

Aviano Air Base

Housing Relocation Brochure



**31 CES/CEH
Unit 6110 Box 5
APO AE 09604
DSN: 632-2272 (CASA)
COMM: 0434-30-2272
2011**

Housing Management Procedures and Policies

Welcome to Aviano Air Base! It is my sincere hope that your stay here will be a pleasant one. The Housing staff is here to do all we can to make your transfer to Aviano and your move into community or leased quarters as smooth and hassle-free as possible. 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" located in the main lobby of the Housing Flight Office, or get one from our counselors. I will personally review your comments and/or suggestions.

This brochure has been prepared to assist you in moving into your quarters. It will answer a lot of your questions; we suggest that you read it. If after reviewing this brochure you still have questions, please feel free to contact a Housing counselor who will be happy to assist you. Be assured we are continuously seeking ways to provide better service to you, our customer.

Again, welcome to Aviano and enjoy your tour at Aviano Air Base. We know that as members of the United States Armed Forces, and U.S. civilian employees, you are well aware of the common courtesies required to assure our reputation as a "good neighbor" while residing in Italy.

GINGER K., SPEAKE, DAF
Chief, Capital Asset Management Element

INDEX

	Page
Housing Flight Office Information	5
Useful Telephone Numbers	6
Lead Based Paint Information	7
Radon Information	8
Force Protection Guidance	9
Aviano Community Housing Program	11
Administration of Temporary Lodging Allowance	12
How to Fill an Incoming TLA Claim - AF Form 1357	14
Your Community Housing Contract	15
Checklist for Community Housing	17
Government Controlled Family Housing Program	19
Overseas Housing Allowance (OHA) and Move In Housing Allowance (MIHA)	20
Understanding your Allowances	22
Furnishing Management Office (FMO)	23
Checklist for FMO	25
Utilities Information	26
Once You Are a Tenant	28
Maintenance in Economy Housing	39
Useful Italian Phrases	30
Atch 1 Map to ENEL and Codice Fiscale Offices in Pordenone	

HOUSING FLIGHT OFFICE INFORMATION

Location: The Housing Flight Office is located in area F (Flightline) in building 1409 near the BX facility.

Customer Service Hours: MONDAY - FRIDAY - 0900 - 1630hrs.

As most Housing Office personnel are local national employees, the Housing Flight, to include FMO, will be closed on local national holidays and "days of rest". The days housing will be closed are advertised in the base paper, base bulletin, on local TV and radio, as well as in notices placed on doors at the Housing Flight office facility.

USEFUL TELEPHONE NUMBERS

Community Housing Element	2272
Community Housing Inspectors	2272
Family Housing Element	2272
Furnishings Mgmt Office (FM0)	2272
Housing Appliance Repair	2272
Facilities Mgmt - Family Housing Maintenance	2272

Italian Fire Department (calling from off base)	115
Ambulance Off base	118
Emergency On Base	911
Emergency from Off Base (to call on base)	0434-308911
Command Post	7673
Medical Appointment Desk	5000
Red Cross (after duty hours call 634-1110)	5576
Crime Stop	7114
Security Police Desk Sgt.	7200/7821
Base Operator	7111
Self-Help Store	7329
Chaplain	7211
After Duty Hours - Command Post	3100

Note: If you call from an off base telephone, dial 0434-30 and then the last four digits of the extension number.



DEPARTMENT OF THE AIR FORCE
31ST FIGHTER WING (USAF)

25 August 2011

MEMORANDUM FOR HOUSING OCCUPANTS

FROM: 31CES/CEH

SUBJECT: Dangers from Lead Based Paint

1. The threat of lead-based paint poisoning in Italy is minimal since this product has been banned from use for over 25 years. This memorandum outlines simple measures to help you understand the risk and to reduce the possibility of illness as a result of mishandling lead base paint. Please observe these precautions:

- Lean up all paint chips immediately
- Make sure that children are not allowed to chew on painted surfaces or eat paint chips
- Thoroughly rinse sponges and mop heads after using them to clean suspect areas
- Wash children's hands often, especially before they eat, nap and at bedtime
- Keep playing areas clean, wash toys and stuffed animals regularly
- Do not allow children to play in or ingest dirt where old paint residue may exist
- Clean and remove shoes before entering your home to avoid tracking in lead from soil
- Make sure children eat nutritious meals. Children with good diets absorb less lead

2. If you find painting peeling from interior or exterior surfaces of your community housing unit, call the Housing Office at 632-CASA (2272).

//SIGNED//
GINGER K., SPEAKE, Civ, DAF
Chief, Capital Asset Management Element



DEPARTMENT OF THE AIR FORCE
31ST FIGHTER WING (USAF)

09 Aug 11

MEMORANDUM FOR ECONOMY AND GHRP HOUSING OCCUPANTS

FROM: 31 AMDS/SGPB

SUBJECT: Radon Information for Off-Base Housing Occupants

1. The 31 AMDS Bioenvironmental Engineering Flight provides this memo to educate you and your family regarding the risks of radon in this region. Radon is a radioactive gas produced by natural-occurring uranium in the soil of this region and many others around the world. Most radon is released harmlessly into the air; however, it can enter your house through various cracks in the foundation and accumulate inside. A copy of the United States Environmental Protection Agency's (EPA) A Citizen's Guide to Radon publication can be found in internet at <http://www.epa.gov/radon/> and provides more details on the origin of radon and the risks of prolonged exposure.
2. The radon level measured in facilities at Aviano typically exceeds the value recommended by the EPA. This does not mean that personnel located here will experience any significant health effects due to radon exposure. Risk is based on many factors including level of exposure, years of exposure, lifestyle, and exposure to other chemical or physical hazards. The majority of us are only here for a relatively small portion of our lifetime, greatly reducing our overall health risk.
3. It is important to note the EPA radon criteria are not enforceable either in the United States or here in Italy. Just as in the United States, the base has no authority to measure or mitigate off-base housing. This is true for both GHRP and economy housing. Natural ventilation is the most effective measure you can take to reduce the level of radon in your Italian home. Periodically throughout the day, open two or more windows to create airflow across an area of your home. Pay special attention to basements and ground floors because this is where radon will accumulate. Opening windows will also help control mold and mildew within your home.
4. Please contact the Bioenvironmental Engineering Flight at 632-5532 if you have any questions or would like additional information regarding this issue

//SIGNED//

MICHAEL J. FEA, Capt, USAF, BSC, PE
Bioenvironmental Engineering Flight Commander

Force Protection Guidance for Occupants of Private Rental (Economy) Housing.

Commanders in Critical or High Terrorist Threat Level areas shall ensure all DoD personnel assigned who are living in off-installation quarters receive the following guidance for selecting private residences to mitigate risk of terrorist attack.

Private Rental Housing Consideration for all areas:

1. Give preference to residences that maximize safety and security while minimizing the need for security upgrades.
2. For single-family residences, preference should be given to those with a perimeter barrier, such as a wall or fence that helps deter access to the property.
3. Preference should be given to residences with off street parking, and ideally secured in some manner.
4. Entrance areas and apartment hallways should be illuminated.
5. Entrances should have a substantial door, e.g., solid wood such as oak.
6. Entrances should have a small viewer to permit the occupant to identify visitors without opening the door.
7. Each entrance should have a deadbolt lock. A double cylinder lock should be used if placed within 40 inches of a glass side light or door window, fire safety rules should be considered when installing this type of lock.
8. Accessible window/openings should have a latching or locking mechanism.
9. Shatter resistant film should be considered for windows and doors vulnerable to explosive attack.

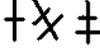
Critical and High Threat Level Areas should also include the following:

1. Residences having multiple access routes to arterial roads should be given preference.
2. Grounds adjacent to the building façade and all entrance areas and apartment hallways should be illuminated.
3. Bars, which deter entrance from windows, deemed adequate for local conditions are recommended on all accessible ground floor windows/openings where patterns of violence commonly use forced entry. Existing window barriers such as roll-down or hinged shutters or alarmed openings can help preclude the need for bars at windows.
4. Those residences that have bars on windows above the fourth floor require a secondary means of escape.
5. Accessible window/openings and doors should be secured even when occupying your dwelling. Prior to leaving your dwelling, close all windows, roll down roladens, lock all shutters and lock doors.
6. A safe haven should be considered where there is a threat of forced entry into residences accompanied by physical harm, especially to residences above the first floor.

GYPSY SYMBOLS

Security Forces Squadron has provided the below symbols for your information. Often times, symbols are displayed in the vicinity of doorways or mailboxes.

GYPSY SYMBOLS

	Good Objective/Marked Target		Public Official
	Good House		Active Carabinieri or Polizia
	Generous People		Avoid this Community
	Friendly People		Dangerous, Always Inhabited
	Uninhabited House		Good Acceptance if you speak of God
	Single Woman		Rich House
	House Just Visited		House is Alarmed/Protected
	Useless to Insist		Women with Kind Hearts Live Here
	Not/Nothing Interesting	N	Nighttime
	Single Occupant	D	Sunday
	Authority/Representative House	AM	Afternoon
	Dog	M	Morning

AVIANO COMMUNITY HOUSING PROGRAM (How to Find Housing)

Introduction: Housing at Aviano is high in demand, especially for single unit. There are always a large number of people looking for housing. It is a fact of life that the majority of available rentals in the Aviano area are apartments. Housing in Italy varies in style and size from what you are used to and units do not come equipped with what Americans expect to be standard amenities, such as closets, light fixtures and kitchen cabinets. It can be quite a shock when you look at your first unit. We understand that the search for housing can be very frustrating and will assist you in any way that our manpower allows. Our housing counselors are extremely busy, serving as many as 400 personnel daily during the peak spring/summer/early fall seasons. We have a drop-off box for TLA and OHA/Lump Sum MIHA payments located on the second floor of our facility. We are always looking for new and improved ways of doing business; in fact our current system of listing houses results from previous customer feedback forms. If you or your family have any suggestions on how we can make things better please take a moment to fill out one of our "Customer Service Questionnaires" located in the main lobby of the Housing Management Office.

Listings: All available 1, 2, 3, 4 bedroom units are entered into the housing computer system, showing rental price, required deposit, number of bedrooms and other amenities. Anyone looking for housing can query the computer system with their requirements. Program can be viewed from your own computer on your desk. A detailed report of vacant units that meet the criteria will be produced. You can then use the report to make arrangements to view the units you are interested in. Housing counselors will make telephone calls for you and give directions on how to get to units. You have the freedom to view as many units as you choose.



Times: The customer computer terminals are available during office hours, Monday through Friday, 0900-1600. You do not have to sign in to use the computers. You will only need to sign in if you need assistance from a counselor.

Hints: Visit the Housing Flight offices frequently, new units become available everyday and the computer is updated continuously. Let everybody know you are house hunting - be aggressive by looking for quarters every day. Talk to people in your squadron, they are a great resource when attempting to locate a dwelling. Don't immediately rule out apartments and duplexes. Single units are rare and are highly sought after, most are passed on from person to person within a squadron. Don't get frustrated if the unit you call for is already rented, there is a lot of competition. As soon as we are notified that a unit is rented and the contract is executed, it will be deleted from our computer database. Keep a list of the apartments/houses you visit so you have a record and will not waste time by looking at the same listings again. SOME LANDLORDS ARE NOT AUTHORIZED TO SIGN CONTRACT WITH US PERSONNEL DUE TO PROBLEMS. GET A COPY OF THE NON-REFERRAL LIST!

Viewing a Unit: You will need to provide your own transportation. Your sponsor is the key to successful house hunting by providing local area knowledge and transportation. They are to assist you in locating housing. Please ensure that you provide the prospective landlord with your name and telephone number in case he needs to contact you after your visit. Remember, there may be more than one person looking at the same unit. We do understand that the language barrier is a problem and are aware of the frustration you experience not being able to communicate with a landlord when viewing a unit. Most landlords are accustomed to this and everyone ends up communicating by hand and arm signals. If you have unresolved questions after viewing a unit, come to housing and a counselor will assist you in getting them resolved.

Rent: Rent is normally based on the type and location of quarters, age of unit, and number of bedrooms. Units listed in the housing computer have had the rental price set prior to its listing. Consider only housing you can afford and don't inform the landlord what you could pay (your rental ceiling). Housing will provide you information on Overseas Housing Allowance (OHA). If you decide to rent a unit above your overseas housing allowance ceiling, not on school bus route, or which do not qualify for tax free fuel/gas service, you will be required to sign a statement of understanding. You should discuss your housing choice with your first sergeant and/or commander prior to making the final decision.

ADMINISTRATION OF TEMPORARY LODGING ALLOWANCE (TLA)

Overview: When you first arrive at Aviano Air Base, 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). In most cases TLA will cover the cost for temporary lodging and meals. An important point to remember is that **TLA is only available until permanent housing, either private economy rental or government leased unit is available for you to occupy.** To find out the amount authorized for TLA contact the Military Pay Office on DSN 632-8693.

Regulation: The regulation governing TLA is the Joint Federal Travel Regulation (JFTR) and USAFE INSTRUCTIONS 65-104, Providing Temporary Lodging Allowance in USEUCOM. These publications define your entitlements. The following information outlines your basic entitlements to TLA. A thorough briefing on requirements will be given at the Right Start briefing and is also available from the counselors at the Housing Management Office.

Eligibility: Upon your arrival at Aviano AB, you are authorized to claim TLA while waiting to occupy permanent housing. To be eligible for TLA you must be assigned to Aviano, on official travel orders, and you must be staying in temporary lodging accommodations such as a hotel, "pensione", or base lodging facilities. TLA is only authorized for personnel who are allowed to live off base in community or government-leased housing. You are authorized to use the Government credit card to pay for TLA. If you stay with a friend while looking for permanent housing you may only claim for meals. You will not be authorized accommodation expenses. A statement from your friend is required.

Entitlement: You must aggressively search for quarters while on TLA and may utilize the computer listings of quarters available at the Housing Management Office. Suitable housing is defined as any type of housing unit that has affordable rent, locking entrance doors, central heating system, hot and cold running water, sanitary system, connections for appliances, and is structurally sound. All quarters listed with the Housing Management Office have been inspected and meet or exceed Air Force standards. **TLA cannot be extended for reasons of personal choice; for example, only wanting a single unit or wanting to live in a certain area, purchasing a dwelling unit, or the landlord will not accept a pet. Your viewing must be documented along with your reason for turning a unit down.**

Assistance: If you have not secured community housing, or have not been offered government family housing, at the end of the first claim period (10 days) please see a counselor. The counselor will provide assistance necessary to help you locate housing that can be occupied as soon as possible.

How to File A TLA Claim: AF FORMS 1357 are available for you at the Housing Management Office. You must claim for TLA reimbursement every 10 days that you spend in temporary accommodations.



You must attach the following items to your AF Form 1357:

One copy (1) of PCS Orders and any amendments.

Two (2) copies of the hotel or "pensione" PAID RECEIPT, showing 10 days of accommodation. You will be paid for MEALS ONLY if you are staying with a friend, and receipts for this are NOT required.

On the remarks section of the AF Form 1357, show the rate of exchange you used if you had to buy local currency to pay the hotel. If no rate shown, Finance will use the daily rate.

Provide list of units visited and reasons for decline

With your 1st claim only if not staying at lodging on base, provide 1 copy of Statement of Non-availability of quarters issued by 31 SVS/SVML, Lodging office.

Copier service is available in the computer room of the Housing Management Office, so please have the package complete when you file for your TLA reimbursement.

Payment: Housing will submit your approved TLA claims to the Finance and Accounting Office (31 CPTS) for processing. The money claimed must be a reimbursement. All service members will receive electronic funds transfer (EFT) for TLA reimbursement in their regular mid-month or end-of-month paycheck or into stateside banks. The Finance Office, ext 632-8693 is the point of contact for any information regarding financial TLA issues.

Set Up to Move In: Once you find quarters, it is your responsibility to make appointments for the delivery of household goods and FMO temporary and permanent loaner furniture. Have utilities connected and occupy the quarters as soon as possible. Full information on how to accomplish this is provided later in this brochure and can be explained to you by a Community Housing Element counselor.

Leaving the Area: **TLA is not authorized** during TDY/Leave/Emergency leave status unless you have authorized dependents staying in the temporary accommodations that will not accompany you. Your commanding officer may request that you be allowed to keep the temporary accommodations due to military necessity only; this must be accomplished and/or authorized prior to departure. Maintaining temporary accommodations and claiming TLA while you are TDY due to personal convenience is not authorized.



Dormitory Occupants: If you are assigned or will be assigned to a dormitory you are not entitled to TLA unless you are waiting for bed space to become available. This must be documented in writing by the dormitory manager and provided to the Community Housing Element at the downtown housing office building.

Extensions: **TLA Extensions are granted for extreme circumstances that are beyond your control.** Examples are: the house cannot be occupied for some reason that is beyond your control, you are unable to find suitable housing in accordance with Air Force standards. Any exception/request for incoming or outgoing TLA extension must be submitted in writing, endorsed by your Squadron Commander, and provided to the Housing Flight. Requests must be submitted as soon as possible to allow time for processing and to avoid problems for service members. TLA extension requests will be forwarded through the chain of command to the 31st FW/CC, who is the final approval authority for extension TLA. TLA is not authorized if you delay delivery of household goods or temporary government furnishings for personal reasons, delay setting appointments for utilities connections, or ask to be bypassed on the government family housing waiting list for personal reasons.

Specific instructions on how to fill out each section of the AF Form 1357 for TLA reimbursement are outlined on the next page.

HOW TO FILL IN AN INCOMING TLA CLAIM AF FORM 1357

Fill in the AF Form 1357 as follows:

LAST NAME, FIRST NAME DUTY PHONE SOCIAL SECURITY NO

YOUR LAST PERMANENT DUTY STATION PCS ORDERS NO ARRIVAL DATE

CHECK AS FOLLOWS: "X" TLA ARRIVAL ON ALL TLA CLAIMS

FIRST CLAIM: "X" INITIAL PAYMENT; SUBSEQUENT CLAIMS: "X" INCREMENTAL PAYMENT; FINAL PAYMENT: "X" FINAL PAYMENT.

CHECK AS FOLLOWS: "X" MEMBERS ONLY (If you do not have dependents residing in TLA or if your dependents are NOT authorized TLA, or you are a single member with no dependents)

"X" MEMBER AND number of DEPENDENTS (if you have authorized dependents residing with you on TLA)

CHECK AS FOLLOWS: "X" ACCOMPANIED TOUR (if you are on an accompanied tour); "X" ALL OTHER TOUR (if non accompanied)

CHECK AS FOLLOWS: "X" TO A DESIGNATED LOCATION (if concurrent travel is NOT authorized); "X" CONCURRENT (if concurrent travel is authorized)

AUTHORIZED DEPENDENTS: List names of dependents, relationship and date of birth of your children.
NAME OF YOUR PENSION AND NAME OF TOWN WHERE IS LOCATED.

INCLUSIVE DATES: 10 days period for newly arrived, unless it is a final payment which could have less days.

COOKING FACILITIES and GOVERNMENT MESS UTILIZED: Check appropriate box.

CERTIFICATE OF HOUSING OFFICER: Check appropriate box.

REMARKS.

Write Euro Rate if you had to change dollars into local currency to pay the hotel. Military to Military personnel will write spouse's name and SSN. Add your signature and date.

YOUR COMMUNITY HOUSING CONTRACT (What am I getting myself into?)

Introduction: It is imperative that you are completely familiar with your housing contract before signing this document. Be knowledgeable of all the clauses. If you are unsure of anything, contact the Community Housing Element for clarification. Laws are different here in Italy and you as a tenant are responsible for many things that you would not normally be liable for in the United States. Although your rental agreement is processed and authenticated by the housing office, it remains a private agreement, or contract, between you and the landlord.

SIGNING YOUR CONTRACT: Only sign a contract for the unit you want to live in. **All units must be inspected by a community housing inspector when you sign the contract.** If you think that the dwelling unit is unsuitable for any reason, consult with a Community Housing counselor first before signing the contract. You will be held liable for six (6) months rent if after signing the contract you change your mind or sign before a housing inspector has inspected and approved the unit. Copies of the contract are available at the housing office. Housing can call the landlord for you and set up a time and place for you to meet to sign the contract, this would also be a good time to complete the Premises Condition Inventory (USAFE Form 333b). Once the contract is signed you must bring the copies back to housing as soon as possible. The contract will be reviewed and clauses explained to you. The housing counselor will brief you on the next steps to move in. Please review the checklist for Community Housing that follows this section as this provides details on all the steps that you need to take to move into your unit. You can process your contract without the Codice Fiscale (green card number) but you need to provide the number to the landlord as soon as you will receive it. You have to provide the landlord with the signed copies of the contract (after reviewed by the Housing Management Office) and the codice fiscale as soon as possible. Landlord must register the contract within 30 days from the execution date. If you do not provide the copies and the number on time, you may be liable for the fine to be paid for late registration.

Duration: The private rental or economy housing contract will be valid for four (4) years, with a 30-day release clause due to a PCS move, movement to government quarters or valid military requirements. If, at a later date you want to move into other economy quarters, the legal notice period to the landlord is six (6) months.

Payments: Landlords are within their rights to require payment of a security deposit of up to three (3) months rent. The Housing Flight always tries to get this lowered to one or two months for members. Deposits are required to cover the cost of any damages above fair wear and tear when you move out. Deposits do accrue interest for tenants during the rental period. Rental payments are due in advance by the fifth day of each month. Tenants must obtain receipts for any expense and always save them for any possible future claims. Rent may be adjusted every year based on a cost of living increase. Your Overseas Housing Allowance can be adjusted to cover the increase, if you are not at your maximum rental ceiling. You should notify the Housing Management Office of any changes that may affect your housing allowance. Such changes include rent increases, arrival/departure of dependents, or any sharing situations.



Registration Tax: All contracts are required to be registered with the local authorities ANNUALLY. This tax is paid in equal shares by the tenant and the landlord. The tax is 2% of the annual rent, with a minimum price established by the Italian government. It will be reimbursed under the OHA program, not to exceed the maximum OHA ceiling. If you move out of your quarters prior to 4 years, you will be required to pay a cancellation fee.

Tenant Responsibilities: You are responsible for heating and electricity expenses, water, trash, sewage bills, normal and minor maintenance of the quarters, and any other charges which may be determined to be the tenant's responsibility. The tenant is responsible for the upkeep of the quarters rented and for any damages to the quarters above normal wear and tear. You, the tenant, are responsible for performing minor maintenance normally expected of a prudent homeowner. It is the tenant's responsibility to have the heating system boiler cleaned once a year. Most landlords will contact their own technician to do the work, and tenant then reimburses the landlord for this required service. If applicable, it is the tenant's responsibility to have the septic tank emptied.

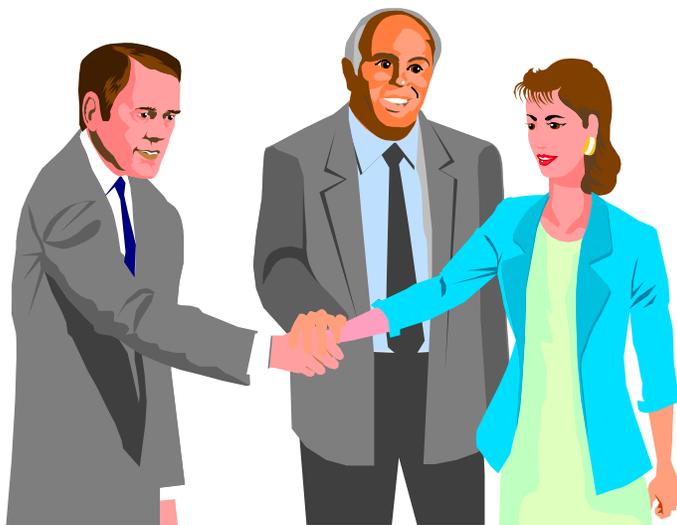
Premises Condition Inventory: A Premises Condition Inventory (USAFE Form 333b), three (3) copies will be provided by the housing office, should be filled out prior to moving into quarters to describe the conditions in which the quarters have been accepted. It is imperative that you ensure that your quarters are in good repair and that any discrepancy is documented at this time. Any fault with the quarters discovered after move in caused by

anything other than "fair wear and tear" will require repair at your expense or will be withheld from your deposit. **If a TMO or FMO contractor causes damage to your unit you must annotate the damage on their paperwork before you sign their release form. You must then file a claim with the TMO or FMO office. You will be held liable for any damage caused by contractors that is not documented before they leave your unit.** You and the landlord must sign the USAFE Form 333b, keep one copy each and ensure that a copy is kept in your housing file. Failure to fill this form out may result in you being responsible for ANY damages claimed by the landlord and money withheld from your deposit.

Painting Of The Quarters: If your contract requires your quarters to be painted by a painter, Moving In Housing Allowance (MIHA) may cover the cost. MIHA is covered in more depth later in this brochure. Check with the Housing Management Office for amounts authorized. If your contract authorizes you to paint but doesn't require it, the cost of the paint and material only will be reimbursed by MIHA.

Modifications: All agreements, changes or modifications to your contract need to be made in writing. Try to ensure that any changes are documented and copy maintained by you, the landlord and in the Housing Office. Any verbal agreement between you and the landlord should be documented for your own protection. **GET EVERYTHING IN WRITING.**

Housing Responsibilities: Housing counselors will contact landlords on your behalf and provide translation and other referral services. They will do everything possible to protect your rights and will inform you of Italian regulations/laws that pertain to your contract. Please be aware that the housing office is a negotiating agency and can only mediate between you and your landlord. Housing Management counselors will do their utmost to settle disputes but have no authority to force you or the landlord to accept any recommendations. Housing Office counselors cannot give you legal advice. If you need legal advice, go the 31 FW/JA for their assistance.



CHECKLIST FOR COMMUNITY HOUSING

DURING RIGHT START

- Check to make sure Housing got their copy of the DD Form 1746 (Advanced Housing Application)
- Apply for Government quarters by submitting DD Form 1746.
- Bring two copies of your PCS orders and a copy of your official ID Card
- Apply for the Italian “codice fiscale” (green card). This number is used for your contract, and may be needed to get your utilities connected. Electricity and gas connections are both handled by Home Fuels, 632-5083.
- Ask for info on TLA, Overseas Housing Allowance (OHA) and maximum rental ceiling

FINDING A HOME

- You should check the computer listings daily to see what units are available. You should also network among friends and coworkers for other listings. When you find a listing that you are interested in seeing, your next steps are to:
 - a. Contact the landlord for an appointment to view the quarters and directions
 - b. Take the contract package with you to the appointment
 - c. Take a card with your name and phone number in case a landlord needs to contact you after your visit.

SIGNING THE CONTRACT:

- If you want the unit, you and your landlord must fill all the copies and SIGN the contracts. Bring all copies to Housing. Remember, only sign a contract if you are sure that this is the unit you want and ensure that the unit has been inspected by housing. If the house was not listed in the computer vacancies, you need to see an inspector before you see a community housing counselor to finalize the contract.
- Effective date of the contract: this date shows when the landlord requires payment of rent and is not necessarily the same date when you can move in. Consider time for utilities connections and furniture delivery when discussing this date. You may be required to pay some rent out of your own pocket if house is ready but you have to wait for furniture and utilities.
- Premises Condition Inventory (USAFE Form 333b). You and your landlord complete and sign the form prior to furniture delivery. One copy for you, one for your landlord, and one copy for Housing. This is to protect you in case a dispute arises at your departure.
- Contact FMO for temporary furniture and long-term appliance delivery. It is your responsibility to move in ASAP. TLA will not be extended if delivery is delayed for personal reasons. (A checklist for FMO is included in this brochure)
- If moving from the dorm, proof of dorm clearance is mandatory in order to start your BAQ, OHA & MIHA.
- If you are unsure or have any questions about your housing contract then do not sign until you have consulted with a community-housing counselor.

UTILITIES: Learn how to operate the systems properly. Talk to the landlord or the previous tenant and have them explain the systems. Ask the landlord:

- Where is the electrical circuit breaker box? Make sure you have the possibility to open it in case it shuts off.
- Where is the gas meter?
- Where is the water main and cut off valves?
- Where is the fuel oil tank and how much will it hold to fill it.

ELECTRICITY:

- Get serial number and the meter reading from the meter. If possible, obtain name of previous tenant and user's number.
- Report to MWR (Home Fuels) to start your contract
- If a tenant is still in the quarters, you and the current tenant should go to Home Fuels together.
- It is ILLEGAL to break the seal on the meter, if there is one, until the company tells you that you can do it.

HEATING:

- City Gas: Go to MWR (Home Fuels), with a copy of your contract, serial number, and meter reading from the meter and/or the sticker attached to the meter if available. Some companies may not be connected with MWR program. Check with Home Fuels personnel.
- Diesel Fuel: Contact MWR for fuel deliveries. Check the fuel level and do not run out of fuel, this may cause damage to the system.
- LPG (Bulk Propane): Go to the Pass and ID first and then to BX to get coupons to fill your LPG tank. You will need a copy of your contract. Only authorized dealers can be used with coupons. Get coupons before delivery. This applies to bombolas for the cooking stove too. If the LPG company is not allowed to receive coupons, the contract is strictly between you and the company itself.

You cannot use MWR services if your heating system is shared with local nationals or non-authorized personnel. Make sure you check that the system is completely separated and that there is only one fuel tank for your own use. Any questions, check with community housing or Home Fuels personnel.

WATER/GARBAGE/SEWAGE

- Verify with landlord if bills will stay under his name or if you have to sign your own contract. Normally they are billed once a year **so set money aside for the payments.**

HINTS:

Keep all receipts for your rent and utility payments with your housing contract.

Utility bills must be paid by due date and receipt kept for any possible future claims.

Make copy of your house keys and keep them in a safe place in case you lose your set. If keys are lost you will be responsible for replacement of the locks.

GOVERNMENT FAMILY HOUSING PROGRAM (Aviano “Base” Housing)

Introduction: Government Family Housing at Aviano is treated as Military Family Housing, but unlike traditional base housing, our housing is not located on base, but spread throughout the local Italian communities. As with traditional base housing, you forfeit your entitlements of Move-In Housing Allowance (MIHA), Overseas Housing Allowance (OHA) and Basic Allowance for Housing (BAH) upon moving into Government housing. If you wish to occupy government quarters you should complete a DD Form 1746 and you will then be placed on a waiting list based on your rank and family composition.

Eligibility: Military personnel permanently assigned to Aviano Air Base, with authorized command sponsored dependents and military-married-to-military members are authorized Government Family housing when both members reside at Aviano. Money for this program is allocated from the Air Force Military Family Housing (MFH) appropriation and can only be used to house members on accompanied or joint spouse tours. Unaccompanied personnel are not eligible. Housing will maintain one waiting list in each bedroom/grade category. You will only be called when housing is available from your list (that is grade category and room).

All units are within a thirty-minute commute area, measured from the Wing Headquarters building to the entry sign of a town or village. You may live anywhere within the town or village if the sign entering can be reached in 30 minutes as determined by the latest Housing Market Analysis.

Within our Build Lease communities, Aviano has implemented an Area Leader Program to assist in ensuring good relations with our Italian neighbors. Leaders are normally senior ranking members with at least one-year retain ability and who reside in the designated area.

Making an Offer: You will be called by Assignment personnel when an offer is made. You have 24-hours to accept or decline the unit. The 24-hour accept/decline period must be adhered to even if you fail to view the unit. Should you fail to notify the Housing Office of your accept/decline decision within the 24-hour period, the offer will be considered a turn-down and the unit will be offered to the next applicant. An acceptance is a firm commitment and must be honored. Assignment personnel will make every effort to locate a member who is being offered Government Housing. However, if we are unable to contact you at the phone number listed on your application to make an offer, you may be by-passed and the quarters offered to the next applicant. **It is the member's responsibility to ensure that Housing personnel have the correct phone numbers to contact you.** If you plan to be out of the area for any length of time, please notify Housing to get instructions on what to do to ensure you are not bypassed.

Management and Policies: Other guidance and policies for managing and operating Government Family Housing are outlined in AFI 32-6001 and AFH 32-6009.

OVERSEAS HOUSING ALLOWANCE (OHA)

AND

MOVE IN HOUSING ALLOWANCE (MIHA)

Overview: Members who have signed a community housing rental agreement upon arrival at duty station are entitled to Overseas Housing Allowance (OHA) and Move In Housing Allowance (MIHA). If you are on TLA, do not forget to apply for OHA when you file your last TLA payment.

OHA: Is an amount paid to you to pay for rent. You **only** receive what you are paying for rent up to your maximum rental ceiling. The maximum allowable rental ceiling is based on your grade. A single person receives 90% of the with-dependents rate. Please contact the housing office/finance for the latest rental ceiling for your grade. The OHA amount will appear as BAH on your Leave and Earnings Statement (LES).

Utility Allowance: On top of OHA, you will receive a monthly utility allowance. Housing will advise you of the current allowance. The utility allowance is added to the rent amount under BAH on your LES. You will receive the same amount each month to help pay for your utilities but winter bills will be a lot larger than your summer bills, you should budget your utility allowance accordingly.

Move In Housing Allowance (MIHA) Reimbursements authorized at Aviano: Under the MIHA program, at Aviano, we are authorized only two types of reimbursements; the (1) Lump Sum MIHA, and (2) Redecoration Fee MIHA.

Lump Sum MIHA: Military members who buy or rent an overseas dwelling, are entitled to this allowance. It is not paid to persons directly assigned to government family housing or dormitory residents. Civilian employees do not receive MIHA. MIHA is authorized to help defray the high costs of moving in to European-style homes because European landlords usually don't provide such things as kitchen or bathroom cabinets, closets and light fixtures, etc. They consider them furnishings. This allowance is designed to pay for light fixtures, transformers, curtain rods, sinks, kitchen cabinets, telephone installation and other items required to make your rental unit more habitable. Receipts are not required and any property purchased with this allowance becomes your property. MIHA is paid once during your tour in the same duty station. This expense is also authorized for members who are sharing quarters. Joint spouse military members may both claim lump sum MIHA. Dormitory residents who are directed to move off base or authorized in writing by competent authority, to move their own belongings personally off base, and actually perform the move, are also entitled to this Lump Sum MIHA. This written authorization must be given to the Housing Management Office before correspondence to start your OHA is sent to Finance.

Getting Paid: Once you obtain quarters, signed your contract, fill out an application for OHA at Housing by completing sections 1 through 10 on DD Form 2367. This form may be dropped off in the drop-off box in the community housing element office. You will receive your Lump Sum MIHA allowance automatically in your paycheck. If you are on TLA, you must process a final TLA claim prior submitting the OHA start. You cannot receive both allowances at the same time.

Redecoration (Painting) MIHA: Painting fee for a unit is another allowance you may be entitled to. This allowance does not apply to homeowners. Receipts are required for this allowance. All receipts must be readable and signed. Receipts must be printed on letterhead documents. You landlord is responsible for obtaining receipts and giving them to you. Check with the Housing Management Office for approved amounts to be refunded. Joint spouse military members and shares receive only one redecoration MIHA.



This fee is refundable if you must decorate the quarters to make them "habitable" before moving in. Decoration or redecoration is generally defined as painting the painted portions of the interior walls. Refinishing of floors, re-staining of doors and enamel painting of woodwork, garages, basements, etc., is usually not considered a "redecoration" task. If

you have any doubt, get with the Housing Management personnel before you commit to having the work done. The decoration fees are covered under two conditions:

a. If your quarters have been redecorated before you moved in and the landlord requires a refund for these expenses, this must be stipulated in the rental agreement and you must negotiate an "up front" payment of this fee. Normally, the landlord or his/her agent (whoever signed the rental agreement) will give you a receipt for the payment. You will then file a claim at the housing office and the money will be paid into your pay check. You must then pay this money to the landlord. You cannot collect this fee and keep the money or give it to anyone other than the landlord! The housing office or finance will compare signatures on receipts with those on your contract and make periodic follow ups as a routine fraud, waste and abuse double check. NOTE: If the previous tenant is required to paint, but not authorized MIHA, you will not get reimbursed for your expenses if you pay him/her. You can only be reimbursed if you are responsible for the painting.

b. If your rental unit has not been redecorated before move in and you cannot negotiate for your landlord to redecorate, you may be authorized MIHA to have the work accomplished yourself. You cannot contact a technician to do the work until after you've signed your rental agreement. The painter you contract with must be licensed to work as a painter in Italy; must be authorized to collect IVA taxes and must actually do the work for you on your quarters. The receipts must clearly indicate who did the work and must be verifiable by the housing management office. You could also be authorized MIHA painting to refund cost of paint and materials if you are allowed to paint yourself by the landlord. Please consult with a community housing counselor for further information.

Agency Fee MIHA: Agency fee MIHA is NOT authorized for Aviano AB, since there are sufficient adequate quarters available through the Housing Management Office. If you decide to contact an agency at your own expense, make sure you check the non referral list available at the Housing Office before you sign any agreement to rent with the agency. Agencies normally charge one month rent to the tenant as their fee.

UNDERSTANDING YOUR ALLOWANCES AND THE RATE OF EXCHANGE

Have you ever wondered why your military pay seems to be different every payday? The culprit is the rate of exchange. Whenever the dollar is strong and you can buy more Euro, your allowances are lower. If the dollar weakens and you get less Euro for your dollar, then your allowances will begin to go up

The two items on your Leave and Earnings Statement (LES) that change when the exchange rate fluctuates are the Overseas Housing Allowance (OHA) and the Cost-of-Living Allowance (COLA). OHA is paid to service members who live in private housing at an overseas duty station and pay rent. COLA is paid when goods and services purchased on the local economy overseas are more expensive than if purchased in the U.S.

The Per Diem Transportation and Travel Allowance Committee (PDTATAC) in Alexandria, Va. adjusts OHA and COLA according to fluctuations in the dollar/Euro exchange rate. Cola also decreases when it takes fewer dollars to buy local currency for shopping on the local economy, and increases when the exchange rate is unfavorable and your dollars buy less local currency. **Effective 1 January 2002 the local currency for Italy and many other countries in Europe is the Euro.**

Here is how it works: every day the OHA/COLA coordinator for Italy collects the rates in effect at finance centers in Naples, La Maddalena, Sigonella, and Vicenza, and at the Base Bank in Aviano. These are not market or bank rates but those available to the average military member. The daily average rates are reported to PDTATAC where they are used to compute an "allowance rate" average that is applied only to the local purchase portion of allowances. PDTATAC monitors the exchange rates throughout the year and prescribes new allowances when the accumulated difference between the "allowance rate" and the "actual rate" reaches a threshold of five percent. Allowance adjustments can be made as frequently as every pay period.

The mechanics will be the same when PDTATAC converts the existing national currency to Euro on January 1, 2002. After January 1, 2002 the rates collected and reported to the PDTATAC will be reported in Euro and the allowance rate will be set using the daily Euro average for Italy. The PDTATAC does not anticipate any changes in member's paychecks based solely on the Euro conversion.

Information and current rates for Overseas Cost of Living Allowances and Overseas Housing Allowances are available at the Per Diem Committee's website at www.dtic.mil/perdiem. Rates are updated every two weeks.

FURNISHING MANAGEMENT OFFICE

Introduction: Furnishings Management is here to assist you in the area of temporary loaner furnishings and major appliances. Our goal is to make your PCS move as painless as possible. This brochure will provide you with the necessary information for using our services and assist you in complying with Furnishings Management requirements. For additional information, please contact the Furnishings Management Office, at ext 2272. Customer hours are 0900 - 1600, Monday - Friday. We are closed on all Italian Holidays and many of the American Holidays.

Eligibility/Entitlements: Aviano is a full JFTR area for all military and DOD personnel who are authorized a housing allowance (BAH/OHA/LQA). These personnel are authorized the issuance of refrigerator, stove, washer and dryer, kitchen cabinet, wardrobes, and transformers for the duration of their tour. Temporary Loaner Furniture (couch, easy chair, cribs, dining table, dining chairs, coffee table, double/single beds, chest drawers) may be retained for 90 days or until the receipt of household goods, whichever occurs first. Loaner furniture must be picked up at the time of household goods delivery or immediately thereafter. In the event that household goods are not scheduled to arrive within the 90 day period, then you must obtain a written statement from TMO, and request an extension in writing, bring them to Furnishings Management Office for approval. Personnel must notify Furnishings Management Office at least 15 days in advance for pickup of loaner furniture due to the demand for truck space. During the peak season, May - Sep, at least 30 days notice is recommended. Pickups and deliveries cannot be accomplished on Italian holidays as the delivery is contracted to a local Italian firm.

Opening Your Account: Upon obtaining quarters through the Housing Management Office, bring one copy of your PCS orders, a copy of your rental agreement and two copies of a map to your unit for retention by the Furnishing Management Office. FMO will advise you of the available furnishings and schedule a delivery date for you. Please note that due to high demand delivery dates are normally booked a minimum of ten (10) working days in advance.

Pickup Or Delivery Service: The contractor assigned to your particular delivery or pickup will normally have several stops to make. Difficulties may be encountered in locating some residences, therefore only the exact day of pickup/delivery can be established. You must be home between 0800 - 1800 for delivery/pickups. However, if you call FMO at extension 7482 on the day of your scheduled appointment at 0800, we can estimate which part of the day services will be provided.

a. Please advise Furnishings Management of any unusual circumstances which may affect our service, such as inoperative door bells, names on door bells, roads blocked, residences having no number, etc. A detailed map of how to get to your residence is mandatory to avoid delivery problems.

b. Upon arrival at your residence, the contractor will contact you or your designated representative to perform a joint inspection of all furnishings after unloading, or before loading a pickup. Before signing any documentation involving your transaction, be sure that you understand the codes used to identify the condition of the furnishings you have been allotted. It is the responsibility of the customer to ensure adequate space is provided for TLA furnishings on the scheduled delivery date.

c. It is your responsibility to ensure that furnishings are serviceable and clean prior to turn-in. Of special importance are ovens and refrigerators. Furnishings or appliances will not be picked up if they are not serviceable and thoroughly cleaned. A fee of \$50 will be charged to reschedule a contractor's second call to your residence to pick up furnishings not picked up previously for not being cleaned or for missed appointments.

Installation of Furnishings and Appliances: Furnishings will be placed and assembled in the room where the items will be used. Wardrobes will be assembled by the delivery technician in your unit. Appliances (washer, dryer, refrigerator, stove) are connected/disconnected by you, except if your stove is connected to "city gas" then a Appliance Repair Shop technician will connect and disconnect the stove for you. The FMO customer service section will have set you up with an appointment. If you will be residing in GRHP housing, installation of the appliances will be accomplished by appliance repair technicians.

Appliance Repair: Repair of these items will be accomplished free of charge, however any damage caused by other than fair wear and tear will be charged to the occupant. To initiate repair action for government provided appliances go to the Housing Furnishings Management Office, which is located in the Green Mall, on the second floor of the Housing Management Office Building. Telephone numbers are 632-7705 or 7240. Government appliance repair will be accomplished by the CE appliance repair shop; Monday thru Friday during normal duty hours.

Emergency Refrigerator Replacement: Emergency service for government issued refrigerators is available on weekends through the Civil Engineer Operations Flight. Emergency repair is defined as repairing or replacing an inoperative refrigerator when necessary to prevent food spoilage. Occupants should call 632-7616 after regular duty hours.

Loss, Damage or Destruction Of Government Property: All personnel authorized support with government furnishings is responsible for the care and control of furnishings issued to them. Individuals will be held liable for the loss, damage or destruction of government furnishings if determined to be caused by negligence, improper use or lack of supervision of dependents, guests and pets.

Privately Owned Appliances. Privately owned American appliances normally do not conform to Italian power requirements and installation is not recommended. But, if your appliances are European specifications you may want to use them. Non-European electric stoves and dryers usually may not be used. European electrical power is 220 volt, 50 cycle which may cause damage to your American appliances.

Excess Furniture: If the Furnishings Management Office has an excess account consisting of furnishings such as chest of drawers, couches, and kitchen cabinets. They can be issued to individuals on a first come first served basis, while stocks last. The individual requiring the items must do transportation from and to the warehouse/residence.

We hope that the information provided in this brochure is helpful to you. However, if you have any questions, feel free to contact our office at 632-2272.

CHECKLIST FOR FURNISHING MANAGEMENT OFFICE (FMO)

If you need loaner furniture or long term appliances you will need to give the FMO a minimum of 10 days notice before the desired delivery date. After the contract has been signed by the landlord and by a community housing counselor, you must go to the FMO office on the second floor of the Housing Management Office with the following documents in order for them to set appointment to deliver the goods to your residence:

- One copy of your contract, with a complete address.
- One copy of your orders and any amendments.
- Two maps to the quarters.
- You will need to know what type of appliance your home is fitted for:
 - STOVE - Bombola (LP Gas/Propane) or City Gas
 - WASHER - American or Italian

You should contact the FMO office at 632-2272, at least 24 hours before delivery if you are unable to be at your residence for the appointment.

NOTE: For pick up of loaner furniture FMO will need at least 10 days advance notice.

UTILITIES

Overview: You should take prudent steps to conserve electricity and heat. Military members will receive a utility allowance to help pay for your utilities. You will receive the same set amount each month, winter bills may exceed your monthly allowance but during the summer months your bills will be low. Please take this into account and budget accordingly. You need to be aware that by Italian Law the heating system cannot be set on more than 20 degrees C. (68 degrees F) and cannot be used more than 14 hours per day. In addition the heating system can only be run from 15 October to 15 April. After 15 April the heating control switch on your boiler must be either turned off or set to the summer setting for hot water only.

TELEPHONE. Application forms for new telephone contracts, contract transfers and contract take-over, can be found at: https://webasp.usafe.af.mil/aviano/housing/home_ch2.asp.

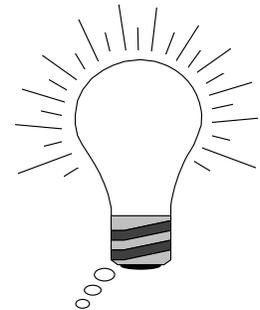
Telephone Bills: Telephone bills cover a two-month period and are normally received the month after the billing period. They are sent to the box number if customer so desires. If not, bills are sent to the address of the quarters. Each bill charges for the actual consumption of the billing period and for the fixed rate for the two following months, plus taxes, telephone cost etc..

Those bills are based on readings, except if member has been called collect or used operator services. In these cases, calls may be charged 3-4 months after the actual date of the call.

Bills do not accumulate: if a bill is not paid, is not added to the following one. If the bill is not paid by the due date, the member will receive a solicitation of payment with another due date. If bill is not then paid, service will be disconnected.

Do not disregard letters from Telecom. For example: Telecom may send a letter of notification if traffic is more than normal to let member know what's going on. This letter is asking the customer to follow up, call the company and send a letter letting the company know he is aware of the unusual traffic. If no letter is sent, he will receive a telegram in which telecom notifies him that service is disconnected (member can only receive calls) until he sends written acknowledge letter. Normally people do not come to housing until service is disconnected and complain because "they paid the bill" but service has not been disconnected for the unpaid bill.

NATURAL GAS/ELECTRICITY TAX EXEMPTION PROGRAM: This program is open to all military, civilian and DOD employees of Aviano Air Base who have full logistical support. If you share a residency or meter with any persons who are not eligible, you automatically become ineligible. The MWR Home Fuel Office, Bldg 1403 area F, handles the GAS AND ELECTRICITY CONTRACTS. Contact the Home Fuel Office at ext 5083.



MWRS TAX EXEMPTION PROGRAM ADVANTAGES - IVA Tax will be dropped from the bill, eliminates deposit for new customers, provides payment plans if desired.

SIGN UP - You must go to MWR Home Fuels Office and take with you the meter serial number, meter reading, your housing contract signed by housing, and a copy of your orders or logistical support letter. If quarters are new, you need other documents from the landlord, check with the MWR office.

GASOLIO (Diesel Fuel): If you have a separate heating system (no Italian using the same system), oil can be purchased through the MWR Home Fuels Office, bldg 1403 in Area F. Contact the Home Fuel Office at ext 5083. However, if you are sharing the system with an Italian you MUST buy the fuel on the economy. This can be expensive, as you will have to pay local taxes.

Helpful Heating Oil (Gasolio) Information from MWR: Tax Free Service has a contract with a local distributor to deliver heating oil to US customers. During the winter months they deliver 3 or 4 truckloads daily. The heating oil program is subject to rigid Italian Customs Laws. Delivery schedules are prepared the day prior to the delivery date and faxed to the distributor for confirmation and preparation of customs documents. **When the customs documents have been prepared for your fuel delivery MWR must deliver the fuel on that date. They**

attempt to contact each customer the day before delivery. However, they cannot be responsible for messages not received or failure to contact a customer. This necessary procedure makes same day delivery impossible. When MWR receives between 30 and 50 orders each day, there is naturally a waiting period for heating oil delivery. In mid winter the time period may be OVER 7 days depending on our workload. There are no weekend deliveries and no emergency deliveries.

For this reason MWR constantly publicizes the importance of measuring the fuel level in your tank on a regular basis. Please do not wait until your tank is empty or almost empty before you place an order for fuel. Every customer has a personal responsibility to measure and order fuel to allow adequate time for delivery.

You can help the Home Fuel Office by following a few simple steps:

If you share a tank with another eligible American please go together and order on the same day. This will help to cut down on the amount of deliveries they make.

MWR cannot return fuel to the distributor or deliver your fuel to a tank other than yours, so please do not over order.

If there is more than one tank, please mark your tank so that they will know which tank is yours.

Please make sure that your tank is accessible after you are notified about your delivery, i.e. unlock your tank and/or your gate. Remove obstacles from around the tank and driveway. Please do not park your car over the tank or in a position that blocks access to the tank.

Make sure your pets cannot escape when we open the gate. MWR is not responsible for escaped pets or property damage due to customer neglect.

Turn off your heating system (bruciatore) before we deliver the fuel and leave it off for at least 1 hour after delivery to allow any sediment in the tank to settle. **31 FSS is not responsible for heating system (bruciatore) repairs made necessary by not turning off the system before delivery.**

These steps will assist Home Fuel in delivering your fuel more quickly and efficiently.

WATER/GARBAGE/SEWAGE: These bills are usually kept in the landlords' names, and are either paid annually upon receipt/bill from landlord or by monthly condo fees added to rent. Cost for water is based on consumption and the cost of garbage is based on the size of the quarters and number of family members.

Bombola Gas Program: Eligibility rules are the same as for home heating fuel. Coupons are similar to gasoline coupons. They are sold at the Main Exchange Cashier cage. They can be used for bombola cylinders or bulk (large propane tanks for your heating). Compared to off base, there is a saving of between 30% and 50%.

There is a monthly ration of 200 kilos or 400 liters. You must go to pass and Id with A COPY OF YOUR HOUSING CONTRACT" to get a ration card for the bombolas and then go to the BX to buy the coupons.

Use of Bombola Gas Canisters:

Use only in a vented room or when plumbed to the exterior.

Do not place in direct sunlight.

Check the expiration date of the hook up hose.

Do not use in: bedroom, bathroom, garage, attic, stairways, rooms above or directly connected with any of these areas, boiler or furnace rooms.

Maximum length for hook up hose is 40" (1 meter).

Do not store empty gas canisters, return to supplier.

LIST OF BOMBOLA DEALERS IS AVAILABLE AT THE BX CASHIER'S CAGE.

ONCE YOU ARE A TENANT

Moisture/Humidity Control: It is imperative that all quarters (government family and community) are ventilated on a regular basis. Incomplete and improper ventilation causes mold damage to walls and furniture. Wet weather combined with closed windows causes walls to sweat, forming mildew and mold. This becomes prevalent in renovated and freshly painted units.

The following ventilation plan is provided to assist you in a proper ventilation schedule of your home.

-----Complete ventilation for a minimum of two hours daily, divided into intervals.

-----Cross ventilation is necessary, so interior doors must be opened along with windows on opposing sides of the unit.

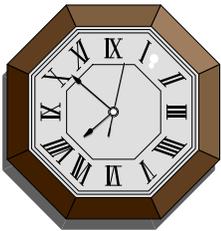
-----When preparing meals or taking baths, room doors should be closed, and windows opened, to remove the moisture from the area.

-----One window in each bedroom should be left open/cracked overnight if this can be done safely.

-----If mold starts to form, the walls can be washed with a "weak" solution of water and bleach to kill the mold. Furniture should not be placed against walls until the drying process is complete.

EXTENDED LEAVE/TDY: If your home is going to be vacant for 1 week or more you **MUST** give your keys to someone to continually check on your unit. They need to check for water leaks, heating working properly during winter months, ventilate periodically to prevent mold or any other possible emergencies that the landlord may need to take of immediately.

Quiet Hours: Please remember that Italy is a foreign country and has different customs and procedures. Local law places limits on noise levels. The most frequent complaint in any neighborhood is unruly or noisy neighbors. **Since the law requires it, you must observe the quiet periods from 2200 in the evening to 0700 hours in the morning and during the lunch period from 1300 to 1600 hours.** Noises such as loud music, cutting of wood, running lawn mowers and noisy outside games/activities during the prohibited hours should be avoided. Violators could be subject to fines. Radios and TV sets must be kept down to levels that cannot be heard out of your unit.



Insurance. You should consider buying commercial insurance to protect yourself in case of a major loss. Such insurance should specify clearly that personal liability coverage for loss or damage to the unit, government furnishings, and equipment is included. A common policy for this coverage would likely be a renter's policy which would cover your personal property as well as personal liability for the landlord's property. You may be able to obtain liability coverage for the landlord's property without insuring your personal property. The landlord is not required to obtain insurance, but can hold you liable if a fire was caused as a result of your negligence or willful misconduct.

Refuse Collection And Disposal: The frequency of pick up will vary depending on your location, but usually twice a week. You must place your refuse in one of the dumpsters provided. Do not place trash outside the dumpsters. The city will not pick up those items. If the dumpster is full you must wait until it has been emptied before discarding your trash or carry it to another dumpster. Trash larger than that which will fit inside of the dumpsters is the responsibility of the tenant. If your area does not have dumpsters, all trash must be placed in plastic trash bags weighing not more than 70 pounds each. All towns have recycling bins for glass, plastic, paper and clothes.

For information on the different pick up instructions for the different areas check the Aviano Intranet pages, 31CES/Environmental Flight.

Maintenance in Economy Housing: The tenant is responsible for performing work and minor maintenance normally expected of a prudent home owner. Some of these tasks include:

- Septic Tank Cleaning
- Lawn care, edging and trimming to maintain a neat appearance
- Purchase and replacement of light bulbs
- Adjustment of plumbing fixtures to stop or preclude leaks
- Re-setting furnace pilot lights
- Bleeding radiators
- Resetting circuit breakers or replacement of fuses
- Clearing minor plumbing/drainage problems
- Regular cleaning of government furnished appliances
- Replacement of liquid petroleum cook stove tanks (bombolas)
- Routine pest control
- Monitor heating fuel levels in gas tanks and order as necessary
- You should know how to turn off the main water supply and main electrical service, and main gas supply

Damages to your quarters beyond reasonable fair wear and tear are also a **tenant** responsibility. You are responsible for damage done by your guests or unknown parties. Repairs or replacement items will be paid for by you and must meet the landlords' standards.

Periodically the landlord may require access to your home to perform preventative maintenance as prescribed by Italian law.

If you have a maintenance problem beyond minor maintenance in your unit you should:

- Contact the landlord (either on your own or with the assistance of the housing office)
- Inform him/her or the counselor the nature of the problem and when you are usually home
Please Note: the landlord may have to contact a technician and he will be at the mercy of the technicians' schedule, so try to be as flexible as possible. It is usually impossible to get a technician immediately except for severe emergency situations. The landlord may want to get back to you and inform you of an appointment time, please allow the landlord a reasonable amount of time to contact the technician and get back to you.
- Allow the landlord or technician access to your home
Please Note: as with all technicians they can be delayed by prior appointments or emergency situations. Please plan your schedule to be home for a while after the appointment time in case this happens. Ensure that all family members are aware that the landlord or technician will be calling so that they will let them enter the house. A few past experiences have been that appointments have been made but then the technician has not been let into the house as a family member did not know who the person was.

If the landlord does not respond to your problem:

- Contact the housing office and have a counselor contact your landlord again
The landlord may have been let down by the technician and will reschedule the appointment. If after a reasonable time and repeated contact the landlord does not respond or resolve the problem then you should:
- Send a registered letter through the Italian post to your landlord
The letter can be in English. The letter should state the nature of the problem needing resolution. Inform the landlord that he has 15 days from the date the letter is sent to perform the maintenance or repairs. Include in the letter that you will call your own technician if there is no response after the 15 days and deduct the cost of the repairs from the next rental payment. Ensure that a copy of the letter is on file at the housing office and keep a copy for yourself.

Fortunately this last step rarely needs to be taken and it will usually motivate the landlord into fixing your problem. If the landlord does not respond after your letter you now have the option of contacting a technician. To find a local technician you can look in the local phone book. Housing Office counselors will assist you in contacting the technician if you need help.

PCSing: You must contact the Housing Management Office upon receipt of PCS orders and attend outgoing briefings to prevent any problems when you have to clear your quarters. You are responsible for sending the correct official notification to landlords.

USEFUL ITALIAN PHRASES

My name is _____ and I am looking for a house/apartment in this area. Can you give me names of landlords?

MI CHIAMO _____ E STO CERCANDO CASA IN QUESTA ZONA, PUO' DIRMI IL NOME DI QUALCHE PROPRIETARIO?

How much is the rent?

QUANTO E' L' AFFITTO?

The heating system does not work

IL RISCALDAMENTO NON FUNZIONA
(eel ree-skahl-dah-men'toh non foon-tsee-ohnah)

The electricity does not work

L'ELETTRICITA' NON FUNZIONA
(ay-let-tree-chee-tah' non foon-tsee-ohnah)

There is no hot water

NON C'E' ACQUA CALDA
(nonn chay' ahk'kwah kahl' dah)

There is no more water

NON C'E' PIU' ACQUA
(Nonn chay' pee-oo' hk' kwah)

A window is broken

SI E' ROTTO IL VETRO DI UNA FINESTRA
(see ay rot'toh eel vay'troh dee oo-nah fee-ness'trah)

The sink/tub/shower drips

IL LAVANDINO/LA VASCA/LA DOCCIA/PERDE
(eel lah-vahn-dee-noh/ lah vah' skah/lah dohch'chah pehr'day)

The apartment is flooded

SI E' ALLAGATO L'APPARTAMENTO
(see ay ahl-lahgah-toh l ahppahr-tah-men'toh)

I need assistance

HO BISOGNO DI ASSISTENZA
(o bee-zohn-yoh dee ahs-seestent'zah)

I am locked out

SONO CHIUSO FUORI
(soh-noh kee-oo' soh' foo-oh'ree)

The toilet does not work

IL GABINETTO NON FUNZIONA
(eel gah-bee-net' toh nonn foon-tseeohnah)