

FAQ About Your Move to Heidelberg

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

Effective 4 Jan 2007, all Service Members (SM) are required to reside in on post housing if it is projected to be available within 30 days of arrival. Conversely, civilians, except those positions that are designated as Key and Essential (K&E), are required to reside in the local community.

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

Most quarters in the Heidelberg community are stairwell units with 4-8 residents in each stairwell and two or three stairwells per building. These quarters were built in the early-to-mid 1950's. While many have been renovated over the years, the level of renovation has varied widely. This creates a disparity in the quality of some of our housing. However, all of our housing is adequate. The Housing Division will attempt to place you in the best quarters available at the time of offer.

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

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

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

Upon reporting to the housing office (usually within three days of arrival), a SM is placed on a waiting list for appropriate housing. Declining adequate housing (all housing within the USAG Heidelberg footprint is deemed adequate) will result in the loss of Temporary Living Allowance (TLA).

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

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

What is temporary quarters?

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

Exchange since German sheets and pillowcases will normally not fit standard American beds). Another idea is to mail a box to your sponsor with items you consider essential to accommodate your family until your hold baggage or household goods arrive.

What is the loaner furniture program? May I keep the loaner items for my tour of duty?

Basic furnishings are available on a loan basis for up to 90 days (incoming; 60 days outgoing) to allow time for delivery (shipment) of your household goods (HHG). Only if proof of a like item being placed in non-temporary storage (NTS) is provided, can loaner furniture be kept for the entire tour of duty. For those in PRH, wardrobes and kitchen cabinets (when not provided by the landlord), range, refrigerator, dishwasher, washer, and dryer will be provided for the duration of the SM or employee's tour. Customers are provided one free delivery and pick-up at both incoming and outgoing stages.

I have large furniture. Will that be a problem on post or on the economy?

Some larger pieces of furniture can be a problem in both government quarters and PRH. The Heidelberg area has a shortage of single-family houses. More common are duplexes, townhouses (row houses), or apartments. The layout and sizes of these units differ from what you may be used to in the states. Most PRH have stairs, often two or three stories, and many of the homes are not able to accommodate large pieces or assortments of furniture. For example, it is not uncommon that a king size bed will not fit up the stairs to the second or third floor. In some apartments a king size bed may not fit in the bedroom at all or the bed will fit but nothing else will. Bedrooms are usually not equipped with closets or lighting. The average size of a duplex or townhouse is approximately 1300 – 1800 sq ft. *Too much furniture, or furniture that doesn't fit, are not excuses for SM to reside off post.*

How many pets are we allowed to have?

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

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

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