

Frequently Asked Questions

Do you take advance applications for housing?

No, the service member has to be in command. Sponsors will not be placed on the waiting list prior to the soldier signing out at the losing installation.

When can I apply for housing?

Upon your arrival at your new duty station/installation.

Can I select the area where I want to live?

In a situation that there are several houses available at the same time, you are able to make a choice of preference.

Can I live off-post?

Military Personnel in E-7 and above and DOD civilians will be issued a Certificate of Non-Availability (CNA) by the Housing Office. This is an authorization to seek private rental housing. E6 and below will be issued a statement of non availability only if Government Leased Housing are not available within 90 days of arrival. Private rentals are the most common type of housing available. They are owned by private individuals or holding companies. Monthly rents are compared to the fair market value by the HSO based on the **Rental Appraisal System** developed by the Dutch Government (Ministerie van Volkshuisvesting, Ruimtelijke Ordening en Milieubeheer). This provides you, the service member, with an unbiased appraisal of the rental rate.

How long does it take to find housing?

The average number of days to find suitable housing at USAG Benelux-Schinnen is 20 to 30 days. This depends on the month of your arrival. In the summer months there might be a longer waiting time.

What size are the houses (on-post, off-post) and where can I get/see the floor plan?

At www.ahrn.com. (Registration is required to use this website) you can find government leased quarters and privately rented quarter's information.

I've heard the electric systems are different in Germany and The Netherlands, will my appliances work or will I have to buy new ones?

You cannot use your US appliances in the Netherlands. US appliances are 110 volt, Europe is using 220-240 voltage appliances. Upon your arrival you can request an European type washer, dryer and refrigerator through the MCOM-E Domestic Appliance Contract. This contract covers delivery, hook up, pick-up and repair of Government Owned Appliances. Your housing representative will assist you in making an appointment for delivery.

Is housing overseas different from US homes?

You will find that the houses in Europe are much different than the houses in the US. The houses are much smaller than you are probably used too. The kitchen is designed for small appliances (European type), bedrooms; a king size bed does probably not fit; garages are

normally designed for one car only. In the Netherlands you will find that most houses have a small steep staircase.

Will military members still have the option to live off-post?

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What are Basic Allowance for Housing (BAH) entitlement and rent allotments? The Overseas Housing Allowance (OHA) is paid to Service members living in private housing at overseas duty stations.

OHA helps offset housing costs, consisting of:

- Rent
- Utility and recurring maintenance expenses
- Move-in housing allowance (MIHA)
 - a. MIHA Misc: Up front, lump sum payment covering average move-in costs
 - b. MIHA Rent: Acquisition fees, dollar for dollar reimbursement
 - c. MIHA Security: High crime/threat areas only as determined by the Department of State

Although there is a separate allowance for rent and utilities, housing allowances appear as a single amount in a pay statement.

How much OHA will I receive when we PCS to my new duty station?

- To calculate OHA, visit the OHA calculator at <http://www.defensetravel.dod.mil/site/oha.cfm>

SOME Locality Codes for the Netherlands are:

Brunssum/Province of Limburg Area – NL015

Volkel area – NL027, The Hague – NL009

How and who is starting and stopping my BAH and/or Overseas Housing Allowance (OHA)?

When you arrive at your duty station, check with the local Housing Office to see what the procedures are for your area. To start your OHA, once you have found housing, take a copy of your lease to the appropriate official and complete DD Form 2367, the Individual Overseas Housing Allowance (OHA) Report.

Are there any restrictions on bringing our pets?

Pets are required to be reported with the Town Hall where you live. You are exempted from the Dutch taxes for the dog.

Domestic dogs, cats, small caged animals (birds, mice, aquarium fish etc.) are authorized pets.

Horses are not permitted in the housing area.

Pets will be limited to use of the main floor of the housing unit only. This limits damage to carpeting and other interior items of the residence. If it was determined that pets were allowed to use the upper floors of residences, service member will be charged an addition fee for pest fumigation, commensurate with the number of floors affected. All other damages caused by pets will be brought to the attention of the resident during pre-termination, and will be payable by cash collection.

The privilege of maintaining pets is dependent upon its continued ability to live harmoniously within the housing community and the owner's compliance with established requirements. Nuisance pets require immediate corrective action by the owner, or will be removed from the residence at the owner's expense.

Dangerous dog breeds to include: American Pit Bull, Stafford Bull Terrier, Bull Mastiffs, Dogo Argentine, Rhodesian Ridge Back, Dogue de Bordeaux, Chinese Fighting Dog, Doberman Pincher, and crossbreeds of these dogs are strictly forbidden in On-Post housing.

All cats and dogs **must be registered** within 15 days of arrival in the Netherlands. Owners must provide certification of current rabies vaccination at the time of registration. Pets will wear a collar or harness with the current owner identification tag securely attached.

Owner Responsibilities

- Provide proper supervision to prevent animals from becoming a menace or nuisance and infringing upon the rights and solitude of other area residents.
- Restrain pets at all times by physical enclosure, chain, or leash.
- Provide the animal with adequate and appropriate shelter, food, water, and care.
- Dispose of and remove animal waste in quarter areas daily.
- Use only individually assigned quarters area and undeveloped areas identified for exercising pets.
- You are required to clean up after your dog. You always have to carry plastic bags for the dog feces disposal

What schools are in the area?

The International school at AFNORTH is a Department of Defense Dependent School (DODDs) and is one of 160 schools operated overseas. It is an integral part of AFNORTH International school, founded in 1967 by the Military Schools System of Canada, The Federal Republic of Germany, The United Kingdom and the United States of America. It was established to meet the educational needs of the children of personnel assigned to AFNORTH (Allied Forces Central Command) in Brunssum, NL. Students attend our school from other military sites in the Tri-Border area of Belgium (Glons, Kleine Brogel, and Zutendaal), Germany (Geilenkirchen and MonchenGladbach) and The Netherlands (AFNORTH, Benelux-Schinnen, Kerkrade and Volkel).

Website International School Brunssum <http://ww.afnorth-is.com> (Brunssum and Benelux-Schinnen area) Website International School Eindhoven www.isecampus.nl (Volkel area)

- **Bus coordinator:** Buscoordinator.afnorth@eu.dodea.edu

What is the loaner furniture program? May I keep the loaner items for my tour of duty? How long can I keep the loaner furniture when I arrive/depart? Do you issue furniture/appliances on a permanent basis?

The Centralized Furnishings Management Office (CFMO) is responsible for providing furnishing support to all DOD personnel. Responsibilities include accountability, requisition, and repair of furniture, and preparation of budget requirements.

Authorized Personnel

All personnel residing in private leased housing and Government-controlled housing are eligible for CFMO furnishings. Department of Defense (DOD) civilian employees hired from CONUS or locally and receiving Living Quarters Allowance (LQA), are authorized CFMO furnishings for private rental housing. Other personnel to include contractors are not authorized CFMO furnishings. These personnel require an exception to policy. The approval authority is IMCOM-E.

Authorized Furnishings in Private Rental Housing

One wardrobe per family member and one additional wardrobe per household. Washer, dryer, range, refrigerator and dishwasher. Occupants are responsible for providing proper hook-ups.

Loaner Sets

Inbound personnel with Full Joint Federal Travel Regulations (JFTR) and those with Elective JFTR, whom elect to ship their household goods, are authorized loaner furniture items for 90days. **Within 2 weeks of the 90-day issue date, the furnishings branch will contact personnel with a date for loaned furniture pick up. Exception to policy to keep furnishings longer will be handled on a case-by case basis.**

Full JFTR means you shipped your household goods. Elective JFTR means you shipped a portion of your household goods. We will provide you with the first line necessary furniture items. **It is not allowed** to outfit your guest room(s) with Government owned furniture.

All outbound personnel are authorized loaner sets for 60 days.

The Housing Office will maintain a loaner furniture suspense file so that loaner sets can be recaptured. Personnel desiring to retain loaner sets in excess of the allotted time, must provide a request for exception to policy and receive approval from the Furnishings Manager.

Loaner sets will consist of the following:

1. One double bed for the master bedroom
2. One single bed per family member
3. One dining table with sufficient chairs for the family
4. One dresser or chest of drawers per room (two in master bedroom)
5. One couch
6. One coffee table
7. Two easy chairs
8. Two end tables
9. One Table-night per family member

Where do I stay while I wait for housing?

Temporary Quarters are available only in community hotels. Your sponsor will make advance reservations for you and your family members. Please inform your sponsor of any pets that you will bring upon your arrival.

In some cases (military members only), USAG Benelux-Schinnen will have a contract in place for TLA lodging. Once housing is provided a copy of the service member's orders, reservations are made at one of our BPA hotels (if available). Once the service member arrives, they are no longer required to take care of lodging payments for the time they reside in a BPA hotel. Contact your HSO for more details.

Favorite Community Hotels:

<http://www.edenpark.nl/> 011-31-45-525-8885

<http://www.snowworld.com> 011-31-45-547-0700

<http://www.golfbrunssummerheide.nl/> 011-31-45-564-6300

Do I get credit if I'm coming from a dependent restricted tour? How much credit (months) do I get from being on a dependent restricted tour?

Upon completion of a dependent-restricted tour, including involuntary extension beyond initial tour, date departed previous duty station for the dependent-restricted tour or a maximum 14-month credit. Soldiers who obtain Family members during the tour and were separated from those Family members will receive credit only for time separated. Voluntary extensions beyond the initial tour negate all credit.

Do I need renters insurance for on-post, partner or private rental housing?

Recommended is private liability insurance and renters insurance for your personnel household goods. You will be advised in your personal housing briefing on types of insurances.

Who is eligible for Family housing?

The following categories of personnel are eligible for Family housing:

- (1) Military personnel with accompanying Family members (with accompanying command sponsored Family members in overseas areas).
- (2) DOD civilian employees and civilians with accompanying Family members who are DOD-sponsored (key and essential) civilian personnel as authorized by AR 420-1.
- (3) The garrison commander designates housing for occupancy by personnel in various pay grade groups.

Family housing should be designated for occupancy as follows:

- (a) General and flag officers (O10 through O7).
- (b) Senior grade officers (O6).
- (c) Field grade officers (O5, O4, CW5, and CW4).
- (d) Company grade officers (O3 through O1, CW3 through WO1).
- (e) Enlisted personnel (E9 through E1); may be further categorized, that is, senior noncommissioned officers.
(NCOs) (E9 through E7)/junior NCOs and junior enlisted (E6 and below); may be even further categorized based upon the needs of the installation.

(4) The garrison commander further designates specific quarters for use by personnel assigned to selected key and essential positions.

For further reference see (AR 420-1 Table 3-14)

What is the waiting time for housing?

The average waiting time for government leased quarters is current 10 to 30 days.

The average waiting time for privately rented quarters is currently 1 – 30 days.

What determines the list I am placed on and my placement on the list?

• ***Eligibility date.*** Eligibility date for placement on a waiting list or assignment to housing will be as indicated below provided application is made no later than 30 days after reporting to the new duty station.

- Permanent change of station personnel (with or without TDY en route) arriving in—

(b) *Outside continental United States (including Hawaii and Alaska).* Date departed last permanent duty station from another ACOM, ASCC, or DRU as appropriate. Military personnel who are directed to transfer within or between OCONUS ASCCs prior to completion of their original OCONUS accompanied tour (their date expected to return from overseas (DEROS) does not change) will receive the date departed last permanent duty station for original accompanied overseas tours.

• **Number of dependents:**

AR 420-1 - Table 3–5 provides the minimum criteria for Family housing assignment based on Family bedroom needs.

What is a waiting list?

A waiting list shall be established for each designation of Family housing by bedroom composition. Separate waiting lists may be established when the housing units are designated for special uses, such as students. The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed. The relative position on a waiting list will be determined by the eligibility date criteria set forth in AR 420-1 paragraph 3–14g. All other criteria being equal, the position on the waiting list will be determined by rank and date of rank with the senior member having the higher priority.

Once placed on the waiting list, may I transfer to a different list?

If you apply for another waiting list your date of request will be your new eligibility date.

What happens if someone has the same eligibility date as me?

The relative position on a waiting list will be determined by the eligibility date criteria set forth in AR 420-1 - paragraph 3–14g. All other criteria being equal, the position on the waiting list will be determined by rank and date of rank with the senior member having the higher priority.

What does it mean if my waiting list position moves up and down?

The relative position of the top 10 percent of personnel on each housing assignment waiting list will be stabilized (freeze zone). However, personnel in key and essential positions will be placed at the top of the freeze portion of the waiting list or immediately below other key and essential personnel (AR 410-1 Para 3–14i).

May I request placement on more than one waiting list at one time?

According to AR 420-1; Applicants may not be on more than one adequate housing waiting list at one time.

How long will my application remain active once submitted?

Your application will remain active until you are offered government leased quarters or single soldier's quarters. You will have to re-apply again if you would like to remain on the list. Your date of reapplication will become your new eligibility date.

What is military Family housing privatization?

N/A.

How does military housing privatization affect a Service Member's BAH?

N/A.

How will rent be paid to the privatized community housing partner and what does it cover?

N/A.

How does privatization affect the service I receive?

N/A

Will/is there to be a Self-Help program?

There is a Self - Help program in place only for Government Leased Occupants. The Self - Help program allows occupants to accomplish upkeep and minor repair work. This program **does NOT** allow the occupant to perform painting or major alterations to the quarters.

What are the requirements for vacating my home?

When you receive your PCS orders you have to report to the USAG Benelux-Schinnen Housing Office (HSO) immediately. HSO will provide you with a checklist to vacate your quarters and to out process the local community. A pre termination inspection will be scheduled preferably 6 weeks before departure. HSO will contact landlord, telephone and utility companies and make the necessary arrangements for loaner furniture.

When I move, do I have to clean?

Yes. You will find the minimum cleaning standards for housing in DA PAM 420-1-1, dated 2 April 2009, Table 2-4.

Under privatization, will the partner handle the clearing process, or will it remain with housing?

N/A.

I have two children, one female and one male; how many bedrooms do I qualify for?

Depending on the ages of your children, you would qualify for a 3 bedroom house. There is no 2 bedroom government leased quarters available at USAG Benelux-Schinnen.

I have a Family member enrolled in EFMP, how will that affect my on-post housing assignment and waiting time?

Sponsors with exceptional family members may forward a request for special housing consideration in writing to the DPW Housing Management Division.

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

N/A.

I am a dual military household, whose name will my privatized (on-post partner) housing lease be under?

N/A.

I have a dual military household and my wife is stationed at another installation. Can I apply for housing?

This has to be determined on a case by case basis.

Can my spouse or someone else accept a home on my behalf?

Garrison commanders will allow spouses to sign for housing and furnishings in the absence of the sponsor. A power of attorney or notarized statement is not required.

I currently live on post but would like to move to a different house. Can we apply for another wait list?

Moving expense guidelines will be in accord with JFTR (see also Para 3–6c (11) for policy on DLA). You can apply for another list but the move is for your convenience so you would have to pay for the move yourself.

In privatized on-post housing will I be responsible for utilities?

N/A,

Can I accept on-post housing before I sign into the installation?

Sponsors will not be placed on a waiting list at the gaining installation prior to the Soldier signing out at the losing installation. Soldiers must sign-in at the new duty station before assignment is made.

I am a single Service Member with one child, am I eligible for on-post housing?

As a single parent you would qualify for government leased housing. Unmarried sponsors with accompanying (command sponsored for OCONUS) family members will compete equally with married sponsors for family housing.

I'm TDY in route, when can I be put on the housing list? What will my eligibility date be? Does it start when I depart my permanent duty station, or when I finish the course or when I arrive at my new permanent duty station?

When a Soldier is ordered on PCS with TDY en route, the spouse is authorized to apply for housing at the new duty station prior to the arrival of the sponsor. The effective date of the

spouse's signing for housing shall not be earlier than the PCS location reporting date of the sponsor.

What amenities are included with the privatized on-post community housing?

N/A.

My family was assigned to a 4-bedroom home at my last duty station. Will I automatically qualify for a 4-bedroom home?

Most likely you will be assigned to a 4 bedroom home again if you qualify. We have to check the AR 420-1 – Table 3–5 that provides the minimum criteria for family housing assignment based on family bedroom needs.

Once I am offered a home, how long do I have to accept/decline?

Once you have been offered government leased quarters you have 2 workdays to accept/decline. If the Soldier is unable to accept housing for reasons beyond the Soldier's control (for example, hospitalization, emergency leave, restrictive lease clause, unavoidable delay of Family's arrival), the Soldier will retain relative position on the waiting list.

What happens if I decline a home?

If a specific offer of adequate housing is declined, the Soldier's name may either be removed from, or placed at the bottom of, the waiting list. Check the local policy on housing assignment declination that will be published and prominently displayed. Additionally, Soldiers declining a specific offer of housing will sign a statement acknowledging the declination. In some occasions if a Soldier refuses to occupy Government housing, he or she will be advised in writing that housing allowances will be forfeited as long as housing adequate for their grade and bedroom requirement is available.

Will my BAH/OHA cover my rent and utilities?

You are able to find suitable housing within your OHA rate and Utility allowance.

If I get married after I have been living off post with a certificate of non availability (CNA) do I have to apply for on post housing?

You can remain in off post housing. Military personnel in the grades E1 through E6 may apply for government leased quarters. Your date of application will become your eligibility date.

How much is the rent for off-post housing?

Rental rates for apartments and houses depend on the size and luxury status. In general rates are between €900- through €1300- per month, for houses with three bedrooms (row house or semi-detached). In general rates for detached houses are between €1300-through €1600- per month, this for houses with four bedrooms.

Are there any off limit Landlords?

All available listings of vacant houses that are offered through the Housing Office USAG Benelux-Schinnen and the International Housing Office at the NATO Site in Brunssum are inspected and approved by the Housing Office.

How do I get a list of available rentals in the area?

When you report to the Housing Services Office you will receive a listing of available housing in the area. You are not advised to seek housing before you have reported to the Housing Office. Keep in mind that a verbal lease agreement in the Netherlands is valid and binding.

I just received Deployment Orders. Can I terminate my lease before I depart?

Yes. Your lease in the Netherlands requires a 30 day notification. Please see your Housing Services Officer, he will prepare the lease termination letter and he/she will notify the utility companies that you are leaving.

I received notification that my Family can move on-post but I just renewed my lease. Can I break the lease and move?

When you receive notification that Government Leased Quarters comes available to you and your family; you can terminate your private lease. You have to give one month notification to your landlord. It is required that all military personnel that signs a lease for Off Post quarters uses the "standard" lease which has a military clause; this clause enables you to terminate your lease contract if you are offered government leased quarters. Your move will be for the convenience of the government.

I'm unaccompanied; do I have to live on-post?

Unaccompanied Personnel E1 through E6 that are bonafide bachelors have to move in to Single Soldiers Quarters upon availability. If Single Soldiers Quarters is not available within 30 days of arrival you will be issued a statement of non availability. With this CNA you can report to the Housing Services Office.

My roommate and I both signed a lease but she has moved out. Can I get out of the lease?

When a lease contract is signed by more than one party (military), each person is fully obligated to the lease contract. Contracts are normally made for one year. In this year you cannot terminate a lease for private convenience. After this year you can always terminate the lease with one month notification to the landlord, in writing.