

Published by
Kalkar Housing Assistance
Römerstrasse 144
47546 Kalkar
Phone 0049-(0)2824-16765
Email: carolin.durchleuchter.de@us.af.mil
(April 2014)

KALKAR/ UEDEM HOUSING BROCHURE



Table of Content

	page
Introduction	2
Housing Allowances (OHA & MIHA)	3
Temporary Lodging Allowance (TLA)	4
House Hunting	5
Abbreviations German-English	6
What are “Nebenkosten”?	9
Things you should not do without your landlord’s permission	10
What is expected of the tenant?	10
Loaner Furniture & Appliances Request	11
Electrical Power	13
Clocks	13
Television and Radio	14
Kitchens	14
Light Fixtures and Lamps	15
Closets and Wardrobes	15
Windows, Curtains, Screens and Air Conditioning	16
Telephone Services	17
Computers, E-Mail, Online Services And Internet Access	18
Setting Up Utility Payments	19
Insurance	19
Conservation of Energy	20
Recycling	21
Trash Schedule Translation	22
Care of Interior	24
Mold/Mildew	27
Example of 30-Day Notice to Landlord	29
The Final Walk-thru	30



The Final Walk-thru

Please do not wait until the final walk-thru of your house to inform the landlord of possible damage to his property, - do it while you still live in the house as you are responsible for either fixing or paying for this damage. (If you have renter’s insurance you can possibly claim the damage through your insurance company.) Often you won’t have the time to take care of such things before you fly out, or need to hurry making payments to your landlord for such damages.

Here are also some cleaning standards you should keep in mind before you schedule the final walk-thru with your landlord:

- Remove all personal items
- Replace all broken light globes and burned out bulbs
- Remove loaner furniture/appliances, unless the new occupant has accepted the items in writing
- Sweep storage areas; remove any accumulated trash
- Remove cobwebs, crayon and pencil marks, and food from walls, ceilings and doors. Remove all nails and hooks, but do not fill the holes (unless landlord agreed). Remove all stickers and contact paper, to include the adhesive.
- For appliances provided by the landlord: Defrost the refrigerator and remove any accumulated or dried on food. Unplug refrigerator and leave door open. Empty drip pan and sweep up any debris underneath. Clean the stove (oven, range and hood) so that it is free of grease and burned on residues. Clean dishwashers of any food and wipe them down.
- You must remove any excessive build up of dirt in bathroom(s).
- If provided by landlord, wipe down washers, dryers and hot water heaters, including all surfaces, filters, etc.
- Sweep clean balconies, patios, storerooms, terrace areas, carports, and garages as normal. This means removal of oil spills, stains, grass, and accumulated debris. Accomplish normal yard maintenance (unless gardening is included in your contract).

EXAMPLE OF 30-Day Notice

USAF HOUSING OFFICE/WOHNUNGSAMT DER U.S. AIR FORCE
Römerstrasse 144
47546 Kalkar
Tel.: 0 28 24 – 1 67 65
Fax: 0 28 24 – 1 67 54

(Date/Datum)

30-DAY NOTICE – 30-TAGE KÜNDIGUNG

In accordance with the rental agreement, I am hereby giving you a 30-day notice and will be vacating your apartment/house on _____.
(Date)

Gemäß meinem Mietvertrag gebe ich Ihnen hiermit eine 30-tägige Kündigung und werde Ihre Wohnung/Ihr Haus am _____ verlassen.
(Datum)

This copy remains with the landlord.

Diese Kopie verbleibt beim Vermieter. _____
(Tenant's signature/Unterschrift d. Mieters)

I hereby acknowledge receipt of the 30-day notice given to me _____
by _____ (Date)

_____.
(Tenant's Name)

Hiermit nehme ich die am _____ von _____
_____ (Datum)
(Name d. Mieters)

ausgesprochene fristgerechte 30-tägige Kündigung zur Kenntnis.

This copy remains with the tenant.

Diese Kopie verbleibt beim Mieter. _____
(Landlord's Signature/Unterschrift des Vermieters)

WELCOME TO KALKAR/UEDEM



All newly arriving members will be required to find housing on the local economy. The NSU Housing Assistant's job is to help you find a house by assisting you in making contact with house owners and/or realtors, providing translation services when required, preparing the rental contracts, and submitting all housing allowance paperwork (TLA, OHA and MIHA). Economy housing for large families may require a diligent search and you may have to stay in temporary lodging for 4 weeks or longer. We also have a Multi-National Support Center that can also assist with finding houses, etc. Since Kalkar doesn't have a full Housing Office, Kalkar is waived for incoming TLA (60 days instead of 30), so you can take your time with house hunting. Also realtors' fees are reimbursable here at Kalkar should you need one.

You will receive both an Overseas Housing Allowance and a utility allowance to offset these costs. You can set up "standing orders" with your local US or German bank to pay your rent, utility, and phone bills automatically. This is an excellent system that makes bill paying almost painless.

Moving into a house on the economy can require some up-front payments because German houses don't usually come with all of the items that we would expect to be installed in a house in the US. These items may be kitchen cabinets, light fixtures, curtain rods, etc. The Housing Referral Specialist will try to help find you a house which already contains all of these items.

Housing Allowances

Military members are entitled to various allowances to ensure the transition to a new location is as smooth and stress free as possible. If you have any questions about the allowances listed, please contact the Housing Assistant.

Overseas Housing Allowance (OHA) and Move-In Housing Allowance (MIHA)

For overseas areas only, individuals moving into community housing may be eligible for OHA and MIHA. Specific circumstances, conditions and requirements of OHA or MIHA are identified in the [Joint Federal Travel Regulations](#).

These extra allowances are in place to off-set the higher costs of living in overseas communities. **OHA** is a reimbursement and based on actual expenses for rental and utility/recurring maintenance allowances. It is adjusted every pay period for changes in exchange rates.

Members are also authorized a one-time **Move-In Housing Allowance** (MIHA). This allowance is provided for the purchase of supplemental items not normally available in foreign housing, but considered standard when renting in the community at U.S. locations such as window coverings, light fixtures, electricity connection, etc.

At Kalkar members are also authorized MIHA/Miscellaneous for realtors' fees as there is no full time housing office there. The Housing Assistant will help you filing the request with your Finance Office.

For more information about your OHA and MIHA, visit the [Defense Travel Management Office Website](#).

damp, you will have to repeat the process several times a day for a few weeks to dry the walls. Remember as long as you see condensation on your windows, your walls are absorbing moisture.

The amount of furniture you have can also affect air moisture. The more furniture you have, the more will be placed against the walls. Exchanging the air in front of the furniture but not the air between the furniture could cause a problem. The number of people in an apartment can also affect the amount of moisture in the air. Our bodies are mostly made of water and each body evaporates moisture. At night, for example, while you and your spouse are asleep, each of you adds about a quart of water to the air (that's about a bathtub full a month).

Another major source of moisture is the shower. You take a good hot shower, and when you finish you feel good, but you can't see your face in the mirror, and the window is covered with condensation. You solve the problem by opening the window completely when you leave and close the bathroom door. Not so – leave the door open, so the air can circulate (otherwise, the walls will absorb it). It also helps to dry the edges of the shower or bathtub after use, as silicone (which is used for sealing) is partially an organic material, and mold/mildew can grow easily there.

Speaking of kitchens, here is another source of moisture. Every time you boil a liquid, whatever leaves the pot as steam, is water being added to the air. Turn on the vent and/or open the kitchen window when you are cooking, and be sure another window is open so you will have cross ventilation. Check the walls (especially the corners) of your laundry room for mildew. Washing and drying your clothes without opening the windows may also cause mildew. To eliminate/prevent this condition, **OPEN THE WINDOWS WHEN USING THE DRYER**.

The moisture content of the outside air in this area of Germany is high at all times but higher during the summer than in the winter because of the temperature. Opening your windows in the wintertime may, therefore, be more effective than it will be during the summer. It is still necessary during the summer to maintain a good temperature – balance moisture and reduce the chance of mildew.

In summary, you can control the humidity in your apartment/house. Don't get the idea that your apartment/house or laundry room is different – it isn't. If you have a humidity gauge, keep your apartment at about 60% humidity. You may even consider purchasing a dehumidifier to remove moisture from the air. **It is your responsibility to prevent the growth of mildew in your home.**



Mold/Mildew

There are no ventilation systems in Germany. You must be sure to open your windows daily for at least 30 minutes to promote cross ventilation and prevent mold or mildew. Airflow should be properly managed in any house. Temperatures and the amount of water vapor in the air can cause condensation on the windows and absorb moisture on the walls. If not corrected, this moisture will result in a fungus, which we refer to as mildew. The resulting mildew will then damage the window frames and walls. Since the damage is controllable, it is considered carelessness on the part of the occupant if it is allowed to continue and cause damage. (Unless, of course, the mildew is a result of a pipe leak in your house. Then please inform your landlord immediately about the damage and mildew.) Unlike the U.S., you must be considerate of mildew growth on your walls in Germany. This is primarily due to the type of materials used in construction. High moisture content of the air in this area is a contributing factor. Most buildings are built on concrete outer walls. Both can, and will absorb moisture and retain coolness which, under right air conditions, is ready to promote the growth of mildew.

Here is an explanation of how the dampness occurs in the walls. Air contains water in the form of vapor. The warmer the air, the more vapor it can hold. So the warmer you keep a closed apartment, the more water vapor you can have in the air. When the air cannot hold any more moisture, it becomes “saturated” – or is at 100% relative humidity. When the warm moist air is cooled (by a cool wall, cold window, or cold water pipes), it cannot hold as much moisture and becomes saturated because vapor changes to water. On the cold water pipes, droplets form on the window, the glass gets wet (starting at the bottom where it is coldest), and if allowed to continue, water starts flowing down onto the window frame. If cold enough during the wintertime, frost will form. When the wall cools the air, you can’t see it absorbing the moisture; however, you can feel the dampness. You know it is occurring when you see the mildew. You can control mildew by reducing the amount of moisture in the air. To do this, remember that warm air inside holds more moisture. This is why you do not see mildew in the halls, stairwells, or the outside of the buildings. So, all you have to do is exchange the air - let some of the cool (low moisture) air come in, and let some of your warm (high moisture) air out. You can do this by opening some windows (not just one), so air will flow through the house, or as an alternative air room by room with completely open windows, closed doors for 2-5 minutes. Start with twenty minutes every day and increase that time if it is not enough. (It depends on the temperature and moisture inside, the temperature and moisture outside, the number of people in the rooms, and the amount of furniture). If walls are

Temporary Lodging Allowance (TLA)

Kalkar does not have temporary lodging facilities. You should plan on staying in a hotel or furnished apartment upon your arrival. You will be paid **Temporary Lodging Allowance (TLA)** when you are overseas and not assigned government quarters for up to 60 days. Ask your sponsor what options will be available for your arrival time.

Due to limited options in the Kalkar area, it is essential that you tell your sponsor about special needs prior to your arrival. For example, if you will not have transportation, the best option will probably be an apartment or hotel room within Kalkar. There is an assortment of shops and restaurants within Kalkar which are within walking distance of any apartment or hotel. The military Kaserne (German base) and NSU are also accessible by bicycle from these locations (only 3 km from the main square in Kalkar).

The Housing Assistance will file the TLA claim to the respective Finance Office. If you need to extend your TLA period due to unforeseen reasons, contact your HMO as soon as possible.

Financing Your Up-Front Move-In Cost

All service military members are entitled to a 100 percent advance of required up-front rent payments and security deposits. Service members must pay back the advanced rent in 12 monthly payments. They may, however, request to have repayment of the security deposits over \$500 suspended until termination of the rental contract. Upon termination of the contract the member is required to repay the full amount of the loan. Note: Upon PCSing Finance defaults to paying back the \$ amount of the sum you borrow. You need to request to pay lesser amount (i.e. when exchange rate changes drastically) by sending proof to Finance (AF 1039, bank statement or any other kind of receipt).



HOUSE HUNTING

If you like to start looking for homes, you can use the following website which is the largest of its kind in Germany (all other websites have a smaller selection, and even those are often on Immobilienscout24 already):

www.immobilienscout24.de

When you are on the site you click on "Häuser mieten" (houses for rent) and then fill in the town (i.e. Kalkar, Uedem, Kleve, etc.). You can also already fill in the number of rooms (INCL. living room) under "Zimmer". (So, if you want i.e. 2 bedrooms, you choose 3+)

It will give you choices of houses then that have 3 or more rooms total. Then you click on "Einbauküche" on the left to ensure the houses have a built in kitchen. At the drop down list you can check "niedrigste Kaltmiete" (it's default set on "höchste Kaltmiete") for lowest basic rent to show first.

The living space may often sound small, however, the basement - even if fully finished - is never included in the official living space, - so the place may actually be bigger than it is advertised.

When it says "nein" under "Haustiere", the landlord does not accept pets; if it says "nach Vereinbarung" one has to check what type of pets he will accept.

The word "Doppelhaushälfte" means a duplex home, "freistehendes Einfamilienhaus" or "EFH" means free standing home, "Reihenhaus" = row house, "Stadthaus" = town house

Should you find anything that you think you like, please feel free and send the Housing Assistant the link. She then checks if there are any catches in the texts.

Floors: Too much water can cause damage to any floor, especially wood. Only use wood floor cleaners for wood floors, stairs, etc. Also, pay special attention to corners and baseboards for dirt buildup. It is recommended that floor protector pads be placed under each leg of furniture to prevent gouging and scratching, especially on wood or soft marble floors. Do not use acrylic wax such as "Future" on vinyl and wooden parquet floors.

Carpets: If you have approval from your landlord to install carpeting (at your own expense), do not use any glue or tacking strips when installing the carpet, as these damage the floor. If the carpet lies on top of a wooden parquet floor, please realize that spills on the carpet may damage the wooden floor underneath and should be checked periodically. If carpet already was installed by landlord before you moved in, you are required to clean the carpet before you move out. Any damage or persistent stain needs to be reported to your landlord immediately. A carpet cleaner can be loaned out from the NSU.

Walls: If you install wallpaper, borders, decals, or similar adhesive items to the walls, you will be responsible for the removal and the repair of the walls prior to final termination of the house, unless the new occupant or landlord accept the responsibility. Do not nail near windows, electrical switches, or outlets. Doorstops on all doors will help prevent damage to the walls.

Windows and Doors: Windows, both inside and out, should be cleaned with a window cleaner such as "Windex" (or equivalent). Outside and inside of rolladens should be cleaned with lukewarm water and mild detergent. Unless provided by landlord, it is your responsibility to hang your own curtains and drapes. You are also responsible for reporting broken windows. Replacement costs will be determined on an individual basis.

Plumbing: Report plugged drains and leaks immediately to your landlord. Do not dispose of coffee grounds, grease and other items in kitchen sinks or basins.



Office Schinnen at comm. 0031-46-4437344 or DSN 360-7344. For appliances provided by your landlord, please report problems directly to him. Check electrical cords and appliances periodically for damage.

Ranges: Keep ranges free of all dirt, burned on grease, and drippings at all times. Commercial stove cleaner is recommended for this purpose. Do not ever use oven cleaners to clean the top burners of electric ranges because they could cause the burners to short out.

Refrigerators: Standard refrigerators (the ones that are not frost-free) normally require monthly defrosting. Frost-free refrigerators defrost themselves. **Regular cleaning inside, outside** and around the refrigeration unit is required for both types of refrigerators. Do not use any metal instruments or device such as a knife to aid in defrosting. The use of hot water in a pan is recommended, if defrosting must be done quickly. Also, keep the area around the appliance open for ventilation purposes.

Bathrooms: Walls in the tub/shower area have a tendency to mildew and should be cleaned periodically with a product to combat mildew such as “Tilex”, (or equivalent). Keeping the bathroom window open as much as possible will help combat the mildew problem. Please do not use powdered cleaners such as “Ajax, Comet”, (or equivalent) on vanity cabinets. Prevent and maintain bathroom walls and floors by using a bleach and water solution to keep mildew and mold at a minimum. It can easily spread if not properly cleaned and maintained. Flushing such items as cotton balls, paper towels, disposable cleaning wipes, tampons, sanitary napkins, disposable diapers, etc. down the commode could cause a plumbing stop-up and would be considered occupant damage. This can easily be prevented by only flushing toilet paper down the commode. Periodic cleaning of commodes will prevent calcium deposit buildup. Fiberglass tubs and showers should only be cleaned with a non-abrasive cleaner like “Soft Scrub” (or equivalent) to protect the surface.

Wiping faucets dry after showering or bathing with a towel can prevent nasty chalk spots which can cause damage to the sealing ring.

Bedroom/Hallway: Do not glue, tape, nail, screw, or paint anything on any surfaces of the doors, closet doors, doorframe, hallway cabinet doors or floors without the written approval from your landlord. Please be advised that any gluing, taping, nailing, screwing, or painting on the above mentioned surfaces can damage them. Such damage is beyond normal wear and tear, and can result in the occupants being held liable for the cost of repair. TIP: Goo Be Gone is an excellent product for removing sticky residue from wood doors, shelf liners, mirrors and cabinets.

When looking to live in Germany you can also use the German advertisements. This can be confusing at times, you may be expecting more than what you actually get. So use the below guide. For example: German houses are advertised by the number of rooms and square meters they have. One of these rooms is always considered to be the living room. So if you read an advertisement with a “2 Zimmer Wohnung” (2 Room apartment), this is more than likely to have a kitchen, bathroom and two rooms, one being the living room, the other being the bedroom.

Realtors’ Fees

While in the past here in Germany it was almost always the buyer or renter who had to pay the realtors' fees, a new law in 2015 changes this and it now can be the home owner, offering his house to a realtor, or it can be the person searching for a home and asking a realtor to do this for him. Realtors now will probably start doing exclusive contracts with their customers which had been rare so far in our area. In any case if the realtor asks you to sign something, please make sure that you understand what you are signing to ensure that you don't pay when you shouldn't have to! Please feel free to bring the Housing Assistant the paperwork for review and translation when and where necessary.

This new law saves the renter a lot of money, but puts the costs on the home owner. They are allowed to put these costs into the rent, but only up to a certain amount (no more than 10% for a newly rented property, and only in areas where housing is hard to find).

Abbreviations German-English:

80 m² 80 square meters = 860,8 sqft (m² x 10,76 = sqft)

Balk. (=Balkon)	balcony
Bd. (=Bad)	bathroom
Court.(=Courtage)	agent's fee, commission
D. (=Diele)	hallway
DG (=Dachgeschoss)	attic
dt. (=deutsches) Ehepaar	German couple
Du. (=Dusche)	shower
EG (=Erdgeschoss)	ground floor
E-Geräte (=Elektrogeräte)	electric appliances
EB-Küche or EBK (=Einbauküche)	furnished kitchen, kitchen unit
Einzelperson	single person
Erstbez. (=Erstbezug)	brand new, first tenancy
erstkl. (=erstklassig)	excellent, first class
Fußbodenheizung	floor heating
Garage	garage
Gartenben. (=Gartenbenutzung)	use of garden/lawn possible
Gashzg. (=Gasheizung)	gas heating
GW or Gäste-WC	½ bathroom or separate WC
Holzdecken	wooden ceilings
Hs. (=Haus)	house
Hs. freist. (=freistehendes Haus)	detached house
Hzg. (=Heizung)	heating
Immob. (=Immobilien)	real estate
Makler	real estate agent, broker
inkl. (=inklusive), einschließlich	inclusive, including
Kamin	fire place
KDB (= Küche, Diele, Bad)	kitchen, hallway, bathroom
Keller	cellar, basement
kinderloses Ehepaar	couple w/o children
kl. (=klein)	small
Kt. or Kaut. (=Kaution)	security deposit
Kue. or Küche	kitchen



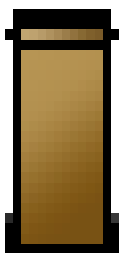
Care of Interior

Here are some “do’s and don’ts” and good advice based on the Spangdahlem Family Housing Brochure, with additional comments from me, on how to take care of the interior of your house which also should apply to privately rented homes. Most of it is “common sense”, however, you may profit from some “tips & tricks” listed here. Disclaimer: Names of cleaners mentioned here are examples, and are not meant as a recommendation of a specific brand.

Air Conditioning Units: Window air conditioners are not allowed in government owned or leased units. If you desire air conditioning, various companies make freestanding, portable air conditioners that can be operated without being attached to your house. Be advised that these freestanding air conditioners are the occupant’s responsibility.

Kitchen: Special attention is needed to maintain your kitchen appliances, walls, and cabinets. Please clean **ovens**, broiler units, and **top burners regularly** to prevent grease buildup, which is a fire hazard. If you have a **ceramic glass top stove**, please **use only cleaners specifically for these**. Any other cleaner may do damage to these tops. (You landlord will likely make recommendations on the care.) Clean the **inside of refrigerators regularly** with water and baking soda solution, rinse and dry. Clean the exterior refrigerator gasket often. Please do not place hot utensils on countertops, as this can cause permanent burn damages. Use a cutting board to prevent knife cuts on counter tops. Use only regular shelf paper in drawers and cupboards. Adhesive-backed paper will damage surfaces when removed and leave a sticky residue. Clean walls periodically to prevent surface grease buildup (if wall is washable!). Do not place decals on kitchen cabinets or drive any type of nail or hook into cabinet doors. We recommend only liquid cleaners for wood cabinets. Powdered abrasive will scratch them.

Appliances: Loaner Appliances from Schinnen are government furnished and serviced. If you have problems, please do not attempt to make repairs or adjustments. Report problems immediately to Furnishings Management



BROWN BIN – BIO TRASH – “BIOMÜLL/BIOTONNE”

= organic trash

This is also known as “compost”.

- grass and leaves
- potato and fruit skin
- small plant cuttings
- twigs and branches
- coffee grinds/filters and tea bags
- uncooked food scraps (**NOT FISH OR MEAT**)



BASKETS FOR GLASS – “ALTGLAS” = Old Glass

The baskets are for glass bottles and glasses. The glass needs to be sorted as follows:

- clear glass
- green glass
- brown glass

*The following does **NOT** go in the glass baskets:* broken glass, porcelain, mirrors, etc. –

All this goes in the grey bin.

HAZARDOUS WASTE – “SONDERMÜLL/SONDERABALL”



Four times a year some cities and towns will set up a collection point for hazardous waste. The dates and locations are annotated in the annual garbage calendar. Hazardous waste is for example:

- paint/paint thinner
- old batteries
- weed killer
- antifreeze/coolant bottles



GARDEN WASTE – “GRÜNSCHNITT”

This is shrub, tree, and **big** plant cuttings. They usually get picked up twice a year (spring and fall). You just lay them outside neatly bundled for pickup.

BULKY ITEMS – “SPERRMÜLL/SPERRGUT”

Also known as “junk night” (although it gets picked up the next day), these items can be anything that does not fit in the grey bin, such as furniture, wood, etc. Some towns have quarterly pickups, other towns have scheduled pickups and you have to register with them via phone or online.

OLD OIL – “ALTÖL”

Stores which sell automotive oil must take back the used oil. It is best to keep receipts of oil purchases to facilitate returning used oil.

Ko’ni. or Ko’nische (=Kochnische)

Lift or Aufzug or Fahrstuhl

Loggia

Miete

K.Miete (=Kaltmiete)

Mietvorauszahlung

MM (=Monatsmiete)

2MM Provision, Courtage

möbl. (=möbliert)

nach Vereinbarung

NB or Neub. (=Neubau)

Nh. (=Nähe)

NK (=Nebenkosten)

Ölhzg. (=Öl(zentral)heizung)

1. OG (=Obergeschoss)

Erdgeschoss, Part. (=Parterre)

PKW-Platz, Einstellplatz or
Parkplatz

renov. (=renoviert)

ruh. L. (=ruhige Lage)

sofort frei werdend

teilmöbl. (=teilmöbliert)

Tepp., T’boden (=Teppichboden)

Terr. (=Terrasse)

U., Uml. (=Umlage)

Wärmepumpe

Waldlg. (=Waldlage)

WC (=Toilette)

Z. (=Zimmer)

ZH or Hzg. (=Zentralheizung/
Heizung)

efficiency kitchen

elevator

covered balcony

rent

cold or basic rent

advanced payment

monthly rent

2 months’ rent commis-
sion

furnished

by appointment, upon
agreement

new building

close to

utilities (additional or
side costs)

oil (central) heating

2nd floor

1st floor

parking

renovated, redecorated

quiet location

vacant, available

immediately

partially furnished

wall to wall carpet

terrace

utilities

geothermal heating

near forest

WC, toilet

room

central heating (by wall
radiators)



In the following section, we're going to talk about family housing and living on the economy in a house that you rent directly from a German landlord. There are many differences between German and American style houses you may be used to, and what you can expect to find in them when you move in.

What are “Nebenkosten” (utilities or additional costs)?

Nebenkosten are costs or utilities that can include the following:

- Water - sewage - rain or surface water fee - garbage – heating maintenance - chimney sweeping - property tax - insurances - street cleaning - cable TV (if applicable) - electricity for elevator (if applicable) - hallway and property maintenance (if living in a block with other families) - garden maintenance.

What is not included in the “Nebenkosten”?

- Telephone / Internet
- Heating (can be included in utilities, especially when renting apartments)
- Electricity

Ø The rent in Germany is paid by calendar month, and always in advance.

Ø If you were to move out on the 21st of the month for example, by German law you would still have to pay for the full month and no refund would be given. But we expect flexibility on the landlord's side (using the USAFE rental contract), so you should give at least 30 days written termination notice and pay for the days you stay in the house.

Ø It is the landlord's responsibility to invest the deposit you made when you moved in, this will be done on a special German savings account (Sparbuch). When the time comes to hand the property back at the end of your stay in Germany, and all is in perfect condition, as outlined in your lease contract, you will receive your deposit back plus interest. In the case of any damages or other defects caused by you, the deposit money will be used to cover the cost of repair.



TRASH SCHEDULE TRANSLATIONS



GREY BIN – REGULAR TRASH – “RESTMÜLL/ RESTABFALL”

= Household Garbage

This is also called “wet trash”; it is anything that does not go in the other categories below. I.e.

- Leftovers
- grease (from cooking)
- old wallpaper
- mirrors and broken glass
- china
- items for everyday use, e.g. hair brush
- diapers
- meat and fish scraps



GREEN BIN – PAPER & CARDBOARD – “ALTPAPIER”

= Old Paper

- boxes/paper bags
- Newspapers/magazines
- wrapping paper
- any clean paper

The following does NOT go in the green bin:
photos, paper towels, cleenex, pizza containers, wallpaper – all this goes into the grey bin.



YELLOW BIN – METALL & PLASTIC – “WERTSTOFFE”

= Recycables

This is also known as “gelber Sack” or “yellow bag” because this trash goes in a special yellow bag you can obtain from your landlord or the city if you don't have a yellow bin. Note: If you put the wrong things in this bin (such as glass or paper), they will not

be picked up by the trash collectors!

- plastic bottles and containers
- rubber foam
- metal cans and containers
- aluminum containers
- milk and juice cartons
- similar items

The following does NOT go in the yellow bin:

Wire, cable, mouse pad, wood items, garden hose – all this goes into the grey bin



RECYCLING

There is an extensive recycling program in Germany — for instance, it is illegal to throw away glass in your normal garbage! Basically, you sort paper products, glass (separated by color), and plastics, metal, and garden refuse into crates and colored plastic cans that the City Administration or your landlord will provide. You can be fined (this is very rare!) or the trash collectors will not pick up your trash if you don't follow the rules (more often).

It is also highly illegal to flush medication down the toilets!!! You can dispose of any medication (also vet medicine and over-the-counter drugs) in your regular garbage. However, you should remove boxes, packages, etc., before you throw them away. To make it safe for children, it is recommended that you take the tablets out of their packages and wrap them into wet newspaper, so they will dissolve, so the kids can't get to them.

For liquid, please, take them to any pharmacy.

There are days called “big junk day” or “junk night” when a company contracted by the local cities will collect bulky garbage, such as old furniture. There are special dates which you will find on your “junk calendar” (Umweltkalender), and you can request pick up via phone or online. There are also special dates for hazardous waste disposal, and you will need to take hazardous waste to special pick up points. You will find a translation of the trash schedules in Room 105 in building 25, the Family Services Room.

In some towns you now have to either call a hotline or register via internet for those bulky item pick-ups. Please see the Family Support Office for more information on this.

Things you should not do without your landlord's permission:

- Drill through tiled surfaces (e.g. if you wish to put up any shelves/cabinets in the bathroom or kitchen)
- drill in to window frames or wooden panels
- paint over any wooden fixtures or panels
- make any structural changes to the house
- drill through carpets or laminate flooring,
- install any dog/cat flaps
- cut down any trees or hedges

Ø If you have any pets, be sure to inform your landlord **before** you sign the contract, as not all of them will accept them. This also applies if you wish to get a pet during your stay in Germany.
Ø You are allowed to paint every room the way you want to, but remember, it all has to be painted white before you leave. The general rule is, do what your contract says. If you moved into a place that had been renovated before you moved in, then normally you will have to renovate before you leave. If the place wasn't renovated, then you probably won't have to renovate before you leave. Always check with your landlord prior to doing any decorating.

What is expected of the tenant?

The tenant has to:

- Report any damage immediately to the landlord
- take care of the property and make sure that it is sufficiently aired and heated (for example: when you do your washing, make sure no condensation and moisture stays in the house)
- clear entrance path for the property from snow and ice
- pay the rent and utilities monthly in advance, no later than the third working day of the month to the landlords preferred bank account
- inform landlord about periods of absence (vacation, TDY).

REQUEST FOR LOAN OF GOVERNMENT FFE

To: Commander, U.S. Army Garrison Schinnen, Attn: IMEU-SCH-PWH, APO AE 09703-1602

- Request that items on the attached list be issued to me on a handreceipt for use in my quarters. I will accept full responsibility for any damage other than fair wear and tear and will clear my handreceipt before departing PCS. I will return the loaner set upon arrival of my household goods (HHG).
- The following information is provided:
 - Name: _____ Rank/Grade: _____
 - SSN: _____ Duty Assignment: _____
 - Cell Phone: _____ Duty Phone: _____
 - Number of command sponsored dependents: _____ Deros: _____
 - E-mail Account (military): _____
 - Quarters address: _____
 - City / Town: _____
 - Did you ship your Household Goods: YES NO Elective JFTR Full JFTR AUTHORIZED
☐ ☐ ☐ ☐ ☐
 - Estimated arrival date of Household Good shipment: _____
 - Date items required / delivered: _____
- I have not shipped at government expense the requested items (permanent items only).
- My quarters do / don't have _____ built-in closets / wardrobes.
- My quarters do / don't have a kitchen cabinet.
- My quarters do / don't have a built in Range, Refrigerator, Washer, Dryer, Dishwasher *).
*) Circle what is there.
- Attached is a completed copy of my orders. Service members living in Germany please add a copy of the rental agreement.
- I am aware of my responsibilities in meeting the cleaning standards as described on page 40 & 41 of the Housing Manual, USAG Schinnen Pam 210-1, 11 Feb 2004.

DATE (Today)

SIGNATURE OF SERVICE MEMBER

NOTE: I confirm scheduled appointment and understand to give notification of change within 24 hrs. Failure is a waste of Government funds!

FOR CFMO USE ONLY: Delivery Date: _____ CFMO Clerk: _____



Conservation of Energy

The following conservation measures should be followed by all occupants in the use of electricity and heat.

- Ø Turn off all lights and other electrical appliances (kitchen ranges, television sets, irons, etc.) in living quarters and common use areas, such as laundry and drying rooms, the moment they are no longer in use.
- Ø Disconnect transformers whenever possible, because they consume electricity even without an appliance being connected to them.
- Ø Do not use kitchen ranges or portable heaters to supplement the heating.
- Ø Turn on radiators only as required to provide necessary heat. Set back the temperature at night and during periods the quarters are unoccupied. When leaving quarters unoccupied for an extended period, leave only one or two radiators turned on (valve open ¼ turn or set on "1" or "2").
- Ø Keep the quarters' temperature under 70 degrees Fahrenheit (21° C) whenever possible. Research shows, that the 65 – 70 degrees Fahrenheit (18° - 21°C) range is best for a feeling of well-being.
- Ø Maintain a maximum bedroom temperature of 50 – 60 degrees Fahrenheit (10° - 15°C). Don't open windows wide, that the temperature drops to 30 – 40 degrees (-1° - 4°C), because it takes more fuel to warm up the room during the day. Air out rooms for 10 minutes only in mornings and afternoons.
- Ø Keep windows shut except for occasional short periods for ventilation. Don't use windows to control the temperature. Turn radiators down or off instead of opening windows to reduce the temperature.

You will find these forms at the NSU and can fax the requests to Schinnen FMO at commercial 0031-46-443-7349. Please attach your orders!

SETTING UP UTILITY PAYMENTS

The biggest difference in utility payments in U.S. and Germany is that you DON'T PAY ANYTHING BY CHECK on the local economy. If you choose to set up a German Bank account you will be provided with a Eurocard, which is commonly used in most stores, gas stations, and some restaurants, too. U.S. bank ATM cards can be used at many German bank ATM machines to obtain Euros.

Utility payments are taken out of your bank account. Utility bills—gas, electricity, water and sewer—are figured based on your (or the previous tenant's) past 12 months' usage. The amount you pay each time you're billed will be exactly the same. At the end of the 12-month period, the utility companies send people through the neighborhood to read the meter or send you a form and let you do it. A few weeks later you will get a notice of how they are going to adjust your billing for the next 12 months. You will either receive a refund or reduced monthly rate for using less than expected, or an extra bill for using more than expected plus a higher monthly rate. The NATO Tax Office will help you set up your utility payments with the *Stadtwerke* or the electric company.

Insurance

It is highly recommended for tenants to purchase commercial renters insurance to protect yourself and your property in case of a major loss. Such insurance should specify clearly that the personal liability coverage for loss or damage involving house, furnishings, equipment, grounds and exterior facilities is included. A common policy for this coverage would likely be a renter's insurance policy, which would cover your personal property as well as a personal liability for a rented property. You may be able to obtain liability coverage for the rented property without insuring your personal property.

FAMILY HOUSING (AFH) FURNITURE / EQUIPMENT

Temporary Furniture is for MAXIMUM 90 DAYS (loaner sets) AR 420-10 & CTA 50-909

ITEMS	AUTHORIZED	REQUESTED / APPROVED.	
BED DOUBLE Complete (Mattress & Cover)	1ea per Family	_____	_____
BED SINGLE Complete (Mattress & Cover)	1ea per Child	_____	_____
CHAIR DINING (general purpose)	1 per Family member (or 4ea per Household)	_____	_____
CHAIR EASY	2ea per Household	_____	_____
CHEST OF DRAWERS	1ea per Family Member	_____	_____
DAVENPORT/SOFA	1ea per Household	_____	_____
TABLE COFFEE	1ea per Household	_____	_____
TABLE DINING	1ea per Household	_____	_____
TABLE END	2 ea per Household	_____	_____
TABLE NIGHT	1 ea per FM	_____	_____

THESE ITEMS ARE FOR PERMANENT USE.

CABINET KITCHEN	1ea per Qrts	_____	_____
WARDROBE 1.	1ea per Family member & 1ea per Qrts	_____	_____
DISHWASHER 1.	1ea per Qrts	_____	_____
DRYER 1. (see notes)	1ea per Qrts	_____	_____
FREEZER 1.3.	1ea per Qrts	_____	_____
RANGE GAS / ELECTRIC 1.	1ea per Qrts	_____	_____
REFRIGERATOR 2.	1ea per Qrts	_____	_____
WASHER 1.	1ea per Qrts	_____	_____

- NOTES:
1. If not build in or provided in quarters (Qrts).
 2. Depends on Family size 16.5 Cft Refrigerator 2 or 3 dependents.
19.5 Cft Refrigerator 4 or more.
 3. Only Remote Sites more than 75 KM from nearest Commissary Facility.

Furnishings Authorization (dated Apr 12)

Electrical Power

German electricity is 230 volts/50 Hertz alternating current versus the American standard of 110 volts/60 Hertz. If you have any question on whether or not an appliance will work here, look at the voltage label on back. **WARNING:** 110V/60Hz appliances can burn out or be seriously damaged if they're plugged into a 240V outlet without a transformer or converter.

Most American appliances will require electrical transformers, adapter plugs and/or modification to operate properly. Transformers will be issued to you when you arrive (subject to availability). If you need more, they are expensive but available through the Thrift Shop at Schinnen or the local Shoppette. US-2-prong-to-German-2-prong adapter plugs are available at the Shoppette for about one dollar each. Adapters for grounded 3-prong plugs are also available. Radio Shack and AAFES sell voltage converters for about \$20 that are good for items that don't use timers, clocks or motors such as toasters, irons, and waterbed heaters. Here are some other good things to know about electrical appliances and consumer electronics.

Remember, transformers only convert the voltage, not the cycles (or Hz). Extended use of motorized items at a lower Hz than designed could degrade the motor. Also, transformers that are turned on use electricity, even when the device plugged into them is off. A relatively high voltage transformer that is operating uses as much electricity as a 60 Watt light bulb.

Clocks



Most American electric clocks and clock radios are built to run strictly on 110V/60 Hz power. They will run approximately 10 minutes per hour slow, so there's no reason to bring them. You can buy "dual power" (110V/220V) alarm clocks on the economy or at the PX. Schinnen sells a 110V/220V multi-alarm clock radio for about \$25.

YOUR TELEPHONE NUMBER

Your family telephone number will look something like this: 02824-123456. The 02824 is Kalkar's city code. The 123456 denote your home telephone number, which can vary from 3-6 digits. To call a number in your area, just dial the digits after the dash. If you're dialing outside the local calling zone, you must dial the whole number including the first zero. When calling other European countries, you first dial the international access code (00), then the country code, then the phone number without the leading zero of the city code. This also applies to someone calling you from outside Germany. If your home number is 02824-123456, someone calling you from elsewhere in Europe would dial 0049-2824-123456. From the US, they would dial 011-49-2824-123456.

COMPUTERS, E-MAIL, ON-LINE SERVICES AND INTERNET ACCESS



Many personal computers and monitors are built to run on either 110V/60 Hz or 240V/50 Hz power. There is normally a power selection switch on the back of the case that lets you select the type of power that is available. Check your owner's manual. For some reason, many printers are not dual power, so you will definitely need to use a transformer for them. If you choose to keep your computer set up to run on 110V power, you should not have any problems running it on a transformer.

All American military personnel assigned to Kalkar have military e-mail accounts. Our accounts are located on a file server at Spangdahlem AB. Your sponsor should have given you his or her e-mail address in his or her first letter to you. E-mail is often the most effective way to communicate with your sponsor; if you have it, we encourage you to use it.

There are public on-line services available in Kalkar, of which T-Online, which is run by German Telekom, is the most used. Almost half of the families here have an account with T-Online. (AOL and CompuServe services are also available here and are very similar to what's available in the US and the screen text can be in English. DO NOT maintain your US account, however. The charges for calling back to the US are very high.) DSL service is also available in this area, and most providers now offer flat rates.

TELEPHONE SERVICES

You can bring your American style phones and purchase adapter plugs, or buy relatively inexpensive German phones here. Both cordless and with-cord American phones will work here. The cordless phone may need a transformer or voltage converter if the base unit has to be plugged into an electrical outlet and isn't already dual voltage. American cellular phones will not work here without replacing the computer chips inside. European cell phones are readily available, affordable, and very popular. Answering machines will also work with a transformer or you can buy 240V models locally.



Since it may take a while for you to establish telephone service in your new home, you have a couple of options for calling back to the US until that time. An inexpensive option is a "Go Bananas Card," which can be purchased at Lottery/Newspaper shops (there is a shop in Kalkar, located on the main square). They come in different amounts and can also be purchased at many different stores. Another option is AT&T, Sprint, and MCI, which all have special toll-free numbers here in Germany that will connect you to their international long distance lines. You can use prepaid calling cards or join their military calling plans. You should be aware, however, that if you use a calling card you can be charged as much as \$1.25 per minute for a call to the US. The military calling plans cost somewhat less, but are still not cheap and there are better and cheaper options available.

Once you have home telephone service, calls to the US made through the German company Telekom are actually cheaper than through the biggest US companies (currently you can get the CountryFlat 1 for 3.95 Euro monthly, and all calls to the U.S. are free of charge). The German telecommunications market opened to competition in 1998. There are a number of direct dial or call-back services that advertise in the *Stars & Stripes* and *International Herald Tribune* newspapers which charge 8¢ to 10¢ per minute. So, while you may want to have a calling card or accounts with one of the US companies for the period until you have home service, there are less expensive options available.

The telephone company will mail a bill to you once a month. **Depending on your contract, they may only email it to you! So you might want to check your email account that you have with that provider if you have an all-in-one package.** Long-distance calls will not be itemized unless you request that service, but the total amount due is listed and must be paid within seven days of the dispatch date. The typical charges are: a one-time installation fee; a monthly main connection charge; a special attachments charge (if you choose special services); and the usage charge.

Television and Radio

Typically, service members buy or lease American Forces Network (AFN) programming satellite decoder systems from AAFES while living on the economy. **At Kalkar, you can sign out an AFN Decoder from the U.S. Family Support Office, free of charge, for the entire length of your tour here.** Current programming provides ten AFN TV channels. If you plan to get AFN, you will need the satellite system's special decoder plus the 80-centimeter dish. You will be responsible for installing the system (with your landlord's permission) and AAFES will not buy back a purchased system at the end of your tour. A US TV will work for AFN.



If you want to get European stations, you will need a PAL or multi-system TV and an external antenna/satellite dish. There is no cable TV system in Kalkar, so satellite systems are common. In the Duesseldorf area you may be able to rent cable TV. However, if you already own a satellite TV system, you will not be able to pick up the signals that are broadcast to North America. The German TV signal standard (PAL) is different from and not compatible with the US standard (NTSC). A European satellite offers more than 50 English speaking channels.

Kitchens

If you're moving into a new (or even a not-so-new) German house, the kitchen may be nothing but bare walls. Unlike Americans, Germans expect to custom-build their kitchens, even in a rented house. Furniture stores have large departments devoted to kitchens. Since you'll be getting appliances from the US government (refrigerator, freezer, washer, dryer, kitchen range, and dish washer), you won't have to spend anything on them but you'll need their dimensions in order to fill in everything else around them. Since this can be a big expense for a two or three year tour, you may be able to work out some kind of cost-sharing agreement with your landlord, however, the rent may not exceed a certain limit then. This is another prime area for using your Value Added Tax (VAT, a kind of sales tax) exemption. The Kalkar Housing Referral will try to find houses on the economy, which already have these items installed; however, the options may be limited.

Light Fixtures and Lamps



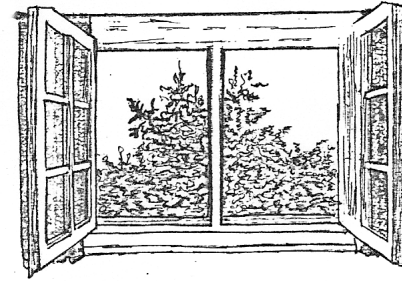
As with kitchens, Germans expect to select and install their own ceiling lights. Your house may already have some lights installed or there may just be wires hanging from the ceiling. If you shop around, you can get lamps at reasonably low prices and then have the VAT taken off of the price. Your lamps will work here. You will just need to use 240V light bulbs and plug adapters. Both the bulbs and the adapters are available at the Shoppette.

Closets and Wardrobes

Under German tax laws, a space with a door on it is a room; that makes a closet a “room.” Since property taxes are based on the number of rooms and square meters of living space in the house, you can see why Germans don’t want to have closets! So where do you hang your clothes? A wardrobe (called a “*Schrank*” (pronounced like “shrunk”) in German). The government will issue you one per family member, plus one more. You can also buy them at local furniture stores and at AAFES furniture stores. You can buy clothing racks at our local Shoppette as well.



Windows, Curtains, Screens, and Air Conditioning



Air conditioning is just about unknown in this part of Germany, especially in houses. It’s not needed most of the year. When it does get hot and humid, people open their windows and use table, floor, or ceiling fans. You can buy fans here at our Shoppette. (Another popular place is the Saturday “flea market” at the Dutch town of Cuijk (pronounced “kuyk”), where you can buy new products at reasonable prices.)

Curtains are for decoration more than for privacy in many houses as most German houses are equipped with roll-down shades on the outside (called “*Rolladen*” or “*Jalousie*” in German). These *Rolladen* provide shade during the daytime along with privacy, insulation, and security.

Lace curtains are typical on the ground floor windows on the front of the house. Curtains can be pretty expensive on the economy but you can buy basic materials, including hanging rods and fixtures at the PX at Schinnen for much less. Mini-blinds are also very popular. You may also choose to wait until you get here; the previous residents of your house may have curtains or mini-blinds to sell. You can also order curtains or blinds by mail order.

We mentioned earlier that when it gets hot in the summer, folks open their windows. Unfortunately, window screens are not widely used here, so when you open the windows, say hello to flies and mosquitoes. Window screening material is available at local hardware stores. This is another good place to use your VAT exemption.