

**BY ORDER OF THE COMMANDER
86TH AIRLIFT WING**

RAMSTEIN AIR BASE PAMPHLET 32-602

27 MAY 2011

Civil Engineering

MILITARY FAMILY HOUSING BROCHURE



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These procedures prescribe and explain resident and government responsibilities with respect to Military Family Housing in the Kaiserslautern Military Community (KMC). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>.

SUMMARY OF CHANGES

This change revises RAMSTEIN PAMPHLET 32-602, 27 Oct 2004 by (1) clarifying personal recreational equipment responsibility to ensure play equipment, grills, trampolines, swing sets, basketball goals and other types of play stations are installed properly and according to manufacturer's specifications, (2) deleting area/building leader responsibilities, (3) deleting itemized table of estimated repair costs, (4) deleting care of interior, (5) revising care of exterior, and incorporate within landscaping and grounds care, (6) deleting reference to lead hazards, (7) updating contact information, (8) updating cost factors/replacement damage costs, (9) renumbering paragraphs affected by this change.

Introduction. Welcome to the Kaiserslautern Military Community (KMC) Family Housing. The Installation Commander (86 AW/CC), Base Civil Engineer (86 CEG/CC) and Housing Management Office (86 CES/CEH) are responsible for ensuring that on-base military family housing (MFH) units are maintained according to Air Force standards and provide a safe and

secure home for our residents. It is your responsibility as a member of the community to keep up to date on what is going on, actively participate in housing events, and help enforce standards.

Acceptance of MFH indicates a member's agreement to accept the standards in this pamphlet. Failure to accept these standards or discharge responsibilities in an effective manner could be grounds for termination and may result in disciplinary action. We ask for your continued support in keeping our housing areas looking good and to make our community one we all can be proud of.

1. AIR FORCE RESPONSIBILITIES. The Air Force will provide maintenance and repair, refuse collection and disposal, pest control, fire and police protection.

1.1. Family Housing Maintenance

1.1.1. **Maintenance and Repair.** The 86th Civil Engineer Group (CEG) has primary responsibility for maintenance of your home. However, in the KMC, a contractor is responsible for most day-to-day housing maintenance, operation of the MFH U-Fix-It Stores and the cleaning of stairwells. The Housing U-Fix-It Stores are located at Ramstein, Landstuhl and Vogelweh.

1.1.2. **Service Calls.** When the Service Call Desk receives a call for repairs, a job order number is generated and provided to the resident. Please write down the job order number for reference. You will be provided an approximate date/time the work will be performed.

1.1.2.1. **Service Call Priority.** There are three categories of service calls: emergency, urgent and routine.

Table 1. Service Call Priority.

Service Call	Response/Completion Time	Defined As
Emergency	60 min, complete within 24 hours	A structural, utility or mechanical problem that could cause loss of life or property. Complete utility failure (electricity, heat, water or sewage).
Urgent	48 hours, complete within 5 calendar days	Failure or deficiency, which does not immediately endanger the residents or threaten damage to property, but would soon inconvenience and affect the health and well being of the residents. Examples are: faucet dripping and dishwasher inoperative.
Routine	5 calendar days, complete within 30 calendar days	Work of a routine nature that does not meet the criteria of emergency or urgent.

1.1.2.2. **Lockout Service Call.** Occupants of on-base housing can contact housing maintenance contractor 24/7 for assistance should they be locked out of their quarters. You will be charged a fee (fee subject to change) for lockout service. Cost of replacement of lost keys is also the responsibility of the resident. In the event lost keys require a change in the locks, the expense of replacement is also the resident's responsibility.

1.1.2.3. **Contract Service Problems.** The Housing Quality Assurance Team monitors the maintenance contractor's work. Residents should expect quality maintenance with courteous and prompt service. If you experience problems let Housing know (DSN 489-7108 or commercial 0631-536-7108 or e-mail 86ces.cehhousingoffice@ramstein.af.mil).

1.2. **Housing Refuse and Recyclable Collection.** Recycling is the law in Germany. The Air Force is responsible for providing Refuse and Recycling containers in the MFH areas, which will be emptied at regularly scheduled times. Proper disposal of personal property is the responsibility of the resident. You may be charged removal/clean-up fees and have your privilege to live in base housing terminated if you abandon property inside or outside of your quarters. Oversized items and hazardous waste materials are the resident's responsibility to dispose of at the nearest recycle center.

1.2.1. Parking in front of community refuse collection points or blocking access to dumpsters/in-ground containers/collection points is prohibited.

1.2.2. Please report any damaged or broken containers to the Facilities Section at DSN 489-7108 or commercial 0631-536-7108.

1.2.3. Changes to collection schedule are published in the KMC Housing Newsletter, KMC Newspaper, area marquees, the housing website, "KMC All" E-mail, your building leader, and at <http://www.ramstein.af.mil/library/factsheets/factsheet.asp?id=13946>.

1.2.4. **Authorized Use of MFH Community Refuse Collection Points.** Off-base residents, military or civilian and their family members, contractors, teachers and local national residents are **not** authorized to bring their personal property refuse to dispose of in MFH. If you see this happen, please note the license plate number, call Security Forces immediately.

1.2.5. **Disposal of Dead Animals.** The pickup and disposal of dead animals (excluding household pets) is the responsibility of the 786th Civil Engineer Squadron. Contact Civil Engineer (CE) Customer Service, DSN 489-6623/7703 or commercial 0631-536-6623 to report the location of the animal.

1.3. Landscaping and Grounds Care.

1.3.1. Resident Landscaping and Grounds Care Responsibility – Stairwell Units.

1.3.1.1. Each multi-family stairwell facility is assigned a building leader who is responsible for the overall enforcement of standards in their Area of Responsibility (AOR). AOR is defined as the closer of a 50-foot radius around the facility or halfway to the next facility and to the middle of the street. Building leaders or their representatives are responsible for ensuring standards are met and may detail residents to perform work when needed.

1.3.1.2. Equipment to accomplish the grounds maintenance for multi-family stairwell facilities is provided to the building leader through the MFH U-Fix-It Store. Outside water hoses and sprinklers, rakes, anti-skid material for ice control, snow shovels, leaf bags, brooms and mulch will be issued as requested by the building leader to perform these duties.

1.3.1.3. **CE Grounds Care Responsibilities.** Civil Engineering is responsible for grounds care in multi-family stairwell units to include landscaping, grass cutting, edging of lawns and trimming of shrubs and trees in community areas.

1.3.2. **Resident Landscaping and Grounds Care Responsibility – Townhouse Units.** Each townhouse resident is responsible for maintaining their AOR, defined as the closer of a 50-foot radius around the facility or halfway to the next facility and to the middle of the street, including the small strips between the sidewalk and the curb on the front and side of townhouses. The rear boundary for your AOR is your back fence. Townhouse residents must provide all their own personal lawn care equipment and supplies to maintain the standards of their AOR. Limited yard equipment, tools and supplies (i.e. mulch, grass seed, fertilizer) are available at the U-Fix-It stores.

1.4. **HOUSING INSPECTIONS.** Regular inspections of MFH units ensure all units are safe and suitable for residency. Mandatory safety inspections will be conducted, IAW the guidance below. Periodic yard inspections occur regularly and when standards (Para 1.4.5.) are not maintained, residents are reminded through a yard ticketing program. During summer months, a ‘Yard of the Month’ program honors exceptional exterior care

1.4.1. **Initial Inspections.** A housing representative will conduct an initial occupancy inspection of your assigned quarters with you. Any discrepancies identified will be noted on an AF Form 227, *Quarters Condition Inspection Report*. You have 15 calendar days after the initial inspection to report any additional discrepancies. You should confirm your yard maintenance AOR with the inspector.

1.4.2. **Pre-Final Inspection.** The purpose of this inspection is to prepare you to vacate your quarters. The housing inspector will provide cleaning requirements and identify routine maintenance and liability of damages beyond fair wear and tear as required.

1.4.3. **Final Inspection.** Once your unit has passed final inspection and keys are returned, the inspector will have you sign an AF Form 594, *Basic Allowance for Housing* (BAH), to initiate your quarter’s allowance. You will also be provided a copy of AF Form 227, *Quarters Condition Inspection Report*, showing satisfactory clearance. If your unit does not meet standards the inspector will provide you a written list of discrepancies to be corrected. **IMMEDIATELY** contact the Housing Assistance Section and schedule a re-inspection. Inspection failures impact many agencies and people, therefore, should you fail a third inspection, you will be required to turn in your keys. Housing representatives will then prepare necessary documentation to withhold funds from your pay to cover cleaning costs. Moves are difficult and we will make every effort to ensure the transition out of your quarters is a smooth one.

1.4.4. **Mandatory Safety Inspections.** There are several mandatory safety inspections that require entry into your home. These inspections include: annual fire protection system maintenance inspection, positive air flow system inspection, filter replacement

service and dryer duct cleaning service maintenance. If you are not able to be at home during the scheduled time, you may have a trusted person authorize entry.

1.4.5. **Inspection Standards:** The following chart provides guidance regarding MFH inspection standards.

Table 2. Inspection Standards.

3. INSPECTION STANDARDS FOR FAMILY HOUSING	
ITEM	STANDARD
Removal of Debris (All)	Lawn and parking areas must be kept free of debris (paper, cans, candy wrappers, etc.). Additionally, items such as tires, car batteries or other miscellaneous hazardous waste items must be removed and properly disposed of.
Mow Grass (Other Than Stairwell Units)	Accomplish as necessary to maintain a neat appearance. Grass should not be cut shorter than two (2) inches and not exceed four (4) inches in height. Mow grass adjacent to your parking area and garage. Grassed areas must be maintained in a grassed condition at all times during your occupancy.
Grass in Cracks/Crevices and Fences (All)	Remove grass and weeds from cracks in sidewalks, steps, parking spaces, street gutters and door steps. This includes grass in cracks on the bottom side of the curb where it meets the street. All weeds and climbing noxious vines should be removed from fences.
Edge Grass (Other than Stairwell Units)	Edge sidewalks, driveways and roadways to maintain a neat appearance. Do not dig trenches.
Flower Beds	Free of weeds, debris and trash, well maintained, mulched.
Watering (All)	Grass shall be watered regularly to maintain a green and healthy appearance. Newly sodded or seeded areas shall be watered daily.

Shrubs/Trees (All)	Shrubs located in your AOR must be kept neatly trimmed and not be allowed to contact the exterior wall of the unit or grow over curbs, sidewalks or through fencing. Trimming of trees from ground level is resident responsibility. Tree cutting above the first story will be accomplished by CE. If there are tree limbs that could damage the roof contact Grounds Maintenance at DSN 480-6919.
Garages, Driveways, Patios	Garages, driveways, patios must be neatly maintained. These areas must not be cluttered or unattractive.
Vehicle Repairs	Repair of vehicles is not authorized in your garage, carport, driveway, or parking space. Utilize the Auto Hobby Shop for "Home Repairs". Vehicles that are dripping fluids (oil, antifreeze, transmission fluid, brake fluid or other automotive fluids) on the driveway or roadway must be removed from the housing area. Unregistered vehicles may not be in driveways or on streets.
Snow and Ice Removal (All)	Remove snow and ice from all parking spaces, walks, sidewalks, steps, fire hydrants and in front of assigned refuse containers as necessary from 0700 - 2000 daily.
Exterior Surfaces	Do not drill or place nails in the exterior or fence. Do not attach anything on the exterior or fence. Use a garden hose and soft brush to remove dirt build-up on the exterior finishes.
Outside Faucets	All houses are equipped with outside faucets. IT IS YOUR RESPONSIBILITY TO DISCONNECT ALL HOSES FROM OUTSIDE FAUCETS!! Freeze-ups can and will occur if you do not disconnect your hose. If your pipes burst due to your negligence, you may be held financially responsible.
Driveways, garage floors, patio surfaces and sidewalks	Remove all stains (including oil) from masonry surfaces immediately. You are required to keep all masonry surfaces free of stains at all times. You will be required to clean all stains from masonry surfaces when you clear quarters. This includes on street parking in front of your unit

Garage Doors	You are required to keep your overhead garage door closed when not in use. This will prevent water line freeze-ups in the winter, vandalism, improve the appearance of the neighborhood and limit rodent access to your unit. Also, tighten nuts and bolts on the garage door periodically
Front Yard	Items such as BBQ grills, basketball hoops, swing sets, bicycles, sheds or toys may NOT be stored in the front yard or on the front porch/entryway. Front yards and porches will be kept neat and uncluttered.

1.5. **Snow Removal.** The 786th Civil Engineer Squadron is responsible for snow removal from streets and public sidewalks beyond the resident's assigned areas. Building Leaders will identify requirements for residents of multi-family stairwell facilities for snow and ice removal from common use areas (driveways, walks, sidewalks, steps and around fire hydrants).

2. RESIDENT RESPONSIBILITIES. Resident responsibilities are the same as those expected of prudent homeowners in the private sector. Residents are required to ensure that their quarters (including grounds) are properly maintained, clean, free of any safety hazards, and present a positive appearance and image. The resident provides all supplies and equipment needed to keep the quarters and assigned area clean and orderly throughout the period of occupancy.

2.1. **Good Neighbors.** Military family housing and close neighbors are synonymous. For multi-unit stairwell facilities, a building leader has been appointed for your building. The purpose of these leaders is to improve communication between housing residents and senior leadership. These representatives are not police officers or conflict mediators, both Security Forces and squadron commanders/first sergeants are available to perform these functions. However, residents in multi-unit stairwell facilities are expected and required to fully cooperate with the building leader.

2.2. **Social Visits.** Housing residents are responsible for their guests. A social visit up to 30 days is permissible. The 86 AW/CC may authorize extensions. Written requests for an extension, coordinated through the member's unit commander, must be submitted through the Housing Office.

2.3. **Leave or Extended TDY.** If you will be absent from your quarters, leaving it unoccupied for extended periods (over 3 days), you must make arrangements for security, prudent care, which includes yard maintenance (mowing, watering, edging, trimming), snow removal and periodic inspection of your quarters. You must provide the Housing Office (0631-536-6671) and your building leader (if you reside in a multi-family unit) with written notification disclosing your intended absence and the name of the person you have designated who will have access to your quarters (i.e. house sit, water plants, etc).

2.4. **Foster Children.** The 86 AW/CC must approve requests to house foster children in MFH. Contact the Family Housing Office (0631-536-6671) for additional information and guidance.

2.5. **Nannies.** MFH residents may employ a live-in child-care provider with 86 AW/CC approval. Requests for permission for a child-care provider to live in your MFH unit must be forwarded to the Housing Director in accordance with AFI 32-6001.

2.6. **Telephone Installation.** MFH residents are responsible for all arrangements and expenses regarding the installation and disconnection of communication and internet service in MFH. Information may be obtained at any TKS office on base. Modifying original installed wiring or adding cable in your home for additional communications service requires an approved AF Form 332, *Base Civil Engineer Work Request*, approved by MFH, before installation. The telephone and cable lines inside your unit do not belong to the communications service company. If lines are damaged under your contract or direction you are responsible for repair. Additional telephone or internet cables installed by you or at your direction must be removed and the area restored to its original condition upon termination of MFH.

2.7. **Leasing and Subleasing.** Leasing or subleasing MFH units is not authorized.

2.8. **Unaccompanied Tours.** Members in housing who receive assignment to an overseas-unaccompanied (dependent restricted tour) of 18 months or less who wish to leave their families in housing must request permission. Contact the Assistance Section (DSN 489-6671/6672 or commercial 0631-536-6671/6672) for further information.

2.9. **Maintenance and Repair.** You are responsible for the cleanliness and simple maintenance and repair of your home such as changing light bulbs, replacing sink stoppers, cleaning stove burners, and basic insect control.

2.10. **Resident Liability for Damage to Family Housing, Equipment and Furnishings.** Under Federal Law (10 U.S.C. 2775), members of the Armed Forces occupying MFH shall be held liable and accountable for the loss or damage to MFH units, equipment or furnishings caused by the abuse or negligence of the member, the member's dependents and/or the member's guests. In the case of simple negligence, the amount of liability is limited to 1 month's basic pay. In the case of gross negligence or willful misconduct or abuse, members are liable for the full amount of damages or loss. AFMAN 23-220, *Reports of Survey for Air Force Property*, provides guidance on how to determine responsibility and financial liability.

2.10.1. **Damages to Housing.** Damages to quarters beyond reasonable wear and tear are the responsibility of the military resident. When damage has occurred, the sponsor has options on how repair or replacement can be made (for example, you may hire a contractor to do the work or make the repairs yourself). All repairs must meet Air Force standards, regardless of who accomplishes the work. Please call the Housing Facilities Section (0631-536-7108) if you have questions.

2.10.2. **Insurance.** While occupying family housing, you are highly encouraged to purchase commercial insurance such as renter's insurance to protect yourself in case of a loss. You should consider a policy that covers not only your personal property, but also provides coverage for any damage or loss to the housing unit, equipment or furnishings. Further, you should consider a policy that provides liability insurance in the event someone is injured in your housing unit.

2.10.3. **Determining Replacement Costs.** In determining replacement costs, Housing uses the table below to determine the amount for each grade and bedroom size. Replacement costs are calculated based on the Department of Defense Family Housing Cost Model.

Table 3. Replacement Costs.

	Bedrooms	Amount
E1/E6	2	\$145,000
	2 (modified)	\$160,000
	3	\$175,000
	4	\$210,000
	5	\$250,000
E7/E8 and O1/O3	2	\$160,000
	2 (modified)	\$180,000
	3	\$200,000
	4	\$230,000
	5	\$270,000
O4/O5	3	\$220,000
	4	\$250,000
O6	4	\$270,000
07/010	4	\$360,000
07/010 (command)	4	\$395,000

2.11. **Energy Conservation.** You and your family members are responsible to use utilities wisely and eliminate waste. Always promptly report any malfunctions to the Housing Maintenance Service Call Desk at 06371-46-39510.

2.11.1. **Water.** Think Conservation—unnecessary water use leads to additional wastewater treatment expense. Clean faucet screens/strainers/aerators frequently.

2.11.2. **Heating.** Recommend temperature control on radiators/thermostats be set at 3. Conservation efforts result in large heating fuel cost savings. The 86 AW/CC makes the determination as to when heat will be turned on/off in the KMC to include MFH. The 86 CEG is responsible for monitoring weather changes. The high and low temperature is taken every day and if the average is above or below 55 degrees Fahrenheit for 5 consecutive days, heat will be turned on or off accordingly. To help reduce heating costs, please follow these procedures:

- Keep exterior doors and windows closed when using radiators.
- Make sure radiators are not covered/blocked by furniture or hanging drapes.
- Clean your refrigerator condenser coils at least every other month.

2.11.3. **Electricity.** Please ensure that lights and appliances are turned off when not in use. Unplug transformers as they continue to use power even when turned off. Your commitment to conserving electricity helps to ensure costs remain manageable.

2.12. **Introduce Yourself To Your Building Leader (Multi-family Facility Resident).** You are responsible to introduce yourself to the building leader in your building within 10 calendar days of moving into your quarters. This informational meeting will start you out on the right foot for an enjoyable stay in the KMC—beside that, it's what good neighbors do!

2.13. **Government Furnished Appliances.** Ranges, refrigerators, washers, dryers and dishwashers are government-furnished and serviced. If you have problems, do not attempt repairs or adjustments. Problems should be called in as a service call to the housing maintenance contractor, 06371-463-9510, IAW paragraph 1.1.2 of this Instruction. No government-owned appliance shall be removed or relocated.

2.14. **Privately-Owned Appliances.** Occupant-owned refrigerators or freezers may be used. Please contact Housing Facilities prior to installing an additional appliance to ensure your electrical circuit is adequate.

2.15. **MFH U-Fix-It Store(s).** MFH U-Fix-It stores are located at Landstuhl, Vogelweh and Ramstein. We encourage you to use the U-Fix-It Store to get supplies. Numerous items for maintaining your home, such as cabinet door latches/knobs, door bumper stops, door handles, touch-up paint, commode seats, towel bars and toilet paper spindles may be obtained.

2.16. **Pest Control.** Tenants are responsible for taking appropriate self-help measures regarding any pest infestations. Facilities with pest infestations that do not respond to properly applied self-help measures after 30 days may be treated by Pest Management personnel. Pest Management must survey unit to determine reasons for self-help pest control failure before treatment.

2.17. **Stairwells (Multi-Family Stairwell Facilities).** Due to safety and stairwell access (egress) concerns, items such as shoes, bicycles, toys, furniture, potted plants or refuse shall not be placed in your stairwell. You may neatly display a nameplate, wreath or wall decoration and foldable strollers may be neatly stored under stairs. **DO NOT NAIL OR SCREW ANYTHING TO THE WOOD DOOR OR FRAME.**

2.18. **Basements.** Storage rooms may only be used for personal storage. Common areas, hallways, bike rooms and community rooms are not for personal storage areas and all residents are responsible to ensure these areas remain clutter free.

2.19. **Balconies.** Refuse and unsightly items, such as mops, brooms and cleaning supplies will not be stored on or under balconies and pets should not be left on balconies unattended. Balconies are intended for recreational outdoor living, not as storage spaces.

2.20. **Seasonal Decorations.** Exterior seasonal decorations on balconies of multi-family facilities and in townhouse yards may be displayed 30 days prior to seasonal event and must be removed no later than 10 days after event. Do not place or attach decorations on or to balcony railings, entrance doors canopies, on roofs or to gutters. **DO NOT USE NAILS OR SCREWS ON WOOD DOORS OR DOOR FRAMES.** All electrical connections for seasonal decorations must meet UL or DIN requirements. 220V-110V transformers may not be used outside.

2.21. **Gardens.** Vegetable gardens are prohibited in MFH.

2.22. **Waterbeds.** Waterbeds are prohibited in MFH.

2.23. **Smoking.** Smoking is strictly prohibited in all KMC Multi-Family Stairwell Housing. This policy is intended to improve our readiness posture by increasing the well-being of all stairwell housing residents. Service members, their dependents and guests are not authorized to smoke tobacco products in stairwell apartments, including the balconies, patios, storage and community rooms, as well as exterior common areas, except for designated smoking areas, which include all grill huts. However, if a grill hut is being used by non-smokers, the right of the non-smoker(s) will prevail. Smokers will ensure non-smokers utilizing the grill huts are not impacted by second-hand smoke. Residents who choose to smoke are responsible for proper and complete disposal of their tobacco products to include cigarette butts, cigars, matches and packaging materials.

2.24. **Satellite Dishes/Antennas.** Satellite dishes and antennas of any kind are prohibited in MFH.

2.25. **Storage Sheds.** External storage sheds are prohibited in MFH.

2.26. **Air Conditioners.** Air conditioners are prohibited in MFH.

2.27. **Window Coverings.** Aluminum foil (tin foil), tinting film, newspaper, signs, advertisements, blankets, etc., are prohibited window coverings in MFH. Traditional curtains and blinds are the only authorized window covering in MFH.

2.28. **Flag Display.** Townhouse residents may display one American flag properly mounted on the wooden post per housing U-Fix-It Store instructions. American flags are available for housing residents at the U-Fix-It Store.

2.29. Noise Control.

2.29.1. Excessive noise is the primary complaint received by Housing Management. Many military personnel are shift workers and sleep during the day. Please be considerate. Daily "Quiet Hours" are from 2200 to 0600 hours and from 1300 to 1500 hours. Unnecessary noise, such as excessive dog barking/howling, loud music or slamming vehicle or apartment doors is prohibited.

2.29.2. **Noise Enforcement.** Residents should contact Security Forces to report noise violations. Organizational commanders will take appropriate action through the chain of command against violators.

2.30. **Personal Owned Exterior Recreation Equipment and Outdoor Recreation Areas**

2.30.1. We cannot possibly list all personal recreational equipment or amenities that you may choose for your family. It is your personal responsibility to ensure play equipment,

grills, trampolines, swing sets, basketball goals and other types of play stations are installed properly and according to manufacturer's specifications. The Air Force is not responsible for any injuries resulting from the improper installation or care of personal recreational equipment or amenities.

2.30.2. **Wading Pools.** Use of small wading pools is authorized under adult supervision. For safety, the pool:

- Will not be more than 8 inches deep and 5 feet in diameter.
- Will **NEVER** be left unattended with water in it.

2.30.3. **Grill Huts and Outdoor Recreation Area Pads.** The use of grill huts, outdoor recreation area pads, picnic tables and benches are on a "first come" basis. Please be considerate of neighbors during quiet hours. Bonfires inside grill huts or in the housing areas are prohibited. User is responsible for clean up and proper disposal of trash.

2.30.4. **Personal Barbecue Grills.** BBQ grills stored in grill huts shall be marked with member's building and unit number for easy identification. Grills should be kept away from siding, overhangs, deck rails, and porches. Do not light grills in garages or unventilated areas.

2.30.5. **Playgrounds and Mini-Sports Areas.** Playgrounds and mini-sports areas are open for the use of all MFH residents from dawn to dusk every day. Please be considerate of neighbors during quiet hours. The user is responsible for clean up and proper disposal of trash.

2.31. **Supervision/Unattended Children.** Children should be closely supervised at all times. Parents are ultimately responsible for the safety and supervision of their children. Parents must consider several factors when they consider leaving their children unsupervised, including (1) the age and maturity of the child, (2) duration and frequency of time without direct adult supervision, (3) child's ability to seek help, (4) mental, physical and emotional handicapping conditions, (5) number and ages of children left without supervision, (6) responsibility given to the unsupervised child, (7) nature and setting of unsupervised activity and (8) relevant KMC instructions.

2.32. **Pets.** Pet ownership in Germany and in government quarters is a privilege. Pet owners must register their pet(s) with the Veterinary Clinic located on Pulaski Barracks within 10 working days after arrival in the KMC or when the animal is 4 months old. A current rabies shot is required for registration. Animals must be re-registered annually. The total number of dogs and/or cats will not exceed two per MFH unit. Breeds (cross-breeds) of dogs that are restricted or prohibited in Germany are Pit Bull, American Staffordshire Terrier, Staffordshire Bull Terrier, Ban dog and Tosa Inu and therefore these breeds are prohibited in family housing. Wild, farm or exotic animals are prohibited. Breeding or raising pets for profit or fun is prohibited. Nursing litters will not exceed 4 months after birth.

2.32.1. **Cleaning Up After Your Pet.** Pet owners are responsible for immediate removal of their pet's feces from all areas. Pet relief stations are located throughout housing areas. Pets are not allowed on playgrounds or sports fields and please do not allow pets to urinate or defecate on balconies.

2.32.2. **Pet control.** When outdoors, pets must be on a leash and a responsible person must be in control of the animal at all times. Dogs and cats may roam unsupervised within a fenced enclosure only if they are unable to jump the fence or do not cause a nuisance to neighbors. Pets may not be left unattended on a chain or leash inside of a fenced area. Pets will not be housed on balconies or other areas outside of assigned quarters. Pet damage is owner responsibility.

2.32.3. **Dog Bites:** Report all dog bites or pet assaults to Security Forces.

2.33. **Safety Alert.** All windows and balcony doors above the first floor level have been fitted with a key operated locking device to prevent opening. Watch your children as window screens will not prevent a fall out of the window. **LOCKS ARE NOT INTENDED TO TAKE THE PLACE OF PARENTAL SUPERVISION.**

2.34. **Self Help Work.** All self-help work requires completion of an AF Form 332, *Base Civil Engineer Work Request*. The form is available at Housing Management in building 1001 Vogelweh or the Ramstein Satellite Office, building 2410.

2.34.1. Self-help work is permitted in housing if the proposed work is relatively simple, and is primarily for the resident's benefit. Self-help work must not generate additional maintenance requirements or repair costs to the government; must not add to the living or storage area of the basic structure by increasing space; must not increase permanent living areas by enclosing and weatherproofing existing balconies, storage, carports, etc; and must not require using government-furnished labor. Examples of self-help work which are normally approved; painting, shelving and wall paper/border. All electrical and plumbing work will be accomplished by a certified craftsman. Self-help work installed by residents must be removed prior to final inspection unless accepted, in writing, by incoming resident and the housing representative. When removing self-help work, area must be restored to its original condition. If you have any questions, ask your Housing representative at your pre-final inspection.

2.34.2. **Painting Interior Walls.** An approved AF Form 332 is required prior to painting. Paint will not be issued for any color change and the painted areas must be returned to the original color prior to terminating quarters.

2.35. **Attic Space.** The attic spaces above your upper level and your garage are not designed as living or storage areas. These spaces are not protected by a smoke/fire alarm system and are not environmentally controlled, heated or ventilated. The government claims no responsibility for damage of personal property placed in these areas.

3. TERMINATION OF MFH. Upon termination, your unit must be left clean and orderly. Remove personal property, self-help work and arrange for government furniture to be picked up, prior to your final clearance. Do not forget to check balconies, patios and storage areas. Once all requirements are met you will be cleared from quarters and your housing allowance will be initiated.

3.1. **Final Inspections:** Paragraph 1.4.5. discusses inspections related to termination of MFH.

3.2. **Methods of Termination:**

3.2.1. **Giving Notice With Orders.** When you receive notification of orders for a PCS move, retirement, discharge or separation, you must notify Housing a **MINIMUM OF 40 DAYS IN ADVANCE OF YOUR DESIRED FINAL INSPECTION DATE.** During peak months (April through September), it is recommended you give at least 60 days notice in order to obtain desired termination date. Call Housing at commercial 0631-536-6671/72 to schedule your pre-final and final inspection dates. The Air Force is not responsible for a delay in final inspection due to a failure to properly notify Housing of an impending PCS.

3.2.2. **Voluntary Termination of On Base Quarters.** After completion of a mandatory 1-year occupancy, residents who desire to voluntarily vacate government quarters must provide a written request and receive approval from the Housing Office at least 40 days prior to desired final inspection date. A sample termination letter is available.

3.2.3. **Family Separation.** A member who no longer lives with his or her dependents (or dependents no longer live with the member) is required to terminate housing within 30 days.

4. **COMMUNITY/RESIDENTAL ACTIVITIES.**

4.1. **Yard Sales/Garage Sales.** Sales in family housing are permitted on Saturdays only. Residents are encouraged to utilize the various community activity centers for recurring sales of personal property. Sales must be coordinated with building leaders in multi-family stairwell units to schedule common area use. Parking issues and disturbance of neighbors is reason to terminate sale. Residents **may not use signs** to advertise sales anywhere within the KMC housing areas.

4.2. **Business Enterprises.** Requests for permission to conduct commercial activities in assigned family housing must be submitted in writing to the Housing Director, 86 CES/CEH. Written approval from the 86 AW/CC must be granted prior to starting the business.

4.3. **Solicitation in Military Family Housing.** Solicitation and fund-raising require prior approval of the 86 AW/CC. No flyers or handbills are permitted in MFH areas. Solicitation by unauthorized businesses, organizations or groups is strictly prohibited.

4.4. **Family Day Care Providers.** Before providing childcare in your home, you must be licensed through the Family Day Care Program. In compliance with AFI 34-276 (*Family Child Care Programs*), any person caring for other families' children for more than 10 hours per week on a regular basis in on-base housing must be licensed by the Air Force and meet all Air Force and local installation requirements. Homes can accommodate up to six children and includes only two children under 2 years old. Residents can contact the Family Child Care Program in building 408 on Ramstein, call DSN 480-5761 or commercial 06371-47-5761 or building 1044 on Vogelweh, call DSN 489-6040 or commercial 0631-536-6040.

4.5. **Repair of Personal Property.** Repair work on your vehicle, recreational vehicle or boat/trailer is not authorized. The Auto Skills Centers or an off-base location should be used

for major repairs. Auto Skills Centers are located on Kapaun, Pulaski, Ramstein and Landstuhl.

4.6. **Fireworks.** Fireworks are prohibited.

4.7. **Parking.** Parking in any manner that constitutes a public nuisance, safety hazard, or impedance to fire, police, medical or snow removal operations is strictly prohibited. Each townhouse residence is provided a garage and driveway for parking. Each multi-family stairwell resident is assigned one designated parking space. Additional vehicles must be parked at an unmarked or undesignated parking space. On street parking is allowed if it is a designated parking slot. At no time will a non-operational and/or unregistered privately owned vehicle be parked within MFH. Parking is prohibited within 5 meters (16 feet) of a fire hydrant, intersection, emergency exit doors of buildings, crosswalks, garbage receptacles and driveways. Parking which blocks sidewalks is prohibited.

4.8. **Parking Recreational Vehicles or Trailers in MFH.** Except for loading or unloading, trailers, campers and other recreational vehicles will not be parked in any MFH area. The recreational vehicle lot is located in Kapaun Air Station (AS). For more information, contact the Kapaun Auto Skills Center.

5. FIRE PROTECTION. As the military sponsor it is your responsibility to instruct all family members in fire prevention and evacuation procedures.

5.1. **Prevention Instructions.** All residents of MFH must receive a mandatory fire prevention briefing prior to occupancy. A computerized briefing is available at the Housing Office and on the housing website <http://www.ramstein.af.mil/library/factsheets/factsheet.asp?id=13946>

5.2. **Fire Evacuation Plan.** All MFH residents must create and practice an evacuation plan. It may save the life of a loved one. The Fire Department should be made aware of handicapped family members.

5.3. **Fire Protection Systems.** The fire protections systems located in your home have been installed for the protection of your family and your neighbors. **THEY WILL SAVE YOUR LIFE – DO NOT TAMPER WITH THEM. If you have problem with a fire protection system in your home, IMMEDIATELY report it to Housing Maintenance 24/7.**

5.4. **Fire Extinguishers.** In multi-unit stairwell units, fire extinguishers are installed in the stairwell on every other floor. Determine the location of the nearest extinguisher **before** you need it.

5.5. **Fire Reporting. If a fire occurs in your home, notify the base Fire Department immediately.** Remain calm. Provide your name, house number and street. Do not hang up until told to do so by the operator. Report all fires regardless of size, lack of damage or whether fire has been extinguished. **To report a fire dial 06371-47-112.**

5.6. **Ceiling Fans and Smoke Detectors.** One of the primary causes of smoke detector false alarms is the accumulation of dust on fan blades. Ceiling fan blades accumulate dust very quickly and when the fan is turned on the dust becomes airborne and the smoke detector activates causing a false alarm. Please keep the blades clean and dust free.

5.7. **Storage of Flammable Liquids.** If you reside in a multi-unit stairwell facility, contact your building leader for proper storage of gasoline or other flammable liquids. If you reside in a single, duplex or townhouse unit, gasoline shall be stored in an approved safety container

with contents labeled and is limited to not more than 5 gallons. Flammables may only be stored in the garage. No storage is allowed in the utility room or in attic space. **DO NOT STORE PROPANE GAS TANKS INSIDE OF UNIT.**

5.8. **Clothes Dryer/Vent.** Clean clothes dryer lint trap after each use. Never place plastic articles in dryer. Check and clean the flexible hose connected to your dryer for lint accumulation at least once a month.

5.9. **Cooking Appliances.** Never leave cooking items unattended. Should a grease fire occur, cover the burning pan with a lid, turn off the appliance and call the Fire Department. NEVER USE WATER! DO NOT ATTEMPT TO MOVE THE PAN! Clean kitchen exhaust fan filter often to prevent grease accumulation.

5.10. **Housekeeping.** Keep trash from accumulating in closets, attics, storage areas or near wall heaters (radiators). Combustible materials including clothing should not be placed adjacent to or within 2 feet of water heater, radiator or similar appliances. **NOTE: ANY QUESTIONS ON FIRE PREVENTION SHOULD BE DIRECTED TO THE BASE FIRE PREVENTION DEPARTMENT – Commercial 06371-47-5940**

6. SECURITY FORCES. The 86 AW/CC is responsible for the safety and protection of all personnel and government property. Military Security Forces routinely patrol housing areas and respond and investigate all incidents. Inquiries concerning law enforcement should be directed to Security Forces.

6.1. **MFH Curfew Hours.** Do you know where your children are? Children under 18 years old must be inside their quarters between the hours of 2300 and 0600 hours.

6.2. **Speed Limit.** Speed limits in all KMC housing areas are 20 kph and are posted and are enforced by Security Forces.

6.3. **Firearms.** Privately owned firearms may not be stored in MFH. You may store them at the 86th Security Forces Squadron Primary Armory, building 2189, Ramstein AB. Please contact the Security Forces Armory at DSN 480-5916/2404 for further information regarding the storage/use of privately-owned weapons. Refer to 86 AW Integrated Defense Plan 31-101 Para C-2-M-3 for complete guidance on the control and registration and local procedures. Also refer to *AER 190-6, Registration and Control of Privately Owned Firearms and Other Weapons in Germany/USAFE 31-205 (CNE-C6F INST 5300.15Q/USAFE INST 31-205)*

6.4. **Crime Stop.** Call 112 (all areas) to report a crime or emergency in progress.

6.5. **Privately Owned, Gasoline-Powered Equipment.** Motorcycles, motorbikes, motor scooters, mopeds and other privately owned, gasoline-powered equipment will be parked in an authorized parking slot. They will not be stored in member's apartment, basement, storage rooms/cages, bicycle room, stairwell, etc. Additionally, they may not be parked on sidewalks, on bench/picnic table pads or any other bricked surface.

6.6. **Motor Vehicle Registration.** All privately-owned vehicles must be registered with 569th USFPS at Kapaun AS- to include inoperative vehicles pending repair or disposal. Do not park inoperative registered vehicles in family housing areas.

7. SPECIAL CLIMATIC CONDITIONS. In Germany, winter driving is a fact of life. Drivers in the KMC have several sources to receive current road conditions primary

www.ramstein.af.mil, secondary AFN, TV, radio and DSN 480-COLD, etc. Television reports appear regularly as a message crawler on the bottom of the screen during severe weather. Information is also available via the web on the Ramstein Web site. KMC residents can also receive the latest information by calling DSN 480-2653 (DSN 480-COLD) or 06371-47-2653.

8. ENVIRONMENT. German laws regarding environmental protection apply to all government MFH occupants and are quite stringent.

8.1. Asbestos Concerns. Residents should be aware that asbestos may exist in stairwell buildings, and is presently being controlled and monitored by Environmental Compliance and the 86th Medical Group Bioenvironmental Engineering department. If you have any concerns or questions, call 86 CES/CEA, at DSN 480-7712, or Bioenvironmental at DSN 479-2220.

8.2. Mold. Due to the type of construction used in Germany, improper ventilation may cause mold to grow on walls and furniture. Mold can be responsible for irritant and allergic reactions. Controlling mold is a matter of controlling moisture. Plainly put, if there's a mold problem, it starts with moisture, and that must be stopped before mold can be cleaned and controlled. Once the moisture problem is cured, it is very likely that mold won't come back. Residents are required to take steps to properly ventilate their MFH units. Ventilate your home daily for a minimum of 2 times twenty minutes daily. Cross ventilation is necessary so interior doors must be opened along with windows on opposing sides. If there is no exhaust fan in bathroom, window should be ajar to let humid air out. Furniture should not be placed against walls as it prevents air circulation. To help prevent mold in your quarters, we recommend the following measures:

- Dry condensation from damp/affected areas
- Increase air circulation by using a household fan, kitchen vent hood exhaust while cooking and bathroom exhaust fans/windows when shower is in use.
- Minimize dust accumulation throughout the house and clean mildew from visible surfaces using a detergent and water or mild household cleaner, wearing ordinary household rubber gloves.
- Report recurring leaks and persistent mold, mildew and moisture to Housing.

Upon notification, a housing inspector and a maintenance service provider will jointly conduct a visual inspection to identify mold growth and water leaks on wall surfaces and in building systems. If mold is located in multiple areas or is extensive the resident may be temporarily relocated. Mold-related health concerns should be referred to a health care provider for evaluation. Bioenvironmental Engineering may conduct an appropriate health risk assessment. Based on recommendation, relocation may be required.

8.3. Hazardous Waste. There are numerous household products that contain chemicals that become hazardous waste when disposed of improperly. Never pour motor oil or any other hazardous substance down the storm drain. It goes directly into nearby streams and ground water. It could also result in disciplinary actions. It only takes a few particles of oil to contaminate a million parts of water. With just a little bit of effort you can reduce the threat of hazardous waste in our community. We all should act responsibly when using and

disposing of these products. First, purchase only what you need and use the hazardous substances altogether; that is, use products without toxic chemicals. Lastly, if hazardous items are to be used in the home, dispose of them and their containers responsibly. Household hazardous waste is accepted at the recycling centers during normal hours of operation. If you need advice on the proper disposal of a certain substance or if you have concerns, call the 86 CES Environmental Management Section at DSN 480-9318.

MARK C. DILLON, Brigadier General, USAF
Commander, 86th Airlift Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 32-6001, *Family Housing Management*, 21 August 2006

AFMAN33-363, *Management of Records*, 1 March 2008

USAFE 31-205, *Registration and Control of Privately Owned Firearms and Other Weapons in Germany/USAFE 31-205 (CNE-C6F INST 5300.15Q/USAFE INST 31-205)*, 20 July 2006

Abbreviations and Acronyms

86 AW/CC—86 Airlift Wing, Commander

86 CEG/CC—86 Civil Engineer Group, Commander

86 CES/CEH—86 Civil Engineer Squadron, Housing Management

AFMAN—Air Force Manual

AOR—Area of Responsibility

BAH—Basic Allowance for Housing

AFI—Air Force Instruction

AFRIMS—Air Force Information Management System

IAW—In Accordance With

KMC—Kaiserslautern Military Community

MFH—Military Family Housing

RDS—Records Disposition Schedule