

NSA



# Naples, Italy



**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's arrival. Please note that you are required to provide the Housing Service Center (HSC) with your family's flight itinerary. Your position will be maintained on the waiting list as determined by your control date. You will be bypassed 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 before their arrival.

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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** All Military Family Housing (MFH) units are equipped with both 110V and 220V outlets. You will be able to plug in both U.S. and Italian devices without the need for a transformer. Most off-base homes are equipped with only 220V outlets. For off-base homes, the Housing warehouse will provide two transformers.

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

**A** For a complete listing of all homes available off-base, please visit [www.homes.mil](http://www.homes.mil). Additionally, a list of registered and approved Real Estate Agencies may be obtained at the HSC or forwarded via email upon request. All approved realtors are fluent in English and will provide transportation while touring homes.

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

**A** All government housing units have air conditioners and boilers.



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

**A** NSA Naples does not have temporary or long-term storage available. Depending on your orders, you may be eligible for a long-term storage shipment which will send your items back to the States for storage.

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

**A** This is not recommended. 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.

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

**A** Under the direct assignment policy, if you decline an offer, you will forfeit your entitlement to Overseas Housing Allowance (OHA) and Temporary Lodging Allowance (TLA). If you turn down one set of quarters, your name will be moved to the bottom of the waitlist. All offers of acceptance or declination must be made in writing.

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**Q What is my control date?**

**A** 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.

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**Q What size quarters am I eligible for?**

**A** The sponsor's rank and family size determine bedroom eligibility: E1-E6 one bedroom per child; E7-E9 minimum of three bedrooms; O1-O5 minimum of three bedrooms; O6 Four bedrooms. Note: NSA Naples does not have quarters larger than four bedrooms.

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

**A** 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. 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. If a Statement of Non-Availability is received, you will be able to pick the area you live in as long as it is not within one of the specified off-limits areas.



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

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

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**Q Can I receive an exception to the Direct Assignment Policy in order to move to the local economy due to the number, size, or breed of my pets?**

**A** No. There are no exceptions to the Direct Assignment Policy due to pets. An exception to the direct assignment policy may only be granted by the NAVSUPACT Naples Commanding Officer.

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

**A** 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.

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

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

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

**A** If you would like to relocate from base housing to the economy, you may submit an Exception to Policy (ETP) request two months before 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 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, starting the economy lease preparation process.

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**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 in the monthly rental amount.

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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 PCS orders. Additionally, the lease may be terminated after the first six months and 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.

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

**A** As long as the landlord and tenant agree, 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, reviewing copies of previous bills is highly advisable to estimate costs.

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

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

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**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.

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

**A** The HSC is staffed with bilingual 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 regular working hours at DSN: 629-4466 / COMM: 081-811-4466

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**Q If I live on the economy, 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.

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**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, a 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 into a home on the economy.

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