



# Housing Service Center

## Welcome Booklet

On-base and Off-base Housing Information



October 2022

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## Points of Contact

Housing Service Center Main Office	DSN: 629-4466 / COMM 081-811-4466
Military Family Housing Division	DSN: 629-4930 / COMM: 081-811-4930
South Lazio Housing Service Center (Gaeta/Rome)	DSN: 626-8307 / COMM: 081-568-8307
Teverola Warehouse <a href="#">4501/4503/4242</a>	DSN: 629- <a href="#">42424501/4503</a> / COMM: 081-811-
Military Family Housing Trouble Desk	DSN: 629-4285/86 / COMM: 081-811-4285/86
NSA Naples Quarterdeck	DSN: 626-5547/5361 / COMM: 081-568-5547/5361
Personal Property Office (Support Site)	DSN: 629-6778 / COMM: 081-811-6778
Emergency Assistance	DSN: 626-4911 / COMM: 081-568-4911

**Housing Website:** [www.cnic.navy.mil/Naples/FleetAndFamilyReadiness/HousingAndLodging](http://www.cnic.navy.mil/Naples/FleetAndFamilyReadiness/HousingAndLodging)

**Facebook Page:** <https://www.facebook.com/NSANaplesHousing/>

**Naples Public Health Evaluation:**

[https://www.cnic.navy.mil/regions/cnreurfcent/installations/nsa\\_naples/about/health\\_awareness.html](https://www.cnic.navy.mil/regions/cnreurfcent/installations/nsa_naples/about/health_awareness.html)

**Housing Address:** Housing Service Center, PSC 808 Box 7, FPO AE- 09618-0007

## South Lazio Housing Service Center

The HSC has a detachment office in Gaeta to provide housing services in the Lazio region. [Gaeta is a small resort town about an hour and one half from Naples and two hours from Rome, it is located right on the Mediterranean Sea. The Housing office is located on the Gaeta Port/Fleet Landing in Building 752. In Gaeta, Government Housing is not available, the Housing Office has listings of places for lease in various locations in the area.](#) Service members assigned to Rome will be assisted by the Gaeta HSC.

The office can be contacted by email at the following addresses:

- Luca.viglietti.it@eunavy.mil
- palmina.vastola.it@eu.navy.mil
- franco.larocca.it@eu.navy.mil



## NSA Naples Housing Overview

Welcome to Naples! The Housing Service Center (HSC) is here to serve all of your housing needs. We understand that one of the most stressful aspects with any PCS is uprooting your life especially when moving to another country. The HSC is comprised of on-base family housing, on-base barracks for junior service members, and off-base housing. The main housing office is located in building 2073 on Support Site. This building is located just outside the “back gate”. This office primarily handles all off-base housing. For on-base family housing, we also have an Assignments/Facilities branch located in building 2074, behind the autoshop on Support Site. This office will service all of your on-base family housing needs to include selection of a housing unit, as well as service calls for your home on-base. Also, located in building 2038, we have an unaccompanied barracks office on Support Site in both a collection of buildings known as “the triangle” as well as the traditional BEQ in building 2087 located next to the on-base hospital. Additionally, we also have a detachment housing office located in Gaeta to serve members assigned to the Lazio Region of Italy.

## Hours of Operation

### Housing Service Center

Economy Housing Division

BLG 2073

Monday–Friday, 0745-1545

Limited Services on Italian Holidays

### Family Housing Division

Assignment/Facilities Division/Trouble Desk

BLDG 2074

Monday–Friday, 0745-1545

Limited Services on Italian Holidays

### Gaeta Housing Service Center

Monday–Friday, ~~0745~~0800-15451630

~~Limited Services~~Closed on Italian Holidays

## Temporary Lodging Allowance Policy Overview

Until you have moved in to a home, you will be in temporary lodging. For military members this is known as TLA, and for civilians it is known as Temporary Quarters Subsistence Allowance (TQSA). The HSC will process military service member TLA claims, and Civilian TQSA is handled by the member's Human Resources Office. As we only deal with service member TLA we will only focus on military service members.

The upfront costs of temporary lodging can be daunting in many cases exceed thousands of dollars. However, rest assured that these expenses may all be reimbursed as long as compliance with the TLA instruction is met. In short, a TLA claim is ~~submitted to a form of recouping the lodging cost~~ the cost of lodging, meals and incidentals. Military personnel are allowed a maximum of 60 days of TLA. ~~Civilian personnel are allowed a maximum of 90 days of TQSA.~~ After the initial 10 days upon arrival, TLA claims must be submitted in 10-day increments, with exception to the final claim (first claim is submitted 10 days after arrival), along with a copy of the TLA claim and original hotel bill with each day itemized. The claims for the first 30 days in TLA may simply be submitted by you to the HSC for processing. After 30 days, your claims must also be routed through your Chain of Command. For service members approved to live on the economy, and until a home has been selected, a showing form must also accompany TLA claims until a home has been selected. A showing form is used to document the list of homes that you have viewed within the 10-day period for which you are claiming lodging reimbursement. A minimum of **two** showing tours must be completed every **ten** days. A showing tour consists of viewing at least 5 homes. Housing tours may be conducted by the service member's spouse to meet this requirement. Regardless, your command should be flexible without place work requirements before until housing is secured. Once a home has been selected, the showing form no longer needs to accompany TLA claims.

Claims may be processed at either the HSC, Assignments/Facilities Housing Office, or the Gaeta Housing Office. They may be dropped off in-person or sent via e-mail to: **M-NA-NSAHSADMIN-GD@EU.NAVY.MIL**. Please ensure documents sent to the email address are scanned copies and legible.

### **TLA Extensions:**

Extensions beyond 60 days are rarely approved. All extensions must be approved by the Commanding Officer, Naval Support Activity Naples, after endorsement by your Commanding Officer/Officer-in-Charge, and the NSA Naples Housing Director. The HSC will forward requests to NAVSUPACT Naples Admin, and will return to the service member as soon as possible. ~~upon return.~~

Extensions are not authorized for the personal convenience such as:

- Delay of signing a lease for your personal convenience for reasons to include arrival of Privately Owned Vehicle (POV) or Household Goods (HHG), awaiting family arrival, or other personal conveniences.

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**Emergency TLA:**

Regardless of best-laid plans, emergencies happen. Emergency TLA is used for circumstances beyond the member’s control such as fire, flood, earthquake, riot, civil unrest, or extraordinary events that make the residence uninhabitable, or if remaining in the residence is deemed inadvisable by the NAVSUPACT Naples CO. Additionally, if the residence become temporarily uninhabitable for other reasons such as lack of utilities for more than 24 hours.

**TLA Allowance is Subject to Termination:**

- [If you, or your sponsored spouse, cannot complete a minimum of two tours with the within each 10-day period. Work requirements are not justification for being unable to complete tour requirements.](#)
- [If you refuse the offer of government quarters.](#)

If you have any additional questions, please do not hesitate to call, email, or come into the office.

## Military Family Housing – Base Housing

The on-base family housing is officially known as Military Family Housing (MFH). Housing counselors responsible for MFH assignments and management are located in building 2074 on Support Site. Their job is to not only make your transition as easy as possible, but also make your time on Support Site the best experience possible. The counselors will help you choose the right fit for you according to your waitlist category and availability. When you are meeting with the counselor, you will need a copy of your PCS orders and verification of dependents (e.g. Navy Page 2 or DEERS verification). Also, note that MFH can also be used to house DoD civilians if availability allows.

### Direct Assignment in Effect

A direct assignment policy is in effect to ensure efficient utilization of MFH assets. This policy applies to all incoming active duty military personnel (E1 - O6) reporting to the Naples area with accompanying dependents. [You must reside in the assigned unit for at least one year. If there are less than 5 units available in your waitlist category, you may be issued a Certificate of Non-Availability \(CNA\) to live on the economy.](#)

**Commented [GHBCUNNI3]:** Added the 1 year requirement as there is an FAQ about requesting to move after the year.

**Commented [GHBCUNNI4]:** Added CNA here because it is referenced in the economy housing section.

### General Eligibility

1. In the Naples and Gaeta areas, all U.S. military personnel, pay grades E1 - O6 with accompanying dependents, are eligible to apply for MFH.
2. DOD civilian and other DOD sponsored civilian personnel with a transportation agreement and accompanying dependents are eligible to occupy MFH.
3. Single service members who are pregnant and assigned to the Naples or Gaeta areas may apply for MFH with certification from the U.S. Naval Hospital, Naples, Italy. Assignment will be made during the last trimester of pregnancy, pending availability of units.
4. Contractor personnel with accompanying dependents may be assigned to MFH in the event there is excess housing and no waiting lists in all other categories. Housing is considered excess when all waiting lists have been depleted and more than five vacant units have been available for more than 30 days.

### Assignment Policy

All assignments to MFH are made based on pay grade and family composition.

- Officers (O6 and above) are eligible for a minimum of **four** bedrooms
- Officers (W1 - O5) are eligible for a minimum of **three** bedrooms
- Senior Enlisted (E7 - E9) are eligible for a minimum of **three** bedrooms
- Enlisted (E1 - E6) bedroom eligibility is based on family composition.
- Civilian eligibility is based upon equivalent military rank and family composition.

Note: NSA does not have MFH units larger than four bedrooms.

Ref: NAVSUPPACT NAPLES INST 11103.5 (Series), NAVSUPPACT NAPLES INST 11101.12 (Series)



All newly arriving service members must [either, attend the Housing brief at Area Orientation](#) or report to the HSC and be briefed by an Assignment Counselor, within 3 days of arrival. Available MFH options will be discussed, and all personnel with accompanying dependents will be placed on a waiting list for assignment. While waiting for assignment to quarters, the personnel will reside in temporary lodging.

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### **After Accepting a Home**

Please ensure you are checked out of temporary lodging on time on the effective day you are assigned to government quarters (aka the move-in date) to avoid paying out of pocket for an additional day of lodging.

Your assignment date may not be the same day as your check-in inspection.

The HSC will:

- [Arrange for loaner furniture, if desired.](#)
- [Schedule an appointment to sign your occupancy agreement.](#)
- [Schedule a check-in inspection with your Zone Manager.](#)
  - [During the inspection you will receive your keys, sign an occupancy agreement,](#) and be briefed on operations and maintenance.
- Process the paperwork to stop your Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA). Please make sure this allowance has stopped, as any BAH or OHA paid beyond your move in date will later be recouped from your pay.

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### **General Information**

Below is a short summary of general information about living in MFH. For all additional information, please see Residents' Handbook for Military Family Housing reference in the footer.

### **Appliances**

All MFH units are provided with the following appliances: stove/oven, refrigerator, dishwasher, microwave/convection oven, washer, and dryer. Appliances are European spec.

### **Housing Style**

Most government quarters are apartment style, six-plex or twelve-plex, three story buildings. A limited number of townhomes are also available for commanding officers and senior enlisted leaders.

Note: Buildings do not have elevators.

### **Heating, Ventilating and Air Conditioning (HVAC)**

All MFH homes are supplied with natural gas for heating as well as cooking. Gas is only used for heating from the fall through the spring. Air conditioning is electrically powered from the spring to the fall.

### **Internet Service**

Internet services are provided by the Residential Services Office (RSO) located at the NEX on Support Site.

### **Loaner Furniture**

Refer to page 23 for a list of available loaner furniture items.

### **Parking**

MFH units have assigned parking spaces by unit number. [Each unit has one assigned parking space.](#) Unmarked spaces are available for guests or additional vehicles on a first-come, first-serve basis.

**Commented [GHBCUNNI7]:** 1 assigned space per unit

### **Pets**

Pets are allowed in MFH. Personnel living in MFH may have 2 pets (e. dog, cat, bird, hamster/gerbil or guinea pig). The following pets are **NOT** allowed in MFH; any dog of a breed (including mixed breed) that has the potential to harm or proves hazardous to others or is potentially aggressive: Pit-bulls, American Stafford bull terrier, American Bully, English Stafford bull terrier, Rottweiler, Doberman pinchers, or wolf hybrids.

Cats and dogs must be spayed/neutered and micro-chipped.

### **Storage**

Every MFH unit has a designated storage area assigned within your building.

**Commented [TTALUNNI8]:** Size? Square footage/meters?

**Commented [GHBCUNNI9R8]:** Depends on if the storage is in the basement or attic.

### **Telephones**

Your telephone in MFH will be a government installed DSN number set up through Residential Services Office (RSO) located at the NEX on Support Site.

. The Assignment Counselors will provide information on setting up telephone services.

### **Trouble Calls**

[For appliance related trouble calls:](#) The [Warehouse](#) Trouble Desk is your primary point of contact for requesting service calls to repair/replace appliances ~~and/or fix problems concerning your housing unit.~~ On Italian holidays or after-hours, calls should be directed to the NSA Naples Quarterdeck.

**Commented [GHBCUNNI10]:** I split the trouble calls into 2 groups as appliance trouble calls should go to the warehouse. Also added being locked out of your unit to the housing trouble desk section.

[For other trouble calls:](#) [The Military Family Housing Trouble Desk is your primary point of contact for requesting service calls to fix problems concerning your housing unit or if you are](#)

[locked out of your unit. On Italian holidays or after-hours, calls should be directed to the NSA Naples Quarterdeck.](#)

All standard utilities are provided for residents of family housing, with exception of telephone and internet service.

**Voltage / Outlets**

All MFH units are equipped with both 110V and 220V outlets. You will be able to plug in both US and Italian devices without the need of a transformer.

**Zone Managers**

Every MFH building is assigned a Zone Manager who is your first POC for all housing issues. The Zone Manager's information will be explained by the Assignment Counselor and your Zone Manager will accompany you on a walkthrough of your housing unit. The Zone Managers information is also posted in your building's bulletin board.

## Military Family Housing FAQs

### **Q1. What if I do not want the first quarters offered to me?**

**A1.** Under direct assignment, if you decline an offer [of government housing](#) you will forfeit your entitlement to Overseas Housing Allowance (OHA) [and Temporary Lodging Allowance \(TLA\)](#) [is stopped](#). If you turn down one set of quarters your name will be deleted from the waitlist. You will be permitted to re-apply for Military Family Housing after 6 months from your declination date. All offers of acceptance or declination must be made in writing.

### **Q2. What if my family has not arrived yet?**

**A2.** Your position will be maintained on the waiting list as determined by your control date. You will be by-passed until the status of your dependents has been confirmed and their travel itinerary has been provided to the assignments office. Once provided, you may accept housing up to 30 days prior to their arrival.

### **Q3. What is my control date?**

**A3.** Your control date will be your detachment date from your last permanent duty station (proof of detachment date is required).

### **Q4. Can I specify an area in which I would like to live?**

**A4.** Yes, you can work with the assignments counselor to choose a location on-base that best suits your needs. Specifications such as location to the dog park, schools, playground, etc. or floor level may be considered.

### **Q5. Can I receive an exception to the Direct Assignment Policy in order to move to the local economy<sup>2</sup> due to the number, size, or breed of my pets?**

**A5.** ~~Exception to the direct assignment policy may only be granted only by the NAVSUPPACT Naples, Commanding Officer.~~ No. There are no exceptions to the Direct Assignment Policy due to pets. Exception to the direct assignment policy may only be granted only by the NAVSUPPACT Naples, Commanding Officer.

### **Q6. How can my EU citizen spouse verify residency in order to work on the economy if we are direct assigned?**

**A6.** The HSC has established a procedure with the local city hall to verify residency. An Assignments Counselor will be able to assist with the process.

### **Q7. If I'm assigned to Gaeta does the Direct Assignment policy apply to me if I want to live in the Naples region?**

**A7.** If you are on accompanied orders to the Lazio Region, then you are not subject to the Direct Assignment policy even if you seek housing in the Campania Region.

**Q8. I am about to hit my one-year mark in base housing, and would like to move on the economy. How do I start this process?**

A8. If you would like to relocate from base housing to the economy, you may submit ~~a request~~ an Exception to Policy (ETP) [request](#) 2 months prior to the 1-year anniversary of your occupancy date. This request must be in the form of a memo. The request must be routed through the member's [s](#) command for endorsement, and then through the HSC–Assignments Office for endorsement. The request will then be forwarded to the NSA Naples Commanding Officer (CO). An approved letter from the NSA Naples CO will allow you to place a hold on a home on the economy, which starts the economy lease preparation process.

## Off-base Housing

The HSC main office on Support Site is where the off-base housing process is managed. You may see off-base housing referred to as economy housing or community housing. We are located in building 2073, just outside the back gate on Support Site. For many people, coming to Italy is their first time serving overseas. At the HSC, we are here [to](#) put you at ease, and assist you with all your off-base housing concerns.

The following services are provided to assist you:

- Completion of a housing application,
- Completion of an application for a Codice Fiscale, the Italian equivalent of a Social Security Number (required for a lease agreement, phone, electrical service, etc.),
- Viewing current economy listings,
- Processing of TLA claims,
- Lease negotiations between you and your Landlord to include signing of a bi-lingual lease,
- Scheduling loaner furniture and appliance delivery/return,
- Mediation of Tenant / Landlord issues,
- 24-hour emergency assistance.

Living on the economy is authorized for unaccompanied E-5 and above active duty military service members, accompanied members with a CNA, and civilians. Another term for overseas off-base housing is economy housing. Often the term “living on the economy” is used in reference to living off-base. Economy housing consists of a wide variety of apartments, duplexes, and houses/villas throughout the Naples Area. From the beach life of Monte di Procida, Bacoli, and Baia to the city life of Chiaia and Vomero and the mountains of Avellino, the Campania Region has it all. However, it is very important to know that there are areas identified as off-limits due to health and safety concerns. Leases through the HSC will not be authorized in these areas. The two areas are classified as the Vesuvius Lease Suspension Zone and the Naval Public Health Evaluations (NPHE) Lease Suspension Zone. See page 28 and 29.

The majority of properties are unfurnished, however, there are a few furnished properties available. In Italy, tenants usually provide their own appliances, cabinets, wardrobes, and transformers. Many service members do not bring these items with them, and the costs are prohibitive. Therefore, the Navy has established the Partial Full-Tour Furnishings (PFTF) program. A few homes are equipped with both 110V/220V power; however, the majority are only 220V. Also, many homes are equipped with a minimum amperage of 3kW, though this can be upgraded to 6kW or 12kW at cost. Most washers are cold wash only, and most dryers are electric, though you can find homes with a gas dryer connection. Most homes are equipped with gas heat, and are made with plaster walls vice drywall. It is important to keep the home well ventilated to prevent mold.

# NSA Naples Housing

Map of Campania  
HomeFinder "Color Zones"



**Green – Support Site.** This area is the fastest growing region for NSA Personnel. It offers convenience for those frequenting the Support Site and Capodichino.

**Yellow – Capodichino.** This area is known for its scenic mountain views. Reasonable driving times to the Support Site and Capodichino can be found here.

**Pink – Coast.** This area is a good choice for those who prefer to be near the ocean. The area is well established and it is possible to find affordable family housing.

**Blue – Pozzuoli.** Although housing in this area is typically a bit smaller than other areas, it is possible to find nice neighborhoods with excellent views of the sea. This area brings together the close proximity to the sea with the conveniences of the city.

**Orange – Naples.** Those who like to have the conveniences of the city prefer this area. It is possible to find housing with reasonable driving times to Capodichino, AF South and Agnano in this area.

### Approximate Driving Times (Minutes)

	SS	C	JFC	CP	Gaeta	MdP	Caserta	Salerno
Support Site (SS)	0	25	25	35	80	60	15	60
Capodichino (C)	25	0	30	25	85	35	25	45
JFC	25	30	0	20	60	30	50	60
Carney Park (CP)	35	25	20	0	70	40	45	65
Gaeta	80	85	60	70	0	80	85	110
Monte di Procida (MdP)	60	35	30	40	80	0	70	65
Caserta	15	25	50	45	85	70	0	60
Salerno	60	45	60	65	110	65	60	0

Ref: NAVSUPACT NAPLES INST 11101.9

The following Housing Referral Services are available:

**Codice Fiscale:** A Codice Fiscale (CF) is the equivalent to a Social Security Number in Italy and is required to legally sign a lease on the economy. The HSC can only process CF applications for sponsors. The HSC will not process applications for the service member's family members or service members who reside on base (unless they have met their one year of occupancy on base and wish to relocate off base). Accordingly, if you do not have a CF, you will not be able to sign your lease. You will apply for a CF in your introduction paperwork. A scanned photocopy of your passport (*not a picture taken with your phone*) is **required** by the Italian government in order to accept the CF application. It is critical that you possess a passport prior to arrival in Italy.

**House Hunting:** The HSC has a list of approved Realtors and Real Estate Agencies for use. These are not government employees, but they have been vetted through the HSC. These Realtors will be helpful in finding a home. They can provide transportation to and from base, and will fill out the Showing Form required forte TLA reimbursement (see [TLA instruction section](#) above). You are not permitted to use the services of a realtor who is not on the HSC "Registered and Approved Agencies/ Realtor" list. NSA Naples Instruction 11101.9 requires that all leases be negotiated through the Housing Services Center. Disregarding this policy will void your Overseas Housing Allowance (OHA) eligibility. It is not possible to 'rent to own' through the HSC, and the HSC does not provide services for purchases on the economy. The HSC has prepared a database of all properties registered~~listed~~ through the Naples and Gaeta Housing Offices. This database can be accessed through the official department of defense overseas home finding website at [www.homes.mil](http://www.homes.mil). A HSC counselor will be able to provide you with reviews from previous tenants.

**Property Registration:** Once you find a place that you like, call DSN: 629-4466, COM: +39-081-811-4466, email [M-NA-NSAHSGADMIN-GD@EU.NAVY.MIL](mailto:M-NA-NSAHSGADMIN-GD@EU.NAVY.MIL), or walk-in to the HSC to request either a temporary reservation or a permanent reservation. A temporary reservation will reserve a home for 48 hours (working days). Upon request, the temporary reservation may be extended for an additional 48 hours one time. The purpose of the temporary reservation is to reserve a housing unit while you continue to search for other possible homes. A temporary reservation will not begin lease preparation. A permanent reservation will reserve the unit and begin the lease preparation process. The lease preparation process is summarized on page 15.

**Inspections:** All rentals listed by the HSC are inspected primarily for safety and security. This will ensure proper security alarms are installed, metal shutters for the windows and doors, property banister heights and similar concerns are addressed prior to moving in. Additionally, other items such as suitability and utility connections will also be inspected. However, the HSC Inspector is not qualified to certify electrical, HVAC, or plumbing system. The landlord is responsible for ensuring the apartment/house is certified per Italian law, at the property registration appointment.

**Lease Signing:** After you have selected a prospective home, and all appointments for registration and inspection have been completed, a lease signing appointment will be scheduled with you and the Landlord. A HSC Counselor will assist with the lease signing to review items



such as rent, parking, and other items. Additionally, the HSC Counselor will go over how to pay rent, how to start utilities, and schedule loaner furniture. The lease term is four years, though every lease includes the military clause, which allows members to terminate the lease if orders are received. If you wish to relocate for personal reasons, you may do so after the initial 6 months and every month after thereafter. In this case, a 30-day notice ~~is~~ must be given to the Landlord. You must have the security deposit equal to one month's rent with you at the time of the lease appointment. This security deposit will be paid to the General Services Fund (GSF) located on the first floor of the Village Forum on Support Site. At the lease signing, you will fill out the OHA form. This form will be sent to PSD and you will then be receiving monthly OHA equivalent to your rent or OHA cap (whichever is lower). There is also a one-time Move-In Housing Allowance (MIHA) paid to service members to assist with economy housing move-in costs (see page 26 for allowances).

Note: The lease agreement is solely between you and the Landlord.

**House Hold Goods (HHG):** Delivery of HHG are coordinated through the Personal Property Office located on the first floor of the Village Forum on Support Site.

**Translating:** The HSC provides translation as well as clerical assistance and advice in preparing and negotiating amendments and termination of leases.

**Liaison with Utilities:** Bills may be kept in the Landlord's name or set up with Residential Service Office (RSO) through the NEX on Support Site. Ensure you have a clear understanding of the utility bills, before you sign your lease.

**Mediation:** If disputes arise, the HSC will mediate between the two parties. Though the HSC will assist ~~with assist~~ with mediation in accordance with the terms of the lease, we cannot provide any legal representation. The HSC has an Italian lawyer to assist with mediation though they are contractually prohibited from representing a service member.

**Partial Full-Tour Furnishing (PFTF) Program:** Your HSC Counselor will arrange for loaner furniture and appliances at your lease signing. At least 3 days are needed to arrange for Loaner Furniture and PFTF. Loaner Furniture consists of items such as a bed, kitchen table, chairs, and sofa. Loaner furniture is only issued for 90 days upon move-in. Additionally, appliances (through the PFTF program) are provided for personnel to include an AFN decoder, stove, microwave oven, refrigerator, washer, dryer, 2 transformers, CO detector, 1 wardrobe per family member, and an extra wardrobe for active duty member uniforms for your full tour.

**Naples Public Health Evaluation:** In 2008, the Commander, Navy Region Europe, Africa, Central (CNREURAFCENT), with the assistance of the Navy and Marine Corps Public Health Center (NMCPHC), launched a Public Health Evaluation to evaluate the potential short and long-term health risks associated with living in the Naples area. The Public Health Evaluation was completed in June 2011 and involved the collection of air, water, soil and soil gas samples from throughout the Naples area to identify whether there are potential health risks. As a result, of the NPHE, areas around Naples were placed off-limits forte renting a home. This map can be found on page 29. Additionally, any lease through the HSC requires homes to be connected to

city water (vice well water), landlords to provide bottled water to tenants in the amount of four liters per day per person, and landlords are responsible for cleaning the water reservoir tank (if applicable).

**Things To Consider**

- Always keep security in mind while you are looking at homes.
- All units are inspected by a HSC inspector for safety and security standards.
- Be aggressive in your search—TLA/TQSA authorization is a maximum of 60 days for military, and 90 days for civilian personnel. TLA claims between 31-60 days require chain of command approval.
- School bus routes.

**Renter’s Insurance:** Renter’s insurance is encouraged for all residents. The landlord’s insurance does not protect your belongings or your liability for accidents. If your possessions are damaged by a fire or severe weather, a renter’s insurance policy will allow you to recover their value. The liability portion covers you in the event you accidently damage or destroy your landlord’s property.

**CAUTION: A home that is damp and cold when you look at it is often a warning sign of heating problems, and potential moisture / mold in the future. If the landlord will not maintain the property when vacant to include utilities and keep it within ready to rent standards with only a few days preparation time needed don’t ~~fall prey fall trap to~~ promises of what they will do in the future since they let it get this bad to start with.**

## Economy Housing FAQs

### **Q. May I negotiate with the landlord to provide additional air conditioning/heating units, wardrobes, a lower rental amount, etc.?**

A. Yes, you may negotiate the rental amount and requested items with the landlord. Note that the request for additional items, often results in an increase to the monthly rental amount. ~~Housing will determine the Fair Market Value (FMV) allowable to payment~~ Don't use the OHA rate as every house and location will differ ~~based upon the FMV.~~

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### **Q. Can I terminate my lease early?**

A. A standard lease through the HSC is a minimum of four years. However, all leases include the military clause to terminate the lease early with orders. Additionally, the lease may be terminated after the first 6 months, and thereafter at the end of each trimester as long as 30 days' notice is given to the landlord. In either case, the HSC will assist in scheduling a lease termination appointment and lease close-out appointment.

### **Q. Can I keep the electricity and other bills in the landlord's name?**

A. As long as the landlord and tenant are in agreement, the bills may be left in the landlord's name. If this is the case, the terms will be specified in the lease and the landlord will provide the bills to the tenant. If bills are kept in the landlord's name, it is highly advisable to review copies of previous bills to estimate costs.

### **Q. How much OHA will I receive?**

A. Military can access Overseas Housing Allowance calculators on the Defense Travel [Management](https://www.defensetravel.dod.mil/site/oha.cfm) website at <https://www.defensetravel.dod.mil/site/oha.cfm>.

### **Q. What if I requested the wrong size appliances at the lease appointment or would like to request additional items after the initial furniture delivery?**

A. Appliances are scheduled at the lease signing appointment. If the contractor is required to make a second delivery, for any reason, you will be charged a \$60 fee.

### **Q. Who can I contact if I have problems with my landlord and/or the utility companies?**

A. The Housing Service Center is staffed with bi-lingual referral counselors that are available to assist you with any issues you may encounter with your landlord and/or utility bills. You may stop by or call the HSC during normal working hours at DSN: 629-4466 / COMM: 081-811-4466

**Q. Who do I contact for [an](#) after hours emergency if I'm unable to communicate with my landlord?**

A. Contact the NSA Quarterdeck at DSN: 626-5547 / COMM: 081-568-5547 and the quarterdeck will contact the on-call housing counselor.

**Q. How do I use my 110 Volt appliances on the economy?**

A9. Electric items with a 110 Volt plug can be used by plugging them into the transformers provided as part of your PFTF.

**Q. I recently advanced to E5, how do I move out of the barracks into the economy?**

A. [Upon advancing to E5, you must submit a Letter of Intent to the Unaccompanied Housing \(UH\) Office stating your intention of moving out, special request chit endorsed by your chain of command, and proof of advancement to the HSC. Once those documents are received, you may follow the process above to move out of the barracks and a home on the economy.](#)

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## Quick Reference Guide School Bus Service

- ISCHITELLA, PINTEMARE, CASTLE VOLTURNO, CANCELLO ED ARNONE
- GAETA, FORMIA, SCAURI, MINTURNO
- LICOLA
- PARETE, LUCIANO, AVERSA
- CUMA, MONTERUSCELLO, POZZUOLI
- GRICIGNANO
- SANT'ANTIMO, AVERSA, SUCCIVO, ORTA DI ATELLA, SANT ARPINO,
- CASAGIOVE, TEVEROLA
- GIUGLIANO, QUALIANO,VARCATURO
- CAPODICHINO(REQUIRES APPROVAL /SPACE AVAIL BUS)
- LAGO PATRIA
- CUMA, POZZUOLI
- BAIANO
- ARCO FELICE

If members decide to live outside current commuting zone the school can still provide transportation for children from the closest stop within the commuting zone.

Some of these areas are right on commuting zone boundaries (ex.: Pozzuoli, Arco Felice, Quarto and Caserta) and the following areas are NOT serviced: Monte di Procida, Baia, Bacoli, Nola, Mercogliano and downtown Naples.

WE STRONGLY RECOMMEND THAT YOU STOP BY THE STUDENT BUS OFFICE, LOCATED AT THE NAPLES MIDDLE HIGH SCHOOL BUILDING ROOM #128, AFTER ENROLLING THE STUDENT IN SCHOOL. For any further assistance please do not hesitate to contact NaplesSBO@dodea.edu, or at +39 0444 71 6833/6832.

## Loaner Furniture and Partial Full-Tour Furnishings

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Note: Availability of Loaner Furniture and PFTF may vary.

### Loaner Furniture

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The HSC provides the basic furniture upon move-in for on-base and off-base use while you await the delivery of your household goods (HHG) delivery. Loaner furniture needs are determined at your lease signing appointment, and is intended for use up to 90 days. Furniture consists of dining table and four chairs, love seat, arm chairs, coffee table, beds, dresser, and more. Loaner furniture can also be scheduled at the termination of your time in Naples to facilitate your HHG packout. A minimum of three days are required to schedule delivery of loaner furniture. Requests to retain the loaner furnishings beyond 90 days must be made prior to the expiration, and must be submitted in writing to the Housing Director.

### Partial Full Tour Furnishings (PFTF)

If you are living on the economy, Housing provides appliances through a program called Partial Full Tour Furnishings (PFTF) for the entire length of your tour. Eligible military personnel, DoD civilians, and DoDDS teachers with a transportation agreement to Naples, Gaeta, and Rome areas are entitled to full issue of PFTF items. On-base housing units are already equipped with appliances. PFTF will be scheduled at the lease signing just as loaner furniture. A counselor will assist you in determining your requirements. Appliances such as the washer, dryer, oven/stove, and refrigerator will be standard EU appliances.

The following items are available for PFTF: Appliances, one wardrobe, two transformers, and one AFN box.

### Condition of Furniture & Appliances

The HSC ensures that all loaner furniture and PFTF are delivered to you in a clean and serviceable condition. When you receive the furniture, be sure to note any obvious discrepancies. Your notes will be filed with the Housing Warehouse and you will not be charged for damages annotated. The warehouse contactor will assist with explaining how to operate appliance that may be different than in the US. Remember to check everything before the delivery crew leaves your home.

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### **Scheduling Appointments**

Housing Warehouse appointments to include changes, such as those for Loaner Furniture and PFTF, cannot be scheduled over the phone. If you wish to schedule or re-schedule (change) any furnishings appointment you must visit any Housing Service Center or warehouse in person to complete the request. You must schedule your appointment at least three working days in advance. It is important to keep the appointment you've scheduled. Failure to maintain any Warehouse appointments (missing an appointment) as scheduled will cost you a \$60.00 fee to reschedule the appointment. If you need to cancel an appointment, you must notify Housing Warehouse at least 24 hours in advance.

### **Delivery & Pick-up**

When loaner furniture and PFTF deliveries and pick-ups are initially scheduled by the housing counselor, only the date of service is specified. Later, the warehouse contractor will assign an AM or PM timeframe in order to better manage the workload by location. There are no exact appointment times for deliveries and pick-ups. If you'd like to find out if your appointment is scheduled for the AM or PM timeframe, you can call the housing warehouse between 1500 and 1600 the day before the appointment at: DSN 629-4242 or Commercial 081-811-4242. Delivery and pick-up timeframes are between AM: 0800-1300 / PM: 1300-1800.

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The following is a list of appliances available through the Housing Warehouse. Note that styles, brands and sizes change frequently, and actual items may differ from the pictures in this guide.

<u>Type Appliance</u>	<u>Width</u>	<u>Depth</u>	<u>Height</u>
<b>Large Gas Oven</b>	35.5"	26.5"	36"
	90cm	70cm	91cm
<b>Small Gas Oven</b>	23½"	25"	34"
	60cm	65cm	86cm
<b>Large Washer</b>	27"	26½"	43"
(hot and cold water needed)	69cm	70cm	105cm
<b>Large Dryer (gas only)</b>	27"	28"	43½"
(vent required)	69cm	72cm	107cm
<b>Small Italian Washer*</b>	23½"	22"	33"
	60cm	56cm	84cm
<b>Small Italian Dryer*</b>	23½"	23"	33"
	60cm	58cm	84cm
<b>Microwave/Convection Oven</b>	21"	17"	11"
	52cm	43cm	28cm
<b>Large Refrigerator**</b>	27½"	27½"	74½"
(American Style)	72cm	73cm	190cm
<b>Small Refrigerator**</b>	23"	24"	73"
	58½cm	61cm	185cm
<b>Large Gas Oven</b>	35"	25"	33½"
	89cm	65cm	84cm
<b>Small Gas Oven</b>	23½"	25"	33½"
	60cm	65cm	85cm
<b>Large Washer</b>	27½"	31½"	43½"
(hot and cold water needed)	70cm	80cm	110cm
<b>Large Dryer (gas only)</b>	29"	31½"	43½"
(vent required)	74cm	80cm	110cm
<b>Small Italian Washer*</b>	23½"	19"	33"
	60cm	48cm	84cm
<b>Small Italian Dryer*</b>	23½"	23"	33"
	60cm	58cm	84cm
<b>Microwave/Convection Oven</b>	19"	22"	15"
	48cm	56cm	38cm
<b>Large Refrigerator***</b>	29½"	27½"	64½"
(American Style)	75cm	73cm	158cm
<b>Small Refrigerator***</b>	23"	24"	66½"
	58½cm	61cm	171cm

**Note**

\* Washer / Dryer MAY NOT BE STACKED.  
 \*\* When ordering a refrigerator, please specify right-hand or left-hand door swing.

**Maintenance & Repair**

For appliance issues, please call the Warehouse at DSN: 629-4242.

- If appliances do not fit or the wrong style or size is requested, a \$60 re-delivery fee will be charged to re-deliver the correct appliances.



- Appliances requested after the initial delivery will incur a \$60 delivery fee will be charged.
- Measure the area where appliances will be installed to determine the appropriately sized appliance.  
Additionally, measure all doorways, staircases and tight spots that may prevent the appliance from being delivered.



## Allowances Overview

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Note: Be sure to check your LES every month to ensure you are getting the correct allowances.

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### Overseas Housing Allowance

Overseas Housing Allowance (OHA) is paid to military members who live in privately leased housing on the economy at their overseas duty station in place of BAH ~~for overseas assignments~~. Residents of on-base, government-leased, housing do not draw OHA. The purpose of OHA is to pay for housing costs, including rent, utilities, and recurring maintenance expenses. OHA consists of two parts, the rent portion, and the Utility and Recurring Maintenance (URM) portion.

The rent portion of OHA is computed based on your rent up to the maximum allowed for your pay grade. However, you may rent a home above your ~~paygrade~~ OHA cap, but you pay the difference out of your base pay. If your rent is less than your maximum allowed OHA, then your allowance will ~~lower to match your rent~~. The actual amount of OHA you receive fluctuates with the dollar/Euro exchange rate.

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The utility portion of OHA is added to the ~~rental allowance portion~~ to help defer the utilities and recurring maintenance (URM) costs. You receive the entire amount of URM regardless of your actual utility costs. ~~The amount of OHA you receive fluctuates with the dollar/Euro exchange rate.~~ The URM portion of your OHA is ~~also~~ adjusted based on an annual OHA Survey.

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The HSC can give you details about applying for OHA. Information on current OHA rates can be found at <https://www.defensetravel.dod.mil/site/ohaCalc.cfm>

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### Advance OHA

This entitlement is to pay your first month's rent and deposit. The HSC will provide you with the appropriate request form during your Pre-Contract signing. Your request will need to be signed by your Commanding Officer/Officer in Charge. PSD requires a minimum of 3 working days to process advance OHA requests.

### MIHA

Move in Housing Allowance (MIHA) is a one-time payment to help you pay for items such as extra cabinets, wardrobes, utility deposits (except Internet & Cable TV), electrical transformers and adapters, etc. It is not paid to occupants of ~~government leased~~ on-base housing. MIHA rates also fluctuate according to the Euro.

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**COLA**

Cost of Living Allowance (COLA) is paid to all service members regardless of whether you live in government or private housing or whether on accompanied or unaccompanied orders. The amount of COLA that you receive depends on your rank, length of service, and number of family members. It is paid when the cost of living in your area is higher than in the U.S. COLA helps to pay for things you buy on the economy that are more expensive than comparable items in the United States.

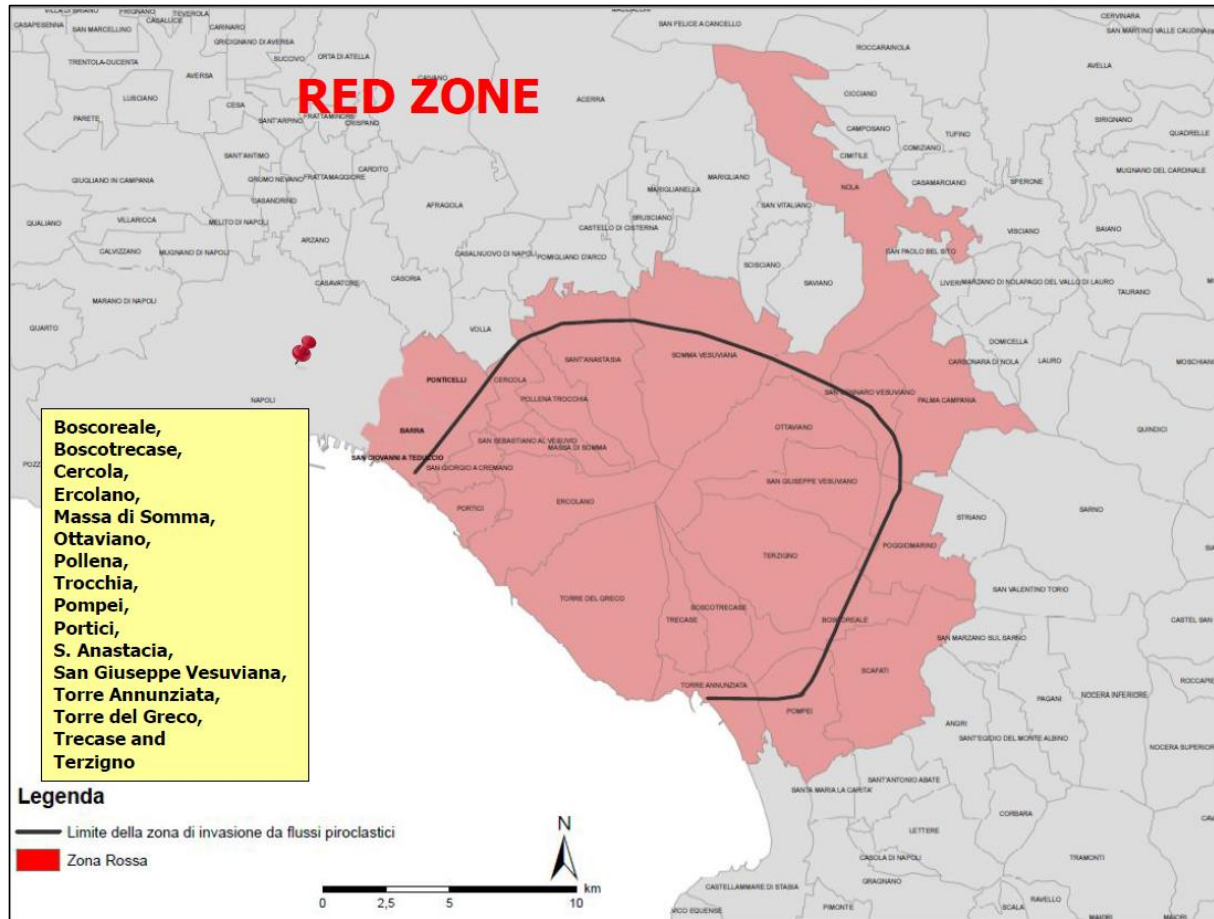
The COLA index is a percentage that represents the difference between the cost of a “market basket” of goods and services in your area versus the US. For example, a COLA index of 110 means that prices in your area is 10 percent higher than in CONUS. This does not translate into a 10 percent increase in your paycheck however; because the COLA is calculated on your average spendable income—total income minus such expenses as housing, utilities, taxes, and savings.

Important Note: Many of these allowances fluctuate as the dollar-Euro exchange rate fluctuates, therefore your paychecks will vary quite often. You should carefully check your leave and earnings statements to make certain an error hasn't occurred. You are advised to keep a notebook and enter every expenditure you make for your home, which is covered by your OHA and URM. That way, when it is time for the annual allowance surveys, you have accurate figures.

**Civilian Allowances**

Information on Temporary Quarters Subsistence Allowance (TQSA) and Living Quarters Allowance (LQA) is available at the Department of State website at <http://www.state.gov/m/a/als/>.

Vesuvius Lease Suspension Zone (VLSZ) – “Red Zone”



Ref: NAVSUPPACT NAPLES INST 11101.6

### New Lease Suspension Zones (NLSZ)

