



European
Joint
Support Unit

Accommodation

Ramstein





European
Joint
Support Unit



Defence
Infrastructure
Organisation

Housing

The information in this section has
been compiled by DIO.



European
Joint
Support Unit

DIO RAMSTEIN

**Repair Helpdesk located in Building
539, Room 211.**

Opening times:

Monday – Thursday: 0830hrs - 1630hrs

Friday: 0830hrs - 1430 hrs



DIO-RAMSTEIN-HELPDESK@mod.gov.uk

KEY PEOPLE

Repair Helpdesk: Reiner Heldt

Repair Helpdesk: Nicole Betzhold

Estate Manager: Phil Adams

Allocations Assistant: Emma Bradshaw

Telephone: +49 (0)6371 40 1413

Telephone: +49 (0)6371 40 1411

Telephone: +49 (0)6371 40 1410

Telephone: +49 (0)6371 40 1411

Emergency Out of Hours:



+49 (0) 173 538 3562



REPORTED FAULT RESPONSE TIMES

Emergency: within 3 hours

Examples of emergency faults: Leaks or blockages which seriously affect living conditions and likely to cause structural damage; external door unable to be made secure; serious leaks, causing flooding, continuous flow from closed tap/broken pipes; complete loss of lighting or power to socket outlets. Loss of lighting and power to kitchen.

Critical: resolved within 12 hours

Examples of Critical response: A critical response includes problems affecting health, safety or security. This includes gas leaks, defective flooring or stairs, total loss or a major fault in the electrical supply. Response shall be in 3 hours with issue made safe or resolved within 12 hours.

Urgent: within 5 working days

Examples of urgent faults: Leaks or blockages liable to cause rapid or partial deterioration of other elements; internal doors with defective locks; complete blockage of waste where alternative fitting available. Partial blockage of waste. Minor leaks; complete loss of hot water from primary source; partial loss of lighting or power to socket outlets.

Routine: within 15 working days

Examples of routine faults: electrical defects which do not prevent use of appliance; partial loss of hot water; defects to fixtures and fittings; minor defects to doors/windows; minor leaks/blockages.

*We will do our best to repair reported faults within the given time frame however, many of our properties are leased and response times may vary with landlord contractor availability.

Fault reporting:

Please ensure that all faults are reported to the DIO Helpdesk DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK, it is important that occupants engage with DIO and not their landlord directly to ensure that the occupant is not held liable for any receipted works out of entitlement. Faults that have been determined to have been caused by occupant's negligence or carelessness may be charged to the occupant.

Annual Compliance:

Central heating: German law legislates that all central heating systems and electrics are serviced and checked annually. In most properties this is organised by DIO. Dates and approximate timings of contractors' visits will be notified to the occupant directly by DIO.

Keep up to date:

It is important to keep your contact details up to date with us in the case of contacting you for appointments. If you change mobile numbers whilst here, please get in touch via phone, email or face to face in the office.

Email: DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK

Phone: +49 (0)6371 40 1411 (Allocation Assistant)



HELPFUL INFORMATION

Pets:

As SFA in Germany are rented by MoD from German landlords, the landlords have the right to prohibit the keeping of pets in their properties. Open communal and children play areas surrounding the Housing Estates dictate that pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Individuals who intend bringing cats, dogs or other such pets to Germany must state so on the SFA application form. Although pets may be permitted in SLA, authority must first be obtained from DIO before bringing any pets. You are required to provide evidence at the Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied. It is also highly recommended that pets be insured to cover any damage or third-party liability costs.

It is to be noted in accordance with German law, certain breeds of dog are classified as potentially dangerous. The regulations vary from state to state; however, the following breeds could be classified as dangerous:

American Staffordshire Terrier	Bull Terrier
English Terrier (Staffordshire Bull-terrier)	Mastiff (every kind of)
Pitbull Terrier	Rhodesian Ridgeback
Fila Brasileiro	Dog de Bordeaux
Tosa Inu	Band Dog
Akita Inu	Rottweiler
Dogo Argentino	Doberman Pincher

Such dogs are subject to special registration procedures and controls which you can obtain from your local NSE. All breeds categorised as potentially dangerous are to be muzzled and kept on a leash whenever in public or communal areas. Failure to obey this requirement may result in the dog being banned from the local community and a fine being levied upon the owner. It should be noted that Germans pay Dog Tax although, at present, UK Service personnel are exempt under the Status of Forces Agreement.

Cat flaps are not normally fitted in hiring's. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense.



Pests:

Infestations of mice or rats in SFA properties are extremely rare, however many SFA properties are in rural areas and the occasional rodent is observed. In such cases the Housing Managers will advise on the appropriate measures. It should also be noted that moles, bats and hornets are protected species in Germany, and it is not permitted to disturb them or their habitat under German law. As pest control companies are expensive, occupants are expected to undertake a certain amount of self-help control with regard to insects. Ants are easily controlled with proprietary products. You should not try to control wasps and hornets, please contact the DIO office once a definite infestation has been noted.

Sundays & Public Holidays:

Sundays and Public Holidays are still regarded as quiet days. Unless you see your neighbours mowing lawns or hanging out washing, it is fair to assume that these activities are forbidden. Also, be aware that many shops are closed on Sundays.

Refuse:

Normal household refuse is collected fortnightly. Refuse is only to be placed on the collection point by 6am on the day of collection (collections often start at this time). Collection details will be provided by your Housing Manager. The Refuse Collectors will not remove bags that contain prohibited items it must therefore be ensured that waste is separated as appropriately. For information concerning refuse collection, please visit the following website:

<https://www.kaiserslautern-kreis.de/en/administration/waste-management/muelltipps/schedule-of-waste-collection-dates.html> or ask your neighbours.

Bulky items are collected by the Local Council on a request basis. If you have bulky refuse or large electrical devices that need to be disposed of, the Local Council need to be called to make an appointment when it will be collected. Information can be found here:

<https://www.kaiserslautern-kreis.de/en/administration/waste-management.html> The website also has guides regarding disposal of hazardous waste such as batteries and chemicals. Germany is a very ecologically-minded nation and disposal of hazardous waste such as old oil, car batteries and tyres is strictly regulated.

Bins and rubbish:

Bins must be placed outside of your house by 6am on the day of collection. Bins must not be overflowing or be filled with incorrect waste. The Refuse company may refuse to empty overflowing bins or refuse placed beside bins, as many of the Refuse vehicles use automated lifts mounted on the truck.

Rubbish must be separated into Bio, paper and residual waste. These different categories will be picked up on different days.

- Yellow bags are for plastics, rinsed cans and styrofoam.
- Blue containers are for paper products such as magazines, cardboard and books.
- Brown containers are for biological waste.
- Lastly, black containers are for your residual waste. Residual waste does not contain pollutants nor can it be recycled.

You are entitled to the yellow plastic recycling bags from the local council. Please email gelbe-saecke@jakob-becker.de detailing your name and full address and ask for a delivery of yellow bags. You can also visit your local Rathaus to collect.

Glass:

There are bottle banks at local supermarkets where glass can be recycled.

Post boxes:

It is important to check your post box as meter reading letters may be posted directly to your property. If you receive any mail and are unsure of where to send it, please hand it in to DIO, building 539, room 211.

DIO – Utility Meter Readings:

Periodically you will be requested to supply your meter readings for utilities present within your SSFA or SSLA. This will be requested by the supplier in the form of a letter as shown below for Gas and Electricity or via an email from the DIO Business Support Team.



This is a sample of a utility meter reading letter for Gas (Gaz) from ORES. The letter is in French and contains the following information:

- Header:** ORES logo and address: ORES, 100000, 100000, 100000.
- Subject:** Électricité, gaz naturel (Electricity, natural gas).
- Text:** Un relevé correct, c'est une facture correcte! (A correct reading is a correct bill!).
- Form:** A section for the meter reading with a grid for recording data.



This is a sample of a utility meter reading letter for Electricity (Electricité) from ORES. The letter is in French and contains the following information:

- Header:** ORES logo and address: ORES, 100000, 100000, 100000.
- Subject:** Électricité, gaz naturel (Electricity, natural gas).
- Text:** Un relevé correct, c'est une facture correcte! (A correct reading is a correct bill!).
- Form:** A section for the meter reading with a grid for recording data.

It is imperative that accurate meter readings are provided to ensure accurate billing is received.

Please respond in a timely manner by providing a clear photograph of your meter showing the meter number and the current meter reading. This should be sent to Nicole.Betzhold100@mod.gov.uk along with a copy of your letter received by the utility company. If you are not able to provide a photograph, then please fill out the meter reading on the letter and follow the instructions provided.



XY Meter Readings:

DIO pays your utility bills, the bills are paid by DIO SHAPE (after being forwarded by your local DIO team). If you receive a bill to your property, please pass it to the DIO office for forwarding on to DIO SHAPE for payment.

Fuel and Light charges (X/Y charges) are levied at UK rates via the relevant Paying Authority directly from salaries. DIO inputs your actual consumption into the XY database and it compares these to the UK rates. You will be paid a refund or charged depending on your consumption compared to the allowances granted by MOD. Fuel and Light queries concerning bills are to be made via the DIO XY Clerk based in Sennelager. Tel: 0049 (0)525 982 4053

Requests for fuel supply, (Heating Oil or LPG) are to be made via the DIO Work Services Clerk, Building 539, Room 211 (06371401413).

Garden maintenance:

All occupants are reminded that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed-free condition, i.e. grass, shrubs and hedges are to be cut or trimmed and disposed of as necessary in order to maintain a respectable appearance. Occupants should check with their Housing Manager to ensure that they comply with local rules governing garden maintenance times and disposal. Tasks outside the normal responsibility of the occupant, e.g. tree husbandry, hedges over 2m in height at March-In, should be referred to the Maintenance Helpdesk:

DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK

Pathways, gutters and pavements in front of, or bordering, houses are the occupants' responsibility. These must also be swept weekly, weeded, kept clean, and in winter free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.

In accordance with German Law, occupants may be subject to a fine imposed by Federal Police if local regulations are not adhered to i.e. clearing pathways in winter etc. Further, you will be legally liable if a pedestrian should slip and fall on a pathway which is your responsibility to clear, the possible penalties are very high. Housing Managers may also raise charges on vacation if grounds/gardens/hedges have not been maintained to a satisfactory standard.

Running a business from home:

In accordance with JSP464 Vol 1 Pt 2 (v4.0), the Licensee agrees not to carry out or allow member of his or her household to carry out any business, trade, club or similar activity in the property without the prior written consent of the DIO Housing Staff. Permission is also to be obtained from the EJSU CoC prior to any application being submitted to DIO.



European
Joint
Support Unit

MOD FORM 1132

APPLICATION TO KEEP A PET(S) IN SERVICE FAMILY ACCOMMODATION

(For completion by Licensee)

Name of Licensee	
Rank	
Service Number	
Contact Tel No	
SFA Address	

Use a separate entry for each pet.

Type of Pet (JSP 464 Pt1 Para 0619b)	Breed	Colour	Is pet caged? YES/NO

I have read and understand that it is my responsibility to keep the pet(s) under control at all times.

Signature

Name (Block Capitals).....

Date.....

Please return the completed for to the NHPHD.