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Bielefeld

Service Community Official Guide



Army Welfare Service

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Bereavement
Youth Clubs
Debt
Bullying
Play Activities
Childcare
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Medical Concerns
CSA



One Call

Gütersloh / Bielefeld Civil 05241 843321 Military 94873 3321
Herford Civil 05241 843321 Military 94873 3321
Münster Civil 0251 9272370 Military 94860 2370
Osnabrück / Dülmen Civil 0541 9602741 Military 94866 2741
Hohne / Celle Civil 05051 9622890 Military 94877 2890

Fallingbostal Civil 05051 9622890 Military 94877 2890
Rheindahlen / Elmpt Civil 02161 4723603 Military 94872 3603
SHAPE(Belgium) Civil 02161 4723603 Military 94872 3603
Paderborn / Hameln Civil 05251 101862 Military 94879 3862
BATUS Civil 001 403 544 4790 Military 92053 9520 4790

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Welcome to

Bielefeld

Service Community Official Guide **2008 Edition**

Current from September 2007 – August 2008

This Guide, provided by the HCSO, is a source of information to Service personnel, families and dependants arriving at their new home or duty station. It is hoped the information contained within the Guide will be of use at the time of your arrival, and throughout your stay.

For easy reference this guide is divided up as outlined below, each section is allocated a symbol which can be found on the bottom corner of each right hand page:

Foreword by Station Commander

Emergency and Useful Telephone Numbers



1: **Housing and Accommodation Services**



2: **Children's Educational/Youth Activities**



3: **Medical and Health Services**



4: **Station and Garrison Facilities**



5: **Living in Germany and Bielefeld**



6: **Security and Crime Prevention**



7: **Useful Information**

A **Classified Index** and a **Handy Index** appear at the back of the Guide and you can find information on **Emergencies** on page **79** and **Action on Fire Outbreak** on page **15**.



Bielefeld Station 2008

Station Commander

Foreword

Bielefeld is a historic German city nestled in the beautiful undulating countryside of Nordrhein-Westfalen. British Army units and their supporting organisations have been based in Bielefeld for many years due to its central position to the other British Garrisons. Although the number of soldiers living here has fallen since the days of HQ 1 (BR) Corps we still maintain a very strong and friendly relationship with the German Community. I am sure that you and your family will enjoy your time here; there are many different activities to get involved in and places to visit. Whether you like walking, running or cycling along Bielefeld Ridge, watching the exploits of our local Bundesliga football team or simply enjoying the cafes and bars of central Bielefeld I am sure there will be something for you.

Bielefeld Station is administratively part of Gütersloh Garrison, within Bielefeld itself 7 Transport Regiment RLC takes the Station lead supported by the other units and organisations based here. Under current planning Bielefeld Station will be a garrison for so long as the British Army remains in Germany. Indeed, the Future Army Structure review saw a number of enhancements to the station; 24 Postal Courier & Movements Regiment RLC gained an additional squadron of sixty personnel, 2 Close Support Company REME formed in Rochdale Barracks and the UKSC(G) Equipment Support Branch moved into the Station. Additionally a number of smaller organisations and agencies have been established here. There will no doubt be further enhancements as we start to utilise the considerable potential that the Station offers. All of these changes will be of benefit, bringing in more personnel who will help to build the community further and allow the additional infrastructure development.

The Housing and Community Staff Officer, Housing Estate Managers and various Unit Welfare Officers are here to assist you during your posting. Do not hesitate to contact them for advice or to make suggestions on how we could improve Station life and facilities, we are all here to help. In addition as Station Commander I would encourage you all to become involved with the many different clubs and activities that the Station runs and to take advantage of the facilities on offer.

I wish you all a happy and safe tour.



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**EMERGENCY & USEFUL TELEPHONE NUMBERS
(Civ Dial Code 0521 9254 & then MILITARY EXTENSION)**

Royal Military Police	0521 9254 2222
Medical Centre	0521 9254 3333
German Civil Police	110
German Civil Ambulance	112
German Civil Fire	112
(See page 13 for more details for German language pronunciation guide.)	
Guardroom Catterick Bks	Ext 3252/3253 Civ: (0521) 9254 3252/3253
Guardroom Rochdale Bks	Ext: 3413 Civ: 0521 9254 3413
Housing & Community Support Office (HCSO)	
	Ext 3113
AHCSO	Ext 3359
<i>Housing Clerk</i>	Ext 3108
<i>Housing Office General Enq</i>	Ext 3128
<i>Gen Clerk/Bus Escort Sup.</i>	Ext 3128
<i>Married Quarter Exchange Store Rochdale</i>	Ext 3429
<i>Fuel & Light Clerk</i>	Ext 3117
<i>Inventory Clerk</i>	Ext 3117
<i>Housing Estate Managers (HEM)</i>	Contact through Ext 3128 Quelle: 0521 9467201
<i>Editor—Bielefeld Buzz</i>	Ext 3107
Community Police Post Bielefeld	05221 9953483
Church Information	Ext 3118 or 0521 9254 3118 Gut Mil (73) 2477
Homestart	Ext 3121
WRVS	Ext 3167
Housing Repairs Office GWA	Ext 3042/3189
Unit Welfare Office 7 Tpt Regt	Ext 3208/3217
Station Mwstr/Fuel Coupons office	Ext 3729
Station BFG Vehicle Registration Office	Ext 3730
BFG Inspection Bay	Ext 3415
Unit Welfare Office 24 Regt	Ext 3023/3302
VICTIM SUPPORT	02161 472 2272
SAMARITANS	0130 810721 or 0130810722
RELATE	JHQ Civil (02161) 4722826/ JHQ Mil 2826
Medical Centre	Ext 3131 or 0521 9254 3131
Dental Centre	Ext 3161 or 0521 9254 3161
British Forces Social Worker	Pad Mil (79) 3841 Civ 05251 101841 Out of hours 01722 128872
Defence Medical Welfare Service	FOR ALL WELFARE OFFICERS
24 hr Welfare Support for British	LISTED:05211443765 Duty Mobile:

Hospital patients and relatives in Bielefeld, Gütersloh and Herford	0172 2037097 Emergency Pager via Gütersloh Medical Centre on 05241 84 2536
GLSU	Ext 3111/3110
SSAFA Health Visitor	Ext 3168
Bielefeld Primary/Pre School	Ext 3125 Civ: (0521) 9254 3125
Early Years Service	81 3144 Civ: 0521 9254 3144
Caterpillar Day Nursery	Bie Civ: 0521 2017252
Puddleducks Day Nursery	0521 488448 or 0160 3103282
HIVE	Ext 3122 Bie Civ: (0521) 9254 3122
Go Bananas Soft Play Area	01734 788635
Library/Army Learning Centre	Ext 3123
NAAFI	Bie Civ: (0521) 201421
Post OfficeExt	3202
AFF (Co-Coordinator)	0176 2962 3683 Or 05221 995 3755
PRI Shop	Bie Civ: 200465
Red Shield Shop/Canteen	0521 205590
O'Girkes Travel Agents	Bie Civ: 204184
SSAFA Forces Help Western Europe	02161 472 3392
SSAFA Confidential Support Line	0800 1827 395
Army Welfare Service:	
Gütersloh Garrison	05241 84 3321/3322
<i>Garrison Welfare Sup Officer</i>	05241 84 3313
<i>Senior Army Welfare Worker</i>	05241 84 2836
<i>Youth/Community Worker</i>	05251 84 3314
<i>Army Welfare Workers</i>	05241 84 3234
<i>Childminding Co-ordinator</i>	05221 995 3889 (82) 3889
<i>Child Care Administrator</i>	05241 84 2919 Mil: (73) 2919
<i>Youth & Community</i>	
<i>Worker Bielefeld</i>	Ext 3106 (Office) 3127 (Club)

BIELEFELD Station Locations Map



UK & BFG Websites

Adventure Sports Online

www.adventuresports.com

Airwaves-RAF Families Association

www.airwavesforfamilies.com

Army Benevolent Fund

www.armybenfund.org

Army Families Federation

www.aff.org.uk

Army Net

www.armynet.mod.uk

Army Welfare Service - Home Page

www.army.mod.uk/aws

British Army - Home Page

www.army.mod.uk

Directory of Essential Services

www.scoot.co.uk

Ex-Service Housing

www.haighomes.org.uk

Help With Moving Home

www.ihavemoved.com

Information on UK Neighbourhoods

www.streetmap.com

Information on your Local Area

www.upmystreet.com

Joint Service Housing Advice Office

www.army.mod.uk/jshao

Naval Families Federation

www.nff.org.uk

Postal Services

www.bfpo.org.uk

Royal Air Force Community Support

www.rafcom.co.uk

Royal Air Force - Home Page

www.raf.mod.uk

Royal British Legion

www.britishlegion.org.uk

Royal Marines - Home Page

www.royal-marines.mod.uk

Royal Navy - Home Page

www.royal-navy.mod.uk

Royal Navy & Royal Marines Reference Site

www.rnreference.mod.uk

SSAFA/Forces Help

www.ssafa.org.uk

Support Group for Families of Submariners

<http://groups.msn.com/sumbarinefamiliesuk>

Wide Range of Financial Services

www.naafi-financial.com

Yellow Pages

www.yell.co.uk

Dealing with Unwanted Phone Calls

Some Dos and Don'ts

1. Don't list marital status or personal details on advertisements or in telephone directories and use initials rather than first name.
2. Answer the phone by saying "Hello" rather than giving your name or telephone number. If they ask, "What number is this? Find out what number they want before saying if they are correct or not.
3. Make sure that the callers identify themselves before you talk to them or give them information about yourself.

If you have an answering machine, do not record your name or telephone number in the opening message. Also, do not say that you are out, on leave or away on business. It is better to say that you are engaged at the moment and unable to answer the phone. If you require any further information on the above or any other Crime Prevention matter do not hesitate to contact your Crime Prevention Office on 0521 9254 2222.

So, if you received an unwanted call, what would you do?

1. Try and stay calm. The malicious caller is after a reaction – any reaction – so don't shout down the phone or make fun of them. Do not be tempted to using an attack alarm down the phone either as, perverse as it may seem even this reaction may encourage the caller.
2. You may be able to ignore the first call; it could be a mistake or a wrong number.
3. If however, the calls persist, report it to the service police. They will need as much information about the call as you can remember. For example:
(a) What time you received the call. (b) What, if anything, was said. (c) Accents, speech impediments or slang should be noted. (d) Any background noise. (e) Any other useful information.
4. If the calls continue, consider having a telephone trace on your phone. Further details about traces can be obtained by telephoning your local Military Police Station. In extreme circumstances, you can also have your number changed.

Some calls may be menacing, indecent or just annoying. Many are made at random and most malicious callers are happy with "any" kind of response. Keep calm, you have total control over your telephone, show no emotion, and hang up.

If you require any further information on the above or any other Crime Prevention matter contact your Crime Prevention Office on Senne Mil: 2250.

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Housing & Accommodation Services

Housing and Community Support Staff Office

The HCSO Department is situated in the Amenities Block 8 in Catterick Barracks. It is responsible for various administrative functions within Bielefeld Station. One important aspect of our department is Housing and Accommodation Stores. We have 700 Married Quarters (MQ) which are spread over a large area of Bielefeld. Our areas cover Quelle, Heepen, Brackwede (small towns/villages surrounding Bielefeld) and several MQ patches within Bielefeld.

The department is headed by:

HCSO Mr Jeff Ashton 0521 92543113

AHCSO WO2 (SQMS) R J Holmes LSL 0521 92543359

Central to the HCSO department is the Housing office. This consists of:

Housing Clerk 0521 92543108
(Allocations, March Out/In, MQ Cleaning scheme and maintaining the MQ database.)

Housing Support Clerk 0521 9543128
(Dog registration, Garage allocation and general support to Housing Clerk)

Bus Escort Supervisor/Admin Clerk 0521 92543128
(Children registration on buses, Bus Escort Schedule and office administration)

X/Y Fuel and Light Clerk 0521 92543117
(credit and debit of fuel and light calculations for all MQs)

MQ Accommodation Inventory Clerk 0521 92543117
(Control MQ inventory and processes requests for curtains, furniture etc)

Buzz Editor 0521 9254 3107
Edits monthly Station magazine "The Buzz".

The various MQ areas have been split into 3 Estates and administered by the Housing Estate Managers:

WO2 Mcmanus LSL Contacted through 0521 92543128

Managing: Am Niederfeld, Herder Str, Johann Sebastian Bach Str, Johannes Brahms Str, Joseph Haydn Str, Wilhelm Raabe Str, Sperber Str, Oldentrupper Str & Lipperhelweg Officer SFA.

WO2 Burns LSL Contacted through 0521 92543128 or mobile 0172 2086847.

Managing: Am Dreierfeld, Auf Der Brinkhuffe, Friederich Hagemann Str, Graf Bernadotte Str, Gumbinner Str, Konigsberger Str, Segeberger Str, Sommerhufe Str, Speckenheide Str, Wrede Str.



WO2 Morgan LSL Contacted through 0521 9467201 (Quelle Office) or 0521 92543128.

Managing: Bieler Str, Str, Kölner Str, Amundsen Str, Fridtjof Nansen Str, Sven Hedin Str, Lipper Hellweg, Wilhelmbusch Str, Wilbrand Str & Haspel Str.

Married Quarters Accommodation Store

Their official title is Station Stores Delivery Team (SSDT). They are based in Rochdale Bks, Block 17. The SSDT supply the MQs with furniture as ordered by the SSO inventory Clerk. The Store is also open to provide a service to occupants for exchange of expendable items such as chair and settee covers. They are open Mon – Thu 0900 – 1600 hrs and Fri 0900 – 1000 hrs. Contact Tel is 0521 9254 3249.

Repairs and Maintenance to Married Quarters

The Garrison Works Alliance (GWA) is the organisation within Defence Estates responsible for carrying out repairs and maintenance works on domestic and office accommodation and other MOD facilities across Germany. GWA is a combination of the former MOD In-House Works Services operation for Germany and one of the UK's biggest construction companies, Laing O'Rourke. The In-House team has many years of experience of providing works services across BF(G), while Laing O'Rourke have over 12 years experience in running successful commercial works services in the UK. GWA has a Service Level Agreement to provide Works Services across the Germany based Garrisons.

Our ethos is 'Customer First'. We realise that if we do not deliver a quality service to our customers, we have failed to live up to both your, and our, expectations. Customer satisfaction is at the very heart of GWA.

Procedure

To report defects and request maintenance repairs, call the Bielefeld GWA Helpline on (0521) 9254 3189 or 9254 3042 (mil 81 3189 or 3042). You will be given a job reference number for each repair at the time of your call, please ensure you make a note of these for future reference. You can also telephone these numbers to check on the current status/progress of repairs. Emergencies in out of hours should be reported through the Duty Officer/Guard Room on (0521) 9254 3252/3253.

We will endeavour to make an appointment as quickly as possible. To avoid unnecessary delay and disappointment, please call us immediately if you need to rearrange an appointment.

If you have a comment on our service – good or bad – please complete and return one of the Customer Satisfaction Surveys, which are left once the work has been completed. The Customer Relations Manager is happy to discuss any enquiries and can be contacted on Gütersloh (05241) 84 3277 (mil 73 3277). Your feedback will help us improve our service to all our customers across BF(G).

Business Hours

GWA Bielefeld office hours are:

Monday to Thursday:	7.30am to 4.40pm
Friday:	7.30am to 1.15pm

Property Management (PROM)

The PROM are closely linked with the GWA and are responsible for structural buildings, their maintenance, painting/decorating, permanent fixtures (ie ceiling and

wall lamps, switches etc) and also maintenance or replacement of domestic cookers, quarter modernisation, hot water and heating systems.

All contact and correspondence about repairs must be made to the GWA help desk on 0521 9254 3189 or 3042.

Out of Hours Emergency Repairs

If you are locked out of your home you are to call the GWA on 0521 9254 Ext 3189 or 3042 who will arrange for a locksmith to come out to assist. During silent hours you are to call the Guard Room on 0521 9254 Ext 3252. Call outs for Lock Outs will incur a call out charge arranged through the HCSO office. No payment is to be made at the call out.

Living In and Caring for your Married Quarter

The HCSO department aim to provide the best service possible in providing you, the occupant accommodation and all the administration that it entails. However, to keep the property and furniture in good order we need your co-operation. The Housing Estate Manager will have handed to you a MQ Information Pack. Amongst other items, the info pack gives instructions in great detail about the following.

- Access to Married Quarters by contractors arranged through the HCSO or GWA
- Maintenance of your quarter
- Laundering and dry cleaning of carpets and textiles
- Use of deep freezers and consequences of determined power cuts by contractors
- Cellar flooding
- Personal and Liability Insurance
- Parking
- Garages
- Caravans
- Animals and registration procedures
- Winter precautions
- Snow Clearance
- Shared facilities
- Fuel and light charges
- Care of quarter areas and how to manage your refuse
- Gardening
- Dealing with damp
- What to do when going on leave
- Do not hesitate to get further advice through the housing office or Estate Manager

Married Quarter Cleaning System (MQCS)

The MQCS is an excellent means of taking the burden out of moving from a Married Quarter at low cost.

The MQCS operates throughout BFG. A local cleaning firm is contracted to clean MQs for a set price. The prices will obviously vary depending on the current contract. The MQCS is a voluntary system whereby if an occupant "Opts – in" they pay the relevant price through the Regimental Admin Office pay staff.





Housing in Quelle.



Action on Outbreak of Fire

Immediate Action

If you do not speak German it is wise to prepare a guide to be kept by the telephone.

In the event of fire, the following procedure is to be carried out:

- Shout "FIRE, FIRE" repeatedly to summon help
- Attempt to fight the fire with an appropriate fire extinguisher, **Only if Safe To Do So**

The Fire Brigade should be called to all outbreaks of fire by the following means:

- Telephone the Civil Fire Brigade on: Civil 112

The senior person present should take the following action:

- Evacuate all persons from the house or block of flats and check everyone is accounted for
- Muster all heads of families and fight the fire with appliances available
- Collect statements from witnesses after the fire is out
- Report the fire to your Housing Estate Manager and to the HCSO immediately, or as soon as possible when a fire occurs after duty hours or at weekends

Follow up Action

- Ring your Unit Duty Officer/NCO and ensure they inform the Gütersloh Garrison Fire Officer that a fire has occurred
- Inform your Estate Manager and ask him to tell the HCSO
- On the next working day inform your Unit Fire Officer and ask him to tell: HCSO, HEM.

Speaking German - pronunciation guidance

Bielefeld City Web Page www.bielefeld.de

Click on Union Jack for English language

Herforder Strasse 24. (Pronounced HERFORDER STRASSER, FEAR UND ZWANZIG)

Tel: 05221 4356

(0 5 2 2 1 4 3 5
6)

(Null Funf Zwey Zwey Eyns Fear Dry Funf
Seks)

Your details for the use in the event of fire: Fire: Feuer FOYER

Address: Tel: Numbers:

pronounced	0	1	2	3	4	5
	Null	Eyns	Zwey	Dry	Fear	Funf
6	7	8	9			
Seks	Sihben	Acht	Noyn			





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The Joint Service Housing Advice Office (JSHAO) - Helping you to civilian housing solutions.



What is the JSHAO?

The JSHAO provides Service persons and their dependants with housing information and advice. We also, where possible, help you to obtain placement in social housing on leaving the Service. We help army welfare/compassionate cases and separated families from overseas to find appropriate housing on return to the UK.

Helping you to civilian accommodation

The JSHAO runs 'Housing Solutions' education briefings for Service Personnel. These briefings inform you of the greater choice that you now have in the way you can provide civilian housing for yourself whilst still serving. The JSHAO also run one day 'Housing the Options' courses at Resettlement Centres. These courses give you the information to make informed choices on how and where you provide civilian housing for yourself and your family when you leave. While these are normally attended in the last 2 years of Service, any Service person and/or their partner is welcome.

What information do we hold?

We have a database of information to help Service leavers find housing, provided by the 400 local authorities in the UK. We also have information and contacts for most of the UK's housing associations. We have contacts for relocation companies that specialise in finding property to purchase for Service personnel. We can provide you with pamphlets and information sheets on the multitude of different subjects on making housing provision. All this information is available to you, just call or e-mail our office.

The MOD Nominations Scheme

The JSHAO runs the Ministry of Defence Nominations scheme; this scheme may be able to help you if you are looking for council or housing association housing on leaving the Service. Information and an application form can be found on our website or call the office and talk to one of our Nominations staff.

Low Cost Home Ownership

These days there are lots of different methods and schemes for low cost home ownership when you leave the Service. For example, Shared Ownership allows you to purchase part of a property from a housing association and then rent the other part from the same housing association. Homebuy helps successful applicants to buy their home using a government interest free loan to fund part of the property. If you are in council housing the Right to Buy scheme is still available in most parts of the country. We can advise you on all these options and where they are available in the UK.

Buying your own house

Buying a house is one of the most exciting things you ever do. However it is also one of the most daunting. The JSHAO has booklets that explain the process. We can advise on websites you will find useful to get details of properties, solicitors and surveyors. We can even point you to a number of helpful individuals who can assist you in finding the right mortgages for you. For those of you thinking of building your own home we have some very practical advice and information.



Help from the Services

In 1996 the MOD introduced the Long Service Advance of Pay Scheme for Army and RAF personnel, (the scheme has been available to Naval personnel for many years). The JSHAO holds details of the scheme and current application forms. Never commit yourself to purchase until you receive confirmation from the Tri-service LSAP centre of your eligibility for the loan.

JSHAO monthly magazine Housing Matters

Ten months a year the JSHAO produces a magazine. It contains lots of information designed to help you when you are considering your civilian housing. Copies should be easily available within your unit but if you have difficulty in getting a copy ring the JSHAO.

How to contact us

We have lots of information that may be important to you so why not contact us.

JSHAO on line www.army.mod.uk/jshao

JSHAO

HQ Land, Erskine Barracks

Wilton, Salisbury SP2 OAG

Tel: 01722 436575 Fax: 01722 436577

E-mail jshao@hqland.army.mod.uk

SPACES – Single Persons Accommodation Centre for the Ex-Services

If you are single and about to leave, SPACES may be able to help you find somewhere to live. SPACES is tasked to help place single Service leavers in appropriate accommodation as they leave. It is located within the Resettlement Centre at Catterick Garrison, North Yorkshire.

SPACES

Catterick Resettlement Centre, St Aidans Road, Catterick Garrison

North Yorkshire DL9 3AY

Tel: 01748 833 797

Fax: 01748 835 774

E-mail spaces@echg.org.uk

SSAFA Forces Help's Housing Advisory Service

Once you leave the Forces and/or MOD accommodation, you can still get information, help and advice with your housing problems from SSAFA Forces Help. Contact the Housing Officer (Information) c/o Joint Service Housing Advice Office, address above, or ring 01722 436400. This service is available to your dependants and wider family (parents, etc) whilst you are still serving.