



The purpose of this Annex is to provide you with supplementary information not contained within the generic Europe Housing guide.

The Estate Managers for Germany are **WO2 Robert Harvey** and **Mr Lee Southwick** and are the first DIO point of contact for your house and can be contacted by telephone on 05254 982 4435. Any **repairs** should be reported through the **BABCOCK** repairs **helpdesk** Tel: German Free Phone 08008884242 or email bsshhelp@babcock.co.uk or via web portal <http://bssghelp.babcock.co.uk>

Emergency repairs are to be reported to Babcock 0800 888 4242 or bsshhelp@babcock.co.uk

GERMANY SUPPLEMENTARY INFORMATION

UTILITIES - GERMAN FUEL AND LIGHT SCHEME

1. DIO pays your utility bills. If you receive a bill to your property, please pass it to either your Estate Manager or your local EJSU.
2. All electricity and gas payments in Germany are taken directly from the head of households pay. Each month a set amount is taken out depending on the type of quarter allocated, towards the end of the year, occupants are asked to read their meters, and depending on usage they will receive a debit or credit.
3. 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.
4. Requests for fuel supply, and fuel and light queries concerning bills, are to be made XY Ripon House, Bldg. 1, Normandy Bks, Sennelager Gar, BFPO 16.

DEFENCE ACCOMMODATION STORES

5. Where furnishing is requested, it is provided as scaled, and appropriate charges levied in accordance with current MOD instructions. Current charges are available from your local EJSU. Issues of Defence Accommodation Stores (DAS) furnishings in excess of the authorised scales are not normally permitted except in special circumstances that must be justified. Requests for excess issues of DAS are to be directed initially DAS Clerk who can be contacted on 05254 982 4435

REFUSE DISPOSAL

6. Normal household refuse is collected weekly. Refuse is only to be placed on the collection point on the day of collection. Collection details will be provided by your Estate Manager. The Refuse Collectors will not remove bags that contain prohibited items and care must therefore be taken to ensure that waste is separated appropriately.
7. Bottle banks should only be used during the following times:

Mon – Fri	0700 – 1300 hrs	and	1500 – 2000 hrs
Sat	0700 – 1300 hrs	and	1500 – 1700 hrs

The use of Bottle Banks is forbidden on Sunday's and Public Holidays. It is punishable by law to leave any refuse beside the containers.

TELEPHONES/TV

8. Requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers. Details of these suppliers can be obtained from your Estate Manager during your Move-In appointment.
9. Please refer to the Hive Handbook.

MAINTENANCE OF OUTSIDE AREAS

10. 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 garden waste disposed of as necessary in order to maintain a respectable appearance. Occupants should check with their Estate Manager to ensure that they comply with local rules governing garden maintenance times and disposal of garden waste. Tasks outside the normal responsibility of the occupant, e.g. tree husbandry, hedges over 2m in height at Move In, should be referred through your Estate Manager/Housing Officer 05254 982 4435. Compost heaps of a reasonable size are acceptable, provided that they are removed on Move Out.
11. Pathways, driveways, gardens, road gutters and pavements from the front door to the middle of the road are the occupants' responsibility. These must be weeded, kept clear of any debris, rubbish, and in Winter kept free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.
12. 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.. Estate Managers may also raise charges on Move Out if grounds/gardens/hedges have not been maintained to a satisfactory standard.

ELECTRICAL ADAPTERS

13. It is important that you use adequate adapter plugs for general household or multi-socket use. It should be noted that the 7.5 amp continental adapter plugs, widely available in the UK, are only intended for use with single **small electrical portable appliances** under 7,5 amp. Misuse of these adapters presents a serious hazard and additionally can cause damage to electrical items.

GERMAN LAW

14. There are recognised quiet times within in Germany

Paderborn: -

working days 1300-1500 hrs and 2200-0700hrs

Sundays/Public Holidays ALL DAY

15. Excessive noise during these periods is breaking German Law. German Civil Police could raise a fine against the offender.

16. The activities below are not allowed during quiet time;

Mowing the Lawn/hedge cutting/Strimming/Leave Blowers

Hammering, sawing, chopping wood

Mechanical Drilling

Loud Music

Creating noise that annoys neighbours e.g. parties, games etc.

17. It is also against the Law in Germany to wash your car at home. There are self-service stations suitable for people who like to wash their car themselves. The water used does not get into the groundwater or simply seep into the ground, but is collected, filtered and often reconditioned.

18. You cannot hang your washing out on a Sunday or on a German Religious Bank Holiday

PETS

19. All dog owners by law must register their pets with the CSO, Community Hub, Brydon House. Failure to do so may result in a substantial fine and removal of the animal by the local federal authorities. Pets are not normally permitted in single living accommodation. You are required to provide evidence at 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.

20. Dogs are always to be leashed in built up areas, they are forbidden to enter children's playgrounds. The Southern Fields (next to An der Grimke), is a nature protection area and ALL dogs must be kept on a lead when being walked there. Fouling of public areas by dogs is forbidden and owners are legally required to clean up after their dog.

21. Since 2001 the following dog breeds are officially prohibited in Germany

American Pitbull Terrier

American Staffordshire Terrier

Staffordshire Bull Terrier

English Bull Terrier

Permission must be requested from DIO ESG Accn to keep a pet e.g. cat, dog, house rabbit, in your SFA. Please email DIOSDOS-ESG-AccnSennelager@mod.gov.uk for permission

22. Occupant are to request permission for a Cat flap via their local Housing. 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

23. Moles are a common problem. Deterrent measures are not MOD funded. Control is difficult, a Mole Catcher can be hired locally at private expense.
24. Major Infestations of mice or rats in SSFA properties is extremely rare. However, many SSFA properties are in rural areas and the occasional rodent is observed. In such cases, please call the Housing Office on 05254 982 4435. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers and not thrown onto compost heaps. Estate Manager advice may be sought as appropriate. It should also be noted that potential home visitors – or in some cases, invaders – like wasps, hornets, bats and birds are protected by law in Germany and require the help of experts for removal from your home.

ENCROACHMENTS

25. For any alterations you wish to carry out to your SFA or garden, you must seek permission first from your Estate Manager by completing an Encroachment form. This form will be given to you at Move In or you can contact the Housing Clerk who will be able to send a form to you.
26. If erecting a satellite dish, fencing, shed etc you must seek permission first from the Estate Manager by completing an Encroachment form.

PRIVATELY OWNED WEAPONS IN SFA

27. JSP 464, Vol 1, Pt 1, Para 0607 - All privately-owned firearms, including shotguns and ammunition, must be the subject of a firearms (or shotgun) certificate and should normally be stored in an approved Service armoury or licensed explosive storehouse. If there is no Service armoury available or where individuals require daily access to privately-owned firearms, with the prior written consent of both the NHPHD (**Local DIO ESG Accn Office**) and the Local Service Commander, consideration will be made, on a case-by-case basis, for the owner to store their firearm(s) and ammunition in SFA. Permission to store privately-owned firearms in SFA is subject to the regulations within JSP 440 Part 2 Leaflet 5 including the following specific conditions: the local Police Force must be consulted under the terms of the Firearms Act 1968; a valid firearms license or shotgun certificate must be held; privately-owned arms and ammunition are only to be used by the holder of the firearms certificate to which the firearm(s)/ammunition relate.

ALARM SYSTEMS

28. There is no entitlement to the provision or maintenance of security alarms at MOD expense.

Unit Welfare Officer

29. Unit Welfare Officers (Bldg. 136 Normandy Barracks) are directly responsible for the welfare of families and should be approached with all problems relating to welfare and social problems (noisy neighbours, dogs etc).

EMERGENCY/SECURITY

30. Royal Military Police Emergency 05241 842222, Routine 05241 843453

31. Fire Emergency 112 (Further information see HIVE Handbook).

PUTTING ISSUES RIGHT

32. Your Estate Manager is available to discuss any issues that you feel are not being adequately managed. If, however, you have concerns that your issues are not being adequately resolved then you should in the first instance contact the DIO ESG Estate Manager Supervisor at DIOSDOS-ESG-EstMgrSupervisor@mod.gov.uk