

# NAVSTA Rota, Spain



**Q My family is coming later than me. Will I be assigned to military family housing before they arrive?**

**A** Yes. You may be assigned 30 days in advance of your family arriving if units are available. If not, you can be placed on the Wait List. Please note that you are required to provide the Housing Service Center (HSC) with your family's flight itinerary.

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**Q My family is coming earlier than me. Can they be assigned housing before I arrive?**

**A** Yes, if you have an Advance Travel of Dependents authorization. Your spouse must check in to the HSC upon their arrival with all the required documentation and valid power of attorney, allowing them to accept housing on your behalf. If your family arrives without an approved Advance Travel of Dependents, they are not entitled to any housing or temporary lodging allowances. Also, they will not be eligible for housing referral services and furnishings support.

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**Q What type of electrical service is used?**

**A** The electrical system in Spain is 220 volts/50Hz. This is different from the American standard of 110 volts/60Hz. Homes in the community are 220V/50Hz. Electrical service on base, however, has been "Americanized." The electrical system on base, including all government homes, provides 110 volts/60Hz.

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**Q What is housing like in the surrounding community?**

**A** There is a variety of dwellings in the local communities; apartments, single-family homes, duplexes, and townhouses. Homes range from 900 square feet to 3,000 square feet. It largely depends on where you select to reside. Visit the HSC and speak with the off-base specialists to find the home that fits your needs. HOMES.mil is also an excellent source to view a variety of dwellings close to the installation.



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**Q Do homes have central heat and air conditioning?**

**A** On-base units have central heat and air conditioning. The majority of homes in the surrounding communities have individual heating and cooling units (split units). Many new homes, townhouses, and apartments have centralized heat and air conditioning. Butano (propane bottles) is used for water heaters and gas stoves.

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**Q If I have too much furniture, will the government store it for me?**

**A** No. Non-temporary storage of household goods is unauthorized and non-existing. Private storage facilities are limited in Spain. Please determine what you don't need and put it in non-temporary storage prior to PCS.

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**Q Should I bring my own major appliances?**

**A** This is not recommended. The local electrical system is 220V/50Hz, and American appliances are typically 110V/60Hz. The HSC will provide a stove, refrigerator, microwave, washer, and dryer for the duration of your tour. On-base units are equipped with major appliances that must stay in the house. The government will not store your appliances if you bring your own to NS Rota. If you plan to live On-Base, you may wish to bring small appliances (toasters, blenders, coffee makers, etc.).

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**Q How can I find housing in the community if I don't speak the language?**

**A** The HSC's counselors are bilingual and very knowledgeable. They will assist with the language barrier. They will serve as the translator and provide insight and knowledge of what's available in the community.

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**Q Are there government quarters aboard the Naval Station?**

**A** Yes, our inventory provides two-, three-, and four-bedroom units designed for officers and enlisted service members. Unaccompanied Housing (UH) barracks for service members in pay grades E-4 and below on unaccompanied orders, whether shore-based or sea-based, is required to live in UH upon arrival to NAVSTA Rota.

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## **Q Is there a waiting period for housing?**

**A** As there is in most installations, waiting times vary. On-going repair works, peak season (Aug-Sept), etc., could be a factor in the waiting time. Historically the average waiting time is less than two weeks depending on the type of unit qualified. Applications may be submitted at the HSC or prior to arrival using the Housing Early Assistance Tool (HEAT), which can be found at [www.cnic.navy.mil/HEAT](http://www.cnic.navy.mil/HEAT). HEAT will not allow the HSC to place the service member on the waiting list. If an application is submitted within 30 days of arriving, the member's effective date on the waiting list is the date of detachment from the last permanent duty station.

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## **Q How do I know the size of the home for which I will be eligible?**

**A** Entitlement at NAVSTA Rota is based on one bedroom for members or members and spouses, then one additional bedroom per child. In accordance with CNO instruction, there are certain situations in which members' entitlement is based on grade, regardless of the number of family members.

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## **Q Can I send my application now and get on the waiting list before I arrive?**

**A** Applications may be submitted at the HSC or prior to arrival using the HEAT, which can be found at [www.cnic.navy.mil/HEAT](http://www.cnic.navy.mil/HEAT). Please be advised HEAT does not allow the HSC to place the service member on the waiting list. Applications are available at the HSC and must be submitted with a copy of the PCS orders, detaching endorsement, and a copy of the record of emergency data (page 2) and page 13, command sponsorship.

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## **Q What services do you provide for single service members?**

**A** Single members who are eligible to reside in the community (E-5 and above) can take advantage of all the services offered by the HSC. This includes our showing services to locate housing, contract execution, support, loaner, partial furnishings programs, etc.

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## **Q Will I be able to use my gas barbecue grill there?**

**A** With a small modification and small investment to your grill, you can use the butano. This will require the replacement of the existing hose and connection. The replacement hose and connection are available on the local economy and the NEX. They will be happy to assist. If you decide to live Off-Base, barbecues are not allowed on balconies.



## **Q Are temporary furnishings available until my household goods arrive?**

**A** Yes. The HSC's loaner furnishings program will provide you with the essentials (e.g., sofa, loveseats, dining table/chairs, beds, dressers, etc.) for up to 90 calendar days. Fleet and Family Readiness Services can provide hospitality kits, including pots, pans, dishes, silverware, linens, blankets, small appliances, etc.

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## **Q Where can I stay until I find permanent housing?**

**A** Newly arrived service members may be authorized up to 30 days of Temporary Lodging Allowance (TLA). Navy Lodge is located on base. If a room is not available, a Statement of Non-availability must be obtained from the Navy Lodge before making any arrangements for commercial lodging. A list of Military Discount facilities/Hotel rates is available at the Housing Service Center. Reservations for TLA accommodations are normally made by the member's sponsor before arrival. When making reservations at commercial lodgings, ensure the hotel knows you're in a TLA status, so you receive the military discount rate.

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## **Q What type of Self-Help program is available?**

**A** Self Help Store is strictly for on-base residents. We carry numerous items such as lawn and garden equipment, water hoses, sprinklers, etc. HSC can provide more details upon arrival.

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## **Q Are pets allowed in TLA accommodations?**

**A** Some, though not all, commercial facilities allow small pets. The Navy Lodge does allow some pets. Check with your sponsor

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## **Q Are pets allowed in on base quarters?**

**A** Yes. A maximum of two domestic pets (i.e., dogs or cats) is authorized. No exotic or farm animals are allowed.

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## **Q Will I be able to have access to the Internet?**

**A** Yes, Navy Exchange can assist with obtaining internet and Wi-Fi. There are several service providers in the area. Prices vary depending upon the provider and the period of service (e.g., three months, six months, etc.) for which you sign-up.

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**Q I've heard that obtaining telephone service is both difficult and costly. Is that correct?**

**A** No. NEX provides telephone service to homes on base for a standard fee. Prices vary depending on the plan you choose. Many who reside here choose to use voice over internet protocol (VOIP) services. You can purchase VOIP services through the NEX or nationally known telephone providers.

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**Q What cell phones are available in Spain?**

**A** Cellular phones are very popular and inexpensive in Spain. Many use the pay-as-you-go service and load minutes onto their phone. There is a cellular service provider in the NEX complex. Consider bringing your smartphone with you and unlocking it prior to arrival. To establish a contract with the Spanish service provider, you will need an NIE, which is the equivalent of a Spanish social security number. Visit the security department to apply for an NIE.

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**Q Am I going to have to live without television?**

**A** American Forces Network (AFN) is available for all US personnel assigned to Naval Station Rota. On-base units have cable access to the American Forces Network (AFN). Community reception is limited to Spanish stations unless a satellite system is installed. With a satellite dish installed, a decoder will be provided as part of your loaner furnisher (one per family). Housing does not provide satellite dishes. NEX has AFN decoders for purchase if you decide to install two. You can use your regular American television with the AFN broadcast (on or off base). Check out the AFN website at <https://www.afneurope.net/> for schedules and other info.

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**Q What is the level of crime for residents in the community?**

**A** Burglaries and petty theft occur in virtually all communities, including the NAVSTA Rota area. Most homes have enhanced security devices, such as window bars, solid entry doors with multi-lock deadbolts, etc. These devices may deter burglars, but they do not make a home impenetrable. While burglaries are not uncommon, violent crime is virtually non-existent in southern Spain.

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**Q Any suggestions on things I should purchase and bring for my future home?**

**A** Both the NEX and local stores should be able to meet the majority of your shopping needs. Unique items that you use may be something you will want to obtain in advance.