



# Housing Service Center



**Housing Welcome Package**  
**Government Quarters and Economy Housing Information**  
**e-mail: [M-NA-NSAHSGADMIN-GD@EU.NAVY.MIL](mailto:M-NA-NSAHSGADMIN-GD@EU.NAVY.MIL)**

# HOUSING SERVICE CENTER

## Hours of Operation

### Support Site - Economy Housing Division

Property Registration / Referral Services /

**BLG 2073**

**\*Monday-Friday 0745-1545**

Closed All Italian Holidays

### Support Site – Family Housing Division

Assignment/Termination of Government

Quarters

**BLDG 2074**

**\*Monday-Friday 0745-1545**

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

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

## Point of Contact Information

**M-NA-NSAHSGADMIN-GD@EU.NAVY.MIL**

Housing Service Center (Support Site) - - - -	(DSN) 629-4466 / (Comm) 081-811-4466
Family Housing Division (Support Site) - - -	(DSN) 626-4930 / (Comm) 081-568-4930
Housing Service Center (Gaeta) - - - - - - -	(DSN) 626-8307 / (Comm) 081-568-8307
Housing Service Center (Rome & Latina) - -	(Comm) 06-504-0421
Personal Property Office (Support Site) - - -	(DSN) 629-6778 / (Comm) 081-811-6778
EMERGENCY ASSISTANCE - - - - - - - - - - -	(DSN) 629-4911 / (Comm) 081-568-4911
Housing Trouble Desk - - - - - - - - - - -	(DSN) 629-4285/86 / (Comm) 081-811-4285/86
Quarterdeck (Capodichino) - - - - - - - - -	(DSN) 626-5547/5361 (Comm) 081-568-5547/5361

## Housing Process Overview

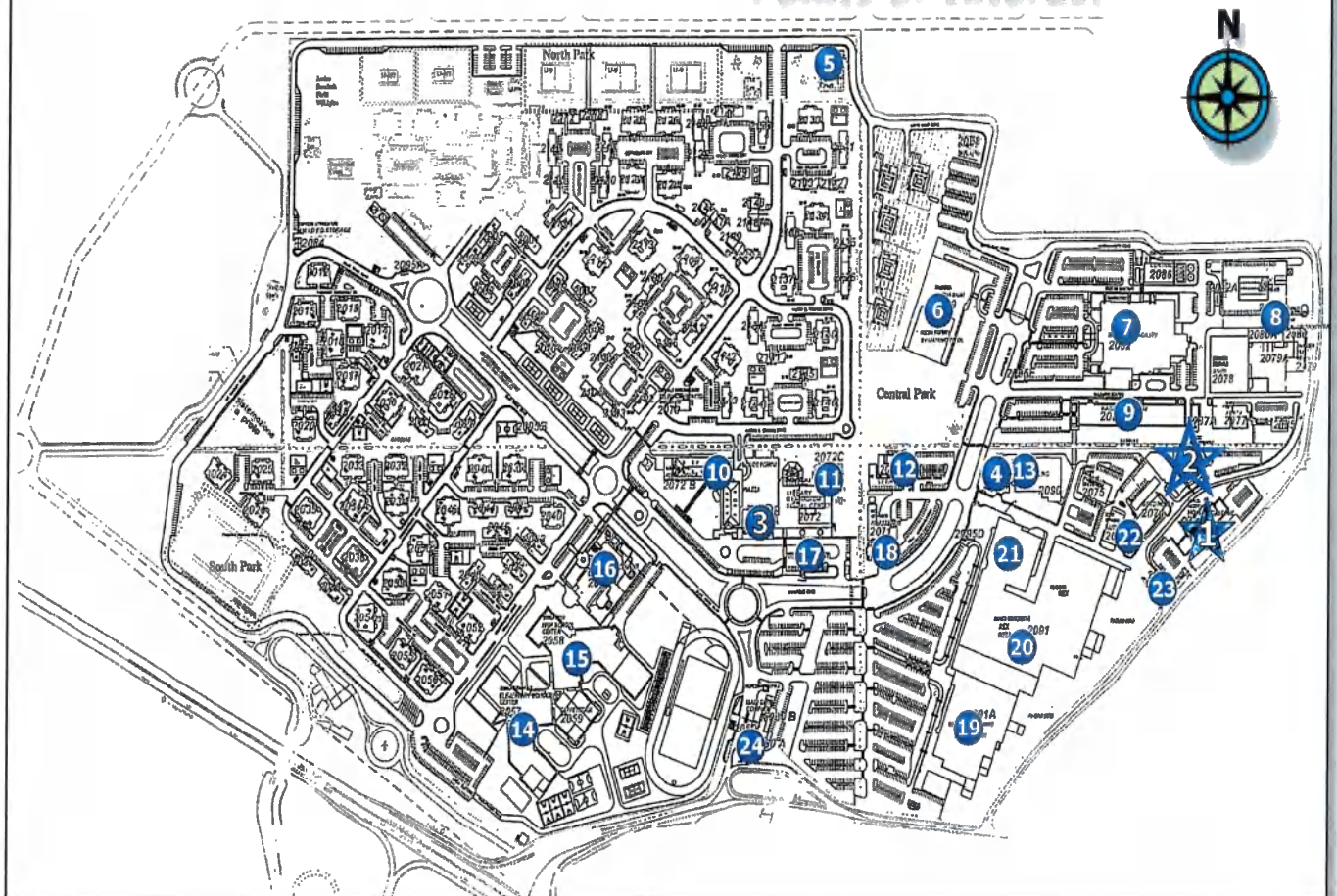


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# NSA Naples Support Site

## Points of Interest



## Legend

- |   |  |  |
|---|--|--|
| <b>1. Housing Service Center (Economy)</b>  | Teen Center  | Florist  |
| <b>2. Family Housing Division (Assignment &amp; Facilities)</b>   | <b>11.</b> NSA Library   | <b>21.</b> Food Court, Movie Theater, Post Office, Pack & Wrap   |
| <b>3.</b> HSC Community Center, Chapel  | <b>12.</b> Veterinary Clinic   | <b>22.</b> NEX Auto Port, Auto Hobby Shop, Self Service Car Wash |
| <b>5.</b> Skateboard Park   | <b>13.</b> Bowling Center, Noble Roman's Pizza   | <b>23.</b> "Back" Gate   |
| <b>6.</b> Fitness Forum (Gym)   | <b>14.</b> DoDDs Elementary School   | <b>24.</b> Main Gate, Pass & ID, Pedestrian Entrance             |
| <b>7.</b> Naval Hospital  | <b>15.</b> DoDDs Middle/High School  |  |
| <b>8.</b> POV Lot   | <b>16.</b> Child Development Center  |  |
| <b>9.</b> Bachelor Quarters   | <b>18.</b> NSA Fire Department   |  |
| <b>10.</b> Navy Lodge, FFSC, MVRO, GSF pay cage, Geico Insurance, Laundromat, NEX mini-mart, Chock-full-o'Nuts coffee shop, Bamboosa Restaurant, MWR Youth/ | <b>19.</b> D.E.C.A. Commissary   |  |
|   | <b>20.</b> NEX, NFCU, ITT, Dry Cleaner, Residential Services, Vodaphone Cellular, Book Store, Dry Cleaner, Hair Salon, Wine Store, |  |

# Temporary Lodging Allowance

Summary of: NAVSUPACT NAPLES INSTRUCTION 7210.1(SERIES)

Ref: Joint Travel Regulations (JTR) Vol.1, Chapter 9  
NSA INST 7210.1 (SERIES)

The Housing Service Center will assist you in obtaining suitable living quarters, either in government quarters or in the local community. Until you have secured a home, you are responsible for using your TLA in a judicious manner. This means that, upon your arrival, you must **aggressively** seek housing. To help you understand more about TLA, the following information is provided.

Military personnel are authorized a maximum of 60 days of TLA. After the first 30 day period you will be required to have approval from your Chain of Command indicating why you were unable to locate housing within the 30 day period. A minimum of two showing tours must be competed every ten days. If I have not selected a property by the 30-day TLA point, I understand that I may be required to sign a short-term lease. Civilian personnel are authorized a maximum of 90 days of temporary lodging (TQSE).

Note: The Claims may be sent via e-mail at:  
**M-NA-NSAHSGADMIN-GD@EU.NAVY.MIL**

**NOTE: The policies and instructions referenced here are available at the Housing Service Center. Please ask a housing counselor if you would like to review any housing policy or instruction.**

## TLA Entitlement is Subject to Termination:

- If you, or your spouse, cannot complete a minimum of two tours with the Housing Showing Staff or a Registered Real Estate Agency during each 10 day period. Work requirements are not justification for being unable to complete tour requirements.
- If you delay signing a lease for your personal convenience (i.e. arrival of POV or HHG, awaiting family arrival, etc.)
- If you fail to make arrangements for delivery of HHG and/or loaner furniture promptly or if you request delayed delivery of HHG for personal convenience.
- If you go on TAD/TDY/Leave out of the vicinity of your PCS, unless your command sponsored family members remain during your absence.
- If you have not scheduled a contract date within 30 days of arrival without command approval providing justification for not locating housing. Note: A short-term lease notification will be emailed to you on this date.
- If you are not aggressively seeking economy housing and you refuse the second offer of government quarters, TLA will terminate on the date that government quarters were expected to be available for occupancy.
- Upon the move-in date to government or economy quarters.
- If a TLA request is submitted and you cant provide a copy of the property showings for that period.

## TLA Entitlement Extensions:

- All extensions based on economy homes undergoing construction, awaiting major/minor repair, awaiting current residents to vacate, or limiting your search to a specific location/area **will NOT be approved.**
- Regardless of military branch, all extensions must be approved by the Commanding Officer, NAVSUPACT Naples.
- Extensions beyond the first 30 days must be submitted with an endorsement from your Commanding Officer indicating specific reasons for justification and must be submitted 10 days in advance of the expiration of your TLA.
- Extensions beyond 60 days are rarely approved. They must be endorsed by your Commanding Officer and submitted via the Housing Director in advance.

# Government Quarters

Summary of: NAVSUPACT NAPLES INST 11103.5C and CNIC INST M-11033.3  
(Housing Eligibility Criteria)

## GOVERNMENT QUARTERS ASSIGNMENT

FRONT DESK: 629-4930—081-811-4930

The Assignment counselors at the Housing Service Center will help you choose the government unit that is right for you. When you are meeting with the counselor, you will need a copy of your PCS orders and verification of dependents (i.e. Navy Page 2 or DEERS verification).

### **DIRECT ASSIGNMENT IN EFFECT**

Effective 28 August 2020, Direct Assignment to Military Family Housing (MFH) is in effect for all incoming active duty military personnel (E1 - O6) reporting to the Naples area with accompanying dependents. Members will be assigned to MFH immediately upon arrival if available.

**NOTE: The policies and instructions referenced here are available at the Housing Service Center. Please ask a housing counselor if you would like to review any housing policy or instruction.**

### **General Eligibility**

1. In the Naples area, all U.S. military personnel, pay grades E1—O6 with accompanying family members, are eligible to apply for Military Family Housing (MFH).
2. Civilian Personnel with accompanying family members are eligible to occupy MFH. Assignment to MFH will be made only when there are no military families on the waitlist and are based on paygrade equivalency and family composition.
3. Single service members who are pregnant and assigned to the Naples or Gaeta area may apply for MFH with certification from the U.S. Naval Hospital, Naples, Italy. Placement is on the two-bedroom waiting list, and the control date is the date of confirmation of pregnancy. Assignment will be made during the last trimester of pregnancy, pending availability of units.

### **Assignment Policy**

1. All assignments to MFH are made based on rank and family composition.
  - Service members are eligible for one bedroom per child.
  - E7—E8 personnel are eligible for a minimum of three bedrooms.
  - E9 personnel are eligible for a minimum of four bedrooms.
  - O1—O5 personnel are eligible for a minimum of three bedrooms
  - O6 personnel are eligible for a minimum of four bedrooms

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



## Government Quarters (Continued)

2. All newly arriving service members must report to the Housing Service Center (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 member is required to reside in temporary lodging. If government quarters are not available for occupancy within 30 days of arrival, the member MUST locate a home in the local community after receiving a Statement of NON-AVAILABILITY from the Assignment Office.
3. Military personnel currently on the MFH waiting list but



residing in the local community are eligible to move into MFH after a period of four months, as per NSA Instr. 11103.5C. During this period, the member will not lose his/her position on the waiting list.

### **After Accepting a Government Unit**

You must check out of the TLA by 11:00 a.m. on the effective day you are assigned to government quarters. (Move in date)

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

Housing will:

- Arrange for loaner furniture, if desired.
- 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.

### **Housing Style**

All government quarters are "apartment" style, six-plex or twelve-plex, three story buildings.

Note: Buildings do not have elevators.





## Government Quarters (Continued)

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### **ADSL**

Internet services are provided by the Residential Services office located at the NEX. The Assignment Counselors will provide information on internet installation.

### **Appliances**

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

### **Loaner Furniture**

Refer to page 13 for a list of available loaner furniture items.

### **PETS**

As per NSA instr. 10570.2H (**Pet Policy**), pets are allowed in Military Family Housing. Members 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.

Only cats and dogs that have been spayed/neutered and micro-chipped are authorized.

### **Renter's Insurance**

Renter's insurance is **STRONGLY ENCOURAGED** for all residents.

### **Storage**

Every MFH unit has a small designated storage "room" assigned within your building.

### **Telephones**

Your telephone in MFH will be a government installed DSN number. The Assignment Counselors will provide information on telephone installation.

### **Transportation**

NSA Naples offers bus service from the Support Site to Capodichino and JFC. This service is available throughout the day and evening hours. There are three bus stops conveniently located within walking distance of all government quarters. Schedules are available at the Housing Office and are posted at each bus stop. **NOTE:** Transportation service is provided for single service members residing in Unaccompanied Housing and personnel residing in TLA awaiting arrival of their vehicle. All other personnel are eligible to ride the bus on a Space-Availability basis.

### **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.

## **Frequently Asked Questions**

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

**A1. Under direct assignment, if you decline an offer you will forfeit your entitlement to Overseas Housing Allowance (OHA).** 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 is my control date?**

**A2.** Your control date will be your detachment date from your last permanent duty station (proof of detachment date is required). Note: You are required to apply for housing immediately upon arrival.

**Q3. What size quarters am I eligible?**

**A3.** The sponsor's rank and family size determine bedroom eligibility.

- E1-E6** One bedroom per child
- E7-E8** Minimum of three bedrooms
- E9** Four bedrooms
- O1-O5** Minimum of three bedrooms
- O6** Four bedrooms

Note: NSA does not have quarters larger than four bedrooms.

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

**A4.** While operating under the Direct Assignment policy, you do not have the option to move into the local economy unless Government Quarters are not available and you receive a Statement Of Non-Availability.

**Q5. Can I receive a waiver to move to the local economy due to the number, size, or breed of my pets?**

**A5.** No. There are no exceptions to the Direct Assignment Policy due to pets.

**Q6. What if my family has not arrived yet?**

**A6.** You are required to apply for housing when you arrive. 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. NOTE: You will be required to sign a lease (or short term lease) on the local economy until that time.





# Checking Out of Government Quarters

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At least thirty days before your departure, contact the Government Quarters Assignment Counselor to start the checkout process. The Assignment Counselors are located at the Support Site HSC which is open Monday - Friday, from 0730 until 1545. Contact a counselor at DSN 629-4930 to schedule your appointment.

## **Notice of Intent to Vacate** (1<sup>ST</sup> APPOINTMENT AT THE HOUSING OFFICE)

Bring a copy of your PCS orders to this appointment. You will complete an "Intent to Vacate" notice and schedule your preliminary and final inspections. The Assignment Counselor will arrange for loaner furniture to be delivered and picked up. For cleaning references, the Counselor will also give you a copy of the "Navy Housing Appliance/Furniture Cleaning Requirements".

## **Pre-Inspection** (2<sup>ND</sup> APPOINTMENT AT YOUR HOME)

During the pre-inspection of your home, the Housing Zone Manager will inform you of what will be expected at the final checkout, as well as take notes of needed repairs. During the pre-inspection, be sure to ask any questions you may have concerning items that have been lost or damaged. This inspection will take approximately 60 minutes.

Please make arrangements to keep this pre-inspection appointment. Missing the appointment will reduce operational efficiency and slow the vacate process.

## **Final Inspection** (FINAL APPOINTMENT AT YOUR HOME)

You must have a final inspection of your home in order to complete your requirements for vacating government quarters before PCSing. To complete the final inspection all personal property must be removed prior to your scheduled appointment. At the final inspection a Zone Manager will examine the residence in the following areas: condition and cleanliness of quarters; inventory, and condition and cleanliness of government equipment. During the final inspection, you will sign a memorandum indicating the date that you passed your final inspection and vacated quarters. Note: if you are in possession of loaner furniture, you will be required to have the furniture picked up prior to the final inspection.

## **Damages**

Damages will be noted during the pre and final inspections. The Zone Manager will charge you for all of the damages found during the inspections. Payments for damages will be paid to the government at PSD via a money collection voucher before you can be cleared from quarters. Note: The Zone Manager will indicate those items that you may fix prior to the final inspection.

## **TLA**

Prior to your departure from Naples, Italy, military personnel are qualified for **ten days** of TLA when vacating military family housing. This allowance does not begin until the final inspection has been passed. You will need to plan ahead when scheduling your appointments and are encouraged to make TLA reservations well in advance.

# 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

	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

**\* Driving times are approximate. Times vary depending on traffic conditions, weather, personal driving habits, etc. Times are provided to help you orient yourself to the Naples area.**



## **Economy Housing**

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### **HSC Registered Real Estate Agents**

A complete list of registered and approved Real Estate Agencies may be obtained at the Housing Service Center or may be forwarded via email upon request.

### **The Housing Service Center will assist you to ...**

- Complete a housing application (dd form 1746)
- Apply for a Codice Fiscale, the Italian equivalent of a Social Security Number (required for a lease agreement, phone, electrical service, etc.)
- View the current economy listings and choose homes you would like to see
- Maintain your Temporary Lodging Allowance (TLA) eligibility during the house hunting process
- Coordinate for showing tours. (These tours are required for TLA claim approval.)
- Sign a bi-lingual lease
- Establish and maintain utility services
- Negotiate Tenant / Landlord issues
- Contact your landlord for 24 hour emergency assistance

## Economy Housing (continued)



### Things To Consider

- Always keep security in mind while you are looking at homes.
- All units are inspected by a Housing Service Center inspector and must meet safety and security standards prior to your move in.
- Be aggressive in your search—TLA maximum authorization is 60 days for military and 90 days for civilian personnel. TLA Request between 31 -60 days require chain of command approval.
- Arrival TLA is authorized up to 60days, You *must* make a decision no later than day 30 of TLA to allow time for inspections, negotiations, electricity hook-up, delivery of furniture, and any other pre-occupancy requirements.

### What do I want in a home?

A prioritized list of what you would like in a home will help simplify your search. As you develop the list, ask yourself, "Do I want...":

- A view?
- A yard?
- A house or an apartment?
- A garage?
- A landlord who allows pets?
- An Italian or an American neighborhood?
- Security features?
- A short commute time?
- Access to public transportation?
- Access to the school bus route?
- Close proximity to shopping?
- Close proximity to base services?
- Expenses within my housing allowances?

You are encouraged to complete the checklist on page 15 for every home you are considering.

### Renter's Insurance

Renter's Insurance is STRONGLY 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 accidentally damage or destroy your landlord's property.

### **Placing a Property on Hold**

- **Regular Hold:** When you find a home you may put it on regular hold for two working days. This will give you an opportunity to weigh the pros and cons of the house. If you like, you can continue to look at other properties during this time. You may request to extend a regular hold for a total of four days.
- **Permanent Hold:** When you make your **final** decision you will need to put the house you have chosen on contract hold. If not already completed, housing will then schedule a safety and security inspection. Once the home meets the inspection standards a contract signing appointment will be scheduled for you and the landlord.

**Note:** Once you have a contract hold or pre-contract date, no more housing tours may be made otherwise; *Keep looking until a "Housing Counselor" tells you to stop looking or you risk loss of TLA entitlements*

### **Lease Signing**

For the contract signing appointment you will need to have the equivalent of 2 months rent in Euro. One month must be in cash Euro and will be deposited in the General Service Fund to serve as a rental security deposit. The other month will be paid to the Landlord via the method determined during the lease negotiations.



## Economy Housing (continued)

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### **Security Tips**

- Never leave your keys in the locks of your doors or shutters. Even though there is no outside keyhole, thieves are able to turn the key and open the lock.
- Always set your entire alarm when leaving the house and your perimeter alarm when at home.
- Use your intercom to verify the identity of anyone at your door/gate, prior to allowing them access to your home.
- Turn off your gas when leaving your home for an extended period of time.
- Demand validation the alarms work and have it shown to you at inspection.

### **Mold / Mildew Prevention**

Damp weather and local home designs contribute to mold and mildew problems. To help prevent against mold and mildew, you should regularly ventilate your home during nice weather days and brief periods during the cooler months. You are also encouraged to open your bathroom window during and after all showers/baths. Small amounts of mold caused by excess humidity can be cleaned with a bleach and water solution. Excessive mold, or mold caused by water infiltration should be reported to the HSC. **\*\* Proper ventilation in a structurally sound and quality home can prevent mold\*\***

### **Internet**

Throughout Italy, internet is available via "Residential Services.

You may also arrange for phone and internet services via the **NEX Residential Services Office**. You may contact them for additional information at: 081-813-5321

## Economy Housing (continued)

### Loaner Furniture

Navy Housing provides the basic furniture you will need to set up housekeeping while you wait on your own household goods. You can also use this program for up to 90 days when you get ready to leave Italy to enable you to ship your household goods out earlier ensuring that they will be delivered to your next duty station by the time you arrive.

If you are interested in taking advantage of the Loaner Furniture program, visit the Housing Service Center to make the appropriate arrangements for delivery or pick-up. It is up to you to request it and make sure delivery and pick-up dates are accurate.

The Loaner Furniture program entitlement ceases upon the receipt of your household goods or 90 days (whichever comes first) and begins 60 days prior to departure. Requests to retain the loaner furnishings beyond the 90/60-day period should be made prior to the expiration and must be submitted in writing to the Naples Housing Director.



### PFTF—Partial Full Tour Furnishings

If you are living on the economy, Navy Housing provides 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. **Due to limited resources, the availability of PFTF may vary from time to time.**

Information on PFTF is available at the Housing Service Center. A counselor will assist you in determining your requirements. Your request will be processed at the time you sign your lease.

The following items are available for PFTF: Appliances (see page 17), one wardrobe per person, one hutch (two-door for single member's and three-door for member's with dependents), two transformers and one AFN box.



### Condition Of Furniture & Appliances

The Housing Service Center 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. Remember to check everything before the delivery crew leaves your home.



### 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 before a new appointment is rescheduled. 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 - AM: 0800-1300 / PM: 1300-1800





## Economy Housing F.A.Q.

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### Frequently Asked Questions

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**Q1. What is a Short Term Lease?**

**A1.** A short term lease is a temporary lease signed with a hotel or individual owner for at least 30 days that gives the tenant the option to break the lease with a very short notice. Once signed, you will begin receiving OHA/LQA. Note: Most short term lease properties are fully furnished.

**Q2. Do I need to obtain Renter's Insurance?**

**A2.** All residents are strongly encouraged to obtain renter's Insurance. In the event you cause damage to your rental property and/or your personal property, you will need coverage to reimburse for repairs and/or replacement of items.

**Q3. If I order the wrong size / style PFTF appliances do I have to pay to have the correct ones delivered? If I initially decide not to request all available PFTF appliances, may I later have them delivered?**

**A3.** If the contractor is required to make a second delivery, for any reason, you will be charged a \$60 re-delivery fee. You may request delivery of PFTF after your initial lease signing, however if you have previously accepted delivery of any appliances, a re-delivery charge of \$60 will be charged.

**Q4. Who can I contact if I have problems with my landlord and/or the utility companies?**

**A4.** 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

**Q5. Who can I contact if I have an "after hours" emergency and am not able to communicate with my Italian-only speaking landlord?**

**A5.** You may contact the NSA Quarterdeck at DSN: 626-5547 - comm: 081-568-5547. The quarterdeck will contact the on-call housing counselor. NOTE: you will need to have your landlord's telephone number available for the housing counselor.

**Q6. Can I use my American 110 volt items in my 220 volt economy rental outlets?**

**A6.** American 110 volt items can be used by plugging them into the transformers provided as part of your PFTF. You are encouraged to check the voltage of the item and transformer prior to use.

# Economy Housing Checklist

The following is provided to assist you in evaluating prospective living accommodations. All applicable items should be considered prior to a contract hold. You may want to make a copy of this checklist to use at each house you are seriously considering.

## Distance, Traffic, and Automobiles

- Distance from work and base services \_\_\_\_\_ minutes / \_\_\_\_\_ km
- Public transportation available
- Traffic patterns OK (weekdays/weekends/holidays)
- Adequate Parking
- Roads leading to the home OK - Your car will pass
- Roads large enough for a delivery truck
- Tolls roads

## Children

- Located near a school bus route
- Play areas for children available

## Pets

- Landlord allows pets
- Adequate room / yard space for my pets

## Security

- Secure Area
- Garage adequate (access, size, locks, alarm)
- Street is well lit
- Neighbors nearby
- Doors and windows secure
- Alarm system "tested and working & easy to use"
- Gated area "Parco"

## Costs and Fees

- Rent and utilities in correct price range
- Are there additional fees for condo, garbage, parking, etc.

## Electricity, Telephone, Gas and Heating

Notes:  Electric service is adequate: \_\_\_\_\_KW - (6KW)

- advised)
- Electrical outlets located conveniently
- Sufficient number of electrical outlets
- Telephone and television jacks located conveniently
- Internet & phone service available
- Gas service is available — Circle Type:  
Propane (AGIP) / City gas / Propane (Non-AGIP)

## Space and Appliances

- The house has an acceptable square footage
- Adequate space for wardrobes
- Adequate space for the requested appliances
- Requested appliances will fit through doorways (Note: If you prefer larger American appliances, be sure the house is equipped to utilize before placing on "contract hold".)
- Hot and cold water available for washing machine
- Vent and gas connection within 2 feet of dryer location
- Electrical connection available for washer and dryer
- Gas and electric connection within 2 feet of stove
- Air conditioning adequate
- Air conditioner / heating combination units installed
- Ceiling fans installed

## Miscellaneous

- Yard or garden require maintenance acceptable (consider who will perform the maintenance... self, contractor, LL)
- No evidence of mildew (look for *bubbling* or peeling paint)
- Windows open in a convenient manner
- Check out the neighborhood and surrounding premises: Not located near a popular restaurant or club resulting in excessive loitering or noise
- Window screens
- Landlord availability & communication challenges
- Utilities on to effectively test / inspect property
- Fire and CO2 carbon detectors on each floor
- Bedroom escape ability when equipped with security bars

**Measure the area where appliances are to be installed and ensure there is ample room for installation and functionality. Also, measure all doorways, staircases and tight spots that may prevent the appliance from being delivered. Keep in mind the height restrictions, doors that swing open, lids that raise, functionality, and ease of use. Note: If delivered appliances do not fit, you will be required to pay \$60 for re-delivery.**

## 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 trap to promises of what they will do in the future since they let it get this bad to start with.





# Checking Out of Economy Housing

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## **Preparing for Check-Out**

- You must begin preparing for your housing check out at least 30 days in advance.
- Schedule your household goods shipment with the Personal Property office at DSN 629-6778 in Naples or DSN 626-8351 in Gaeta.
- Contact the Housing Service Center (HSC) to schedule the first of three termination appointments.

## **Letter of Termination** (1<sup>ST</sup> APPOINTMENT AT THE SUPPORT SITE HSC)

- Bring a copy of your PCS orders.
- The Housing counselor will prepare a letter of termination that you must mail to your landlord via Italian mail. He or she must receive the letter at least 15 days prior to termination. You are encouraged to mail this letter with a return signed receipt requested.
- You will receive a Certificate of Repossession that you and your landlord need to later sign.
- You will be told how much your final rental payment will be in Euro.
- The Housing Counselor will also arrange for loaner furniture to be delivered and picked up.

## **Inspection of Premise** (2<sup>ND</sup> APPOINTMENT AT YOUR HOME)

- You and your landlord will inspect your home together.
- If no damages are found, your landlord will sign the Certificate of Repossession. This document is provided in both Italian and English. When signed, it releases you from your contract. This document **MUST** be presented to the HSC at your final clearance appointment. Tenants will not be released without written agreement by the landlord.

## **Final Clearance** (FINAL APPOINTMENT AT SUPPORT SITE HSC)

- Bring the signed Certificate of Repossession. If the landlord did not sign the Certificate, he or she is required to come to this appointment.
- If damages are determined to be the result of your tenancy, you are liable for the repair costs. If the costs exceed the amount of your deposit you are responsible for the difference.
- Your counselor will terminate your contract and negotiate damage reparation. If you and your landlord cannot reach an agreement, the housing counselor will arrange for an inspection of the home.
- Shut off your electrical power, bring your final ENEL meter reading and all of your bills.
- Telecom contract will be terminated. Bring the Telecom bill with you to this appointment.
- Final utility consumption and damage costs, if any, can be deducted from your housing security deposit.
- The security deposit balance will be refunded to you in Euro.

## **Additional Information**

- If you are using *city gas* you will be given a document for recording your final meter reading during your first appointment. This document must be taken to Napoletana Gas Co. on Via Chiaia (Housing provides maps). You will need the paid receipt during your final clearance appointment.
- Most contracts include water usage. If yours does not, the contract for your use is in your landlord's name. In this case the bill is calculated at the final appointment so you can reimburse your landlord.
- You will not be reimbursed for any fuel remaining in your bulk gas tank.

### **Outgoing TLA**

Make your departure TLA reservations in advance. Military personnel must use the Navy Lodge. TLA entitlement is for **ten days** only, so please schedule carefully. You are not entitled to draw OHA for rent payments and TLA at the same time.

## Appliance Specification List

The following is a list of appliances available through the Housing Warehouse. **Note** that styles, brands and sizes change frequently and we strongly recommend that you contact the warehouse for exact availability and sizes if space is limited in the home you are considering.

	<b>Width</b>	<b>Depth</b>	<b>Height</b>
<b>Large Gas Oven</b>	35" 89cm	25" 65cm	33½" 84cm
<b>Small Gas Oven</b>	23½" 60cm	25" 65cm	33½" 85cm
<b>Large Washer</b> (hot and cold water needed)	27½" 70cm	31½" 80cm	43½" 110cm
<b>Large Dryer (gas only)</b> (vent required)	29" 74cm	31½" 80cm	43½" 110cm
<b>Small Italian Washer*</b>	23½" 60cm	19" 48cm	33" 84cm
<b>Small Italian Dryer*</b>	23½" 60cm	23" 58cm	33" 84cm
<b>Microwave/Convection Oven</b>	19" 48cm	22" 56cm	15" 38cm
<b>Large Refrigerator**</b> (American Style)	29½" 75cm	27½" 73cm	64½" 158cm
<b>Small Refrigerator**</b>	23" 58½cm	24" 61cm	66½" 171cm



### Repair & Maintenance

The Warehouse provides repairs for issued Appliances. Please contact the Warehouse to schedule an appointment at DSN: 629-4242

\* Washer / Dryer MAY NOT BE STACKED.

\*\* When ordering a refrigerator, please specify right-hand or left-hand door swing.

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.

If an appliance is not initially requested, and you decide at a later date that you wish to have that item as part of your PFTF, a \$60 delivery fee will be charged.



# Allowances Overview

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Ref: Joint Federal Travel Regulations (JFTR)

## **OHA**

Overseas Housing Allowance (OHA) is paid in place of BAH for overseas assignments and is paid to military members who live in privately leased housing at their overseas duty station. Residents of government-leased housing do not draw OHA. OHA helps pay for your 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 on your actual rent up to a maximum based on your rank. The rental ceilings do not limit you. If your rent is above the ceiling, you pay the difference out of your base pay. If your rent is less than the ceiling, your allowance will only include the amount you actually pay.

The utility portion of OHA is added to the rent 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 Housing Service Center can give you details about applying for OHA. For a listing of the most current OHA rates and rent ceilings go to <https://www.defensetravel.dod.mil/site/ohaCalc.cfm>

The amount of OHA you receive fluctuates with the dollar/Euro exchange rate. The URM of your OHA is also adjusted as a result of an annual OHA Utility Survey.

## **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 or Letter-of-Intent 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 ADSL & Cable TV), electrical transformers and adapters, screens, and security systems — the things you need to make your privately-leased housing safe and comfortable. It is NOT paid to members who occupy government-leased quarters. MIHA rates fluctuate according to the Euro.

## **COLA**

Cost of Living Allowance (COLA) is paid to all service members—regardless of whether you live in government or private housing and whether you are accompanied or unaccompanied—but 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. Also, when planning your budget, do not count on a fixed dollar amount each paycheck. It is more prudent to plan on needing a certain amount of Euro each month.

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) are available at the Department of State website (<http://www.state.gov/m/a/als/>).