



HOUSING MANAGEMENT

OFFICE

WELCOMES

YOU TO

IZMIR, TURKEY



WELCOME TO IZMIR, TURKEY

THIS BROCHURE HAS BEEN PREPARED TO ASSIST YOU WITH YOUR ECONOMY HOUSING NEEDS. IF ALL YOUR QUESTIONS ARE NOT ANSWERED, THEN PLEASE CONTACT A HOUSING REFERRAL REPRESENTATIVE, WHO WILL BE HAPPY TO GIVE YOU FURTHER ASSISTANCE.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS THAT YOU FEEL WILL HELP US PROVIDE BETTER SERVICE TO YOU, PLEASE TAKE THE TIME TO FILL OUT ONE OF OUR "CUSTOMER SERVICE QUESTIONNAIRES". WE WILL REVIEW ALL YOUR COMMENTS AND/OR SUGGESTIONS.

BE ASSURED WE ARE CONTINUOUSLY SEEKING WAYS TO PROVIDE BETTER SERVICE TO OUR CUSTOMERS.

TELEPHONE NUMBERS

Commercial: 0-232-4556756/57/58

DSN: 675-6756/57/58

Mobile:

0532-3368219

0532-7919540

0532-2350365

0532-3368218 (FMO)

JERRY J. BURNS
Chief, Housing Management Office
Izmir, Turkey

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WELCOME TO IZMIR HOUSING MANAGEMENT OFFICE

1. **Welcome** to Izmir, Turkey. The Housing Management Office hopes to be able to assist you in locating quarters in your new host country and make the transition a little more pleasant for your assignment to Izmir.

2. The HMO is a Vinnel, Brown and Root Services, Corp. contract function manned by professional personnel with years of experience in assisting the American Military and Civilian Community in Izmir in their housing needs and assist them in locating safe, adequate and affordable housing on the local economy.

SERVICES PROVIDED BY HRO

1. **Temporary Lodging Allowance (TLA):** When you first arrive at Izmir, you will be living in temporary quarters until you occupy permanent housing and you are entitled to receive Temporary Lodging Allowance. The purpose of TLA is to reimburse service members for the more than normal expenses they might incur while staying in the temporary lodging facility (TLF). You should have your initial TLA and Housing briefing within 2 duty days after arriving this station. In accordance with the Joint Federal Travel Regulation (JFTR), service members TLA is normally limited to 30 days in-bound but since Izmir is an unaccompanied tour and there are plenty of houses available, you are allowed only 10 days on TLA. When you submit your TLA claim in 10 days increments you are required to submit a record of all rental apartments/houses you have visited during that period and the reason not having accepted them besides the receipt from the hotel and orders.

2. Apartment Hunting – Available Listing:

The Izmir Housing Office has a new internet based housing Referral system to assist you by logging into , www.ahrn.com. With this system incoming military members are able to reach out from anywhere and get an updated list of available housing.

Also Housing Referral Office maintains listings of apartments/houses in various locations through out the city of Izmir . All rentals are available for viewing seven days, 24 hrs a week at the Hilton 6th floor, /Housing Office hallway, thru a touch-screen / Audio-Visual system.

Monday thru Friday a housing representative will be available to personally show you apartments listed.

There are two categories of apartments listed.

- Apartments that are unoccupied and have been found to meet or exceed the minimum standards set forth in this handbook and are available for immediate leasing.
- Apartments that are occupied by authorized users of the Housing Referral Office and which will be vacated within thirty days. These apartments will be listed only after 1) the current tenant has provided the landlord with a written notification of intent to vacate the apartment within thirty days, 2) a copy of the notification with a signed acknowledgement by the landlord has been returned to the Housing Referral Office by the current tenant, and 3) the landlord has agreed to re-list the apartment. All apartments will have the terms and conditions of leasing renegotiated with the landlord by the Housing Referral Office before it is listed as an upcoming vacancy. In no case will

an apartment be listed more than 30 days prior to the current tenant vacating.

Please remember: All newly assigned personnel are required to contact the 425 ABS Housing office for counseling and guidance before entering into any agreement, written lease. Realtor fees are not reimbursable and landlords should agree and sign the "Military Clause".

5. Non-Referable Housing: HMO also has a non-referable list available, based on prior tenant/landlord disputes, to protect your interest.

6. Tours: The housing office runs tours to assist you in finding housing everyday except Tuesday and Turkish Holidays. You are required to report to the housing office before the tour. Due to the limited seating, we recommend you to make reservations at least 24hrs in advance for a tour. Do to force protection measures the route will vary each tour and everyone is required to wear civilian clothes. The tour is also designed to familiarize you with the locations in Izmir where most Americans chose to live and to show you where those areas are in relation to this building and the NATO garrison.

7. Translation: The HMO representative will provide any translations required for your housing needs, to include making arrangements with your landlord and utility companies.

Most misunderstandings between landlords and tenants are caused by language difficulties. Our staff is bi-lingual and ready to assist you in resolving language problems.

8. Inspection: All HMO listings must pass an inspection before listing Almost all of our listings are apartments as houses are very rare in Izmir..

9. Home Communication: The Housing Office is the POC for communication services, telephone, ADSL, cable TV, cable internet, Digiturk. After you will have Home Communication briefing you will decide what kind of connection you would like to have and HMO will assist you.

Once again, Welcome to Izmir and enjoy your stay and your relations with the Housing Management Office staff who is here to assist you with information, house hunting tours, lease agreements, documentation and translation services to facilitate your housing rental needs.

425 ABS/CECH

Local Phone:

00-90-232-4556757

DSN:

314-675/6757

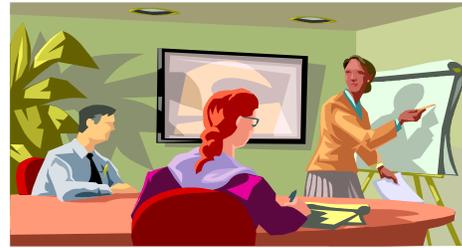
E-Mail:

425abs.cech@izmir.af.mil

HOUSING REFERRAL OFFICE WEEKLY SCHEDULE

1. NEW COMERS HOUSING/TLA BRIEFING: (MON THRU FRI 0730-1600) :

Just walk-in within 2 duty days of arriving this station.



2. CITY AND APARTMENT SHOWING TOUR: ONLY IN THE MORNING (MON -WED-THU-FRI 0900 - 1200).

Stop by or call Housing and coordinate with Chief Housing Management Office, at 675-3356. Due to the limited seat reservation is required.

3. UTILITIES BRIEFING: (EVERY FRIDAY 0830) Everyone **MUST** attend the utilities briefing at the Housing Office. You will be scheduled when you get the contract appointment.



4. TEMPORARY LODGING ALLOWANCE (TLA):

(MON THRU FRI / 0730 -1600)

Incoming personnel must submit TLA claim in 10 day increments. :

- On or after, day of eligibility
- On the day of, or immediately after occupying an apartment.

TO FILE FOR TLA, INCOMING PERSONNEL MUST HAVE IN THEIR POSSESSION:

- A paid in full receipt from the hotel for the number of days TLA entitlements being claimed or if you stay with a friend meal form is required.
- The TLA Record Review Form issued during your initial TLA Briefing and Reissued each time you file a claim or your copy of the lease if a lease has been signed..
- 1 Copy of PCS Orders with all Amendments (front & back)) for each claim.

TLA FACT SHEET

When you first arrive at Izmir, you will be living in temporary quarters until you occupy permanent housing. To help offset the cost for military members living in temporary accommodations, you will be reimbursed by finance for your expenses by receiving Temporary Lodging Allowance (TLA).

1. This fact sheet is provided to assist you in properly claiming Temporary Lodging Allowance (TLA). You are cautioned that failure to comply could result in you not being paid for TLA or early termination of your entitlement.

2. Temporary Lodging Allowance entitlements are administered IAW Volume 1, Chapter 9, Part C, of the Joint Federal Travel Regulation and is applicable to all Services.

TLA for inbound personnel is normally limited to thirty (30) days but since Izmir is an unaccompanied tour and there are plenty of houses available **you are allowed only ten (10) days starting the day you in process thru the Housing Office.** Although TLA is limited to ten (10) days on arrival, this is not automatic entitlement; each day must be justified.

3. The Housing Office will make every effort to ensure that service members meet the ten (10) day time frame in finding adequate housing to include the following:

a. Provide an internet based housing Referral system to assist where ever you are by logging into www.ahrn.com and maintains listings that are available for viewing seven days, 24 hrs a week at the Hilton 6th floor, /Housing Office hallway, thru a touch-screen / Audio-Visual system **so members can review the listings** prior to signing out keys or the tour.

b. List houses/apartments that already have force protection measures installed and loaner furniture in-place. Places where there are no force protection measures; force protection assessments can be accomplished after normal duty hours.

c. Provides courtesy apartment showing tours. A housing representative will be available to personally show you apartments listed. Courtesy apartment showing is only provided with an appointment.

d. Make keys available for check out on Turkish and American holidays.

e. Accompany service members to view and inspect apartments/houses not listed by the housing office to ensure that they are within the current government specifications for living standards and do not exceed the current OHA rates.

4. The purpose of TLA is based primarily on permanent change of station (PCS) moves and non-availability of government quarters, other than transient type facilities, and suitable or adequate private rental housing. Conditions that must be met for entitlement to TLA are stated below:



a. You must occupy hotel or hotel-like accommodations and quarters of relatives or friends (Non permanent accommodation). Reimbursement for lodging costs are not allowed while staying with friends or relatives.

b. You must obtain receipts for lodging expenses to support payment of the allowance. Without an accurate lodging receipt and record of private rental housing address visited, your entitlement to TLA may be jeopardized.

5. In accordance with USAEUR 37-4 entitlement to TLA is not authorized when the member fails to aggressively seek private rental accommodation.

While you are seeking housing you must keep a record of apartments you have viewed and reason for non-acceptance. This information is required in order to substantiate your claim for Temporary Lodging Allowance (TLA).

The following are not acceptable reasons for declining economy housing:

* Too small (the square footage and room sizes are displayed on the listing card)

* Too expensive (the rent being asked for the property is displayed on the listing card and you should already know your rental ceiling).

* Personal preference issues such as home buying, no pets allowed, no garage, no garden, bad neighborhood (unless documented) etc. are not valid reasons for declining economy housing.

6. Any of the following conditions will terminate your entitlement to TLA:

a. If you refuse to occupy housing that is available (i.e. suitable or adequate, economy or government housing).

b. If you are assigned or occupy government quarters, other than transient-type facilities, on arrival.

c. If you do not occupy hotel or hotel like accommodations or lodgings at your expense.

d. If you fail to comply with regulatory and local requirements.

7. You must have the following documents for a TLA claim:

a. A paid in full receipt from the hotel for the number of days TLA entitlements being claimed (Prior permission to lodge anyplace other than the TLF must be obtained from the Billeting Officer).

c. Completed Apartment Search Record

d. Two (2) sets of PCS orders, including amendments.

8. If you have any questions concerning TLA claims or requests for extensions, come to the HMO in person, please.

9. A word to the wise: Making a false statement or claim against the U.S. government is punishable by court martial. Penalty: The penalty for willfully making a false claim or a false statement is connection with claims; a maximum fine of \$10,000 or maximum imprisonment for 5 years or both (18 U.S.C. 287, 1001).

BEFORE SIGNING THE LEASE

READ THIS HANDOUT: It provides valuable tips on renting in Izmir. By obtaining a good understanding on contractual obligations before you sign a lease, you can save yourself time, money and avoid many problems later on.

DO NOT HESITATE TO ASK AN HMO STAFF MEMBER FOR ASSISTANCE. WE CANNOT HELP YOU UNLESS YOU IDENTIFY YOUR NEEDS.



The following are points you should take into account before signing a lease.

1. **FIND OUT** your Overseas Housing Entitlements. Rental Allowance, Utility Allowance besides your MIHA Miscellaneous. There is no hard and fast rule about how much rent you can afford. The amount varies depending on what region you live in and your OHA.

Prepare a list of possible expenses such as utilities, water, transportation or parking.

2. **SHOP AND COMPARE.** Do not rent in haste. Evaluate your top priorities in finding the right apartment and write them down. Keep the list short. Compare apartments – use a checklist to compare apartments. After you have looked at several apartments you will begin to lose track of what you saw.

We have a “Hold” system to assist you in your search for economy quarters therefore

you will have time to see more apartments and compare and decide.

Once you have seen an apartment there are two types of “Hold” that will apply to you: “Hold” and “Provisional Hold”. A “First Hold” on an apartment means that the person obtaining the hold has a priority and a three work days grace period in which to decide if she /she wants it. A “Second Hold” designates the priority sequentially of the customers place in line for the apartment. IF a “First Hold” decides not to take the apartment, the person having the “Second Hold” immediately moves to the “First Hold” position and so on down the line.

A “Provisional Hold “ is used for apartments when:

a. An apartment is currently occupied and will be available within 30 days. These units are listed on the HRO board under “Upcoming Vacancies”.

b. All other apartments not listed, but brought to HMO’s attention by prospective tenants or landlords. Often such apartments may have been but not necessarily, inspected by HMO and did not meet established standards.

All “Provisional Hold” units must be acceptable to HMO and in accordance with the Installation Commander’s minimum standards checklist.

3. **SPEND SOMETIME** in the apartment. It is recommended that, when you find an apartment you want, before you commit, spend some time in the apartment. When touring the apartment and grounds, listen for excessive noise and disturbances that could be a problem for you. Some people cannot stand to live near a mosque and

hear the call to prayer five times a day. If possible, talk to people who live there to get their opinion. Drive around the neighborhood during the daytime and the nighttime.

4. **READ BEFORE YOU SIGN/WHEN IN DOUBT, DO NOT.** Get the facts and answers from the HMO (or Base Legal Office) and be **SURE**. Ask if in doubt, and retain the provisions with your contract. They will be given to you by the HMO at the time you make your contract, and can be obtained earlier upon request.

5. **NEGOTIATE** : Once you commit yourself to your prospective landlord it becomes very difficult for HMO to negotiate a fair contract. It is very important that you notify HMO in person as soon as you find an apartment that interests you, because other house hunters could be looking at the same apartment. Let the HMO try to negotiate the rent down to your rent ceiling.

6.. **GET IT IN WRITING!** It is not a sign of distrust, but of good business, to require that the terms of your contract be written. All of HMO contracts are in Turkish & English with special clause (Military Clause) added to protect the service member.

7. **LANDLORD OR TENANT RESPONSIBILITY?** Minor repairs? The tenant is responsible for all repairs up to \$75.00 equivalent in Turkish Lira. Utility bills? Major repairs? These are **spelled out in the general and special clauses of your contract.**

8. **UTILITY:** Check with HMO if the utilities are included in the rent or not? Unlike other stations in Turkey with large American communities, there are not deposits required to have your utilities connected. Your gas, electricity and water should already be on when you move in. If they are not on then you should contact us immediately for help.

9. **RENT PAYMENT:** How much, to whom, when, where and how do you pay? Will the landlord come to your apartment for rent or will you bring it to him? **OR** will you deposit your rent to a bank for credit to your landlord's account? HMO will give you the details. Many of our landlords live in other cities or find it more advantageous to have rent payments deposited to their bank accounts; this should not be a problem, as you will receive bank receipts, which you should save as proof of payment.

10. **BE INFORMED** about heating and cooling systems, their operations and your responsibility as a tenant in regards to repairs or maintenance. .

11. **CHECK TRANSPORTATION:**

All apartments listed are near the Izmir's public transportation system. Once you have moved into your economy quarters, do not hesitate to contact us for any additional assistance that you may require.

12. **TOLL ROAD/AUTOMATIC GATE SYSTEM**

If you decide to live outside of the city, in the suburb area and decide to use the toll road you might want to consider a automatic scanner for your car so you won't have to wait in long lines to pay the toll. This automatic gate system (OGS in Turkish) is only valid on toll roads.

13. **REQUEST ASSISTANCE:** We understand that living in a new country may create some problems for you, however we ask that you come to the office in person when requesting assistance as normally on emergency assistance is given over the phone

14. **CLEANLINESS:** If rental unit you find on your own is unclean or requires repairs but you want to rent it, it is the

policy that HMO will notify the landlord and a contract can not be signed until the landlord complies with the Base Standards. You, as a military member, will be expected to maintain the unit in clean order and leave it clean.

15. **LOANER FURNITURE:** Loaner Furniture is authorized for military members and DOD Civilian on orders.

If you require loaner furniture and appliances, you must contact the Furnishings Management Office prior to signing your contract.

16. Once you have located quarters you want to rent, advise us and we will contact your future landlord for preparing a contract. At the time you sign your contract you will be asked to pay your first month's rent. In Izmir, landlords do not require security deposits for HMO contracts.



17. Landlords in Izmir are very much like those in our country. They are entrusting you with the single most valuable investment. Treat it as if it were your own home. Remember that you represent the American presence in Izmir. Your conduct and integrity are vital to good relations with our host country.

18. Once again, welcome to Izmir and enjoy your stay and your relations with the Housing Management Office.



FINDING YOUR OWN APARTMENT

Due to AT/FP reasons and poor past landlord relations; the HMO strongly discourages you from renting on your own.

However, should you locate housing, which is not listed with the HMO, you should **contact housing office before you negotiate an agreement.** Take advantage of this service, it may save you not only money but headaches later down the road. Signs reading “kiralik”, means that that apartment is for rent. Be cautious of who you speak to in these apartments. If you talk about an apartment with a real estate agent, that agent may later demand a commission which is normally at least one month's rent.



Landlords not normally renting to Americans will not understand what you expect to have included in the rent and may later renege on deals when they read our special clauses. Invite the landlord into the housing office, or bring his telephone number and the housing office will invite the landlord for a briefing on our contracts. Or, request a copy of the special clauses from the housing office and take it to the landlord to read. You have the option of locating housing on your own. However, you should be aware that HRO can disapprove, if the rent is excessive, the quarters are inadequate, or the landlord has a history of poor relationship with tenants. If you insist on renting an apartment despite our objections, we advise you to seek assistance from the Legal Office before you sign such a lease. These are “Outside the HMO contracts” and the HMO will have nothing to do with them.

STANDARDS AND PROCEDURES FOR THE INSPECTION & ACCEPTANCE OF APARTMENTS



INSPECTION:

Prior to listing an apartment, an inspection of the premises will be conducted by the Housing Referral Office staff. Apartments will not be listed through the HRO until they meet the following minimum standards:

- Apartment will have a residential electric & water meter installed and registered in the landlord's name.
- The building in which the apartment is located must have a municipal occupancy permit.
- Apartment will have an operational heating system either central or individual.
- Walls and ceilings must be clean and have no visible holes or cracks.
- No broken or cracked windows will be evident in the apartment.
- Apartment must have at least one bathroom with toilet, sink and tub or shower.
- Each room and hallway in the apartment will have at least one operating light fixture installed.
- There will be curtain rods installed for all windows.
- Floors will be swept clean, all sinks, tubs, toilets etc. will be clean
- All light switch and electrical outlet covers will be firmly attached to the wall
- There will be no apparent indication of leaks within the apartment.

RENTS:

The asking price of all apartments will be negotiated by the Housing Referral Office prior to an apartment being listed or re-listed. Although housing market pricing in Izmir is a function free economy, acceptable prices should be determined by considering rent that is being asked for comparable apartments in the same area to include the amenities available in the apartment, size, costs (such as building maintenance fee, kapici fee , heating, water taxes, etc.) included in the rent which would normally be paid by local national tenants, etc. Price negotiations will be considered completed and the apartment listed, if all other conditions of this handbook are met when the landlord refuses to negotiate further.

Once listed, the asking price will not be allowed to be increased by the landlord. If an increase is demanded by a landlord after an apartment is listed, that apartment will be removed from the available listings and not referred through the Housing Referral Office until such time as the landlord agrees to list it at the original price established during the negotiation procedure. No apartment will be accepted for listing if a security deposit is demanded or if the landlord demands rent to be paid more than one month in advance.

FURNISHINGS SUPPORT

The Furnishings Management Office (FMO), located within the Housing Office, is here to support you with loaner furniture PCSing in and out of Izmir, Turkey. Also, appliances and AFN Decoder are available for your entire tour of duty.

Incoming personnel must provide FMO with

- One copy of their PCS orders with amendments
- Appliance hook-up statement,
- Special clauses,
- Additional special clauses
- Apartment availability letter.

Furnishings and appliances are issued on an available basis at the time of the delivery. If an item is not available at the time of delivery, you will be placed on a waiting list, when the item becomes available, you will be notified and arrangements will be made to pick the item up or get it delivered.

Deliveries and pick ups are accomplished on a first come first serve basis. Your personal visits to the furnishings management customer service office is required to sign the request for pick up or delivery. There is a one-time pick up and delivery policy.

A time and date will be given to you at the time of request, it is your responsibility to be at your residence at the appointment time. A delivery charge may be levied for missed appointments. Only the rental lease holder may sign for loaner furnishings.



Please see our FMO personnel to arrange for your furniture needs and receive an FMO brochure detailing your entitlements and responsibilities.

If you have any questions, feel free to contact FMO at extension 675-3356 at Hilton.



FURNISHING ALLOWANCES FOR OVERSEAS HOUSING LIMITED JFTR
(Weight limitations "Loaner Kit" per AFI 32-6004 Attachment 7)

<u>NOUN/LOCATION</u>	<u>BASIS OF ISSUE</u>
<u>LIVING ROOM</u>	
___ Table, occasional (end)	2 EA
___ Table, coffee	1 EA
___ Chair, easy	2 EA
___ Couch/sofa	1 EA
___ Lamp, floor	1 EA
___ Lamp, table	1 per table
___ Desk	1 EA
___ Desk, chair	1 EA
___ Desk, lamp	1 EA
___ Book case	2 EA
 <u>DINING ROOM</u>	
___ Chair, dining	4 EA (as required)
___ Table, dining	1 EA
___ Buffet	1 EA
 <u>BEDROOM</u>	
___ Night stand	1 per bed
___ Mirror	1 EA
___ Chest of Drawer	1 EA
___ Bed SINGLE or DOUBLE	1 EA
___ Wardrobe	2 EA
 <u>KITCHEN</u>	
___ Refrigerator, AMERICAN or EUROPEAN	1 EA
___ Range, GAS, ELECTRIC, GAS-ELECTRIC	1 EA
___ Microwave	1 EA
___ Transformer, 2- 1000W, 1-2000W, 1-300W	4 total
___ Smoke Detector	1 EA <u>MANDATORY</u>
___ Carbon monoxide detector	1 EA <u>MANDATORY</u>
___ Fire Extinguisher	1 per Floor <u>MANDATORY</u>
 <u>UTILITY/LAUNDRY ROOM</u>	
___ Washer, clothes, AMERICAN or EUROPEAN	1 EA
___ Dryer, Clothes AMERICAN or EUROPEAN	1 EA
___ Heater, electric, LARGE-zass, SMALL – king	1 EA
___ AFN KIT	1 EA
	“ Connection Fee \$57.50”
	“ Disconnection FEE \$11.50”

LEASES

The Housing Referral Office lease is provided for your use when renting an apartment in the economy and we strongly urge you to use it.

All housing units listed thru Housing Referral Office are open to all US Military and Civilian personnel without regard to Race, Color, Sex, Religion, Rank and National Origin and have “**Non-Discrimination Assurance**” disclosures that are signed by the landlords. If you think that you are discriminated please notify the Housing Office.



SECURITY DEPOSITS

Security deposits are NOT required on rentals made through the Izmir HMO. Your rent starts upon signing your contract.

Although rental prices in Izmir are a function of a free economy, acceptable prices should be determined by considering rent that is being asked for comparable apartments in the same area to include the amenities available in the apartment, size, cost (such as building maintenance, heating, water, taxes etc.) included in the rent which would be normally be paid by local nationals.

Contracts are normally written with a fixed monthly rent for one year with the option of a second year with the same terms or conditions of the contract – including the rent. **If at any time during the contract period the landlord agrees to lower the rent, it is your responsibility to notify the housing office to change your OHA.**



MILITARY CLAUSE

Leases made through the Izmir HMO contain a military clause, which permits the tenant to end the lease before the expiration date of the contract for reasons connected with their military service. The military member is required to give minimum 30 days written notice to the landlord and the HMO will provide bi-lingual notification forms upon request. FMO provide loaner furniture only when the military clause is signed by the landlord. (see Special Clause)



SIGNING A LEASE

A lease is a written and dated legal document that records the rental contract between tenant and landlord. REMEMBER, ONCE A LEASE SIGNED BY BOTH PARTIES IT IS A BINDING CONTRACT. IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE LEASE PRIOR TO SIGNING. Do not sign the contract unless you have read and understand all of its terms. All the provisions of the lease and any proposed changes, additions or deletions should be in writing. If they are not in writing, do not count on that provision being enforceable. If the terms of the lease are not completely understood, contact the HMO or the Base Legal Office PRIOR TO SIGNING.

BEFORE SIGNING: Before signing lease obtain the following information:

- Property description and address
- Duration of the lease
- Names of the landlord and tenant
- Due date of rent
- Amount of rent
- Responsibilities for maintenance of the unit
- Notice requirements when terminating the lease
- Requirement to pay for meter rentals (even on utilities you do not use)... nominal charges
- Rent increase for second year (if applicable)

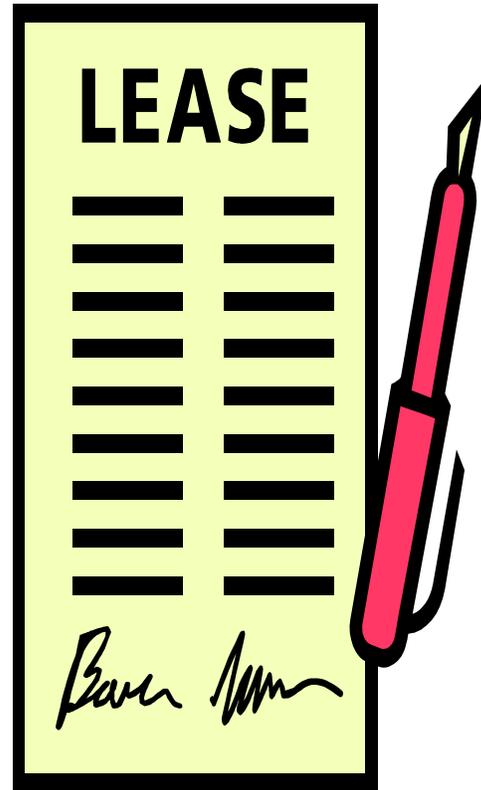
The day the contract is signed, there will be three copies of the contract on the table, one for you, one for the landlord, one for the



housing office files. Know what you are signing and make all agreements with the landlord before signing the contract. When the contract is signed, the landlord will expect you to pay the first months rent in advance. Just like in the U.S., but without a security deposit if the apartment is listed through the housing office. When you have paid, be sure that the landlord turns your copy of the contract over and signs, dates and enters the amount you paid on the back of it. This will be your first month's rent receipt, do not loose it and do not ship it home in your hold baggage when you get ready to leave Izmir. That is the only way to prove you paid your first month's rent. You and the landlord must then decide how you will pay the rent. Your rent due date will be the day of the month that you sign the contract, and is normally paid one of three ways: the landlord might ask to come to your apartment on rent day; ask you to come by his place of business or house to pay it; or go to a designated bank. Whichever the two of you decide, if the rent is paid in cash, face to face, always be sure the landlord always records the rent payment on the back of your contract as was done on the day the contract was signed. If your landlord prefers to use a bank, they will provide you with the name of a bank, their name and an account number, and ask you to deposit the rent in the bank on its due date. Simply, enter the bank, take a number, watch the light up board until your number appears, then go to the tellers window which has your number flashing, give the teller the name and account number of the landlord. The teller will enter the information into the computer, accept payment and provide you a computer generated receipt. **Please ensure to keep all rent and utility payment receipts until you clear the apartment with the landlord.**

Apartment Condition Sheet

- The landlord and tenant must conduct an inspection of the rental premises and make a written record of the state and condition of the premises at the start of a tenancy and again at the end. This will allow the parties to determine if any part of the premises were damaged before the start of occupancy or during the duration of the lease. Checklist form is useful to document the inspection and can help avoid problems at the end of the lease.
- Be **SPECIFIC** and examine each item in the apartment, put in writing. Describe each problem (stains, cracks, holes, dirt built up scratch spots and items that appear to be missing or damaged)
- Take pictures of any outstanding damage, like large stains in the carpet, holes or dents in the walls, damaged woodwork, etc.
- These reports should cover every room, fixture, and appliance in the apartment. When it is completed and signed by both tenant and landlord, make sure both parties retain copies and one is attached to the lease at Housing Management Office. If you take pictures give a copy of any pictures to your landlord, and keep copies of each for yourself.
- Make sure you get electric/water meter readings.



Ask your landlord the following items:

- Mail box keys
- Location of Kapici and his duties
- Location of trash & recycling facilities
- Location of Main Circuit Breaker
- Phone number for Water & Gas bottle delivery services (if any).

TERMINATION OF A LEASE

If the tenant is obligated to vacate the premises before the expiration date of the contract as a result of military orders for permanent change of station, the tenant will immediately notify the landlord thru housing office in writing by registered mail or in person. The contract will be considered terminated from thirty (30) days from date of delivery of notification and the landlord will refund all pre-paid rent for the period after cancellation date. If the tenant receives military orders for immediate departure, the 30 (thirty) days notice will not apply, however the tenant must notify the landlord thru HRO in writing or in person at the earliest possible date. The rentee cannot object, during the last month of the lease, to the visits of prospective tenants to see the premises.



Do not send or ship your utility bills or contract copy until you clear the apartment. Please provide HRO, your current electric and/or water meter reading with your copy of the recently paid/unpaid bill the day before you meet your landlord to clear the apartment. Please make sure apartment is clean and no personal items in the apartment before you clear the apartment. At the final clearance date, landlord and tenant will do the final inspection of the apartment together and tenant will pay final electric/water payments directly to his/her landlord. For more information please read your Lease/Special Clause 2.a, b, c or contact Housing Referral Representative, who will be happy to give you further assistance



BREAKING YOUR LEASE

Remember, your lease is a binding legal document between you and your landlord, and should you want to change apartments, you must get the permission of your landlord to terminate (other than under the provisions of the Military Clause, explained above). Should you move without your landlord's consent, you could face paying two rents; for your new unit and the one vacated.

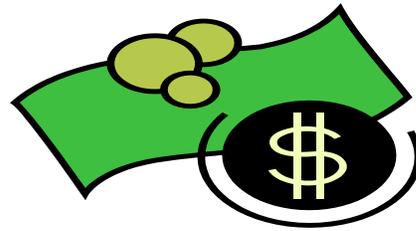


If you want to break your lease, HMO had the forms to obtain the permission of our landlord, and give him a written 30-day notice, with the landlord signing your copy of the notice as proof he concurs. Both the HMO and, when necessary the Legal Office, are at your service in assisting you in this area. See your Lease Agreement, Special Clause, Para 2. for Terminations.



INITIAL EXPENSES

Initial expenses should be recorded and kept. They could provide important data for future annual housing surveys which will have a bearing on financial assistance to members stationed in Izmir. Such initial expenses could include, but are not limited to costs for telephone fixtures, drapes, screening, ceiling fans, shelving and installation costs for each, cleaning and preparation. It will be to your benefit to have accurate data at time of such surveys.



MIHA-SECURITY

This entitlement is available only to uniformed service members, not to other government employees. The system we use is effective and the procedures must be followed exactly to ensure reimbursement. Upon selecting where you want to reside, go to Security Force and request that the security police conduct a security analysis of your apartment, they normally will do it that day. Handcarry the analysis to the housing office where you and the chief of housing will review the analysis one by one. The security police make recommendations, the chief, housing, will ensure they meet the criteria of the joint federal travel regulation (JFTR). Failure to follow procedures could cause a claim to be denied. Prior to having any work accomplished receive pre-approval to perform the modification from the Chief, Housing Management .

Failure to take advantage of this entitlement could be cause for the legal office to deny any claim against the U.S.Government in case of a burglary of your apartment. **Ensure to lock your door when you are leaving the apartment/house and when you go to bed.**

MIHA-MISCELLANEOUS

MIHA/Miscellaneous is paid in a lump sum when housing is first occupied. It is the average expenditures made by members to make their dwelling habitable. The cost of the following items are included in the MIHA/Miscellaneous:

- 1.Plumbing and plumbing installation, hook-ups;
2. Gas and/or electrical installation
3. Telephone installation
4. Screening
5. Light fixtures and bulbs
6. Air conditioners, dehumidifiers, fan
7. Rugs, carpets, curtains and drapes
8. Pest fumigation, if required when quarters first occupied.

While this list is not exhaustive, it covers a vast majority of items. These are the some of the items most common for Izmir.

HELPFUL HINTS FOR YOUR NEW APARTMENT

1. **Apartment Door & Entrance** : Unlock and lock apartment door from inside/outside. Check the bell if it is working and understand the importance of the apartment door peephole. Check the electrical switch for the outside hallway (if available). Check the intercom system, get instructions how to use it and the function of the different buttons (if available).

2. **Floors**: If the apartment floors are in good condition, tenant must protect them from any kind of damages. Never let wooden floors stay wet they will warp and buckle. When cleaning, use a slightly damp mop only. If there is a large spill or a flood, wipe up the water and dry the floor immediately. (If you will have a maid be sure to train her on how to clean your wood or marble floors without causing damage). **Use throw rugs in high use areas. Do not allow pet inside and set flower pots-in-water-retaining trays.** If the floors are average condition, add visible scratches or groves on the Condition Form so that landlord will not claim any damages when you will clear the apartment.

3. **Balconies**: Inspect and clear periodically balcony drains of any debris which might have collected. **DO IT NOW**, before the first heavy rain. A flooded balcony can overflow through the door and cause water damage to your floors.

4. **Shutters**: Check the shutters, including the straps and stoppers. Shutters have stoppers at the edge, please roll up - down gently, if excessive force is used the system will not operate properly and will be considered as misuse. If the mechanism is stuck or not working smoothly please notify HRO ASAP and do not let unauthorized person fix it.

5. **Windows**: Check the windows, there should be no broken or cracked windows. Handles should work properly. Check also the outside of your windows whether they are well sealed or not.

6. **Doors**: Make sure all doors have keys and locks working properly. All have handles and are in good working condition. Check the security of the balcony doors.

7. **Walls**: Although it is not the tenants responsibility to re- paint, re- paper or re-plaster, however it is recommended to use drill machine and plastic insert instead of nails and hammer for hanging pictures.

8. **Heating**: Central Heating is controlled by the Building Management and there are certain hours to heat the apartments due to the Municipality Regulations. Check those hours with Kapici. Individual Heating System, you have your own control on the heat, but before you start operation make sure Landlord due the maintenance service and show you the usage instructions. Since Individual Heating system is the independent heating system must be re-fueled by the tenant. . If the machines mal function light starts flashing do not try to fix it and do not let any unauthorized person fix it. The service technician will prepare the machine status report and both parties must accept the result. To prevent from damaging the heating system please make sure that you order the right kind of fuel, check the fuel gauge frequently when the gauge reach 20 liters please refill, if you don't pay attention and the fuel get to low dirt at the bottom of the tank may damage the fuel injections and it will be considered misuse in which you will be liable. The first time the heat is on, check for leaks under and around the radiators. If the top of your radiators is cold and the bottom hot, it probably needs to have the air removed from the system. Ask HRO to contact your landlord.

9. **Kitchen**: The countertops can be marble or fiberglass, do not cut lemons. Since lemon juice contain acid and may cause dull spots. Also do not place hot kitchen utensils on countertops. If you hire a cleaning maid please explain not to use bleach and acid on kitchen and bathroom metal accessories.

10. **Utility Meters, Mailbox and Electric Fuse Box**: All located at the entrance of the building.

LEAVE OR TDY



If you are absent from your housing unit, leaving it unoccupied over 24 hrs, you should make arrangements for the security and prudent care of your apartment. You can fulfill the responsibility through written notification to the HMO of your intended absence and the name of the person designated by you who has access to your home and can perform normal resident maintenance.

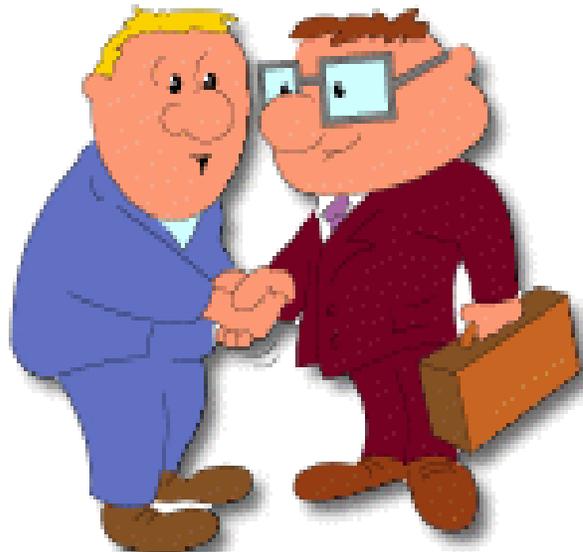


Also notify the security police for patrol purposes. If you will not leave a POC, while you will be away from your apartment you will be **obligated** to pay for the locksmith if your apartment needs to be open in an emergency.



ARBITRATION OF DISPUTES

Acting as mediator to settle misunderstandings between tenants and landlords will be attempted upon the request of either tenant or landlord. However, HMO HAS NO LEGAL AUTHORITY to force either you or the landlord to live up to their respective agreements. The HMO does not attempt meditations between disputing neighbors, building managers and janitors; just between tenants and landlords. We can only employ persuasion and an appeal to “fair play”. Disputes that cannot be resolved are referred to the Legal Office for their assistance and advice.



DISPUTES BETWEEN LANDLORDS AND TENANTS

Upon your request, the HMO will attempt to resolve disputes between landlords and tenants over the provisions of your lease. You should go to the HMO in person to set up a mediation meeting.



THE LANDLORD'S RESPONSIBILITIES

The landlord is obligated to provide the tenant with certain things that make for comfortable and secure living.

- Heat on dates covered by local ordinances.
- Arrangements for disposal of trash and garbage
- Taking steps for prompt repair of major plumbing, lighting, heating or mechanical equipment, upon notification by the tenant (if landlord is unaware of the problem).
- Make joint check with the tenant, upon signing a lease, to complete the Condition Report and recording utilities meter readings.
- Assist in remedying any situation that affects the health, safety and comfort of his tenants.
- Assuring cleanliness upkeep of the exterior and hallways in an apartment building.
- Provisions covered in general and special provisions of the lease

THE TENANT'S RESPONSIBILITIES

As a tenant, you have certain responsibilities to yourself, to the landlord, to his property and to your neighbors.

- Pay all rents on or before dates due, with written receipts.
- The tenant has no right to deduct or withhold the rent under any circumstances unless covered and agreed to by the lease contract.
- Use all utilities with care and economical, even though your landlord may be paying for them.
- Keep pets only if permitted by the landlord. Train and control pets so that they do not damage the property or annoy neighbors.
- Avoid damaging private property, but when damage does occur, make necessary repairs or pay assessments promptly.
- Notify landlord promptly of need repairs, in writing, as the contract requires.
- Avoid disturbances to your neighbors by loud and/or late evening noise
- Read, understand and comply with all provisions of your lease.
- Give required notification prior to terminating occupancy.



BE GOOD NEIGHBORS

Turkish Condominium Law Article 18 – Each occupant of premises has obligation to comply with rules of fairness by not disturbing neighborhood (loud music or noise) and respect others’s rights and follow the instruction plan undersigned by management (Building Manager) when using their own separate individual rented apartments or using annexes and common areas.

We live in apartments and should remember to be considerate to our neighbors. This includes holding our noise, particularly by turning down our volume knobs. Others, Turks and Americans alike may not appreciate loud music or shouting. Thoughtful neighbors make good neighbors.

All the residents should obey the following building management rules:

1. Do not store furniture at the front balconies.
2. Do not leave garbage, trash outside your door. All must be kept in the apartment until Kapici comes and rings and collects.
3. Do not feed dogs, cats at the common areas.
4. Do not throw trash, cigarette etc.. from the balcony.
5. Do not hang rugs at the front balcony.
6. Ensure all dishes and antennas are installed secure at the balconies or outside walls.
7. Do not enter the garden and do not walk on the grass, do not pick-up flowers and do not disturb plants.
8. Do not smoke in the elevator.
9. Do not load the elevator with heavy items, furniture.

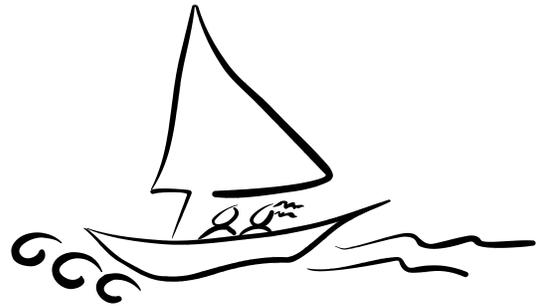
10. Weekends and after 1800 hrs at weekdays do not make any loud noises doing repairs in your apartment.
11. Do not disturb your neighbors with loud music or TV noise.
12. Do not enter Elevator Machinery Room and the roof without permission.
13. Do not install any water tanks, solar system, antenna, dishes etc without Building managements permission.
14. Do not give any damage to the isolation at the roof.
15. Avoid any actions to danger the security of the site.
16. Avoid any repairs, renovation in your apartment which gives harm to the main building.
17. During any construction, maintenance at the common areas, if necessary residents will give permission for the entrance of their apartments.
18. Inform the building management before starting any maintenance, renovation, construction in or outside your apartment.
19. Inform the building management for any disputes between your neighbors.
20. Building occupants and visitors should obey the parking rules at the site.





FLOODED APARTMENTS

This can be costly! Develop and keep good habits. When you or anybody in your apartment turn the water on and nothing comes out of the tap, be sure taps are immediately closed again. Otherwise, should you be asleep or out of your apartment when the water returns, you might face a flooded mess. The costs for damages not only to your apartment but also perhaps to those below you could be formidable for YOU to settle.



PETS



Pets can present problems in your seeking apartments, as many landlords stipulate “NO PETS” due to apprehension of damages and disturbing neighbors. There are a handful of apartment buildings which prohibit pets unconditionally, whereas the HMO frequently meets success in convincing landlords to “take a chance” with highly trained, quiet (and preferably small) dogs. Everybody who does bring pets gets apartments, but choice rental might not be available to pet owners.



UTILITY DEPOSITS

Utility deposits are NOT required by tenants in Izmir. When you move into your apartment, the utilities are connected. You and your landlord should **record on your CONDITION REPORT the serial number and the readings of each meter (electricity and water)**. This information is essential for resolving questions of utilities bills of a questionable nature. Assistance on utilities, we stress, is obtainable from your HMO staff.

This is an important function of your HMO. Make it a habit to save paid utility bills. If you find your utilities too high (or too low) and want HMO assistance in obtaining a correction or explanation, stop by the Housing Management Office with the bills in question (and previous paid bills). We cannot assist you over the telephone, and must see the utility bills

PAYING UTILITIES UPON VACATING

This is your responsibility, and the HMO cannot clear you until we receive a written notice from your landlord you have settled your electricity and water bills. Therefore, please provide HMO, your current electric and/or water meter reading with your copy of recently paid/unpaid bill **the day before you meet your landlord** to clear your apartment or house. With your current meter readings and your ABONE (registration number)

Housing Office utility representative will call the utility companies (TEDAS and IZSU) and find out how much you have to pay to the landlord. You will make your electric/water payments directly to your landlord when you clear the apartment/house.



HELP WITH UTILITY BILLS

GAS



Bottle gas is used in Izmir for your gas stove and flash water heaters. Housing Management Office (HMO) can help you in purchasing bottle gas.

WATER



In some buildings, where a water pump and tank are provided, the billing system may be subject to change. In these cases, a sharing system is used, whereby the total building consumption is divided by the number of occupants in the building.

Some of the apartments have scheduled hot water and this means that a water tank and pump are present in the building. The building manager determines on which days you will get hot water. Normally you get scheduled hot water 2 or 3 times a week and this is included in the rent. The building manager controls the schedule and this may change from time to time without notification.

If a water tank does not exist in the building then there is not any possibility of having hot water scheduled or included in the rent.

ELECTRICITY

Bills are made out to the landlord but sent to the apartment address (your apartment). Because of this system, there is not any requirement to pay a fee to turn the utilities on. This is a direct saving to you.

Since the bills are not in your name, it may be difficult to evaluate them. Sometimes the previous tenant may have made his last payment to the landlord based on a calculation that was adjusted according to the kilowatt-hours actually consumed. When this is done then the landlord is responsible to pay the adjusted portion when the bill is received. This problem is usually resolved at the HMO upon presentation of your first bill. An adjustment will be made accordingly and you and your landlord will pay your appropriate shares based upon the meter reading when you accepted the apartment.

There is a meter rental charge every month that must be paid.

There is also a 12% tax added to the bill.



TIPS ON UTILITIES

❖ **When you received your first utility bills, please see HMO staff and get your utility briefing.**

❖ **If you have not received your bills within 30 days, please contact to HMO. Our staff will investigate through utility companies and find out what the problem is.**

❖ Although all utility bills are registered to your landlord's name, after you signed contract and entered the meter reading on the condition of apartment checklist form it is your responsibility to pay them.

❖ Please keep track of your utility bills. Also, check your consumptions. If your consumption is more or less than normal contact the HMO immediately. Problem will be inspected and excessive bills will be prevented.

❖ If you receive utility bill notices that states you owe nothing for this billing period, there are two possibilities. The first one is that bill for previous period was overpaid and company gave you credit. The second one is your meter is broken and is not showing any consumption.

❖ If you do not receive a bill for a period please inform HMO and also you can take one of your old bills to the bank you usually pay your utilities and they will see if you have any due bills.

❖ If you feel your consumption is more than normal, please see HMO staff immediately. HMO will submit an official letter to meter check department. Then utility companies will remove your meter and install a temporary one. The result of the check will be mailed to service member from the meter check department. There would be 3 different results:

1. **Fast Turning:** This means you have normal consumption, but the meter reflects high usage. The company will cancel excessive bill and prepare a new one.

2. **Slow Turning:** This means you have normal consumption, but the meter reflects low usage. The company will cancel the bill and prepare new one.

3. **Normal Turning:** There is nothing wrong with the meter.

The tenant has to pay for meter check if they find nothing wrong.

INSTRUCTIONS TO TEST YOUR ELECTRIC METER:

Now that the electric company is privatized the complaints regarding high electric bill is handle differently.

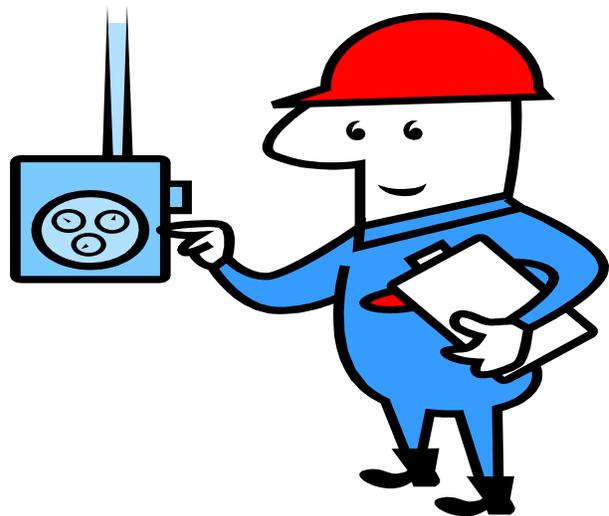
If you think that your electric bill is too high you should notify the Housing Office.

Before notifying the housing office the following steps should be taken to determine if your electric meter is working properly.

1) a. The first step is to unplug all your equipment that you have plugged in, including transformers, refrigerator, air conditioner, computer, stereo, electrical water heater, washer/dryer and etc., do not turn off the fuse switch (circuit breakers) located in your hallway wall.

b. Second step is to go down to ground floor where your main electric meter is located, find yours, and again do not turn off the main fuse switch, simply look at the disc in your electric meter about 1 or 2 minutes to see if it moves while nothing is plugged in your apartment. If the disc (wheel) is moving that means something is wrong with wiring, fuses, and circuit breakers grounding or may be electric meter itself causing the problem. Housing will notify your landlord to ask to fix the problem which may mean rewiring or changing the fuses or may be buying a brand new electric meter.

If the disc is not moving after everything has been unplugged it may mean nothing is wrong with your meter, however to verify that your meter is functioning properly you must take your meter reading for the next 5 days the same time each day and provide the reading to the housing office when reporting your problem.



2) Please pay extreme attention not to overload the electrical system in your apartment or house like using washer and dryer at the same time or A/C unit and electric water heater at the same time or keeping them on while you are not at home will contribute to a high electric bill. Remember you are the boss in your apartment and do not let any equipment be your boss.

HEATING



HEATING SYSTEMS:

a. Central heating here is similar to that in the United States. A large boiler provides heat throughout the building. The apartments are not heated to the same standards here, or most anyplace else in Europe, as in the United States. Normally, some hours of heat are provided in the morning and evening. During certain hours of the day, the heat is lowered or raised, depending on the outdoor temperature and in accordance with the city ordinance. Central heating is included in the rent, but the tenant lives with the building's schedule. Your potential landlord can tell you what the heating schedule is now, but cannot guarantee that it will remain on that schedule. Rarely will one landlord own a building here. A typical apartment building has eight floors and two apartments per floor. There could be as many as 16 owners in a building. Each year, one owner is voted to be building manager. The apartment owners also agree to a monthly building maintenance fee to be assessed on each apartment and paid by the occupants of the apartments, not the owners. This building fee is built into the contracts written by the housing office. Normally, tenants pay the fee separately, in addition to their rent. The building manager uses the money to pay the common area electric bills, janitor's salary, repair common area items as needed, and to buy heating fuel. When heating fuel costs rise, normally at least twice a year, the building manager must call all the owners to a meeting to raise the building maintenance fees in order to be able to purchase the required amount of heating fuel. It may take awhile after prices rise, but the heat will usually return to its normal level.

a. The second type heating system is individual heating. The apartment has its own heating unit located in a separate area or on the back balcony. With an individual heating system, the tenants controls the heat within their own apartments. But, with an individual heating system there is also a fuel tank and the tenant buys the fuel for the heating system. With individual heating, the tenants buy the fuel and controls the heat in their own apartment. How much does it cost to heat with an individual system? Too many variables to give an estimate, it all depends on how large or small the apartment is, if it is heated 24 hours a day or turned off while out of the apartment, temperature is turned down while sleeping or if a timer is used to maintain a heating schedule.

c. Natural Gas is a versatile source of energy, which can be used for heating also. If the building switch to natural gas, the gas will be metered and the tenant will be obligated to pay for heating.

d. There are a few buildings in Izmir that have no integral heating system. In these buildings tenants are required to buy gas, wood, coal, or other fuel burning stoves and chimney them through holes in the walls of the rooms. It doesn't work and is very dangerous. These apartments are not listed through the housing office and service members desiring to rent them will have to be counseled by respective service commanders prior to leasing one of them.





**HEATING
CONSERVATION**



Here are some tips to conserve fuel when heating your apartment/house:

- Residents with individual heating systems, should ensure it is serviced by the landlord before starting the heating system.
- Turn off the radiators in rooms that you don't use and keep the doors close for those rooms.
- Keep your doors close to the rooms that are being heated.
- Turn down your thermostat at night or when you are away from your apartment.
- Make sure the apartment is properly insulated. Test your windows and doors for air tightness. If necessary caulk and weather-strip windowsills and doors.
- Keep your radiators clean. Dust or vacuum the radiator surfaces frequently. Dust and grime impede the flow of heat. Placing an insulated aluminum foil reflector behind each radiator will also make apartment warmer.
- Keep draperies and shades open on your south-facing windows during the day to let the sunshine in, close them at night.

- Maintain proper air circulation . Arrange your furniture and drapes so they do not block heat, proper air circulation.
- Clean or replace the air condition filters. Foam filters can be rinsed with water but be sure they are dry before replacing.

If you require fuel delivery please put your requirement in advance or any assistance on this matter call the 425 ABS Housing Referral Office at
DSN 675-6750 or
Commercial: 0-232-4556756
or GSM: 0-532-3368219
0-532-7919540
0-532-2350365

our representative will be happy to assist you..



FREQUENTLY ASKED QUESTIONS AND ANSWERS



Is it possible to find an apartment and negotiate a rent with the landlord and bring it to HMO, where the price may be increased?



Periodically someone may find an apartment and get a price quotation from the landlord without any clarification of the terms involved. In such cases, the landlord does not realize the conditions of an HMO contract and therefore he may fail to adjust the rent accordingly. For example, most landlords do not include building expenses in the rent (hot water, heat, elevator, kapici fees etc.) and they usually expect to get 3-6 months advance monthly payments or even as much as 12 months. The tenants are usually expected to pay advance fees for utility hook-ups, but the landlord retains these contracts in his name and the fees are omitted in HMO contracts. They also do not expect to clean apartments or but responsible for installation of curtain rods and light fixtures as well as repainting if necessary. Once a landlord realizes that an HMO contract is different, he may change his quotation to meet these standards.



When should I expect to see the TLA in my pay?



The Defense Joint Military Pay system operates on a mid-month and end-of-month pay period cutoff. The mid-month cutoff occurs around the 5th of each month and end-of-month cutoff around the 21st of each month. If you submit TLA documents to the finance

office before the mid-month cutoff the TLA will make it into your mid-month pay. If TLA documents are submitted after mid-month cutoff, but before end-of-month cutoff the TLA payment will be in your end-of-month pay.



Is TLA payable when I stay with a friend or relative?



Yes, you are authorized full meal portion of the TLA if adequate kitchen facilities are not available for your exclusive use. Lodging expenses are not allowed while staying with friends/relatives.



Do most Americans pay more for utilities than the Turkish nationals?



Many Americans received high utility bills if you compare them to local nationals. However, you should understand that there is a common misconception of utility bills in the American community. Basically, you pay for what you use. Ironically, it seems that many Americans are accustomed to using more. For example, some Americans are receiving two month electricity bills for 250TL or more while the other Americans may only be paying 50TL for a like period. The huge difference can be explained by various factors. e.g. a person paying over 300TL may be using electricity for hot water, washing machine, dryer, hot plate, refrigerator, stereo system, T.V, iron with transformer and they may have a maid using many of these items. The person with a 50TL bill may only use

refrigerator, a couple of low watt bulbs, a radio and perhaps an iron about one hour a week. The first person may not realize it, but once you have used over 120 KWH's per month, the rate of consumption increases. At this point, the cost of electricity is greatly accelerated. The second person is using about 10-70 KWH's per month and therefore will pay much less. The savings can be enormous if you understand these factors.



What is "Black List"?



The term "Black List" does not exist in military terminology, however most people are referring to the "Non Referable Housing List" which includes those units which do not meet the standards. Some examples for placement in "Non Referral Status" may be:

- Excessive rent and landlord fails to stabilize exorbitant rent;
- Abusive landlord;
- Sharp business practices, e.g. Unfair utility billing system
- Inadequate facilities, unfilled promises to correct deficiencies.



Is it possible for a tenant to pay the kapici for work done in an apartment building or for anything?



The kapici's fees are included in the building expenses as part of contract. Sometimes it is difficult to know exactly what his duties are. It is best for the

tenant to ask the landlord when signing contract, for clarification of the kapici's duties. If you want extra services from the kapici, such as running errands to the grocery store or getting bottled gas, you would be expected to pay for the additional service based upon your conscience and your agreement with him. Keep in mind that HMO does not recommend that you solicit such services (although sometimes it is possible that the services may be included in the building regulations). Usually the kapici does pick up the trash in the building when placed in front of the apartment door. If in doubt about his responsibilities then you should ask the landlord.



How do I pay my rent to the landlord?



When you sign the lease you will pay the first month's rent in cash in US Dollar directly to your landlord and both parties will sign the second page of the contract to acknowledge the receipt. Landlord obligated to give you a bank account number for your following rent payments. When you make the payment to the bank you should keep receipts and file them with your contract.



Can the building custodian or the kapici ask a tenant for money to repair the heating system or other emergency maintenance items?



The tenant is not responsible for such repairs, as these have been negotiated in his contract. This is the landlord's responsibility as you have already included such fees under your building expenses in the contract. If for some reason, you do pay for that maintenance then you should get a

receipt and bring it to HMO for deduction from your next month's rent.



How can I reduce my utility bills?



The best way is to read your meters personally every 2 or 3 weeks when you first move in, and then you can quickly calculate your estimated consumption. If it is high then you may want to review your habits. Do you leave your hot water heater plugged in? Do you overload your circuits? May be the maid leaves the iron on all day while doing something else. If you review your habits you may learn a lot about your bills.



Should I have my kapici pay the utility bills because I don't have time?



The HMO does not recommend it. It is best to pay the bill yourself and avoid any possible confusion later. Besides if the kapici pays it you will probably have to pay him extra for this. It may not be worth it. You must be your own judge.



Can a vehicle be provided for newcomers to look at apartments outside of Alsancak?



Yes, HMO will provide daily tours in the mornings only for listed apartments/houses... This service is currently being done on an appointment basis and advance sign-ups are recommended.



How do I get a telephone installed?



HMO is the POC for home communication services, just stop by and you will get full briefing and you will be assist to fill the application forms.



Why does it take long time to get assistance with utility bill problems?



Many people do not bring in the receipts to the office or they may not know their initial meter readings. If you keep records of your receipts this will be very helpful to HMO staff. It is also very important to have a record of your initial meter readings. This should be on your condition report which is to be prepared in three copies. Some tenants forget to return a copy for the HMO files. This is very important, as it should be on file to clarify any dispute if necessary. If this information is available HMO can provide better assistance.



As a single person can I find a roommate if it is not in my contract?



It should be discussed with the landlord at the contract signing. If this is not done at this time, then it may be more difficult to negotiate later because it would be the landlords' decision to approve the request.

Each member classified as a sharer and authorized MIHA is authorized the full MIHA/Miscellaneous allowance. However, for MIHA/Security, only one sharer may claim the individual expense.



How can I check my electric meter to insure that is working properly?



To check your meter you must:

- Unplug everything in the apartment.
- Turn off the main switch in the apartment.
- Wait about 5 minutes then check to see if meter is still turning.

If you find that the meter is turning then report this to HMO so that a meter check can be requested from the electric company.

CAUSE & PREVENTION OF SOME MINOR PROBLEMS



Problem: Electrical Outlet does not work.



Causes: The most common cause of an electrical outlet malfunction is a tripped circuit breaker or burned out fuse. Other causes include loose, burned or corroded wire connections or damage within the outlet.

Prevention: Avoid connecting too many electrical items to one outlet to prevent blowing fuses. This is often done when other outlets are either too few in number or not easily accessible. The elimination of moisture around outlets will prevent corrosion of wire connections.



Problem: Light bulb burns out frequently.



Causes: Burned out light bulbs can be a common occurrence. There are several causes of this problem:

- * Poor quality light bulbs that have lighter and weaker filament.
- * Heat buildup from lack of ventilation around the bulb. This retained heat can be caused by ceiling insulation laid over the top of a vented light fixture or by glass cover or enclosure of the light bulb.
- * Frequent burnouts often indicate voltage fluctuations and other hidden electrical problems.

Prevention: Purchase and install better quality light bulbs of an appropriate voltage. Check to see if heat from the bulb is vented properly.



Dripping Faucet or Shower Head..



Dripping old fixtures indicate worn out valve seat washers. Needs to be repaired promptly. Continual dripping can cause discoloring and erosion of surfaces and drain openings. In all cases, call plumber and when working on plumbing fixtures, turn off the water supply (is usually located under the sink).



Problem: Water Hammer...



Water hammer is the sharp clang or banging of pipes that often occurs when water is turned off quickly.

Causes: These noises are caused by intense momentary pressure in the pipes when fast flowing water is shut off. Pipes that are not properly fastened to the structure can also bang together.

Prevention: To prevent the pipes from banging turn the water on and off and let the air pressure out.



Problem: Slow Draining Tub or Sink...



Causes:

- Shallow or inadequate slope of drain pipe within the wall or beyond.
- Obstruction in the drain pipe.
 - Obstructions can take several forms:
 - * Grease build-up with pipes, particularly at kitchen sinks.
 - * Food waste
 - * Hair and soap scum.
 - * Corrosion on the inside of pipes.

Prevention: By periodically pouring vigorously boiling water (about two quarts per drain) into the drain on a weekly or monthly basis, the build up of grease, soap scum or hair can be prevented. Also install a drain screener.



Problem: Lack of Water Pressure at Sink



Lack of water pressure at a sink is sometimes caused by exterior problems which reduce water pressure into the building system.

Causes: This can be the result of a damaged line in the yard or road, service or repair of main lines by the water utility company or a valve not fully opened.

Prevention: Clean filters periodically. Check that all valves are fully opened and water is being supplied the building .



Problem: Mildew in Ceramic Tile Joint



Causes: Age will shrink and crack the grout between tiles; high humidity together with the absence of direct sunlight and poor ventilation allow the growth of the mildew and mold spores. Lack of proper cleaning will accentuate the problem.

Prevention: Keep the tiles clean, wipe down after use and periodically clean with a manufactured tile cleaner.



Problem: The electrical Circuit breaker trips frequently.



Cause: The circuit breaker is a self-activating switch. It is a resettable and reusable fuse. The purpose of a breaker is to protect the home from fires caused by electrical shorts or overloads. When a breaker is activated, it is usually due to an overload or short circuit. The occupants overload a circuit by plugging many items into one outlet.

Prevention: Do not overload a circuit.



Problem: Smoke Detector Keeps Going Off.



Cause: When the smoke detector is defective, there is not much to do but replace it with a new one. There are times when a smoke detector can be triggered by an accumulation of dust particles or dead insects. Battery powered alarms will start to beep once per minute when the batteries lose their charge.

Prevention: The best prevention is a schedule of maintenance procedures, such as testing, replacing batteries and cleaning debris from inside.



Problem: Electrical Outlet Does not Work.



Cause: The most common cause of an electrical outlet malfunction is a tripped circuit breaker or burned out fuse. Other causes include loose, burned or corroded wire connections or damage within the outlet.

Prevention: Avoid connecting too many electrical items to one outlet to prevent blowing fuses. The elimination of moisture around outlets will prevent corrosion of wire connections.

An attempt has been made to answer some common questions.

If you have a specific problem or question, please do not hesitate to ask our staff for assistance.

TELEPHONE NUMBERS:



Housing & Furnishing Office:

HILTON

0232- 4556756/57/58 (Commercial)
DSN: 6756756/57/58

Fax: 0232 -4893854

Service Call Desk

0232-6756633

Security Police

0232- 6756771



TURKISH - ENGLISH

MERHABA

HELLO

1. KIRALIK DAIRE VAR MI?

1. DO YOU HAVE AN APARTMENT FOR RENT?

2. VAR ISE GORMEK ISTIYORUM.

2. IF SO, I WOULD LIKE TO SEE IT.

3. EV SAHIBININ ISMI VE TELEFONU

3. LANDLORD'S NAME AND PHONE NUMBER:

ISMI (NAME)

TELEFONU (PHONE NUMBER)

4. BU DAIRENIN ADRESI:

4. THIS APARTMENT'S ADDRESS:

BULVARI / CADDESI / SOKAK

Street

BINA NO.

DAIRE NO.

BUILDING NO.

APT.NO

TESEKKUR EDERIM._

THANK YOU.

PHONETIC GUIDANCE TO HELP YOU BE UNDERSTOOD AS YOU SEARCH:

FOR RENT

KIRALIK

KEER - RAH - LIK

EMPTY APARTMENT

BOS DAIRE

BOSH DAA -ERRE

LANDLORD

EV SAHIBI

EV SIGH -I -BEE

STREET

SOKAK

SO-KARK

AVENUE

CADDESI

JAD-DIS-SEE