

# Housing Referral Office 'We Care Brochure'



## Welcome to the Kaiserslautern Military Community

The Housing Referral Office (HRO) would like to take this opportunity to welcome you and your family to the Kaiserslautern Military Community (KMC). We hope you will enjoy your new home and your stay in Germany!

The Kaiserslautern Military Community (KMC) Housing personnel's primary responsibility is to assist DoD personnel locate and obtain safe and adequate housing. It is imperative for our customers to understand overseas tenant/landlord laws, as they are different from the United States, as well as, the responsibilities and limitations of the HRO.

The proactive HRO staff works diligently to locate and list housing assets. All properties will be inspected initially and evaluated based on community fair rental value and overall suitability of the facility in compliance with AF adequacy standards.

To obtain listings you may visit the DoD website [www.homes.mil](http://www.homes.mil) and type in 'Air Force Ramstein AB' as Installation. All listings on here are housing approved.

We encourage you to take the time to read this brochure in its entirety and recommend that you keep it readily available for future reference. Again, welcome to Germany!!

Thank you for your support in making the KMC a great place to live and work.

*The Housing Management Office*



## TELEPHONE NUMBERS

### EMERGENCY TELEPHONE NUMBERS

Military Police	114
Polizei	110
Fire Department	112
Ambulance	112
Landstuhl Emergency Room	DSN: 590-6321/6322 CIV: 06371-9464-6321/63222
Landstuhl Hospital Information Desk	DSN: 590-4100 CIV: 06371-9464-4100
Landstuhl Poison Control	DSN: 486-7070 CIV: 06371-86-7070 OR: 080-0444-88444

### AMERICAN RED CROSS

Ramstein	DSN: 480-2171/5464 CIV: 06371-47-2171/5464
Kleber Kaserne	DSN: 483-8722/8702 CIV: 0631-411-8722/8702
Landstuhl	DSN: 590-7298 CIV: 06371-9464-7298

### HOT - LINES

Information/Crisis Hot Line	DSN: 480-KMC3 (5623)
Airman against Drunk Driving	DSN: 489-AADD (2233) CIV: 0631-536-2233
86 ABW/Commander's Hotline	DSN: 480-8520
Fraud, Waste & Abuse	DSN: 480-2457
Helping Hand	DSN: 480-7777

### LEGAL ASSISTANCE

Ramstein Legal Office	DSN: 480-5911-5912 CIV: 06371-47-5911/5912
Kleber Kaserne	DSN: 483-8848 CIV: 0631-411-8848

### OTHER NUMBERS (Military Telephones)

Operator	DSN: 0
Information	DSN: 113
Telephone Trouble	DSN: 119

**VOGELWEH HOUSING OFFICE**  
**BLDG 1001**

**Hours of Operation:**

Mon-Thurs 0800-1530 hrs.  
Fri 0800-1430 hrs.

**Walk in Hours:**

Mon-Thurs 0800-1100 & 1300-1530 hrs.  
Fri 0800-1100 hrs.

**Closed on German and American Holidays  
and every 2<sup>nd</sup> Wednesday of each month, after 1130 hrs.**

**Org Box Email: [KMCHousing@us.af.mil](mailto:KMCHousing@us.af.mil)**

**DSN: 489-6671 / CIV: 0631-536-6671**

**ASSISTANCE SECTION**

(TLA, BAH/OHA, Certification of Rental Agreements,  
schedule Assignment/Termination of Gov't Qtrs.)

DSN: 489-6672

CIV: 0631-536-6672

**FACILITIES SECTION (On-Base Housing)**

(Pre/Final inspections of Gov't Qtrs.)

DSN: 489-7108

CIV: 0631-536-7108

**HOUSING REFERRAL OFFICE – HRO**

(Off-base housing inspections, complaint mediation)

DSN: 489-6643/6659

CIV: 0631-536-6643/6659

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**FURNISHINGS MANAGEMENT SECTION (FMS)**

**EINSIEDLERHOF AIR-STATION**

**BLDG 720**

**Hours of Operation:**

Mon-Thurs 0800-1530 hrs.  
Fri 0800-1430 hrs.

**Closed on German and American Holidays  
and every 2<sup>nd</sup> Wednesday of each month, after 1130 hrs.**

**Org Box Email: [86ces.cehffmo@us.af.mil](mailto:86ces.cehffmo@us.af.mil)**

**DSN: 489-6001 / CIV: 0631-536-6001**

## **RENTAL CONTRACT**

A rental contract is a legal binding document between you and the landlord. The Legal Office has developed a contract specifically for use in the KMC. The HRO is not a party to this contract, but merely acknowledges its existence and certifies that personnel have accepted a unit for occupancy. In the event of disputes, except for the terms and conditions specifically addressed in the contract, **the provisions of local German rental laws apply**. Our customers need to understand the responsibilities and limitations of the HRO personnel. **The HRO is not a party to your rental contract, but merely acknowledges it and certifies that personnel assigned to the KMC have accepted an economy unit for occupancy.** HRO personnel are available to assist with translation services and mediation of landlord/tenant disputes. In the event that a dispute cannot be resolved, you may be referred to the Legal Office for guidance. Ultimately, disputes that cannot be resolved through assisted mediation must be resolved through the German legal system. You are responsible for all actions necessary. **The Housing Referral Office cannot provide legal advice or enforce German rental laws.**

**A contract may be terminated by either party without a notice period providing there is serious misconduct, for example, if the tenant is behind with at least two months rent. Any termination, regardless whether with or without notice, must be in writing.**

## **PROCESSING A RENTAL CONTRACT**

After finding your dream house, please use the following steps to finalize the contract:

1. The landlord completes and signs contract. Do not sign a contract until the HRO reviews.
2. Email a copy of the rental contract to the housing office at **KMCHousing@us.af.mil**. We will verify the information with our inspection paperwork and call you for an appointment to have the original rental agreement certified and forward all necessary paperwork to your finance office.
3. Once the contract has been verified and signed by the housing office, you must return the original to your landlord; keep one copy for your records, VAT office and FMS. Be sure you have plenty of copies and always have a copy of your orders handy.

## **SPECIAL CONDITIONS**

Items under this section on reverse side of contract generally override terms preprinted on the form. For example, if you sign for a minimum lease period of 1 year you cannot move to other quarters or government quarters prior to the end of the fixed lease unless the landlord voluntarily releases you out of the contract or in case of serious landlord

misconduct. It will be beneficial if you read and understand the context of your contract. If in case you do not understand, please do not hesitate to contact us.

## **SALE OF PREMISES**

The sale is often incorrectly used as a reason for termination. By law, the sale of premises does not terminate the residential lease. However, before a house is sold, a landlord can terminate the agreement under an extraordinary hardship provision, i.e., if he/she would lose at least 20% in value due to the lease. In practice, this hardship is very difficult to prove and therefore seldom successfully used as a reason for termination. By operation of law, the new owner assumes the responsibilities of the previous landlord in the rental agreement and may terminate the current lease if they will utilize the premises as their primary residence or, if family members are moving into the property. However, a 3 months termination notice provided by the new landlord to the current tenant is still required. A written termination notice must be given to the tenant to the end of the month.

IAW JFTR Volume 1, U5355, D-1c, when a member moves from local economy quarters as a result of a landlord's refusal to renew a lease or other permit continued occupancy, the move is for the member's convenience. Meaning, the member's relocation to another economy quarters is not a Government funded move. JFTR, U5355, D-3, Armed Forces vacate private sector housing incident to Foreclosure Action against the landlord. An Armed Forces member who relocates or whose dependent relocates from leased or rented housing by reason of foreclosure action against the landlord is authorized a short distance household goods move. This provision does not apply if a member and/or dependent is the homeowner.

The purchaser will only be considered the new owner once he/she is registered in the "Grundbuch" (Real Estate Register). Be sure you contact us immediately once you receive notification so we may guide you in the right direction.

## **COMMENTS**

Be certain the place you intend to rent is the place in which you want to live before you have the landlord sign the rental contract. Do not pay any deposit on the premises until the contract is finalized through housing. If you pay a deposit just for taking the house off the market, that deposit may be lost if a contract is not finalized.

If you find a place and have the landlord sign the contract and receive Housing Management's approval and then change your mind, you are obligated to give the landlord written notice in accordance with the specifications of the contract (at least 30 days, respectively in accordance with any special conditions you agreed to) and you will be held liable for rent during the period of notice. Prior to the end of the notice period, the landlord may only rent the place with your approval but does not have to do that. Of course, re-renting the apartment is in your best interest since it will mitigate your rental

payment obligation. If you locate a housing unit that is not listed with Housing Referral, an inspection must be performed to ensure minimum adequacy standards are met and rental cost is reasonable. Do not make any “side deals” with the landlord, as all costs should be identified in the rental contract.

**Do not** arrange delivery of household goods or loaner furniture or initiate automatic rent/utility payments until you have a signed rental contract approved by the Housing Management.

### **SECURITY DEPOSIT**

A security deposit is intended to protect the landlord from financial loss if tenants cause damages or does not clean the unit prior to termination of lease. The security deposit cannot be used as the last month’s rent. According to German law, a landlord may charge a maximum of three (3) months rent as deposit. However, in the KMC one (1) or two (2) months deposit is more common.

All security deposits are interest bearing and the interest accrues to the tenant. It must be posted in an account separate from the landlord’s other assets in order to protect it from the landlord’s creditors in case of insolvency. The tenant may demand proof of proper posting and withhold rent until proof is provided. Keep in mind that the landlord can hold the deposit for a reasonable time (up to 6 months) after vacating the premises as long as there are open claims (utilities, damages) against the tenant. In the event your landlord retains all or a portion of the security deposit, the landlord must provide a written description and an itemized list of all deductions. Please contact our office if 30 days had passed and you have not received your security deposit. If you PCS’d and you still do not have your deposit, you may call us at, DSN (314) 489-6643/6659, CIV 0631-536-6643/6659 or, send us an e-mail at: **KMCHousing@us.af.mil**

### **BAH/OHA/MIHA**

Members who are authorized to live on the economy will receive Overseas Housing Allowance (OHA), utility allowance, as well as a one-time Move-In Housing Allowance (MIHA). You may be able to request an advance OHA payment to help with first month’s rent and security deposit; ask your counselor.

### **LQA**

For DOD Civilian Personnel - Living Quarters Allowance (LQA) entitlements will be briefed by Civilian Personnel Office (CPO).

## **TENANT RESPONSIBILITIES**

The monthly rent must be paid in advance to the landlord and received on the 3<sup>rd</sup> work day per month unless otherwise agreed. If an emergency arises, speak with your landlord before it becomes a problem. You also may contact our office and request assistance in this matter. Communication is the most important part of a harmonious landlord-tenant relationship.

The easiest method in paying your rent is to provide your local bank with the bank account number (IBAN) and routing number (BIC) from your landlord; they will make scheduled payments for you. Additionally, this type of payment can be easily verified.

**If a landlord contacted our office due to outstanding rent payments, our office will contact you and inform your immediate supervisor or First Sergeant.**

Be considerate of other tenants in the building. Be a good neighbor and keep stereo and television volume to a minimum. Control your children and pets.

Cleanliness is essential, particularly in the kitchen area. All trash must be disposed of on a regular basis. Insects breed rapidly given an ideal environment. Grease buildup on stoves and exhaust fans can pose a serious fire hazard. Mildew can be a problem if proper ventilation techniques are not used. Open windows on a regular basis to ensure proper ventilation.

Submit maintenance requirements (plumbing leaks, heating problems, etc.) to your landlord (in writing) and keep a copy for your records. Approach your landlord with an attitude of cooperation when identifying maintenance concerns. If you do not receive corrective action in a reasonable time, contact Housing Referral and give us the opportunity to mediate. Ensure to keep copies of all correspondence pertaining to your rental unit along with a copy of your rental agreement/lease and requests for maintenance.



## VENTILATION OF YOUR HOME

Due to the type of construction used in Germany, ventilation is a “**must**” to keep your home free of mold and mildew. Please read the following instructions on how you can avoid mold.

1. Incomplete and improper ventilation may cause mold to grow on walls and on furniture. Mold can be responsible for irritant and allergic reactions. Wet weather combined with closed windows causes walls to sweat, forming mildew and mold.
2. Mold is everywhere because it's part of the natural environment. The key to mold's growth is moisture. Controlling mold is a matter of controlling moisture. Plainly put, if there is a mold problem, it started with moisture – and must be stopped before mold can be cleaned and controlled. Once the moisture problem is cured, it is very likely that the mold won't come back.
3. The following ventilation tips are provided to assist occupants in proper ventilation and preventing mildew/mold build-up:
  - a. Complete ventilation by opening the windows several times a day for 10-15 minutes. Tilted windows have practically no effect! In order to save energy and prevent cooling out of the house, apply “flash ventilation” during cold weather, that is open windows full scale for a couple of minutes to ensure cross flow of air while shutting down the heat
  - b. Cross ventilation is necessary so interior doors must be opened along with windows on opposing sides.
  - c. The bathroom door should be closed during showers or baths and the room should be ventilated after taking showers or baths. If you have an exhaust fan it should be turned on while bathing. If there is no exhaust fan the window should be ajar to let humid air out.
  - d. The bathroom door should be open over night and one window in the bedroom left ajar over night.
  - e. Furniture should be placed 10 to 20 centimeters away from walls so there is air flowing between them.
  - f. During winter months each room needs to be heated.
4. What to do if walls are already damp:
  - a. First solve the moisture problem. Then scrub the mold off hard surfaces with detergent and water and dry completely.

- b. Open windows wide so there will be a draft. Leave windows open for approximately 10 minutes. Turn up the thermostat, by increasing the temperature the air will pull moisture from the walls.
- c. After 3 to 4 hours, the air will be filled with water again. Open the windows again. You have to exchange the water filled air with dry air from outside. The cooler air has to be warmed again. Repeat this procedure. Follow this process every day for about two weeks. The walls should dry out.

If you have any questions or concerns, please contact your landlord or Housing Management at DSN 489-6643/6659 or CIV 0631-536-6643/6659.

### **VISITORS**

Let your landlord know when you have visitors for an extended period of time. Remember, communication is the “name of the game”.

### **RENOVATIONS**

If you intend to do some minor changes to your rental, i.e. painting, installing screens etc., please request authorization in writing; otherwise, you may have to restore the unit to its’ original condition at the end of the lease. Having the proper documentation will make your final walk-thru with your landlord easier. In case of major renovations by the landlord, the landlord must notify you the tenant and seek approval to perform the renovation. During the renovation, rent may be reduced; however, if the renovation results in improved rental quality, the landlord may increase the rent.

The rental units in Germany have tremendously improved. Newer homes are much larger with modern amenities such as; walk-in closets, in-suite bathrooms and built in modern kitchens. Additionally, single homes are more common now than in previous years. The power supply is 220 volt and 50 cycles opposed to 110 volts and 60 cycles. Unless your small appliances are dual voltage you will need power transformers. Furnishings Management will issue wardrobes and major appliances (refrigerator, clothes washer and dryer). They will also provide a limited number of transformers. You may want to purchase additional transformers from AAFES, Thrift Shops, or departing service members.

### **DAMAGES TO PROPERTY DURING MOVE**

Upon moving in/out of your economy rental, please ensure that no damages occurred by the moving company. If not reported immediately, you will be held responsible when moving out.

**DO NOT SIGN A CLEARANCE STATEMENT WITH THE MOVING COMPANY IF THEY CAUSED ANY DAMAGES TO THE RENTAL.**

Notify your landlord immediately and report damages so landlord may contact the company and file a claim.

### **NORMAL WEAR AND TEAR**

Normal wear and tear means deterioration that results from the intended use of a dwelling, but does not include deterioration that results from negligence, carelessness, accident, or abuse of the tenant's household, by residents, pets, or by guests.

### **QUIET HOURS**

By German law, quiet hours are Monday to Saturday from 2200-0600 and all day on Sunday and German holidays. During quiet hours, there are to be no loud noises, to include stereos, lawn mowers, saws, etc., where it disturbs other residents. For particularly noisy machinery further time limits apply (0700 hours to 1300 hours and 1500 hours to 1900 hours). Remember that this is the **law**. Administrative Fines up to 500.00 Euro can be issued for violation of the German Noise Protection Regulation.

### **EXTENDED ABSENCE FROM THE UNIT**

Please inform your landlord if your rental will be vacant for an extended period due to deployment, TDY or leave. Provide them with a name and telephone number of your POC in case there is an emergency. A Deployment Contact Sheet may be obtained from the Housing Office. If you are gone during the winter months, ensure the apartment is sufficiently heated to avoid freezing of the pipes.

### **OIL STAINS**

Oil stains of any size in parking lots, driveways or garages are considered environmental pollution and could end up in a fine of several thousand Euros and additional costs for the removal of the affected surface.

### **SCHOOLS**

There are several DODD schools in the KMC and all offer excellent programs. Where you live will determine which school your child(ren) will attend. Due to overcrowding in some schools, DODDS established new school boundaries in order to have an equal amount of students in each school. Bus service is provided in most villages; please check our school bus list or contact the school.

## **RENTER'S INSURANCE**

There are several types of insurance (personal property, liability, pet insurance and legal representation) members may purchase to protect their property and tenant rights.

We strongly recommend you consider buying commercial insurance to protect yourself in case of fire or a major loss. A common policy for this coverage would likely be a renter's liability insurance, which would cover your personal property and damages to your rental. "The Find-It Guide" lists several companies you may want to contact.

***Be smart and plan ahead!!***

## **TERMINATION NOTICE/CLEARING**

Normally, you are required to give your landlord a 30 day written termination notice and 15 days for an unscheduled PCS. The notice starts the day the landlord receives your termination notice. We strongly recommend you use the Tenant's Intent to Vacate 30 Day Notice we provide. If the rent is paid by allotment, stop the allotment and pay the last month's rent in cash; request a receipt. Do not pay for the entire month, prorate until the termination date.

Schedule an appointment with your landlord to walk through the unit the day you plan to return the keys. Any concerns about damages should be discussed and resolved with your landlord prior to final inspection. Don't wait until the last day, plan ahead. If you anticipate problems during checkout contact HRO and arrange for an inspector to be present. Please schedule appointments at least two weeks in advance. After final inspection the landlord needs to sign the **USAFE Form 333a**, Condition Inventory Checklist. You can download a copy from our web page: <https://www.e-publishing.af.mil/>. You cannot be cleared from virtual out-processing (Air Force members) until a signed USAFE 333a stating no debts or claims against you are provided to HRO. Make sure you keep a copy for your records.

## **UTILITY COMPANIES/USAFE FORM 333A**

When moving in, make certain you and your landlord annotate all meter readings on your USAFE Form 333a during the initial walk-thru. You have to return a copy of the completed form signed by your landlord and you (listing all discrepancies found in your home), within 15 days to the Housing Office. Retention of form will help eliminate disputes on move out.

Contact your utility companies to arrange for meter readings, i.e., electric, gas and water when moving in or out. The address and telephone number for utility companies are listed below. If your rental contract requires your oil tank to be full prior to final clearance, arrange to have it filled before your inspection and have the receipt available to show your landlord.

In the case of payments to the landlord, he/she must reconcile actual costs with payments made by the tenant yearly (typically the calendar year). Actual consumption costs must be compared to monthly payments. Overpayments must be refunded to the tenant. If usage was higher than the monthly payments, the tenant must pay the difference. The landlord must provide the final bill within one year after the end of the calculation period in order to be able to collect the difference. Either the landlord or tenant may request to increase or decrease monthly payments in case of significant discrepancies between actual costs and payments.

## **OIL**

If you live in a house that uses heating oil, the oil is usually paid in a lump sum when the tank is filled. You should have money from your utility allowance set aside for this cost as well. You should check with the landlord to determine if they will fill the oil tank prior to your move in or at least determine the tank's current level. You will be required to refill the tank to the agreed upon level when you terminate your quarters.

Oil is usually cheaper during the summer months so plan to fill your tank during that time. Also, you may be able to negotiate a cheaper price if you and your neighbors buy in bulk and have it delivered at the same time. Don't forget to check prices at several companies including AAFES prior to purchasing your heating oil.

## **UTILITY COMPANIES**

### **Stadtwerke Kaiserslautern (SWK) – Gas, Water, Electricity**

Bismarckstr. 14

Tel: 0631-8001-0

Fax: 0631-8001-148

Fax: 0631-8001-219

### **Pfalzwerke AG – Electricity, Gas**

Pfalzgas AG/Gas

Kurfuerstenstr. 29

67061 Ludwigshafen

Tel: 0800-797 77 77

### **Stadtwerke Landstuhl – Gas, Water**

Kaiserstr. 49

66849 Landstuhl

Tel: 06371-83-0

Fax: 06371-83-101

### **Stadtwerke Ramstein – Gas, Water, Electricity**

Am Neuen Markt 8

66877 Ramstein-Miesenbach

Tel: 06371-592-301

Fax: 06371-592-333

Verbandsgemeinde Weilerbach – Water, Electricity  
Rummelstr. 15  
67685 Weilerbach  
Tel: 06374-922-0  
Fax: 06374-922149

## **METHODS FOR PAYING YOUR BILL**

### 1. **Automatic Withdrawal**

Provide the following information and the company name will have your authority to withdraw fees straight from your bank account: (Not every company has this option).

- Name, German Address and Kundennummer (Customer Number)
- Name of your Bank incl. BIC and IBAN number
- Printed Name of Account Holder, Signature and Date

### 2. **Scheduled Bank Payments**

Give the Community Bank/Service Credit Union the utility company's account information (sample below) and they will make scheduled payments from your bank account. (They usually charge a fee for this service).

#### Sample

Kaiserslautern: Stadtsparkasse Kaiserslautern

- DE23 10000000 1234567890
- BIC: MALADE51KLS

## **AVERAGE UTILITY COSTS**

Utility costs vary due to size and age of unit, number of persons residing in the unit and personal habits.

In Germany, utilities are normally based on consumption; meters are read once a year and final bills are provided annually. Please ensure you understand all utility costs prior to signing a rental contract.

**Tenant Protection Agency – Mieterschutzverein**  
**0631-67127**

**Office Hours:**

**Monday – Tuesday 0800-1200 hrs. and 1300-1700 hrs.**  
**Thursday 0800-1200 hrs. and 1400-1800 hrs.**

**Tenant Assistance Agency e.V. – Mieterhilfe e. V.**  
**0631-66443**

Should you have continuous problems with your landlord it would be beneficial to join the local Tenant Protection Agency. For an annual fee of less than Euro 100.00 a team of English speaking attorneys will provide legal assistance plus representation in court if necessary; however, you must be a member for three or more months. Both agencies are located in Kaiserslautern. Please call them for appointment and additional information.

**Tenant Protection Agency-Mieterschutzverein**  
**Telephone: 0631-67127**

**PETS**

Pets are the biggest problem when clearing off-base quarters. Damages at times are extraordinary (scratched and chewed doors; urine stains, etc.) understandably, landlords want items replaced. A personal liability insurance policy can protect you if bodily injury or property damage is caused by pets. Ask your agent today how you can protect yourself with a low-cost personal liability insurance policy. Many communities require pet owners to have their dogs on a leash when walking them. Additionally, you, as a pet owner, are responsible to pick-up your dog's feces, otherwise you may be fined. Being a responsible pet owner will alleviate many problems. The following information is from the local "Pet Protection Agency" on how to take care of pets indoors as well as outdoors.

**Tierschutzverein / Kaiserslautern Region**

**KEEPING PETS INDOORS**

*"People keeping, caring or having to care for an animal are not allowed to limit the animal's opportunity for-specific movements in a way that the animal suffers from pain, diseases or injuries."*

The German Animal Protection Law states and this law are applicable to all animal owners that keep pets. If this law is violated a **prison sentence of up to three years or fines of up to 25.000,00 Euros will be imposed.**

A dog kept indoors needs proper exercise; it should be taken for a walk several times a day (at least one hour per day). Dogs are not to be chained within the apartment or kept in a locked separate room or **kennel**. Balconies, basements or bathrooms are not the right place to keep a dog. For proper sleep and rest the animal needs a clean, draft-free place where it will not be disturbed. A clean feeding bowl and a well-filled water bowl are a must.

### **KEEPING PETS OUTDOORS**

Keep dogs on a light chain (not more than 3,2 mm wire thickness) with two swivel joints on a rope of at least 6m in length with room to move at both sides of at least 2 m. A broad collar or harness is prescribed by law.

At least one side of the kennel has to provide a view to the outside. Chaining of a dog inside the kennel is prohibited. The dog has to be walked several times a day when it is kept in a kennel; a chained dog has to be walked for at least one hour per day. This is also applicable for dogs kept in stables, barns, storage rooms, etc. An insulated shelter (doghouse) must be suitable for each dog size, they also must be weather protected. The doghouse is to be kept clean and dry. The interior of the kennel is also to be kept clean, dry and free of parasites.

The outside of a doghouse requires a resting board to protect the dog against excessive heat or sun, a shady place has to be available. Daily feedings and sufficient fresh water have to be available. It is the owner's responsibility to check their pet at least once a day.

Dogs need attention, care and most importantly love. Those who offer dogs a home and apply the above requirements will be rewarded with devotion and thankfulness.

**Finally we would like to emphasize that any abuse detected by animal protection commissioners will be severely punished.**

### **KAISERSLAUTERN SPCA**

CIV: 0631-350-3666/3667  
FAX: 0631-350-3668

### **VETERINARY SERVICES**

Pulaski Bks, Bldg. 2928

DSN: 493-4444  
CIV: 0631-3406-4444

### **KAISERSLAUTERN STRAY ANIMAL FACILITY**

Pulaski Bks, Bldg. 2928

DSN: 489-6588



## **LOANER FURNITURE/APPLIANCES**

To make your assignment more comfortable, our Furnishings Management Section (FMS) can provide temporary and permanent furnishings. Temporary furnishings can be issued to inbound personnel for up to 90 days or until your household goods arrive, whichever is earlier. For outbound personnel furnishings can be delivered up to 90 days prior to your departure. If your PCS is to the States, you may want to ship your household goods early, as stateside bases do not have loaner furnishings. Permanent furnishings include wardrobes, transformers, and all appliances. These items may be issued for your entire tour. Loaner kits are provided not to exceed 90-day period. The Installation Commander may authorize exceptions when circumstances warrant; for example, when shipment of household goods are delayed, or a member experiences a hardship, natural disaster or other unforeseen circumstance.

## **UTILITY TAX AVOIDANCE PROGRAM (UTAP)**

Ramstein, Bldg. 2118, Room 136

DSN: 480-5309

CIV: 06371-47-5309

Kleber Kaserne, Bldg. 3245, Room 110  
*(only by appointment – register online)*

DSN: 541-9086

CIV: 06371-541-9086

### 1. **Who is eligible?**

U.S. Armed Forces members (military and civilian) under the Status of Forces Agreement (SOFA)

### 2. **What is the utility tax rate in Germany?**

The utilities are taxed at 19 percent for electricity and gas, and 7 percent for fresh waters.

### 3. **What role does the VAT Office play?**

Aside from providing tax-relief, the VAT office also acts as your security deposit with your utility companies. The VAT Office has a contractual agreement with your utility company which states the VAT Office will cover your unpaid bills. Due to this agreement, the utility companies waive any security deposit companies normally charge.

## **ENVIRONMENTAL RESPONSIBILITIES FOR OFF-BASE RESIDENTS**

In 1993, Germany made recycling mandatory for all residents including US Forces. As American ambassadors and good neighbors, we all need to do our part to make this a successful program. Listed here are some of your recycling responsibilities. General requirements are given below. Burning leaves or any trash is forbidden. It is your responsibility to safely discard items which would have an effect on our environment.

### **OFF BASE RESIDENTS ARE NOT ALLOWED TO UTILIZE THE RECYCLING CENTER ON BASE AND ALL ITEMS MUST BE PLACED IN THE PROPER CONTAINER OFF BASE**

#### **GLASS**

All glass food and beverage containers and other glassware must be recycled. Do not place porcelain and ceramic items or light bulbs into the containers. The glass collection bins are not to be used for items such as windshields and mirrors. Please do not set oversized glass items or plate glass outside the glass collection containers. This becomes a safety concern for all children. Remove corks and lids before placing them in the glass domes. It is not necessary to remove labels.

#### **PAPER**

Separately collected paper can be recycled into new paper and is therefore a contribution to conserving natural resources like water and wool.

#### **WHAT GOES INTO THE PAPER RECYCLING CONTAINER?**

Newspapers, magazines, heavy cardboard, wrapping paper, gift wrap (no foils), books, envelopes, food packing materials out of paper or cardboard with and without the green dot. Put only clean paper into the paper container!!!

Compound materials like beverage cartons do not belong in the paper container but have to be put into the yellow bag! Wall paper shall not be placed into the paper container – it belongs in the residual waste container. Clean paper such as newspapers, magazines, egg-cartons, and cardboard must be recycled.

#### **WHAT GOES IN THE RESIDUAL WASTE CONTAINER?**

All non-recyclable, non-hazardous waste such as cigarette butts, sanitary items, used wall paper, coal – or pressed coal ashes, street sweepings, vacuum cleaner bags, light bulbs, diapers, etc.

## **WHAT GOES INTO THE BIO CONTAINER?**

Garden waste such as leaves, lawn clippings, herbage, deceased plants. Kitchen waste like vegetable and fruit scraps, coffee and tea bags, egg shells, paper towels, bread, banana and citrus peels, food leftovers including meat or fish. Other organic waste like potted plants, nut shells, paper tissues, ashes in small amounts, feathers, newspaper or wrapped up food leftovers to absorb moisture, etc. Using the bio container note the following to avoid unpleasant surprises:

- Put only compostable material into the bio container
- Place the bio container into a shady location
- Wrap moist material in newspaper
- Use regular newspaper only
- Let the bio container dry off well after collection

Through composting organic waste from kitchen and garden a valuable fertilizer can be made for the vegetable – or ornamental garden. Composting is possible for every citizen with a garden. The other option is to use a bio container which is provided by the county.

## **WHAT BELONGS IN THE YELLOW BAG?**

Plastics: foils, plastic bags, plastic bottles, yogurt or margarine containers, etc., foamed packing material, Styrofoam.

Metals: food cans, beverage cans, aluminum foil or – lids.

Compound materials: juice and milk cartons, materials for vacuum packing.

## **COLLECTION OF BULK ITEMS**

This collection is for all items that are too bulky to fit into the container for residual waste such as: furniture, rugs, big toys, lawn furniture, suitcases, etc.

On the day of collection put your items outside next to the road ready for pick-up at 6:00 AM.

Bulk waste is picked up upon call. Every household connected to the garbage collection system can request bulk waste pick-up in household quantities twice per year. After receipt of your request, you will get notification in writing of the pick-up date.

## **BULK PICK-UP INFORMATION**

Kaiserslautern City

<http://www.stadtpflegebild-kl.de>

Kaiserslautern County

<http://www.kaiserslautern-kreis.de>

Kusel County

<http://www.landkreis-kusel.de>

Pirmasens County

<http://www.lksuedwestpfalz.de>

Donnersbergkreis (Sembach)

<http://www.donnnersberg.de>

## **SMALL ELECTRICAL APPLIANCES**

These items have to be collected separately due to their hazardous contents. Appliances smaller than a shoe carton can be dropped off at the “Umweltmobil”. This vehicle stops at a certain location within your community for pick-up once a month. Please contact the county administration Kaiserslautern for time and location.

## **LARGE ELECTRICAL APPLIANCES**

These items have to be collected separately due to their hazardous contents. Appliances larger than a shoe carton are picked up by subcontractors. You will need to call **(0631-7105-319)** and provide the type and number of appliances to be picked-up. Also state your address and name in order to contact you regarding a collection date. You then will receive a post card listing the date of pick-up. Items that will be picked-up:

- All types of refrigerators and freezers
- Electrical stoves, dishwashers, washers, dryers, etc.
- Stereo equipment, computers, video equipment
- Televisions, computer monitors
- Microwave ovens, electrical lawn mowers, electrical tools
- Electrical heaters only after checking with the Kreisverwaltung Kaiserslautern.

## **OFF-BASE RESIDENTS:**

**You will need to provide a copy of your PCS orders to be able to utilize the on-base Recycling Centers.**

**RECYCLING CENTER LOCATIONS:**

Ramstein Air Base Bldg. 5146	DSN: 480-4191 CIV: 06371-47-4191
Landstuhl Bldg. 93701	DSN: 486-6881 CIV: 06371-86-6881
Kapaun Air Station Bldg. 2820	DSN: 489-6280 CIV: 0631-536-6280
Kleber Kaserne Bldg. 93201	DSN: 483-7188 CIV: 0631-411-7188
Daenner Kaserne Bldg. 3107	DSN: 483-8730 CIV: 0631-411-8730
Rhine Ordinance Barracks Bldg. 90001	DSN: 483-8730 CIV: 0631-411-8730
Miesau Bldg. 1389	DSN: 481-3428 CIV: 06372-842-3428
Panzer Kaserne Bldg. 93000	
Sembach Bldg. 410	
ZAK – Zentrale Abfallwirtschaft Kaiserslautern Kapiteltal, 67657 Kaiserslautern	CIV: 0631-341170



DEPARTMENT OF THE AIR FORCE  
86TH AIRLIFT WING (USAF)

1 Oct 15

MEMORANDUM FOR ALL US KMC PERSONNEL

FROM: 86 AW/JA

SUBJECT: Handling Procedure for GEZ Letters

1. Germany requires television and radio users to pay a fee (commonly known in the US military community as the "TV tax") to support the German public broadcasting stations. The *Gebühreneinzugszentrale* (Central Office for Fee Collection), better known as "GEZ," has changed its name to ARD-ZDF-Deutschlandradio Beitragsservice and is the agency responsible for collecting this "TV tax."

2. US Forces personnel stationed in Germany under the NATO Status of Forces Agreement are exempt from payment of this fee. If you receive a notice from this organization, you must comply with the following procedure to avoid payment of the fee:

a. Fill out the attached Statusbescheinigung/Verification of Status and have it signed/stamped (if stamp is available at unit) by either your unit commander, first sergeant or your personnel office. This verifies that you enjoy NATO SOFA status.

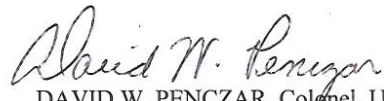
b. Mail to ARD-ZDF Beitragsservice, 50656 Köln (from a German Post office) the following documents:

- (1) The Statusbescheinigung/Verification of Status and
- (2) The original GEZ letter

You can use the return envelope you may have received from their office. Also, returning the original letter you received is necessary to provide the proper reference number to the collecting office. You will not be reimbursed for the cost of mailing the letter to them.

3. If you have any questions, please contact our German Legal Division at 480-2552.

**Note: This handling procedure supersedes all instructions previously released by this office.**

  
DAVID W. PENCZAR, Colonel, USAF  
Staff Judge Advocate

An  
ARD-ZDF-Deutschlandradio  
Beitragsservice

50656 Köln

**STATUSBESCHEINIGUNG / VERIFICATION OF STATUS**

Name, Vorname/  
Last Name, First Name \_\_\_\_\_

Geb.Dat./Date of Birth \_\_\_\_\_

Strasse/Street \_\_\_\_\_

Wohnort/Village \_\_\_\_\_

**ist ein Mitglied/ein Angehöriger eines Mitgliedes einer Truppe/eines zivilen Gefolges einer  
Truppe//is a member/a dependent of a member of the forces/of the civilian component of  
the force**

seit/since \_\_\_\_\_

Ort der Ausstellung/  
Unit Address \_\_\_\_\_

Tag der Ausstellung/  
Date Signed \_\_\_\_\_

Unterschrift des  
ausstellenden Beamten/  
Signature of  
verifying person/authority \_\_\_\_\_

Stempel/  
Stamp  
(if available)