



# **UNITED KINGDOM JOINT SUPPORT UNIT RAMSTEIN**

## Accommodation Information

**JULY 2009**

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## CONTENTS

Introduction	Page 2
Maintenance and New Work	Section 1
Emergencies Out of Duty Hours	Section 2
A Few Safety Tips	Section 3
Damp - How to Avoid It	Section 4
Household Information	Section 5
Refuse Disposal, Snow/Ice Clearance and Frost Precautions	Section 6
Area Representatives	Section 7
Housing & Community Support Office	Back Cover

## **INTRODUCTION**

1. This booklet is designed to help you settle in by answering some of the immediate questions you might have. Please take the time to read it during your first few days here and keep it in a safe place to refer to throughout your tour.

2. For those working at Ramstein, the housing stock is widely dispersed throughout the local area, and for personnel working at one of the many Isolated Detachments (ISODETs) parented by UKJSU Ramstein, the accommodation is even more dispersed. Whilst you could have as many as 20 British neighbours in your street, you could equally be the only British family in your village. Whatever situation you find yourself in or wherever you are living, if you have any questions or problems, please do not hesitate to contact the Housing & Community Support Office (HCSO) staff, on the numbers listed on the back cover, who will be happy to assist.

3. Finally, when you are familiar with local conditions, if you notice anything in this booklet that needs updating, please inform the HCSO Clerk. Only by this means can we ensure that this booklet is as useful to those who come after you as I hope it is to you.

## **SECTION 1**

### **MAINTENANCE AND NEW WORK**

1. The purpose of this Section is to advise hiring occupants, particularly those who have recently arrived, of the division of responsibility between the Service and individual hiring owners concerning maintenance and work to rented properties, and the correct procedures to be undertaken to have this work completed.

#### **MAINTENANCE**

2. Firstly, and importantly, it should always be remembered that hirings are not owned by the British Forces, but are relatively short-term rentals (leases normally run from 3 to 5 years) with, ultimately, properties being returned to their respective owners. Full repair leases, thus passing maximum responsibility for maintenance commitments to the landlord, generally cover the bulk of these hirings administered by the UKJSU. The only maintenance items, which a landlord is **not** normally required to complete, are as follows:

- a. Cleaning and clearing of public footpaths and gutters directly fronting or surrounding an individual property, to include snow, leaves, weeds, dirt and refuse. All occupants of German properties are legally liable to keep public footpaths clear of snow and ice (see Section 6 for further details on Winter awareness).

- b. Garden maintenance. Occupants are responsible for grass cutting, weeding, trimming shrubs/bushes/hedges and general care of the garden, front and back.
  - c. Light bulb or neon tube replacement. Occupants are responsible for replacing light bulbs at their own expense. At move out, all lights must be serviceable; unserviceable bulbs will attract a recovery charge.
  - d. Insect infestation. Ants and mosquitoes are prevalent in Germany and proprietary products are available from the BX, Commissary or German shops to control insects. However, if you find a wasps' nest (roof spaces and attics are favourite places), report the fact to the HCSO staff who will arrange disposal/destruction.
  - e. Vermin and bird control is a HCSO responsibility.
  - f. Interior decoration is a HCSO responsibility under a periodic contract. This is normally every 5 years between occupants, but is dependant on assessed priorities and budgetary constraints.
3. On occasion, it may be necessary for the UKJSU to carry out maintenance on an individual hiring at public expense that, according to the lease contract, is the responsibility of the owner. However, it is stressed this can only be the case in exceptional circumstances when

all other avenues available to ensure the owner meets his obligations have been explored and proved to be unsuccessful. Defence Estates (Germany) agreement to the work must be received in order for reimbursement of the costs to be obtained through a rental reduction or acceptance of the owner to pay the bill.

4. There are some minor jobs that, even if reported to the owner, would take some time to resolve. In our experience, it is faster for the occupant to undertake this work and then be reimbursed for the purchase of parts (eg replacement of toilet seats, shower heads, smoke detectors, rotary washing lines, etc). Further details are available from SNCO HCSO, who can also give authority for this course of action when required.

## NEW WORK

5. In accordance with current regulations, no self-help work on hirings is permitted by occupants, including redecoration.

6. Occupants are not to attempt any DIY to hirings (eg fitting hooks to doors or drilling holes for satellite cables). If occupants have any requirements for any work to be carried out, the HCSO should be contacted in the first instance. Due to the lack of certain basic essential features in some of the hirings, there may be scope for the public funding of specific items. Each case will be assessed on its merits for entitlement, ***against formal scaling***, by the HCSO. Final approval will be

subject to the landlord's agreement and budgetary constraints. These items are as follows:

- a. Additional freestanding kitchen work surface unit with 2 cupboards and 2 drawers.
- b. Small garden storage sheds or containers.
- c. Smoke detectors (one per floor).
- d. Rotary washing lines.
- e. Stair carpeting (self-adhesive half-moon carpet tiles).
- f. Child safety gate fittings.

## **HOW YOUR WORK IS ACTIONED**

7. Routine. Routine maintenance or new works requests should be forwarded, in writing, to HCSO on the *Request for Works Services* form. Maintenance requests will be forwarded to the respective owner for action whilst new work will be assessed as described in paragraph 6. Routine work can take up to three months to complete; please remember that once the request has been sent to the landlord the HCSO staff have little or no control over its progress.

8. Emergency and Urgent Work. Emergency maintenance requests during normal working hours should be notified to HCSO immediately, by telephone or

in person, and subsequently confirmed in writing, by submission of the *Request for Works Services* form. Please do not wait until 1430 hrs on a Friday before reporting problems with your heating in the middle of Winter! In all but life-threatening situations, HQ UKSU guidelines state that your landlord has up to 24 hours to effect emergency or urgent repairs and, even then, these are only guidelines and have no legal standing.

9. Finally, it must be stressed that you do not have any authority, as an occupant, to commit the Service to any form of financial obligation involving the spending of public money on your hiring without first consulting and obtaining the approval of UKJSU specialist staff.

## **SECTION 2**

### **EMERGENCIES OUT OF DUTY HOURS**

1. Should an emergency occur during out of duty hours, which requires very urgent action, contact should be made with the

**Duty Clerk on 0172 2505392**

who, in conjunction with HCSO staff, may be able to call out a suitable tradesman from general contractors who are known and approved by the UKJSU. However, it should be noted that many German contractors close down during silent hours, including weekends, and leave their only means of contact through telephone answering machines.

2. If all else fails then, as a last resort, the Duty Clerk will retrieve authority and approval for you to seek alternative accommodation in either the Ramstein Inn or a local hotel at public expense, until the next working day, when specialist staff are available to take action to recover the situation.

3. In all emergency situations, during non-working hours, the Duty Clerk is to be kept informed of the situation, even if no immediate action is needed from them. Additionally, HCSO staffs are also to be brought up to date at the start of the first working day, after the emergency arose. If you have any questions, please do not hesitate to contact SNCO HCSO (Ext 1410).

## **SECTION 3**

### **A FEW SAFETY TIPS**

#### **TOUGHENED SAFETY GLASS**

1. Some of our properties have glazed internal doors. As we are aware this may cause families with young children some concern, the HCSO has a clear plastic film available to cover the glass of internal doors to bring the glass up to British Standard 6206: this will prevent the glass from breaking into large sections.
2. If you feel that there is a risk of this sort within your hiring, please inform HCSO in writing giving full details of the risk. Your hiring will then be assessed and the appropriate action taken to reduce the risk.

#### **ELECTRIC COOKERS**

3. Unfortunately, many of the electric cookers installed in our hirings are not exactly the most expensive ones on the market; we have found that most of the hobs take a few minutes to reach operating temperature. Conversely, they also take a considerable amount of time to fully cool down, so please be aware of this hazard if you have small children in the home. Likewise, please be careful when using the oven as there may be a risk of scorching the control knobs if the oven door is not closed properly.

#### **ELECTRICAL SOCKETS**

4. Child-proof covers for electrical sockets are strongly advised if you have small children in the home, and these are available in the BX or from local German DIY outlets.

## LPG GAS TANKS

5. You may find that your hiring has a Liquid Petroleum Gas (LPG) tank buried in the garden to provide the hot water and central heating in your home. If this is the case, naked flames should not be brought within 3 metres of the tank. Do not hold a BBQ on top of the tank!

## MAINS GAS

6. If your hiring has mains gas then you will probably have a non-returnable close valve close to the gas meter (usually yellow). This is for use in emergency situations only (ie a gas leak), and should not be tampered with in any way. If this valve is turned off, the gas company has to be called out to turn it back on again, and they charge for this service. If it is not an emergency, that charge will be passed on to the occupant.

## TRIP SWITCHES AND FUSE BOXES

7. The following is a translation of the listing that you may find on the inside of your fuse box; obviously it may not be exhaustive:

**GERMAN****ENGLISH**

FE Schalter

RCD Circuit Breaker

Herd

Cooker

Spülmaschine

Dishwasher

Kuchensteckdosen

Kitchen sockets

Esszimmer/Wohnzimmer

Dining/Living room

Abstellraum

Utility room

Trockener

Dryer

Heizung

Heating

Erdgeschoss (EG)

Ground floor

Obergeschoss (OG)

First floor

Dachgeschss (DG)

Area under roof

Treppe – Flur (OG)

Stairs, landing upstairs

Sprechanlage

Intercom

If you have any major doubts please contact the HCSO for further assistance.

## STAIRS

8. Many of our hirings feature an open staircase. If this is the case in your property please be aware that young children will need extra care and attention negotiating the open steps. You may also find that the UKJSU supplied stair gates may not fit your staircase. If this is the case, then you can either modify the gate yourself or purchase one from the local economy and be reimbursed; please speak to JNCO Barrack Stores (Ext 1463) for further guidance prior to buying a gate. Wooden stairs can be slippery in stocking feet, so we suggest make it a rule in your home that no-one negotiates the stairs in stocking feet.

## DOOR LOCKS

9. If you lock yourself out of your property, you will be **personally** liable for the cost of regaining entry, unless it can be proved that the lock was unserviceable. Many of our houses have a special striker plate and catch on the latch, which enables the door to be opened and closed without the use of a key and this should, in most cases, prevent people from being locked out, but always ensure that you return the catch to the “locked” position before retiring for the night or going out. Please be warned that if a key is left on the inside of a door and the door is closed, the outside lock will normally be inoperable – so always ensure that you never leave a key in the lock.

10. If you are unfortunate enough to lock yourself out, then please take the following actions:

- a. During normal working hours and living in the Ramstein area. You should first contact the Works Services Clerks/Translators who can arrange for a trusted and reliable locksmith to visit your property and gain access. It is normal procedure for local locksmiths to demand cash “up front” before opening a house, but the locksmith used by UKJSU will open your house immediately (reaction time is normally within an hour) and present a bill for later payment.
  
- b. Outside normal working hours and living in the Ramstein area. Contact the locksmith directly (Schmitt Schlüsseldienst 0631-3606300) and ask for Herr Schmitt – there are 2 of them! Explain that you are a UK military member and that the bill should be forwarded to the UKJSU, otherwise you will be expected to pay before he will gain entry. The UKJSU will pay the invoice and you will then be billed through the Accounts Section. If, however, for some reason you cannot contact Herr Schmitt and have to call another locksmith out, you will obviously be liable for all charges “up front”.
  
- c. ISODET personnel. If you find yourself locked out of your house, you should in the first instance contact a local locksmith. However, as no agreements have been arranged with ISODET contractors, be prepared for a substantial cash

payment before the locksmith considers opening your house.

## GARDEN FENCING

11. Many of our gardens are open plan with no fencing provided by the owner, so please be aware of this if you have small children or animals in the home.

## OIL STAINS ON GARAGE FLOORS AND DRIVES

12. Occupants are warned that oil leaks onto the driveways, garage floors or roads outside of their properties are to be cleaned up immediately. If an oil stain is reported to the Local Council, and its removal is ordered by the Council Environmental Department, the Council will remove the contaminated paving stones or tarmac and dig out the earth beneath the stain, take away decontaminate it return it and replace the tarmac or paving stones. The occupant of the property will then be responsible for all the cost associated with the clean up operation.

## **SECTION 4**

### **DAMP - HOW TO AVOID IT**

1. One complaint that we occasionally receive from our occupants is that of damp walls. Whether this occurs in bathrooms, bedrooms or kitchens it can be disturbing. If the damp comes from outside, then the fault lies in the building construction and we shall ensure that your landlord repairs the fault. A construction fault is rarely the reason for dampness in rooms, more often the dampness is caused by internal factors. Occupants are advised to air rooms at least once a day to prevent the build-up of condensation and windows should be opened to encourage the exchange of air.

2. If you have serious problems with damp, please contact the HCSO for advice.

## **SECTION 5**

### **HOUSEHOLD INFORMATION**

#### **GERMAN LAW ON DOMESTIC MATTERS**

1. Introduction. German law is considerably more detailed than UK law on certain matters connected with day-to-day domestic affairs, and it is easy to fall foul of such regulations through ignorance. It is of course impossible in a booklet of this nature to cover every law and regulation, which will affect you as a member of the Service or as a dependant. It should however be remembered that while serving in Germany you (and family members) are subject to Air Force Law and German Law. The following are examples of German Laws which will affect you.

2. Control of Children and Pets. Parents may be held responsible for the behaviour of their children and pet owners for the behaviour of their pets (predominantly dogs); failing to exercise supervision and control may lead to prosecution in the German courts. Likewise, you may also be held responsible for damage caused by pets or young children (see para 8 below).

3. Cleaning of Pavements. Occupants of public accommodation are legally responsible for clearing snow and ice from the area outside their properties, and for scattering salt, sand or ashes to prevent pedestrians from slipping (see Section 6 for further information). In addition, the pavement and edge of the road (gutter) immediately outside your property is to be kept free of weeds and swept

regularly. In the Kaiserslautern area, it appears to be normal practice for the locals to clean their pavements and gutters on a Saturday morning.

4. Never on Sundays. If you are new to Germany, it is as well to be aware of some of the more unusual customs, practices and law relating to certain activities on Sundays. Cars may not be washed on Sundays, and indeed, must not be washed on the public highway at all. As a general rule, cars should not be washed in courtyards, drives or garages unless the drainage system includes an oil filter. Laundry should not be hung out on a Sunday, bonfires should not be lit, windows may not be cleaned and all forms of manual labour, for example, gardening (even if you don't make a noise), are frowned upon. In the interests of good Anglo-German relations, please try to refrain from carrying out any activity, which gives offence to the local population. However, the rule of thumb is "do what your German neighbours do".

5. Segregation of Waste. You must be prepared to segregate your household waste according to type (eg. glass, paper and card, tins, biodegradable, etc) and dispose of it in accordance with local arrangements which vary according to location; further details are in Section 6. Rubbish is not to be burned at any time.

6. Laundry. Washing must not normally be hung outside to dry after 1400 hrs on Saturdays, or at any time on Sundays or German public holidays. It should also be taken in by 1900 hrs on other days. Again, "do what your German neighbours do".

7. Noise. Music should not be played loudly near open windows at any time. Generally, the “*quiet hours*” in Germany are from 1300 to 1500 hrs and from 2200 to 0600 hrs, which means that you should not make any noise which can be heard outside your property (drilling, hammering, lawn mowing, music, etc) during those hours. Building companies however, are subject to different, more complicated, rules regarding noise.

8. Liability under German Law. Most German families and businesses take out third party liability and legal costs insurance policies as a matter of course. This means that not only are they insured against claims made against them but also should they be party to legal proceedings their lawyer’s fees will be covered by the legal costs insurance. Rather like the litigious society in America, Germans will not hesitate to claim against you if they believe that your actions or inactions have caused them a problem. Examples of the types of claim that have been made in the past against British Service personnel are:

- a. A Serviceman’s dog bit a neighbour’s child, resulting in a claim for hospital expenses and damages.
- b. A Serviceman’s 6 year old child was discovered throwing stones against a brand new car, resulting in a claim for a complete respray.

Conversely, a Service pedestrian who was involved in a road accident received a claim for compensation against the driver.

9. You are strongly advised to consider taking out third party cover for yourself plus all members of your family, if appropriate. You are also strongly advised to take out legal insurance in addition to third party cover.

### DOOR-TO-DOOR SALESMEN

10. Buying goods from door-to-door salesmen can be a risky business. While some firms using such salesmen are reputable, most responsible business concerns will not permit their representatives to call uninvited at private homes nor allow their representatives to indulge in high-pressure sales techniques.

11. You should be extremely careful in your dealings with door-to-door salesmen. Do not allow yourself to be rushed into signing any form of agreement, particularly where the agreement is in a foreign language (see below).

### CONTRACTS IN A FOREIGN LANGUAGE

12. You are advised of the dangers of entering into contracts and agreements expressed in a foreign language. This applies particularly in the case of contracts for the purchase of cars, and also insurance policies issued by German companies, both of which may include onerous and unusual conditions. Once a written agreement is signed, cancellation usually involves payment of a heavy

financial penalty. You are strongly advised never to commit yourself to such a contract without having first taken proper advice.

## BANK LOANS AND GUARANTEES

13. In Germany, loans for large sums of money from banks and other sources are relatively easy to obtain. If you do take out a loan make sure it is from a reputable source.

14. Some banks request a guarantor for the loan and you are advised to take proper advice before committing yourself to be a guarantor; problems may result from entering into guarantees for another person's financial commitment with banks, hire purchase companies, mail order businesses, etc.

15. Under UK and most other European legal systems, the person who guarantees the payment of a loan makes themselves personally responsible for the payment of the debt, if the original borrower fails to meet his obligations. You are therefore advised to be extremely circumspect before entering into such guarantees, and you should be fully aware of the financial commitment and consequences which you may be undertaking if the borrower defaults on his payments; this is particularly so where the borrower is likely to leave Germany or even the Service, during the period of repayment of the loan.

## **SECTION 6**

### **REFUSE DISPOSAL, SNOW/ICE CLEARANCE AND FROST PRECAUTIONS**

#### **REFUSE DISPOSAL**

1. Some time ago the German Government required all States to arrange for rubbish to be segregated, but left each local authority the freedom to implement detailed regulations for their communities as they saw fit. Thus, the method of disposal differs from area to area. Some, like the Garmisch area, went for a high-tech approach with the bins being weighed every time they are emptied and the information stored on microchips fitted to each bin. Other areas collect only residual waste and then only once every 3 weeks, but only if the bin has a serially numbered verification tag. All other waste has to be taken by householders to a local disposal centre.

2. Penalties for putting the wrong rubbish in the wrong bin also vary in severity from area to area. In some cases the offending bin will just be left unemptied and others it will be tipped on your driveway! Sometimes the bin will be confiscated for a month or so and persistent offenders can attract fines of up to €2000.

3. Unfortunately, no matter how inconvenient we may find this process, if we live here as guests in a foreign country, we have to respect and abide by local laws and customs.

4. There is not enough space to list all the variations between the different areas. Therefore, we will deal only with the Kaiserslautern local authority version of the regulations as this is where most of our occupants live. Here each household should have a stock of yellow sacks and 3 bins; one blue, one black and one brown. Sizes of the bins will vary, depending on the number of occupants.

a. Yellow Recycling Sacks. These are usually delivered annually to all households and additional rolls may be collected from local council offices or town hall. A list of items that may be included is printed on the outside of the sack in both German and English. These include tin cans, Styrofoam containers, plastics, waxed cartons, tin foil, clingfilm, etc. As these sacks are emptied only every couple of weeks, it is necessary to wash and clean all items, otherwise the smell can be overwhelming.

b. Blue Bin. This is only for paper and cardboard. Boxes and cartons should be folded and crushed flat.

c. Brown Bin. Only biodegradable waste may be placed in this bin. This consists of kitchen scraps (but not bones or cooked meat/ fish), vegetable peelings, garden waste, grass cuttings, leaves, etc. Officially, this waste should not be bagged before it goes into the bin, however most people tend to recycle the brown paper bags you

get from the Commissary and use these to save washing out the bin every time.

d. **Black Bin (Residual Waste).** Items of household waste that do not fit into any of the above categories should be placed in this bin. In practice, if the rubbish is segregated as above there is not a lot left to fill this bin; it does include nappies.

e. **Bottles and Glass Containers.** These should be taken to the local bottle bank where they are sorted according to colour.

f. **Batteries.** Car batteries should be taken to the local recycling centre for disposal. Other small batteries should be placed in the containers provided at local disposal centres (there is one inside Ramstein Air Base).

g. **Oils and Solvents.** These are not to be disposed of down drains but should be taken to the nearest recycling centre for disposal.

h. **Car parts.** Tyres must be disposed of at a scrapyard or tyre dealer; alternatively you may use the US Recycling Centre opposite Burger King on Ramstein Air Base for no charge.

i. **Bulk Rubbish.** These items include carpets, large toys, plastic baskets, large suitcases, boxes and furniture and are collected at six-monthly

intervals. Two vehicles will pick up the rubbish. One vehicle only picks up wooden items and the second vehicle collects non-recyclable items; these items must be separated. They will not pick up other recyclable goods such as cardboard, metal, electrical appliances eg. washing machines, dishwashers, lawn mowers, refrigerators and freezers. The bulk rubbish has to be placed at the edge of the street by 0600hrs on the day of pick up and in a way pedestrians and traffic are not hindered. Details of the next collection dates may be obtained from HCSO - or watch what your German neighbours do!

## SNOW AND ICE CLEARANCE

5. Accumulations of snow and ice are to be cleared from paths surrounding the property, including “public” footpaths, during daylight hours. Occupants are also responsible for clearing snow from their frontage up to the centre of the road. Furthermore, when occupants are absent from their property, arrangements are to be made for another person to undertake snow and ice clearance (this also applies when all occupants are out at work during the day). An accident to a pedestrian or motorist caused by failure to keep areas cleared can lead to litigation.

## FROST PRECAUTIONS

6. In accordance with QR 1726(8) accommodation occupants are, where appropriate, responsible for taking all reasonable precautions to prevent pipes from bursting or damage to water installations during cold weather. Outside taps are to be turned off and isolated during the period November to March inclusive. The occupant is further responsible, where such burst or damage has occurred, for taking all reasonable steps to minimise any resultant damage.

7. The stopcock to the outside tap should be located and turned off, then the pipe must be drained. In the majority of individual hirings, located next to the stopcock should be a small valve, which should be opened to allow for the remaining water in the pipe to drain out. Opening the outside tap will assist in this process, as some pipes drain to the inside, and some out through the tap. Once all water has drained from the pipe, the inside drain valve near the stopcock should be closed; the tap may be left open to allow for further drainage or evaporation. Failure to comply with these instructions could cause frost damage to the outside tap pipe, possibly causing it to split open. In such cases, occupants will be liable for any and all repair costs incurred.

## **SECTION 7**

### **AREA REPRESENTATIVES**

1. Each “area” in the vicinity of Ramstein has a volunteer Area Representative and if you are living in SFA, they will normally visit your home in your first week or two to welcome you and your family to the area. Their main task is to help ensure that you feel comfortable in your new surroundings by providing a friendly face and a point of contact in the area, but they will also ensure that you are aware of where the best local amenities are such as restaurants, shops, etc.

2. Your Area Representative is also a member of the Unit Community Committee which meets every quarter. If you have any community matter that you would like to be raised at this meeting, please let your representative know. Service personnel and their partners may also attend these meetings if they wish.

3. Please feel free to contact your Area Rep if you have any immediate concerns. Contact names and numbers may be obtained through the HCSO Clerk.

4. The Area Rep's details follow:

Area A	Mrs Gillian Driscoll Tel: 06371 403430	Ramstein Obermohr, Reichenbach- Steegan
Area B	Mrs Linda Houlton Tel: 06372 619984	Bruchmühlbach Miesau Vogelbach
Area C	Vacant	Landstuhl Bann
Area D	Mrs Louise Puzey Tel: 06374 991315	Weilerbach Rodenbach Mackenbach

## HOUSING & COMMUNITY SUPPORT OFFICE (HCSO) CONTACT TELEPHONE NUMBERS

Please call during the normal working day (0800-1700hrs (1430hrs on Fridays)). In an emergency, call the Duty Clerk on 0172 2505392.

### Housing & Community Support Officer (HCSO)

06371 - 401408                      Mobile No: 0172-2011752

### SNCO HCSO

06371 - 401410                      Mobile No: 0172-2011752

### HCSO Clerk (Flexi Hours)

06371 - 401414

*Responsible for housing applications administrations, registry services and maintenance of the HCSO database, including the Social Directory.*

### Works Services Clerk 1 / Interpreter

06371 - 401413

*Liaises directly with German property owners, maintenance contractors, etc. Responsible for administration of repairs to hirings, **officer** hirings in the local area, ISODETs and unit buildings on and off base. Interpreter German/English and English/German.*

### Works Services Clerk 2 / Interpreter

06371 - 401412

*Liaises directly with German property owners, maintenance contractors, etc. Responsible for administration of repairs to hirings, **SNCO & OR** hirings in the local area. Interpreter German/English and English/German.*

*Duty Works Service Clerk **out of hours**: 0173 5383562*