

CIV 09721-96-8470

FAX 09721-88782

**N****NAF PROPERTY (DFMWR)**

Ledward Bldg. 231

07:30-12:00 &amp; 13:00-16:30

DSN 354-6648

CIV 09721-96-6648

**NETWORK OPERATIONS CENTER**

Ledward, Bldg. 206, Rm 318

M-F 0730-1630

**Network Management Unclass/Classified**

M-F 0730-1200, 1300-1630

DSN 354-6730

CIV 09721-96-6730

FAX 354-6802

Helpline 119

**NSC Chief**

DSN 354-6686

CIV 09721-96-6686

**NSC Help Desk-phone/IT support/e-mail**

DSN 119

CIV 09721-96-119

<http://www.schweinfurt.army.mil/sites/local/>**Information Assurance Officer**

DSN 354-6002

CIV 09721-96-6002

**Network Manager VOIP**

DSN 354-6998

CIV 09721-96-6998

**N (cont)****USAG Tech Support**

DSN 354-6003/6522/6999

CIV 09721-96-6003/6522/6999

**USAG MWR Tech Support**

DSN 354-6400/6769

CIV 09721-96-6400

**Webmaster**

DSN 354-6993

CIV 09721-96-6993

**NEW CAR SALES (AAFES)**

Ledward PX mall

M-F 1000-1800; Sat 1000-1600

CIV 09721-89846

**NEW PARENT SUPPORT & EDUCATION PROGRAM**

Ledward, Bldg. 242

M-W &amp; F 0800-1700; Th 1200-1700

DSN 354-6933/6881

CIV 09721-96-6933/6881

FAX 354-6851

Leighton, Bldg. 14

M-W &amp; F 0800-1700; Th 1200-1700

DSN 350-7103

CIV 0931-889-7103

Fax 350-6857

**NEWSPAPERS***\*\*See Bavarian News, USAG Schweinfurt**Dispatch, Stars and Stripes, and Out and About***O****Official mail/distribution center (Ledward Bldg. 206 basement)**

DSN 354-6818/6162

CIV 09721-96-6162

**OPTICAL SHOP**

Ledward, Bldg 228

Tu-F 1000-1800; Sat 1000-1700;

Closed Sun &amp; Mon

CIV 09721-83826

**"OUT & ABOUT" (FMWR MONTHLY EVENT GUIDE)***\*\*See Marketing & Advertising Division*

DSN 354-6527

**OUTDOOR RECREATION EQUIPMENT ISSUE CENTER**

Conn, Bldg. 50

Tu-F 1000-1730; Sat 1000-1600;

Closed Sun &amp; Mon

DSN 353-8080

CIV 09721-96-8080

FAX 09721-80428

**P****PHOTO EXPRESS PORTRAITS**

Ledward, Bldg. 225

M-F 1000-1800, Sat 1000-1600

CIV 09721-807-045

**PHOTO STUDIO (For all official photos)**

Conn, Bldg. 73

M-F 0745-1200 &amp; 1300-1545;

0745-1145 Command photos taken on walk-in

basis; Open only for passport photos on American

Holidays. Closed German Holidays

DSN 353-8026

DA Photo Appointments DSN 353-8026

\*Passport pictures require one day to process

**PLANS, ANALYSIS, & INTEGRATION OFFICE**

Ledward, Bldg. 206, Rm 310

M-F 0800-1700

DSN 354-6619

CIV 09721-96-6619

**POLIZEI (GERMAN POLICE)****Schweinfurt**

CIV 09721-2020

**Wuerzburg**

CIV 0931-457-1530 (West)

CIV 0931-457-2230 (Ost)

**POPEYES**

Conn, Bldg 66 (next to Shoppette)

M-S 1100-2000

CIV 09721-87553

**POST LOCATOR****Schweinfurt**

Conn, Bldg. 55

M-W 1030-1630; Th 1200-1700; F 1000-1400

DSN 353-8677

**Bamberg**

Warner, Bldg. 7117

M-W &amp; F 0900-1600; Th 0900-1800

DSN 469-7738/8820

**POST OFFICES**

Ledward, Bldg. 229 (APO 09033)

M-W 1030-1630; Th 1200-1700; F 1000-1600;

Sat 1000-1300

DSN 354-6784

CIV 09721-96-6784 35

**POST OFFICES (cont)**

Regional Post Office

Conn, Bldg. 55 (APO 09226)

DSN 353-8232

Conn, Bldg. 101

M-W 1030-1630; Th 1200-1700; F 1000-1600

DSN 353-8278

CIV 09721-96-8278

DSN 353-8208 (postal master)

DSN 353-8278 (Mail Appointments)

German Post office

Richard Wagner Strasse (across from Abrams)

M-TH 1200-1800; F 1200-1600; Sat 1000-1300

CIV 09721-82202

**POV INSPECTION***\*\*See DOL , pg. 22, DSN 353-8298*

**P (cont)****PROPERTY BOOK OFFICE**

\*\*See DOL 353-8451/8493

**PUBLIC AFFAIRS OFFICE (PAO)**

Ledward, Bldg 206, Rm 111/112

M-F 0800-1700

DSN 354-1600

CIV 09721-96-1600

FAX 354-6397

**Bavarian News &****The Schweinfurt Dispatch**

Ledward, Bldg. 206, Basement

M-F 0830-1700

DSN 354-6381

CIV 09721-96-6381

*Alternate: PAO DSN 354-1600*

**PX (AAFES POST EXCHANGE)**

Ledward, Bldg. 228

M-Sat 1000-1900; Sun 1100-1800

CIV 09721-808814

FAX 09721-808873

**PXtra**

Ledward, Bldg. 229

M-Sat 1000-1900; Sun 1100-1800;

American Holidays 1100-1700

CIV 09721-808815

**R****RAMON'S SPORTS BAR**

Conn, Bldg. 64, 2<sup>nd</sup> floor

M & W 1100-1800; Tu, Th-F 1100-1700

Closed Sat & Sun

DSN 353-8707

CIV 09721-96-8707

**RECYCLE CENTERS****Askren manor (Manned)**

Blsg. 531 Consolidated Recycle Center

Nov-Feb M-F 0830-1300, 1400-1700

Mar-Oct until 1800

All year Sat 0830-1400

**Conn Barracks (Manned)**

Past the airfield @ end of PT track

M-F 0900-1500 (Closed ALL holidays)

**Ledward Barracks (Manned)**

Across from bldg. 243

24 hours

**RESERVE COMPONENT****CAREER COUNSELING**

Ledward, Bldg 290

M-F 0800-1700

DSN 354-6061

CIV 09721-96-6061

**RESOURCE MANAGEMENT OFFICE**

Ledward, Bldg. 206, room 203

M-F 0730-1200, 1230-1600

DSN 354-6935/6936

CIV 09721-96-6935/6936

FAX 354-7039

**RESTAURANTS**

\*\*See Club Systems, Food Court, Anthony's

Pizza, Burger King, Café Rohr, Castle Inn

Kantina, Popeyes, Jenny's snack bar

**ROAD CONDITIONS**

\*See weather report 354-6213 or 350-7163

**ROHR DINER**

Ledward Bldg. 224

M-F Lunch Buffet 1100-1400; Dinner 1630-2130

Closed Saturdays

DSN: 354-6215

CIV: 09721-96-6215

**S****SAFETY OFFICE**

Ledward, Bldg. 206, Rm 113

M-F 0800-1200, 1230-1630

DSN 354-1670

CIV 09721-96-1670

FAX 354-6893

**SATO TRAVEL**

Ledward, Bldg. 224

M-F 0800-1630 last customer signs in @ 1600

Closed German Holidays

DSN 354-6326

CIV 09721-78470

FAX 353-8672

**SCHOOLS****School bus office**

Askren, Bldg. 505

M-F 0815-1600

DSN 354-6236/6677

CIV 09721-81355

FAX 09721-81383

**School Liaison Officer**

Ledward, Bldg. 224/Abrams

M-F 0800-1700

DSN 354-6090/6057

CIV 09721-96-6090

**Schweinfurt Elementary**

Askren, Bldg. 505

M-F 0730-1630

DSN 354-6734/6518

CIV 09721-81893

FAX 09721-803905

**Schweinfurt Middle**

Yorktown Village, Bldg. 458

M-F 0730-1630

DSN 354-6813/6812

CIV 09721-804301

FAX 09721-84363

**Bamberg High School**

Warner Barracks, Bldg. 7643

M-F 0800-1530

DSN 469-7630/8870

**S (cont)**

CIV 0951-300-7630/8870

**SELF-HELP ISSUE POINT (SHIP)**

Franz-Schubert Strasse, Bldg. 252

M & F 0800-1300, 1400-1600; Tu 0800-1200,  
1400-1600; W 1000-1300, 1400-1600; Th 1000-  
1300, 1400-1800; Closed American Holidays

DSN 354-6853

CIV 09721-96-6853

Class every Tuesday 1300-1400 37

**SHOPPETTE & VIDEO RENTAL**

Ledward (includes Bookmark &amp; Class six), 225

M-Su 0600-2300; Holidays 1000-2000

CIV 09721-81134

Conn (includes gas station), Bldg. 66

24 hours

CIV 09721-85988

CIV 09721-941928 (video rental)

**SIXT-RENT-A-CAR**

Ledward, Bldg. 225

M-F 0900-1800, Sat 0900-1400

CIV 09721-802747

*Other Communities*

Bamberg

CIV 0951-36501

Ramstein

CIV 06371-43978

**STARS AND STRIPES**

DSN 349-8214

*Commander*

DSN 349-8214

CIV 06155-601209

FAX 349-8408 or 06155-601408

*Assistant to the Editor*

DSN 349-8264

CIV 06155-601214

*General Manager*

DSN 349-8450

CIV 06155-601450

*Letters to the Edition*

DSN 349-8214

CIV 06155-601214

*Sports*

DSN 349-8225

CIV 06155-601225

FAX 349-8463 or 06155-601463

**SOLDIER & FAMILY ASSISTANCE****CENTER (SFAC)**

Ledward, Bldg. 242

M-W &amp; F 0800-1700, Th 1200-1700

DSN 354-6187

CIV 09721-96-6187

**SUPPLY MANAGEMENT CENTER-EAST****OBERWERRN**

Am Langerhaus 3, Oberwerrn 97464

Operating hours M-F 0730-1600

Troop Units M-F 0730-1430

Turn in issues M-F 0800-1430

CIV 09726-3848

FAX 09726-8142

**T****TAILOR SHOP**

Ledward, Bldg. 229

M-F 1000-1800; Sat 1000-1400

Closed Sundays and German Holidays

CIV 09721-84489

**TAX CENTER** Conn, Bldg. 30Call for operating hours (*15 Jan-30 Jun*)

DSN 353-8992

CIV 09721-96-8992

**TAX RELIEF OFFICE (VAT FORMS)**

Ledward, Bldg. 224, The Commens

M-W &amp; F 0830-1200 &amp; 1230-1600; Th 0900-

1200 &amp; 1230-1700; closed All Holidays

DSN 354-1780

CIV 09721-86798

FAX 09721-805396

**TAXI (GERMAN)**

Schweinfurt

CIV 09721-16060/19410

CIV 09721-471156 (taxi van) 38

Wuerzburg

CIV 0931-19410

**TELEPHONE REPAIR**

Graf, Bldg. 1363

M-F 0730-1700

DSN 474-2074

*Emergencies*

CIV 119 (24 hours)

**THEATRE (AAFES, MOVIE)**

Ledward, Bldg. 238

M-F after 1800 and weekends

MovieLine DSN 354-1790

CIV 09721-96-1790

**THRIFT SHOP**

Ledward, Bldg. 231, Bay 9

Tu &amp; W 0900-1500; Th 1200-1700; First and

Third Sat of the month 0900-1500; Closed Mon,

Fr, &amp; weekends

*\*Consignments taken only Tu & W 1000-1300**\*Donations always accepted*

DSN 354-6723

CIV 09721-96-6723

**TIERHEIM (ANIMAL SHELTER)**

Schwebheim

Alfred Gaertner Platz 3

CIV 09723-7770

Wuerzburg

T, W, F, Sat &amp; Sun 1400-1600; closed M &amp; Th

CIV 0931-84324

**TKS: TELEPOST COMMUNICATIONS CENTER**

**T (cont)**

Ledward, Bldg. 224  
M-F 1000-1800, Sat 1000-1600  
DSN 483-5053/5054  
CIV 09721-4761915  
Hotline 01804-8577627

**TMDE: TEST, MEASUREMENTS, & DIAGNOSTIC EQUIPMENT**

Conn Annex, Bldg. 8  
M-F 0800-1200, 1300-1600  
DSN 354-6678  
CIV 09721-96-6678  
FAX 353-8810

**TRAINING SUPPORT CENTERS****7th US Army Joint Multinational Training****Command (7A JMTC)**

DOT 475-7287 (Grafenwoehr)  
DOT XO 475-6617  
Admin Assist 475-7287

**Training Support Activity Europe (TSAE)**

Chief 475-8421 (Grafenwoehr)  
Deputy 475-7718  
Admin Assist 475-6542

**Regional Training Support Center (RTSC)****Schweinfurt**

Chief 353-8185 (Conn)  
Admin Assist 3538182  
TADS/VI Officer 353-8182  
RTL/ITAM Officer 353-8185

**Training Support Center (TSC) Bamberg**

Chief 469-8437 (Warner)  
TSC Operations 469-1398

**Training Support Center (TSC)****Illesheim/Katterbach**

Chief 467-2487 (Bismark)  
TSC Operations 467-1398

**Training Support Center (TSC) Schweinfurt**

Chief 354-6399 (VTC)  
TSC Operations 354-1398  
Training Aids 354-6902/6303  
EST 2000 353-8817 (Conn)  
MCCTT 353-8477  
Graphics 353-8877  
Photo Studio 353-8026  
Camp Robertson 09720-580 (LTA)  
Range Control  
DSN 354-6917  
CIV 09721-96-6917

**TRANSCAR SHIPPING**

\*See Vehicle Processing Center 353-8010

**TRANSITION OFFICE**

\*\*see Military Personal Division (PG 31) 39

**TRANSPORTATION DIVISION****SCHWEINFURT**

\*\*See DOL 353-8746 or 350-6858

**TRANSPORTATION MOTOR POOL (TMP)\*\*See DOL 353-8386 or 350-1800****TROPHY SHOP**

Ledward, Bldg. 224  
Tu-F 1000-1700  
CIV 09721-803782

**U****USAG SCHWEINFURT**

Ledward, Bldg. 206  
M-F 0900-1700

***Commander***

DSN 354-1300  
CIV 09721-96-1300

***Deputy Garrison Commander (XO)***

DSN 354-1310  
CIV 09721-96-1310

***Command Sergeant Major (CSM)***

DSN 354-1320  
CIV 09721-96-1320

***S-1/Adjutant***

DSN 354-1350/1770  
CIV 09721-96-1550/1770

***S-2***

DSN 354-1330/6680  
CIV 09721-96-1530/6680

***S-3***

DSN 354-6483  
CIV 09721-96-6483

**US FORCES CUSTOMS, EUROPE*****Investigations***

Franz-Schubert Strasse, Bldg. 295  
DSN 354-6267/6607  
CIV 09721-96-6267/6607

***Customer Service***

Ledward, Bldg. 289  
M-W & F 0800-1200, 1230-1530  
DSN 354-6854  
CIV 09721-96-6854

***Frankfurt International Airport (USO)***

Terminal 1, Hall C, Arrivals  
M-Sun 0700-1500; American Holidays 0700-1300; Closed New Years Day  
CIV 069-691581

***Ramstein Air Base (USO)***

Ramstein Passenger Terminal, Bldg 3333  
M-F 0600-2200; Sat 0900-1600; Sun 1000-1600  
DSN 480-6326  
CIV 06371-476326

**V****VEHICLE PROCESSING CENTER**

\*\*See DOL 353-8010

**VEHICLE STORAGE**

Conn Annex, Bldg. 7  
M-F 0730-1630; Closed American holidays  
DSN 353-8584

**V (cont)**

CIV 09721-96-8584

**VEHICLE WEAPONS/REGISTRATION**

\*\*See DOL 353-8999

**VETERINARY TREATMENT FACILITY**

Conn, Bldg. 81

M-W & F 0800-1600 (appt only); if short staff –  
lunch break closed; open German Holidays

DSN 353-8359

CIV 09721-96-8359 40

**W**

**WARRIOR TRANSITION UNIT (WTU)**

**Company Commander**

DSN 354-7088

Civ 09721-96-7088

**1SG**

DSN 354-6174

Civ 09721-96-6174

**WTU Plt Sgt**

DSN 354-6583

**Wounded Soldier & Family Hotline**

1-800-984-8523

Overseas DSN 312-328-002

**Veterans Affairs (VA)**

**Health Care:**

1-877-222-8387

**PTSD Information Line:**

(802) 296-6300

**WEATHER REPORT & ROAD**

**CONDITIONS**

(Call after 0500 for current day update)

1 Nov-30 Apr

DSN 354-6213

CIV 09721-96-6213

**WOMEN, INFANTS & CHILDREN (WIC)**

Kessler, Bldg. 381

M-F 0800-1700

DSN 354-6791

CIV 09721-96-6791

FAX 354-6779

**Y**

**YELLOW RIBBON ROOM**

Ledward, Bldg. 230

M-Th 1300-1800; F 1000-1400, 1500-1900

DSN 354-6089/6078