

21st Theater Sustainment Command Welcome Packet



“First In Support”



FIRST IN SUPPORT!

Congratulations on your assignment to the 21st Theater Sustainment Command (TSC). The Command Sergeant Major and I are honored to have you join our formation and look forward to the impact you will have on our mission, our Soldiers, and our community.

Headquartered in Kaiserslautern, Germany, the 21st TSC plays a vital role in enabling U.S. Army Europe and Africa's operations. Our command provides critical logistics, personnel, engineer, medical, military police, and financial support across a geographically dispersed and strategically important theater.


With a proud legacy that dates back to World War II, the 21st TSC continues to stand at the forefront of U.S. Army operations in Europe. We proudly support multinational exercises, contingency operations, and strategic efforts to enhance deterrence and readiness across the region. Our formation supports thousands of Soldiers, Civilians, Local Nationals, and Family Members across dozens of locations, all unified in the pursuit of excellence and mission accomplishment.

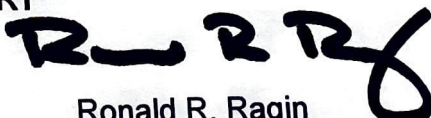
At the core of our organization is a simple truth: **Warfighting First**. You are not just joining a unit—you are joining a team of professionals and a Family committed to shared values, mutual respect, and collective success. Whether this is your first overseas assignment or a return tour, we understand the challenges and opportunities of living and serving abroad, and we are committed to helping you thrive.

We encourage you to connect early with your assigned sponsor, who can help guide your transition and answer any questions. If you haven't heard from your sponsor, please contact our G1 at usarmy.rheinlandpfalz.21tsc.list.g1emb@army.mil, who stand ready to support you and your Family.

The 21st TSC team is proud of our mission and the people who make it possible. We are confident that you will find this assignment rewarding, both personally and professionally. We look forward to the expertise, leadership, and energy you bring to **TEAM21!**

Again, welcome to the 21st TSC- "FIRST IN SUPPORT"


Denise M. Malave
CSM, USA
Command Sergeant Major


Ronald R. Ragin
Major General, U.S. Army
Commanding General



21 TSC Homepage



USAG- RP Newcomers

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Sponsorship

AS A FUTURE TEAMMATE STATIONED AT KAISERSLAUTERN GERMANY AND 21ST TSC ASSIGNED SOLDIER YOU ARE REQUIRED TO SIGN IN TO ACT AND REQUEST A SPONSOR AS SOON AS POSSIBLE.

<https://actnow.army.mil/>



TOTAL ARMY SPONSORSHIP PROGRAM (TASP)

INCOMING SOLDIER

Log into Army Career Tracker at <https://actnow.army.mil>



CareerTracker

1 ASSIGNMENT NOTIFICATION

- Within 72 hours of assignment, **SPONSORSHIP** will appear in the left navigation panel
- Additionally, you will receive an Email and Message in ACT notifying you of your assignment
- Select **TRACK** from the left navigation, then click **MESSAGES** to view your Assignment Notification

2 SPONSOR ASSIGNMENT & WELCOME LETTER

- Select **TRACK** from the left navigation, then click **MESSAGES** to view your Sponsor Assignment and Welcome Letter
- Open the message and read the Welcome Letter; you must the message for the ACT to track this action

3 COMPLETE DA FORM 5434

- Select **SPONSORSHIP** from the left navigation, then click **DA FORM 5434**
- Once a new form is opened, complete **Sections 1, 2, 4, and 5**
- You need to digitally sign the form with your CAC to complete this action
- Once all fields are complete and you have signed the form, click **SAVE**

4 FAMILY TRAVEL STATUS

- If you have family members and are traveling overseas, this will notify you of the status of your Family Travel packet
- You will receive an Email and Message in ACT notifying you as the status is updated

5 COMPLETE OUT-PROCESSING SURVEY

- Select **SPONSORSHIP** from the left navigation, then click **SURVEY**
- Click **TASP OUT-PROCESSING SURVEY**
- Answer all questions
- Click **SUBMIT**
- Review the Completion Certificate
- Print your Certificate by clicking **PRINT CERTIFICATE**

6 COMPLETE IN-PROCESSING SURVEY

- Select **SPONSORSHIP** from the left navigation, then click **SURVEY**
- Click **TASP IN-PROCESSING SURVEY**
- Answer all questions
- Click **SUBMIT**
- Review the Completion Certificate
- Print your Certificate by clicking **PRINT CERTIFICATE**

Commanding General Shared Vision

A Team of Fit Army Professionals Enabling Total Force Readiness

PRIORITIES

STRONG TEAM

WE are a healthy team that cares for its Soldiers, Civilians, and Families above all else; WE recruit, develop, and retain talent; harmful behaviors have no place in our formations.

READY TEAM

WE are trained and agile, ready to deter and defend our Nation, allies, and partners; WE are stewards of resources and modernization; WE tailor our units, equipment, and time to maximize flexibility.

SETTING THE THEATER

WE are resourced, set, and postured to quickly support and sustain any mission in Europe or Africa; WE anticipate and provide support at the point of need; WE are the tip of the spear for USAREUR-AF.

STRONGER TOGETHER

WE conduct the full spectrum of support and sustainment operations by, with, and through our allies, partner nations, and the Joint Logistics Enterprise. WE embrace our host nations!

Vision: Resilient, Ready, and Competent Team possessing high degrees of professionalism, commitment, and ambassadorship; Soldiers who are physically fit, mentally and spiritually tough, focused on setting the theater, and providing support to the Warfighter and our unified action partners to win in complex multi-domain environments.

TEAM 21 HISTORY

MAINTAINING FIRST IN SUPPORT!

The history of the U.S. Army's 21st Theater Sustainment Command (21st TSC) extends back for more than half a century. In 1951, U.S. Army Europe and Africa (USAREUR-AF) established a separate command to handle logistics functions in its Area of Operations (AOR) that lasted until 1974. Called U.S. Army Communications Zone Europe, or COMZEUR, this forerunner of the 21st Theater Sustainment Command set the stage for a more than 50-year history of premier logistics support to U.S. Army Europe and Africa that continues today.

1st Support Brigade (1st SB)

The actual lineage and honors of the 21st TSC began in 1965 with the activation of the 1st Support Brigade on June 23, 1965. The initial mission of the 1st Support Brigade was to provide a variety of support services within theater, primarily in the rear areas, that were not provided directly through the staff of USAREUR-AF, or Theater Army Support Command, Europe (TASCOM).

Essentially, the 1st SB was activated to pick up where other theater support units left off. Early in the brigade's history, USAREUR-AF conducted a significant restructuring, which resulted in the lack of a major subordinate logistical command; this placed a significant burden of support on the brigade, which ultimately became upgraded to a command. As a brigade it was not a major subordinate command. Its capabilities of providing support within its structure did not match that of the preceding organizations of COMZEUR and TASCOM. As a result, USAREUR-AF upgraded the unit to something that much more closely matched the structure of the TASCOM.

The brigade's first home was Taylor Barracks, Mannheim, Germany. In 1974, TASCOM merged with USAREUR-AF, and the missions of 1st SB were expanded to include base operations support for eight military communities as well as the management of regional area support. It was at this time that the brigade upgraded to a general officer command, and the headquarters moved to Panzer Kaserne, Kaiserslautern, Germany.

21st Support Command (21st SUPCOM)

As the 1st SB's mission set and capabilities continued to increase, USAREUR-AF eventually upgraded the unit to a two-star command and re-designated it as the 21st SUPCOM. This re-designation returned the unit to the status of a major subordinate command to USAREUR-AF, and it more accurately reflected the level of responsibility held by the organization.

Established in 1976, the mission of the 21st SUPCOM much more closely resembled that of the TASCOM than the mission of the 1st SB. However, at this time, the major Corps operating in theater had significant support commands within their own structure, and the 21st SUPCOM's role was more of a theater-wide facilitator than a direct support provider to combat units. In addition to having logistics capabilities the 21st SUPCOM re-assumed many of the functions that had moved to USAREUR-AF in the 1st SB restructuring just a few years earlier. The basic mission of providing support to theater forces, in conjunction with the Corps Support Commands, did not change.

21st Theater Army Area Command (21st TAACOM)

The term 'Theater Army Area Command' reflects the unit structure on which the 21st SUPCOM was already based. In fact, in manning documents, orders and other official documents, the unit's name of 21st SUPCOM was often followed by 'TAACOM' in parenthesis.

The name change from 21st SUPCOM to 21st TAACOM primarily reflected what was already the unit's official designation. Though it was upgraded from a two-star to a three-star command, this was more a reflection of capacity than a significant mission change.

Established on October 18, 1988, the command initially had the same essential mission set that existed for decades: support theater operations and prepare for war with the Soviet east. However, near the end of the 21st TAACOM period, the mission changed, and the Soviet east was no longer a threat. Support to major operations in neighboring theaters became a significant part of the unit's mission.

TEAM 21 HISTORY

MAINTAINING FIRST IN SUPPORT!

21st Theater Support Command (21st TSC)

The 21st TSC was established on October 18, 2000. After the fall of the Berlin Wall and the diminishment of threat from the Soviet east, the mission of the command changed drastically. The mission set was no longer to prepare for major conflict in theater; rather, it was to support numerous ongoing operations within theater and in neighboring theaters.

During this time, the 21st TSC was providing a significant amount of direct support to combat units in theater. The deactivation of the Army Corps Support Commands put the mission of direct support to combat units in the 21st TSC's hands. This change also reflected the fact that the unit now commanded deployable forces and was considered a forward deployed command.

Direct support to combat units and the command and control of deployable forces made the 21st TSC a very different command than its predecessors.

21st Theater Sustainment Command

The 21st Theater Support Command was re-named as the 21st Theater Sustainment Command on July 16, 2007. The current mission of the 21st TSC is much expanded from prior, to include broader functionality and support of operations outside of the European theater.

The 21st Theater Sustainment Command is U.S. Army Europe and Africa's lead organization for all sustainment activities including logistics support, transportation, combat sustainment, human resources, finance, contracting and other areas in the field of sustainment. The 21st TSC also serves as the responsible headquarters for USAREUR-AF's Military Police, Medical and Sustainment brigades, providing combat engineers and military police to partnership training and other operations in support of USAREUR-AF, U.S. Africa Command and U.S. Central Command. Headquartered in Kaiserslautern, Germany, with units throughout the USAREUR-AF Area of Operations, the 21st TSC is truly positioned to be USAREUR-AF's key enabler, where it is needed, when it is needed

Campaign Participation Credits include:

Operations Enduring Freedom,
Iraqi Freedom Avid Recovery.

Decorations include:

- Army Unit Superior Award (2001-2002)
- Meritorious Unit Commendation
(1 April 2021 to 7 November 2022)

The Unit Crest of the 21st Theater Sustainment

Command pays homage to its birthplace, headquarters, and the first geographical area for which it provided its support services. A blue horizontal band in the middle of the Crest, or Distinctive Unit Insignia, is an allusion to the Rhine River Valley; the vertical, double-hooked arrow—symbol for a wolf-trap—is taken from the arms of the city of Mannheim, where the Command was first activated. The Command's deep understanding of the importance of its mission is underscored by the inclusion of its motto, "First In Support," at the base of the Crest.



U.S. ARMY 21ST THEATER SUSTAINMENT COMMAND PATCH

The unit patch, was originally approved for 1st Support Brigade on 11 February 1966; it has been redesignated for each new designation the unit has received since that time. In the center of a shield is a millrind, an iron reinforcement found in the center of a millstone that supports it as it rotates on an axle to grind wheat, grain, or corn. Teal is used as the color because Sustainment is branch immaterial.

21st TSC Overview

Mission Statements



HHC 21st STB: The HHC supports the 21st STB's capacity to carry out its delegated missions. The HHC provides vital human resources services and support, training, military justice, logistics support, among other tasks as instructed.



21st STB: The 21st Special Troops Battalion executes essential personnel services and human resources support; provides military justice, training, logistics, and religious support (with the Chaplain), and other functions as directed in order to enhance the 21st TSC's ability to execute its assigned missions.



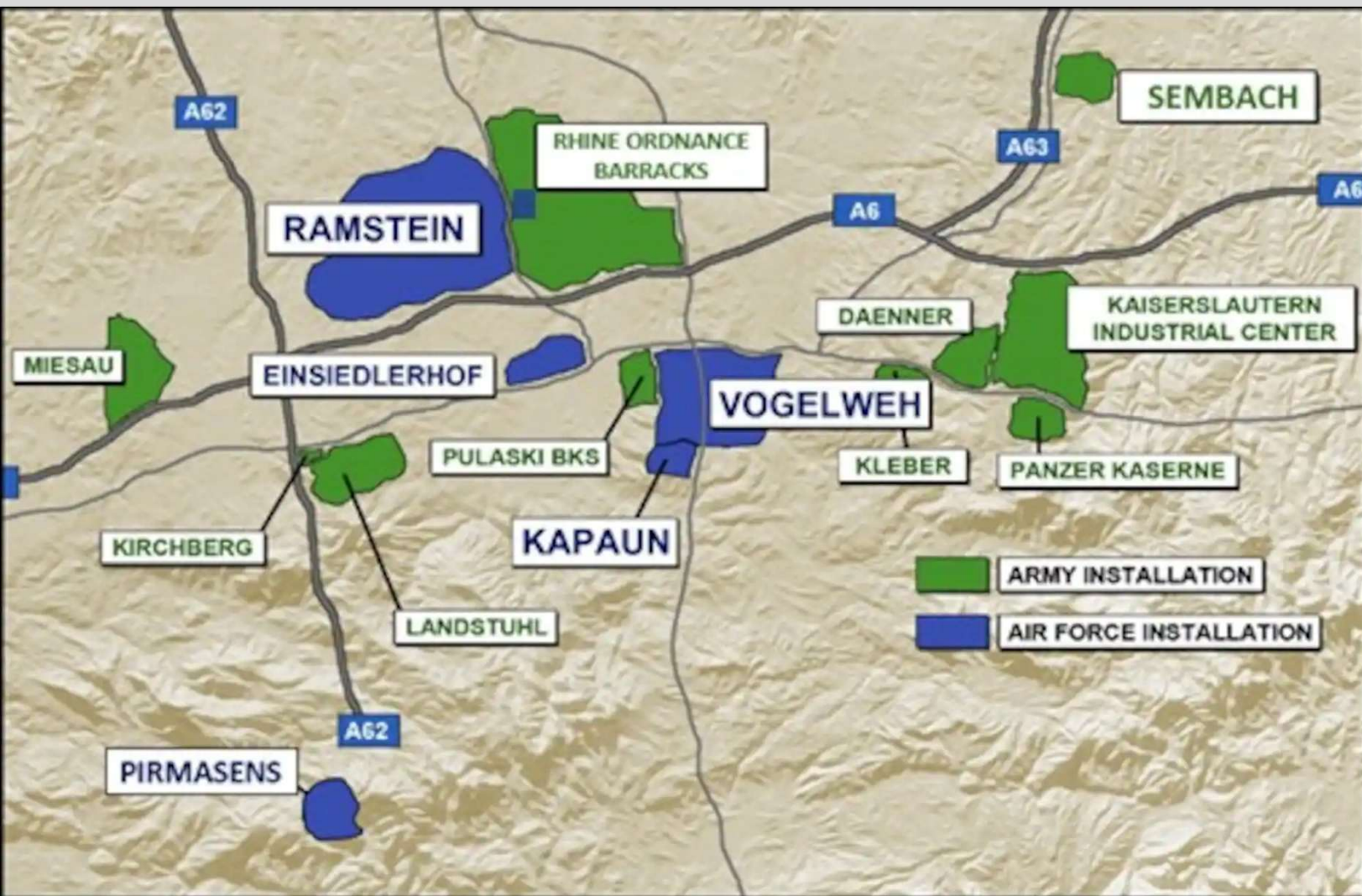
21st TSC: 21st Theater Sustainment Command executes mission command of operational sustainment across the European and African Theater, by interfacing, integrating, and pursuing interoperability with our US, NATO, and other Partner nations to facilitate theater sustainment and freedom of maneuver for combined allied forces.

USAREUR Organization Chart



The 21st Theater Sustainment Command is U.S. Army Europe and Africa's lead organization for all sustainment activities including logistics support, transportation, combat sustainment, human resources, finance, contracting and all other areas in the field of sustainment. The 21st TSC also serves as the responsible headquarters for Strong Europe's Military Police, Medical and Sustainment brigades, providing combat engineers and military police to partnership training and other operations in support of Strong Europe, U.S. Africa Command and U.S. Central Command. Headquartered in Kaiserslautern, Germany, with units throughout the Strong Europe Area of Operations, the Soldiers of the 21st TSC are truly positioned to be Strong Europe's key enabler, where and when it is needed.

Rheinland-Pfalz Kaiserslautern Military Community



The Kaiserslautern Military Community (KMC) is the largest American military community outside the continental United States, and is a combined community consisting of Army and Air Force components.

The KMC consists of Air Force facilities located at Ramstein Air Base, Einsiedlerhof, Pirmasens, Vogelweh and Kapaun Air Station, along with Army facilities at Sembach, Kleber, Panzer and Daenner Kasernes, Landstuhl, Kirchberg, Miesau Depot, Kaiserslautern Industrial Center, Rhine Ordnance and Pulaski Barracks. The U.S. Army Garrison Baumholder is also not far from the KMC area.

Other nearby communities from Kaiserslautern include Ramstein-Miesenbach, just outside the Ramstein West Gate, and Landstuhl, adjacent to Landstuhl Regional Medical Center.

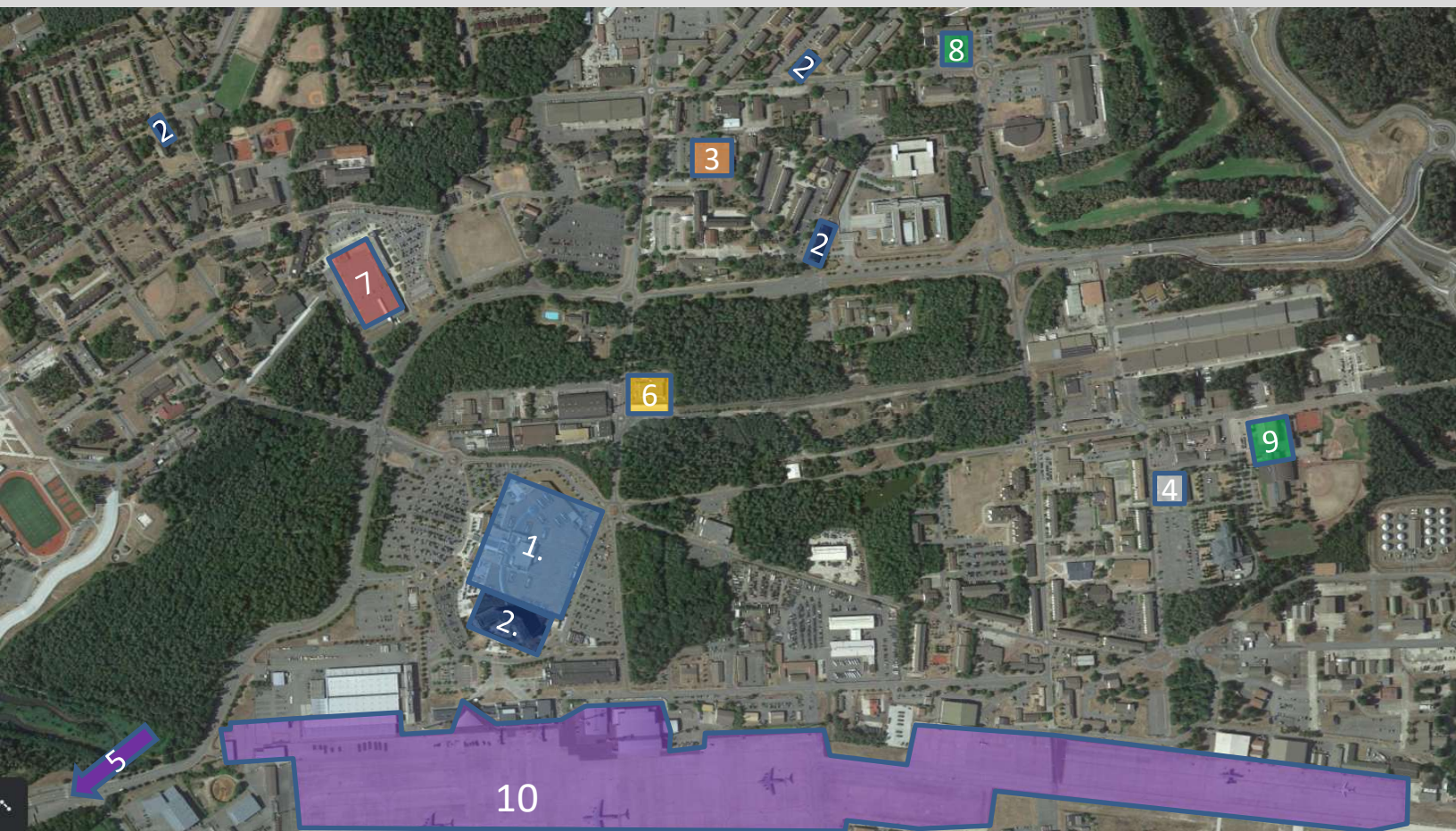
The U.S. military is one of the largest employers here, where the labor force is primarily blue collar. Approximately 15% of the force is employed in agriculture and forestry. Military installations play an important economic role for employment, construction and service-related opportunities.

Area of Operations (Landstuhl)



1. LRMC (Landstuhl Regional Medical Center)
2. Landstuhl Inn
3. Warrior Center USO
4. LRMC Fitness Center (Gym)
5. Shawingz Restaurant
6. Burger King Restaurant
7. Landstul Automotive Skills Center
8. Landstuhl Regional Medical Center - Main Gate

Area of Operations (Ramstein Air Base)



1. Ramstein Main Exchange
2. Ramstein Inn
3. Ramstein Officers' Club
4. Ramstein Bowling Center
5. Ramstein Air Base- Main Gate
6. Ramstein AB Gas Station/Shopette

7. Ramstein AB Commissary
8. Ramstein Northside Fitness Center (Gym)
9. Ramstein Southside Fitness Center(Gym)
10. Passenger Terminal

Area of Operations (Einsiedlerhof)



1. FMS (FMO) Furniture Management Section Einsiedlerhof Air Station Bldg. 720
2. U-A Warfare Center (Formerly WPC)

Area of Operations (Pulaski Barracks/ Kapaun)

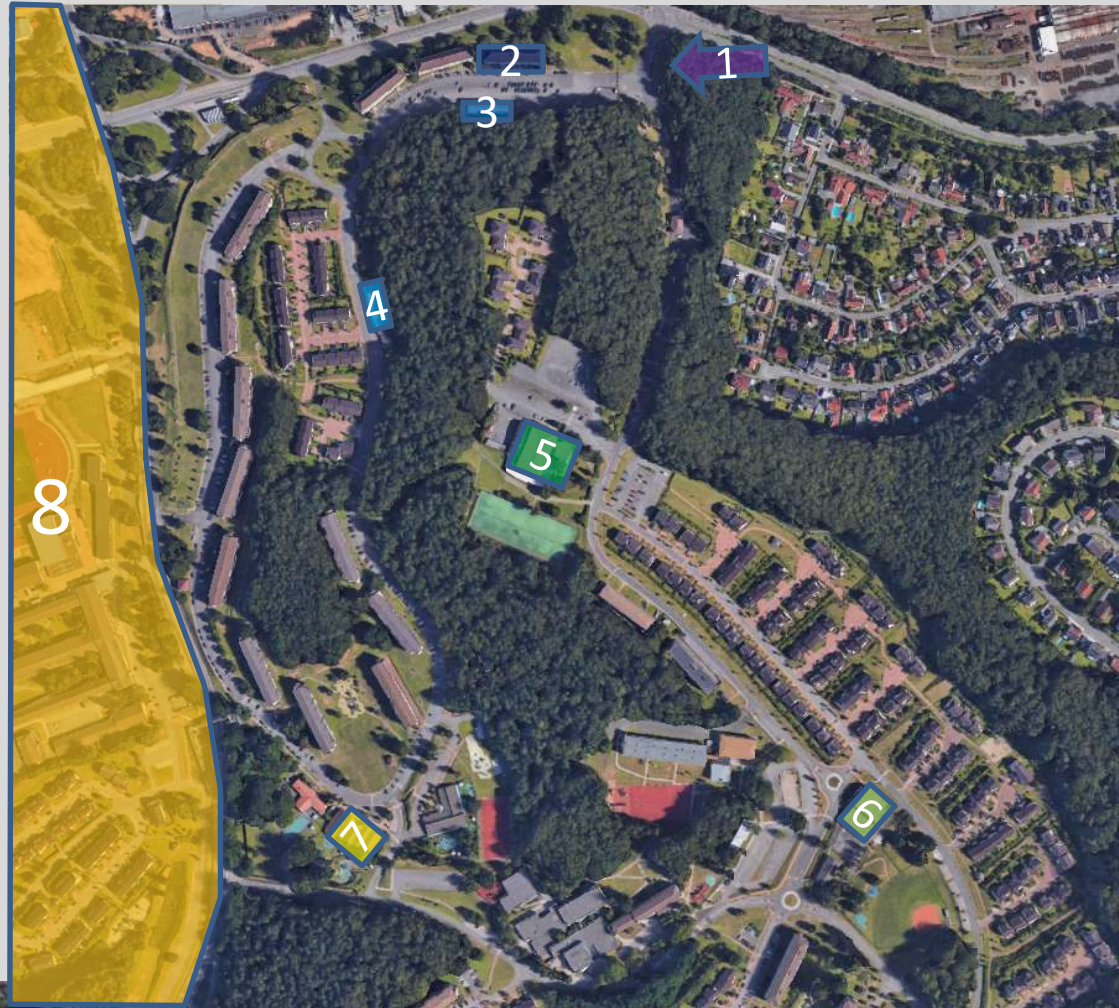
1. Pulaski BKS Main Gate
2. Pulaski Automotive Skills Center
3. Pulaski Track and Field
4. Pulaski Barracks (KMC) Express Gas Station/ Shopette
5. Vogelweh Commissary
6. To Vogelweh Commissary side
7. To Kapaun Air Station



8. Motorcycle Training Area
9. Vehicle Registration
10. Vehicle Inspections

Area of Operations (Vogelweh Housing)

1. Vogelweh Main Gate
2. Ramstein Inn (Vogelweh)
3. KMC Housing Office
4. Vogelweh Housing Self Help
5. Armstrong Club
6. Vogelweh Youth Center
7. Vogelweh Child Development Center
8. To Vogelweh Commissary side (Pulaski/Kapaun)



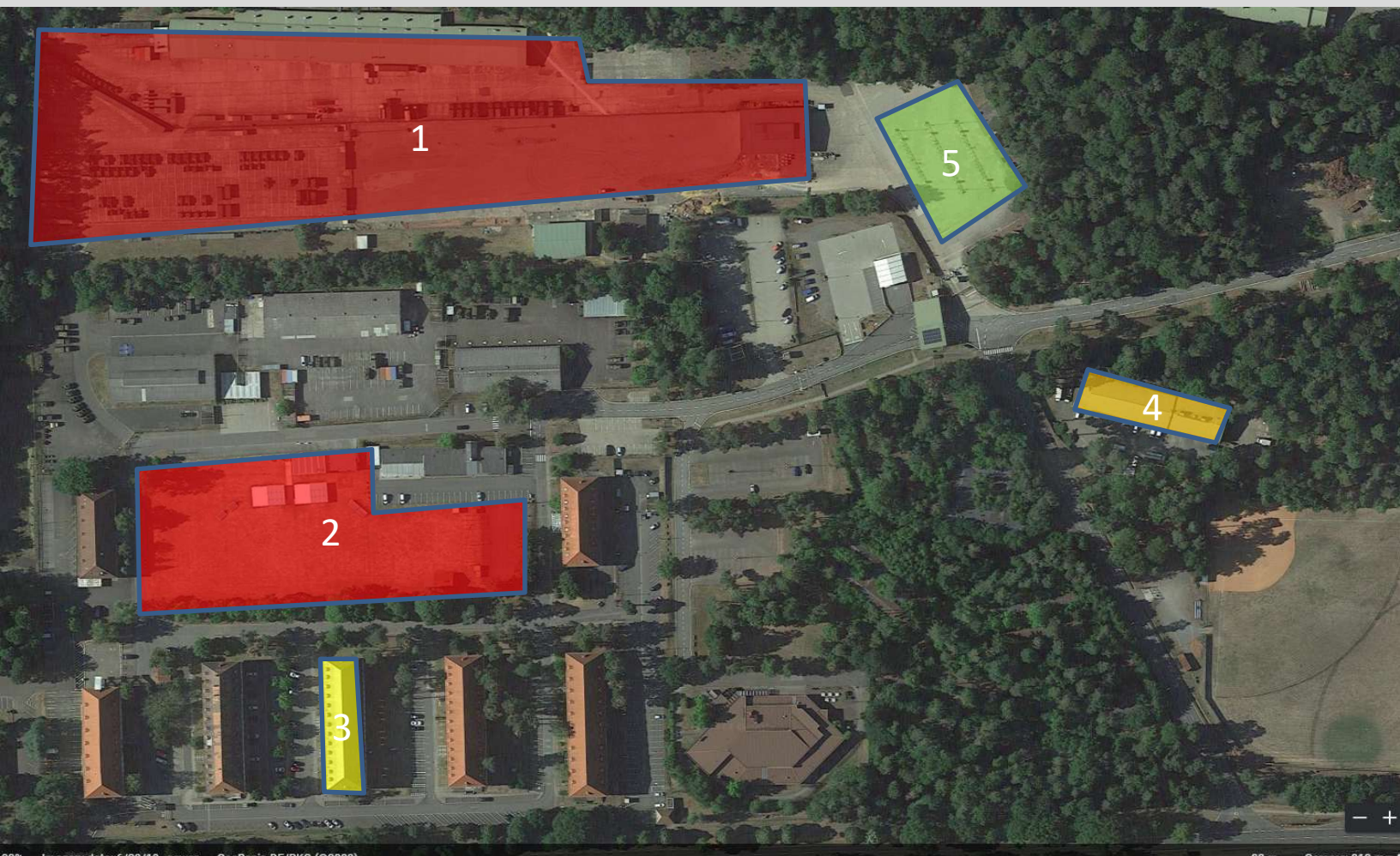
9. Vogelweh Commissary
10. Shawingz Restaurant
11. Vogelweh High School
12. M.P. Station
13. Vogelweh housing side

Area of Operations (Rhine Ordnance Barracks)



1. Deployment Processing Center
2. USO services
3. ROB AAFES Express Store
4. ROB Java Cafe
5. Defender Café Warrior Restaurant
6. ARMY CONTINUING EDUCATION SERVICES
7. ROB DPW
8. Rhine Ordnance Barracks (ROB) Main Gate

Area of Operations (Daenner Kaserne)



1. 21st TSC/STB Motor Pool
2. NCO Field Daenner
3. 21st TSC Barracks
4. TMP Office
5. TMP Refuel

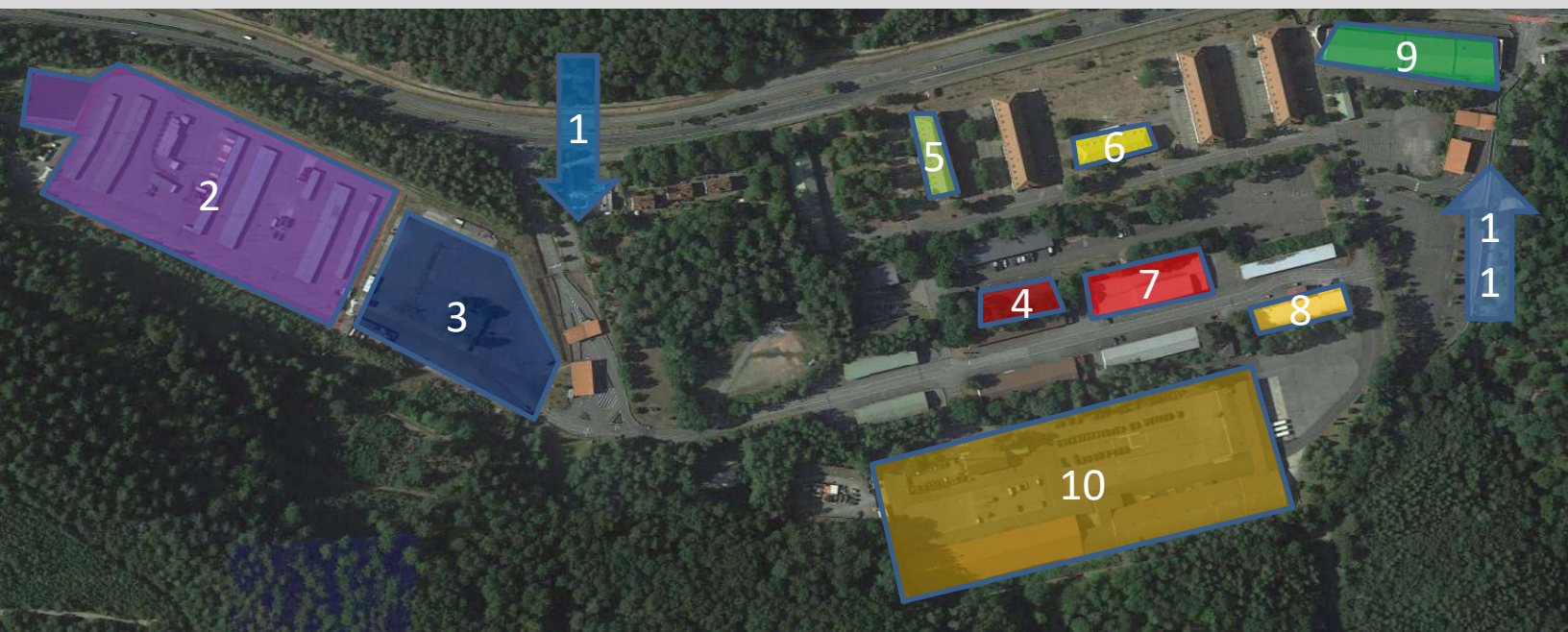
Area of Operations (Kleber Kaserne)



1. Main Gate
2. Troop Medical Clinic/Dental
3. Fitness Center
4. Army Clothing and Sales/Subway
5. Post Office
6. In-Processing Building
7. CIF

8. Child Development Center
9. AAFES Express
10. Army Community Service/ Legal
11. KMC Drivers Licenses
12. Clock Tower Café
13. DA Photo Lab

Area of Operations (Panzer Kaserne)



- 1. Panzer Main Gate
- 2. ACFT Field
- 3. Recycling Center
- 4. Panzer Gym
- 5. Command BLDG

- 6. 21st HHC Command BDLG
- 7. Esmira's Kantine/ 21st STB
- 8. Post Office
- 9. COIC
- 10. Panzer Helipad
- 11. Panzer Back Gate

Medical Care

Kleber Army Health Clinic

Kleber Kaserne, Mannheimer
Str. 3287, 67657
Kaiserslautern, Germany



Wednesday 7:30AM–4:30PM

Thursday 7:30AM–4:30PM

Friday 7:30AM–4:30PM

Saturday Closed

Sunday Closed

Monday 7:30AM–4:30PM

Tuesday 7:30AM–4:30PM

LRMC (Landstuhl Regional Medical Center)

Dr Hitzelberger Straße, 66849
Landstuhl, Germany
+49 6371 94645762



Tricare

TRICARE Online

TRICARE® Overseas Program

The TRICARE Overseas Program (TOP) is the DOD's health care program for Active-Duty Service Members, Active-Duty Family Members, and other eligible beneficiaries in geographical areas and waters outside of the U.S. International SOS is proud to support the U.S. military and their families overseas, ensuring quality health care no matter where their work or travels take them.

TOP Country Specific Wallet Card: Germany	
TRICARE Eurasia-Africa (Africa, Europe, and the Middle East)	1-877-678-1207 (Stateside) tricarelon@internationalsos.com
Local 911/Emergency Service	_____
Customer Service Regional Direct	+(44)20-8762-8384
Customer Service Toll Free*	08005891599
Customer Service Toll Free* Access Number	Not Required
Medical Assistance Regional Direct	+(44)20-8762-8133
Medical Assistance Toll Free*	08007234214
Medical Assistance Toll Free Access Number	Not Required
<p>* Toll free is not an option in every location. If a toll free number is not listed, please use our regional direct customer service number. If toll free is available and there is an access number listed, please dial the access number prior to dialing the toll free number. Note: Toll free service may be discontinued at any time due to local country restrictions.</p> <p>++Use this number to contact International SOS from the country where you are currently located</p> <p>International SOS offers telephonic language assistance services. Press Option 1 when contacting the TOP Regional Call Center.</p>	

TOP Country Specific Wallet Card: Germany	
Useful Resources	TRICARE Web Site: www.tricare.mil Sign Up to Receive Email Updates: www.tricare.mil/subscriptions Update DEERS: http://milconnect.dmdc.mil TRICARE Fact Sheets, Handbooks, Newsletters, Briefings: www.tricare.mil/smart Frequently Asked Questions: www.tricare.mil/faqs
Your TRICARE Overseas Contacts	Primary Provider: _____ _____ Specialist Provider #1: _____ _____ Specialist Provider #2: _____ _____ Pharmacy: _____ In-Country Hospital: _____ Administrative: _____ Emergency: _____ Other Emergency Numbers: _____ U.S. Embassy: _____

Religious Services



MISSION: Perform or provide religious support services to the Rheinland-Pfalz military community to assist the commander in his obligation to facilitate the free exercise of religion.

Chapel Locations

- **Daenner Chapel**
Daenner Kaserne, Bldg. 3150
- **Pulaski Chapel**
Pulaski Barracks, Bldg. 2869
- **Hilltop Chapel**
Landstuhl Regional Medical Center, Bldg. 3773
- **Ramstein North Chapel**
Ramstein AF Base, Bldg 1201
- **Ramstein South Chapel**
Ramstein AF Base, Bldg 2403
- **Vogelweh Chapel**
Vogelweh, Bldg 2063
- **Kapaun Chapel/Annex**
Kapaun AF, Bldgs 2781/2782,

Worship Opportunities

CATHOLIC

- **KAISERSLAUTERN**
Sunday Mass 11:30 a.m. at Daenner Chapel
Tuesday, Wednesday and Friday Mass 12:00 p.m.
Hilltop Chapel, Landstuhl Regional Medical Center

PROTESTANT

- **KAISERSLAUTERN**
Chapel Next
Sunday 9:30am at Daenner Chapel
- **Traditional Protestant Service**
10:30am Hilltop Chapel, Landstuhl Regional Medical Center

OTHER RELIGIOUS SUPPORT SERVICES

- **Buddhist Services**
Third Thursday of each month at 12:00 p.m. at Landstuhl Chapel
- **Islamic Services**
Friday 1:20pm at Daenner Chapel
Friday 1:15pm at Hilltop Chapel, Landstuhl Regional Medical Center
Friday 12:00 p.m. at Rock Chapel
- **Protestant Women of the Chapel**
KAISERSLAUTERN: Wednesday 10 a.m. at Pulaski Chapel
- **Youth of the Chapel**
Club Beyond is for middle and high school students
Club Beyond groups meet at Pulaski Chapel and Rock Chapel.

Child and Youth Services

Child and Youth Services programs are designed to foster and develop children's physical, intellectual and socio-emotional capabilities. The goal of the quality child and youth development options is to reduce the conflict between parental responsibilities and unit mission requirements. All services are available to service members and family members at the installation.

Within CYS you will find something to meet your children's needs, including:

- Full, part time or hourly childcare
- Before/after school care
- Camps
- Programs for middle school and teen youth
- Instructional classes
- Workforce preparation opportunities
- Sports and fitness activities

Today's CYS programs, deemed a "model for the nation" by Presidential acclaim, continue to operate on these cornerstones:

- **Quality** – Childcare is DoD-certified and nationally accredited
- **Availability** – Childcare is available on- and off-post
- **Affordability** – Fees for various programs are competitively priced and affordable regardless of sponsor's income
- **Accountability** - To safeguard the Army's resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their families.

RESOURCES

- [DODEA EUROPE SCHOOLS](#)
- [EMERGENCY PLACEMENT CARE PROGRAM \(KAISERSLAUTERN\)](#)
- [SCHOOL LIAISON OFFICE](#)

Housing

Accompanied Soldiers (and Unaccompanied, E-7 and Above)The Kaiserslautern Military Community is a joint Army/Air Force community. The Air Force Housing Office manages on-post and off-post housing for unaccompanied Soldiers (E-7 and above) and accompanied personnel from all branches of service. Below is the link to the housing brief.

<https://www.housing.af.mil/Portals/79/documents/KMC%20Documents/KMC%20Housing%20Welcome%20Info.pdf?ver=2019-08-23-111522-940>

Housing Early Assistance Tool (HEAT) creates an easy on-line experience to connect you, the Service Member, with your future destination and offers an on-line venue to obtain housing assistance prior to a PCS transfer. HQ Air Force Housing has successfully implemented HEAT across the AF Enterprise so members can reach out to installations when preparing for transition. Installations are accessible through the HEAT tool across CONUS and most OCONUS installations. Members should use HEAT when preparing to transfer to their new assignment. Learn more at the HOMES.mil site.

<https://www.homes.mil/heat/DispatchServlet/HeatEntry>

Government Housing: Bedroom entitlements. Bedroom entitlements are determined by family size. No child should share a bedroom with parents and no more than two children should share a bedroom, Option – Voluntary application for one bedroom less: Personnel may voluntarily apply for one bedroom less than which they are entitled, provided such housing exists within their category (with a new date of application unless less than 30 days on station). Subsequent move into larger housing at no cost to the government and is a self-clean.

Wait List Position. The application date will be as a walk-in or the original effective date if the member applied within 30 days of PCS arrival. Wait list position may change if another Service Member's effective date that is prior to yours exercises an area preference option change.

Housing

Turndown Options. Except for K&E positions, personnel with approved hardships, and personnel on TLA, members may exercise their option to turn down a MFH unit. A service member is given one duty day to accept or decline the unit offer. The decision must be made within one duty day even if you are unable to view the quarters. Failure to reply constitutes a turndown. If you decline, you will be assessed a turndown. If you decline a second unit, your name will be removed from the waiting list, and you may reapply after 90 days. You may remove your name from the list any time prior to being offered housing.

Minimum Residency Requirement. 1 YEAR. Occupants may terminate MFH to move to community housing after a one-year tenancy. They must give a 40-day notice and the move is at no expense to the government.

Non-Temp Storage is not Authorized.

Off Post housing:

Rental Listings: There are many resources that can be utilized to obtain rental information; however, to ensure that rental properties have been inspected and approved by Housing Referral, rental listings can be obtained on www.homes.mil, that is the only DOD sponsored website.

Real estate Agents: The use of a real estate agent, or German "Immobilien," is usually not necessarily due to the availability of off base housing and should only be used as a last resort. Local real estate agents charge a finder's fee usually equal to one month's rent or more. Reimbursement of a realtor or Immobilien fee is NOT authorized by the Housing Office, and therefore, would be out-of-pocket expenses for the service member.

Rental Contracts: A rental contract is a legal binding document between you and the Landlord. The Housing Office is not a party to the agreement, but merely certifies it's correct and that personnel assigned to the KMC have accepted an economy unit for occupancy.

Housing

IAW USAFE Policy, service members assigned to the KMC, must use and have an approved USAFE FORM 291A Rental Agreement thru Housing Management prior to start any entitlements. In the event of disputes between Landlord and Tenant, except for the terms and conditions specifically addressed in the contract, the provision of local rental laws will apply. The Legal Office is also a source of information for German Rental Laws and Landlord/Tenant issues.

Security Deposits: A security deposit protects the Landlord from financial loss if Tenant causes damage to the property or does not clean property when rental agreement/lease is terminated. The security deposit cannot be used as the last month's rent. It is usually equal to one month's rent but can be up to three month's rent.

Advance OHA : Ask a Housing Counselor about advance OHA for security deposit or advance rent. The Counselor can provide a blank copy of the AF 1039, and the member must have the form signed by their commander before taking it to finance. Army members must go to their S-1 to request advance OHA on the 4187. Deferred security deposits must be paid back to finance when terminating the lease.

IMPORTANT NOTE: Electrical Appliances 110/220v:

In Europe, all electricity is 220v. When you in-process through the Furniture Management Section (FMS), they will provide you with two 600v transformers/inverters for use in your quarters. They will also provide you with a 220v Washer/Dryer, Fridge, and Microwave. Upon arrival you will learn more about what is available from FMS so there is no rush to decide. FMS can also provide wardrobes for your quarters. Each family member is entitled to one wardrobe and SMs receive two. In Germany, most houses do not have closets built into them. This is because they pay taxes on a closet in Germany as if it was a room. If you find a place to live off post and your household goods have not arrived, FMS also has loaner furniture such as beds, couches, and chairs.

Contact Information

“Your best POC is your Sponsor”

Commercial

- From the US to Germany
011 + 49 + City Prefix without
the 0 + Number
- commercial dial 011 49
6314115077 to reach Staff Duty
(24/7)

Emergency Services

Service	On-Base/ Off-Base	On-Post
Ambulance	- 112	- 116
Fire	- 112	- 117
Police	- 112	- 114
Poison Control	- 06371-86-7070 - 00800-444-88444	
Vehicle Breakdown Service (ADAC)	- 01802-22-22-22 - 22-22-22	

Base/Post Operators

- 0631-411-113

G3/EOC WATCH OFFICE

- DSN: 484-7500/7608
- CIV: 0631-413-7500/7389

21st STB CQ DESK

- DSN: 483-5077
- CIV: 06314115077

CHAPLAIN ASSISTANCE

- After hours emergencies
0162-296-9054

SHARP

- DSN: 314-484-7280
- CIV: 49 (0)631-413-7280

EOA

- DSN: 314-523-0202
- COM: +49 (0) 611-143-523-0202

Landstuhl Emergency Room

- +49 6371 94646321

World Wide Web

Access the 21st TSC website at [21st TSC \(army.mil\)](http://21stTSC.army.mil) for additional command information and stories on the Milrinder Team. The website also contains information for family members under the Newcomers section.

Social Media



Facebook: Follow us at 21st TSC (Government Organization) for updates on base activities, services, and closures. Also, be sure to check out the Garrison Command at RHEINLAND-PFALZ.

Pre/Post-Arrival links

Requirements to Drive:

Drivers **MUST** have a U.S. Army Europe USAREUR license to drive in Germany.

JKO Test Link

Non-CAC Login: <https://secure.jten.mil/jkohd/sponsored.jsp>

CAC Login: <https://jko.jten.mil/>

After completion, wait 24 hours for the score to be updated in the system before going to the address listed below to get your temporary license. Please bring your certificate of completion, Military ID, valid Stateside Driver's License, Orders/Command Sponsorship or Letter of Logistics Support, and debit/credit card or check/money order for the **\$20 payment**. NO Euro/Cash!

CHILDCARE & SCHOOLS:

[REGISTER FOR DODEA SCHOOLS](#)

[SIGN UP FOR CHILDCARE](#)

INFO: [CHILD YOUTH SERVICES](#)

INFO: [EFMP INFORMATION](#)

HELP WITH FINDING HOUSING:

[HOMES.MIL](#)

[BOOKOO](#)

Utilize the 21st TSC Sponsorship Webpage:

<https://www.21tsc.army.mil/Resources/Newcomers/>

Utilize the Military OneSource:

<https://planmymove.militaryonesource.mil>

U.S. ARMY GARRISON RHEINLAND-PFALZ:

[For Newcomers/Student Moves - Kaiserslautern :: USAG Rheinland-Pfalz \(army.mil\)](#)

Sponsors Check list

Important Questions to Ask Incoming Soldier: (Not all-inclusive)

- ☐ **Contact information:** non-government phone number and email to stay in contact.
- ☐ **Family Status:** Does the incoming Soldier have any dependents; will they be travelling with Soldier.
- ☐ **Number and ages of children:** How many children any special interests
- ☐ **Pets:** How many, travel arrangements, documents needed to travel to Germany, boarding needs, what type of food the animal eats, and most important size.
- ☐ **Travel information:** Date of arrival and airport at destination. (Designate a meeting spot prior to incoming Soldier and Family arrival)

Ask Incoming Soldier if they need any of the following information: (Not all-inclusive)

- ☐ Cost of Living Allowance/Overseas Housing Allowance
- ☐ Childcare (home, installation, off post options)
- ☐ Housing (on post, private rental, and type of housing available)
- ☐ Schools (Preschool, Elementary, High School, College, and Home schooling)
- ☐ Billeting/Temporary Lodging/Barracks
- ☐ Local Community Information (Sports, restaurants, gyms, and historical sites)
- ☐ How to obtain a USAREUR Driver's license
- ☐ EFMP Resources
- ☐ Civilian Employment Opportunities
- ☐ Electrical Appliances 110/220v

Key Locations to show incoming Soldier and Family: (Not all-inclusive)

- | | |
|---|---|
| <input type="checkbox"/> Unit Area | <input type="checkbox"/> Medical/Dental Facilities (on-post/off-post) |
| <input type="checkbox"/> PX/Commissary | <input type="checkbox"/> Banking Facilities |
| <input type="checkbox"/> Vet Clinic | <input type="checkbox"/> Outdoor Recreation |
| <input type="checkbox"/> Chaplain/Churches | <input type="checkbox"/> Post Office/CMR |
| <input type="checkbox"/> Utilities (set up) | <input type="checkbox"/> Schools |
| <input type="checkbox"/> Education Center | <input type="checkbox"/> Driver Testing Facilities |
| <input type="checkbox"/> ACS Loan Closet | <input type="checkbox"/> POV Processing/Inspection Facilities |

Sponsors Check list

The sponsor is the most vital component in a successful and effective sponsorship program. Sponsors represent the first impression of the 21st TSC for the incoming Soldier and Family. Only those individuals who positively represent the 21st TSC will be selected as sponsors.

Sponsor responsibilities pre-installation arrival:

- ☐ Sponsor training (Training will be conducted utilizing ALMS)
- ☐ Complete DA Form 5434, section 3, in the TASP Module in ACT
- ☐ The sponsor will then follow up with a phone and or email contact
- ☐ The sponsor will request a non-government email address and phone number to easily maintain contact with the incoming Soldier
- ☐ Copy of Orders and Flight Itinerary
- ☐ Use copy of Orders for Consolidated Mail Room (Mailbox)
- ☐ The sponsor will assist the Soldier in setting up appropriate lodging on Ramstein (Coordinate pet room if applicable)
- ☐ The sponsor will reserve a TMP **if necessary** to move Soldier, Family Member and baggage as needed.
- ☐ The sponsor will sign incoming Soldiers for appropriate In-processing and Sentinel briefs
- ☐ Collect DD Form 2875 (See Slides 32-34) for Network Access

Sponsor responsibilities post-installation arrival:

- ☐ Greet Soldier and Family members at the Ramstein Gateway Reception Center (RGRC) or agreed upon location
- ☐ The sponsor will give a copy of the up to date “Find it guide” and phone contact roster for their section to the Soldier
- ☐ The sponsor will familiarize the new Soldier and Family members to the unit and community to which he or she will be assigned.
- ☐ If Soldier is getting a rental car accompany them to location and explain the following:
 - ☐ Vat Forms (Taxes)
 - ☐ Customs office (ESSO Card)
 - ☐ ESSO Card and getting fuel
- ☐ Sponsors will explain banking in Germany and why you have to have an IBAN
- ☐ Sponsors will accompany incoming Soldiers on first day of in-processing.
- ☐ Sponsors will continue to provide support to the new Soldier and Family until no longer needed by the Soldier and their Family