



European
Joint
Support Unit

Welcome to

Ramstein





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Welcome

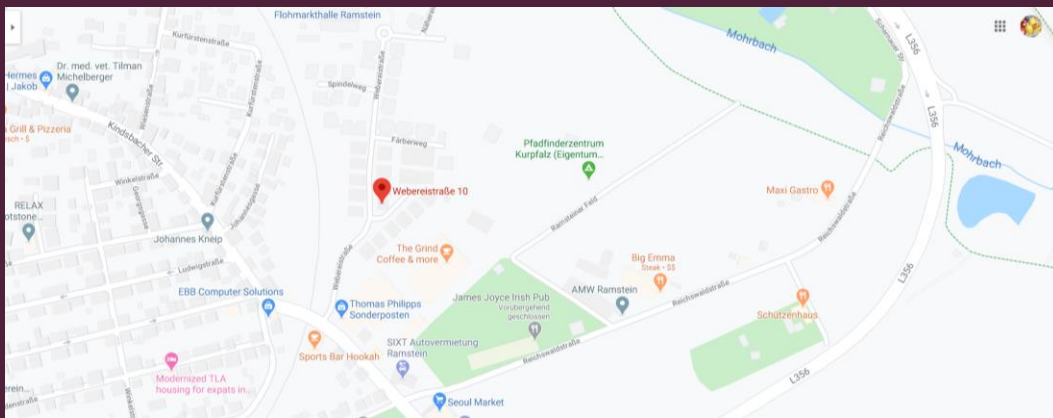
WELCOME TO RAMSTEIN

Community Liaison Officers (CLO)

Laura Watson & Nikki Kerr

Community House

10 Webereistrasse, Ramstein-Miesenbach, 66877



Opening Hours

Monday – Thursday 09:00-14:00

Saturday & Sunday CLOSED

Contacts

Community House Office Landline 0049 (0) 63719809151

Email: EJSU-Ramstein-CLOMailbox@mod.gov.uk

We also have a private Fb Group. Please ask your sponsor to add you.



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Telephone Connections/Disconnections & Mobile Phones

The country code for Ramstein is Germany 0049 (+49) e.g. 0049 (0) 65 44 70 75

When dialling the UK from Germany dial: 0044 then drop the first zero from your number e.g. 0044 (0) 2081 112222.

It is important to familiarise yourself with the terms and conditions of your service agreement before you sign for any contract for Mobiles or Internet.

Free Internet

Sgt French has internet hubs available to hire free of charge for when you first arrive. Ask your sponsor for more details.

Visitors

When family are visiting you and want access to Ramstein Airbase, you and your spouse will have rights to sign them on. They must carry their passports and show these at the Visitor Centre on the right-hand side as you approach West Gate.

All visitors should have obtained travel insurance and an EHIC (European Health Insurance Card) before travelling to Germany as they will not be covered under our local Medical arrangements.

Welfare Flats & SAF Vehicle's

There are 2 welfare flats available, both can accommodate up to 4 people. For more information and bookings please contact: britflatramstein@outlook.com.

There are 3 SAF Vehicle's available to rent. Two 9 seaters and one 7 seater. For more information contact Sgt Andy Haworth or Cpl Gareth Johnson-Nichols.



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LOCAL AREA INFORMATION

Leaflets & Guides

The CLOs hold many local guides and leaflets, please ask for more information.

Recycling

German recycling is excellent and may seem daunting at first but will soon become second nature. Domestic recycling is collected on various rotations weekly, please see website for your specific road details and an excellent waste guide: <https://www.kaiserslautern-kreis.de/en/administration/waste-management.html>

Be aware, after a German holiday, waste collection will be out a day or two so put the bins out on your usual day and just expect them to be a day or two out before collection. You'll have 3 bins, one for paper & card, one for green/bio waste and one for normal unrecyclable waste. You'll then have yellow bags for plastics/cartons/foil/tins/cans. In every supermarket they'll then have a system for recycling "pfand" plastic bottles. These have a logo on the side and you'll receive a receipt for either claiming in cash (most supermarkets will only give you cash if over a certain amount, usually €10, or you get the money off your shop):



You can also get money back on glass bottles that are German brands. You'll see locals taking crates of beer home, this is the best way, you can then slowly fill with empty bottles, then there is a opening below the individual Pfand bottle collection for whole crates to go on a conveyor belt. For all other glass jars and bottles not accepted by the machines, glass recycling banks can be found in every village and most supermarket car parks.

Some supermarkets also have bins for battery/cartridges/household electricals etc.

For green/bio waste that is larger than your bin, there are local green recycling centres in Ramstein and near Mackenbach. Please ask the CLOs for directions.

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HIVE BLOGS

Keep your finger on the pulse and sign up for current station and local information. Read about health, education, employment, what's on, discounts, charities, welfare, housing and relocation.

It's all covered!

www.ihiveinfo.blogspot.com

1. Go to the top left-hand corner of the Blog and enter your email address in the box (not MODnet)
2. Respond to the confirmation email which will be sent to you automatically

You will now receive email alerts summarising posts to the Blog. Just click on links to read more!

Other HIVE Blogs can be accessed through the Army website at:

www.army.mod.uk/personnel-and-welfare/hives/



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LEGAL HELP

UK Matters:

The Law Society (of the respective jurisdictions: England and Wales, Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website.

England and Wales <http://solicitors.lawsociety.org.uk/>

Scotland <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland <https://www.lawsoc-ni.org/solicitors>

Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms.

When you return to the UK, you will need to instruct a civilian solicitor.

Overseas Matters:

Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office's (FCO) published List of Lawyers Abroad.

www.gov.uk/government/collections/list-of-lawyers

The CLOs have everything you need to know when arriving in Ramstein. Once you've completed your initial arrival processing in the NSE, the CLOs will arrange to meet with you to run through some more local details to assist you.

Dependant Vacancies

Spouses can apply for various Dependant roles in the UK NSE, St David's School, SAF etc. All jobs are advertised on CLO community emails – keep an eye out for some great opportunities.

National Insurance

Spouses and civil partners accompanying Service personnel on overseas assignments may be unable to work and therefore not pay UK National Insurance (NI) contributions. This is likely to create a gap in the spouse or civil partner's NI record, which could jeopardise entitlement to the basic State Pension and contribution based Social Security benefits such as Jobseeker's Allowance, and Employment and Support Allowance. Spouses and civil partners are entitled to claim NI credits to maintain their NI record. You must apply to Her Majesty's Revenue & Customs via www.hmrc.gov.uk

Applications must be submitted to PMF staff in the NSE once the confirmed end date for the accompanied assignment outside of the UK is known.

Trading from Home

Guidelines on Trading from Service Families Accommodation (SFA) are found in JSP464 which is available to download by any user who has access to MODNet - contact DIO for more information. No trading is to take place unless prior authority has been given by both EJSU and DIO.

Television and Radio

As an entitled member of the British Forces and the Civilian component BFBS offers a satellite TV service for your Service accommodation, more details on this from your Community Liaison Officer or at www.getbfbs.com

BFBS TV and Radio is also available on the go via an IOS or Android app search BFBS in your app store