

Housing Brochure

Aviano Air Base



Contact us: DSN: 632-2272 or COMM: 0434-30-2272

2016



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

MEMORANDUM FOR HOUSING OCCUPANTS

FROM: 31CES/CEIH

SUBJECT: Welcome

1. Welcome to Aviano Air Base! It is our sincere hope that your stay here will be a pleasant one. The Housing Office is here to do all we can to make your transfer to Aviano AB and your move into community as smooth and hassle-free as possible.
2. This brochure has been prepared to assist you in finding and moving into your quarters. It will answer many of your questions. If after reviewing this brochure you still have questions, please feel free to contact a Housing Specialist who will be happy to assist you.
3. As members of the United States Armed Forces, and U.S. civilian employees, please remember to use common courtesies required to assure our reputation as a "good neighbor" while residing in Italy.
4. 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 Management Office, or get one from our specialists. Again, welcome to Aviano and enjoy your tour at Aviano Air Base.

AVIANO AIR BASE ITALY
Housing Management Staff

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HOUSING MANAGEMENT OFFICE INFORMATION

Location: The Housing Flight Office is located in Area F (Flightline) in Building 1409. If you enter the north gate, it is the building on the left before the traffic circle. It is near the dorm complex and before Commissary.



Customer Service Hours: Monday through Friday 0830 to 1630 except Wednesday close at 1500 for training. As most Housing Management Office personnel are local national employees, the Housing Management Office, to include Furnishing Management Section, 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 Management Office.

USEFUL TELEPHONE NUMBERS

Housing Management Office	632-2272
Furnishings Management Section	632-2272
Housing Appliance Repair	632-2272

Ambulance Off-Base	118
Base Operator	632-7111
Carabinieri	112
Chaplain	632-7211
After Duty Hours	632-7673
Command Post	632-3100
Crime Stop	632-7114
Emergency On-Base	911
Emergency from Off-Base (to call on base)	043-430-8911
Italian Fire Department (calling from off base)	115
Lodging Office	632-5722
Medical Appointment Desk	632-5000
Outdoor Recreation	632-8623
Red Cross	632-5576
(after duty hours call Vicenza 0444-51-7111 or DSN 634-7111)	
Security Police Law Enforcement Desk	632-7200/7821
TMO	632-5930

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



MEMORANDUM FOR HOUSING OCCUPANTS

FROM: 31CES/CEIH

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.

- a. Clean up all paint chips immediately
- b. Make sure that children are not allowed to chew on painted surfaces or eat paint chips
- c. 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
- d. Keep playing areas clean, wash toys and stuffed animals regularly
- e. Do not allow children to play in or ingest dirt where old paint residue may exists
- f. Clean and remove shoes before entering your home to avoid tracking in lead from soil
- g. 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 632-2272. If those conditions exist in government housing contact a housing representative at 632-2272.

AVIANO AIR BASE ITALY
Housing Management Staff



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

20 March 2015

MEMORANDUM FOR OFF-BASE HOUSING OCCUPANTS

FROM: 31 AMDS/SGPB

SUBJECT: Radon Information for Off-Base Housing Occupants

1. The 31st Aerospace Medicine Squadron's Bioenvironmental Engineering Flight provides this memorandum to educate you and your family regarding radon and the risks in this region. Radon is a radioactive gas produced by naturally occurring elements which are common in soils, rocks, and building materials throughout the world. Most radon is released into the outdoor atmosphere; however, it can enter your house through cracks or other openings in building foundations and may accumulate inside the home. In this case, the concentration inside your house may be greater than the level outside your house.
2. Some radon levels measured in facilities at Aviano have exceeded the value recommend by the United States Environmental Protection Agency (EPA). A copy of the EPA's *A Citizen's Guide to Radon* publication can be found on the internet at <http://www.epa.gov/radon> and provides more details on the origin of radon and the risks of prolonged exposure. Elevated levels of radon do 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 guideline levels 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 economy and Government Housing Rental Program (GHRP) units.
4. Natural ventilation is an effective measure you can use to reduce your risk by minimizing the levels of radon in your Italian home. Periodically throughout the day, open two or more windows to create airflow across an area of you home. This is especially effective in basements and ground floors where radon enters the home and levels tend to be higher. Additionally, ventilation is also effective for controlling mold and mildew within your home.
5. Please contact the Bioenvironmental Engineering Flight at 632-5532 if you have any questions or would like additional information regarding this issue.

ALAN C. HALE, Maj, USAF, BSC
Bioenvironmental Engineering Flight Commander

Force Protection Guidance for Occupants of Private Rental 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 and grounds adjacent to the house/building, 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, and protected with roll down roladens, or shutters.
9. If you sign up for landline telephone services make sure you request the provider not to list you name/address/phone number on both electronic and paper phone listings. If you data is listed as you didn't request it to be masked, you can contact your telephone provider and request your data to be removed from public listings.

AVIANO COMMUNITY HOUSING PROGRAM



HOW TO FIND HOUSING

Listings: Available units are listed in www.homes.mil showing rental price, security deposit, number of bedrooms and other amenities. Register and visit the site frequently. New listings become available every day and the database is constantly updated--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. Housing Specialists can assist with landlord appointments and you can sign out a GPS for house-hunting.

Reimbursement for realtor's fees is not authorized at Aviano. If you elect to be assisted by a realtor to locate a house, they may charge you fees. Verify no charges will be incurred before making any commitment.

Viewing a Unit: Your sponsor is the key to successful house hunting providing local area knowledge and transportation. Housing Specialist may be able to provide transportation service based on the staff availability. 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. If you have unresolved questions after viewing a unit, due to language barrier, come to Housing Management Office and a specialist 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. Consider only housing that is within your Overseas Housing Allowance. Please do not inform the landlord of your rental ceiling. 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 QTRS SUBSISTENCE ALLOWANCE (TQSA) FOR CIVILIANS

As Civilian employee you are authorized Temporary Quarters Subsistence Allowance (TQSA) up to 90 days for temporary quarters (including meals and laundry/dry-cleaning expenses) occupied after first arrival at a PDS in a foreign area if eligible for a Living Quarters Allowance (LQA) under the provisions in DoDI 1400.25, Volume 1250 and DSSR Section 031.1. **TQSA rules are in DSSR Section 120. Please contact Civilian Personnel Office for TQSA processing (DSN 632-7291).**

ADMINISTRATION OF TEMPORARY LODGING ALLOWANCE (TLA) FOR MILITARY

Overview: When you arrive at Aviano Air Base, you will be living in temporary quarters until you occupy permanent housing. To help you to offset the cost for living in temporary accommodations, you will be reimbursed by finance by receiving Temporary Lodging Allowance (TLA). In most cases TLA will cover the cost for temporary lodging and meals. **TLA is only available until permanent housing, either private economy rental or government leased unit (government leased units are only available for Key and Essential personnel) becomes available for you to occupy. Please contact the Military Pay Office (DSN 632-7409) to find out the authorized TLA amount.**

Regulation: The regulation governing TLA is the Joint Travel Regulation (JTR) and USAFE INSTRUCTIONS 65-104, Providing Temporary Lodging Allowance in USEUCOM. These publications define your entitlements. A thorough briefing on TLA requirements will be given at the Right Start briefing.

Eligibility: To be eligible for TLA, you must be assigned to Aviano on official travel orders and be authorized to live off base in community or government-leased housing. You are authorized to use the Government Travel Card (GTC) to pay for TLA. If you stay with a friend while looking for permanent housing you may only claim for meals, not accommodation expenses.

Entitlement: **TLA is limited to 30 days** and during this time you must aggressively search for quarters. TLA **cannot** be extended for personal reasons: i.e. the landlord will not accept a pet or you only want to rent a single unit or desire to live in a certain area, purchase your own-quarters, or, if you delay to schedule appointments with FMS or Home Fuels. Your house-hunting search must be documented.

Extensions may only be granted in very limited cases and in extreme circumstances beyond your control. Any exception/request for incoming TLA extension must be submitted to the Housing Office in writing and endorsed by your Squadron Commander, together with copy of the quarter-visited form. Requests must be submitted as soon as possible to allow time for processing.

If you are waiting for a particular unit to become available or you are unable to secure permanent housing within 30-day, you may elect to enter into a “short term lease” with the available off-Base accommodations. With this option, your Overseas Housing Allowance (OHA) will start to offset cost. Reimbursement of meals is not authorized while in short term lease and receiving OHA. List of short term lease accommodations is available at the Housing Office.

Assistance: If you have not secured community housing at the end of the first claim period (10 days) please see a specialist. The housing specialist will provide assistance to help you locate houses that can be occupied as soon as possible.

How to file a TLA Claim: Every 10 days, please visit the Housing office with:



- AF FORMS 1357 filled out and signed. Forms are available at the Housing Office.
- One (1) copy of the hotel PAID RECEIPT showing charges for 10 days. If residing with a friend you can only claim “MEALS ONLY”, meals receipts are NOT required.
- One copy (1) of PCS Orders and amendments.
- If staying off Base, copy of NON-AVAILABILITY statement issued by 31FSS/SVML (Lodging) is required.
- List of Quarter visited indicating reasons why units have been declined.

A Copier is available in the Housing Office lobby, please have the package complete before you sign in for housing assistance. The specialist will review and approve your claim. Every afternoon the processed claims and entitlements are collected by a Finance representative

TLA is not authorized during TDY/Leave/Emergency leave status unless you have authorized dependents staying in the temporary accommodations. 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 dormitory bed space to become available. This must be documented in writing by the dormitory manager and provided to the Housing office.

Getting Ready to Move In: Once you have finalized the Rental Agreement at Housing, your responsibility is to immediately visit FMS and Home Fuels (located in the same facility) to schedule delivery of temporary/permanent loaner furniture, and to activate utilities. Delay for personal reasons in setting up FMS and Home fuels will not constitute basis to request a TLA extension. If you have questions or require additional assistance, please ask a Housing Specialist.

RENTAL AGREEMENT

Introduction: You need to be completely familiar and knowledgeable of all the clauses in your Rental Agreement before signing it. If you have questions or doubts, contact the Housing Office 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 Rental Agreement between you and the landlord.

RENTAL AGREEMENT: Copies of the Rental Agreement are available at the Housing Office. **All units must be inspected by a housing specialist, BEFORE you sign the Rental Agreement.** You will be held liable for six (6) months rent if after signing the Rental Agreement you change your mind or if you sign before a housing specialist has inspected and approved the unit. Housing Specialist can call and set up an appointment for you to meet with the landlord and sign the Rental Agreement; once the Rental Agreement is signed by the landlord you must bring three copies back to housing as soon as possible. The Housing Specialist will brief you on the Rental Agreement terms and clauses and on the necessary steps to move in the house. After you have signed the Rental Agreement at the Housing Office, you must return (2) copies of the Rental Agreement to the landlord and the codice fiscale as soon as possible otherwise you may be liable for the late Rental Agreement registration fine. Law requires Rental Agreement to be registered within 30 days from either the effective date, or date Rental Agreement was signed (whichever occurs first).

Duration: The private Rental Agreement is valid for four (4) years and can be extended for additional four (4) years. You have the option to withdraw from the Rental Agreement at any time during the original and/or the renewal period, by giving the landlord, by registered letter, a six (6) month advance notice of termination. You have the right to give only thirty (30) days' notice, by registered letter, in the following cases, with official documentation: permanent change of duty station, early return of dependents (ERD), moving closer to the base for operational reasons as determined by the 31 Mission Support Group Commander.



Payments: 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 if indicated in the Rental Agreement. Your Overseas Housing Allowance can be adjusted to cover the increase up to your maximum cap. You should notify the Housing Management Office of any changes that may affect your housing allowance, such as: rent increases, arrival/departure of dependents, or if sharing the quarters with another Service Member. Landlords are within their rights to request a security deposit up to three (3) months rent. Deposits are intended to cover the cost for any damages above fair wear and tear, if found, when you move out. Deposits may accrue interest for tenants during the rental period unless otherwise stated in the Rental Agreement.

Registration Tax: All Rental Agreements need to be registered **annually** with the Italian Government Revenue Office. This tax is quantified in 2% of annual rent and paid in equal shares by tenant and landlord. The landlord may elect to register the Rental Agreement by the "CEDOLARE SECCA" option; in this case the annual 2% tax is not due. This option is valid for one year, and the landlord has the right to revert back to the 2% taxation option, by providing you with a written notification (that you have to sign and return to the landlord.) When you request to terminate the lease due to PCS or moving to another unit, you will be required to pay a cancellation fee.

Tenant Responsibilities: You are responsible for the payment of heating and electricity expenses, water, trash, sewage bills, minor maintenance (i.e annual inspection of the boiler,) and for any other charges which may be determined to fall under tenant's responsibility. It is your responsibility for the upkeep of the quarters rented and for any damages to the property that are above normal wear and tear. It is the tenant's responsibility to have the heating system boiler cleaned and inspected once a year. Most landlords contact their own technician to do the job, 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: The two (2) copies of the Premises Condition Inventory (USAFE Form 333b) which are included in the Rental Agreement package should be filled out when moving into quarters. The Inventory describes the conditions in which the quarters have been accepted and any discrepancy must be

documented. Ensure that your quarters are in good repair condition. Any fault discovered after you have moved in that were 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 FMS 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 FMS office. You will be held liable for any damage caused by contractor that is not documented before they leave your quarters.** You and the landlord must sign the USAFE Form 333b, keep one copy each and ensure that a copy is also filed 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 when PCSing.

Painting of The Quarters: If quarters are freshly painted, landlord will request the reimbursement and your Moving In Housing Allowance (MIHA) may cover the cost. MIHA is covered in more depth later in this brochure. DOD civilians are not entitled to MIHA for paint; this will be an "out of pocket" expense.

Modifications: All agreements, changes or adjustments to your Rental Agreement must be made in writing and signed by tenant and landlord. Please refer to the housing office before committing to any modifications. Copy of the document indicating the change must be kept by you, your landlord and one copy provided to 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 specialists 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 pertaining to your Rental Agreement. Please be aware that the housing office is a negotiating agency and can only mediate between you and your landlord. Housing Management specialists will do their utmost to settle disputes but have no authority to force you or the landlord to accept any recommendations. Housing Office specialists cannot give you legal advice. If you need legal assistance, visit the 31 FW/JA.

CHECKLIST FOR COMMUNITY HOUSING

DURING RIGHT START/JUMP START

- Complete your DD Form 1746 (Advanced Housing Application)
- Bring copy of your PCS orders and a copy of your official ID Card
- Housing Specialist will submit documentation for the Italian “codice fiscale” (green card). This number is used for your Rental Agreement, and to get your utilities connected. (pick up at Housing Office in about one week)
- Briefed on TLA, Overseas Housing Allowance (OHA) and maximum rental ceiling

FINDING A HOME

- Check the listings daily to see what units are available on HOMES.MIL. You should also network among friends and coworkers for other listings. When you find a listing that you are interested in viewing, your next steps are to:
 - a. Contact the landlord for an appointment to view quarters and directions. If any assistance is needed, please visit the housing office.
 - b. Take the Rental Agreement 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 RENTAL AGREEMENT:

- You and your landlord must fill out all three copies but, only the Landlord will SIGN the Rental Agreement. Bring all copies to Housing who will review the Rental Agreement and verify the house information with the office records. If the house has already been inspected the Rental Agreement will be approved on the spot, if not, all copies will be retained and the landlord will be contacted to perform the inspection. Once the inspection is accomplished and rental amount negotiated, housing will contact you to finalize the Rental Agreement.
- Effective date of the Rental Agreement: WHENEVER POSSIBLE DO NOT ENTER THE EFFECTIVE DATE. When discussing this date with the Housing Specialist consider time for utilities connections and delivery of FMS long term or loaner furniture.
- Premises Condition Inventory (USAFE Form 333b). You and your landlord will complete this form (TWO COPIES) when moving in and receiving/accepting house keys. Make sure you both sign it and provide copy to housing to be filed in your housing folder. This is to protect you in case a dispute arises when terminating the Rental Agreement.
- Contact FMS 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 FMS is included in this brochure)
- If moving from the dormitories, proof of dorm clearance (AF594) is mandatory in order to start your BAQ, OHA & MIHA.

ELECTRICITY:

- Immediately visit 31FSS/FSRF (Home Fuels) to start your Electricity Contract; electricity and gas activations are both handled by Home Fuels, 632-5083.
- Get serial number and the meter reading. If possible, obtain name of previous tenant and user's number.

- If a tenant is still in the quarters, you and the current tenant should go to Home Fuels together.

HEATING:

- City Gas: Visit 31FSS/FSRF (Home Fuels), with a copy of your Rental Agreement, serial number, and meter reading and/or the sticker attached to the meter if available. Some companies may not be connected with Home Fuels program. Visit with Home Fuels personnel. **DO NOT REMOVE METER SEAL**
- Heating Oil: Contact Home Fuels for fuel deliveries. Check the fuel level and assure you 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 Rental Agreement. 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 Rental Agreement is strictly between you and the company itself.

You cannot use Home Fuels 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.

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 the fuel oil tank is and how much will it hold to fill it.

WATER/GARBAGE/SEWAGE:

- Normally Rental Agreements will be under the Landlord name, and you will reimburse the Landlord when the paid bill is presented to you. Bills are issued quarterly/semiannually or annually depending on the community you reside in. As this comes out of your Utilities/Maintenance allowance, make sure to **set money aside for the payments**.

KEYS:

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.

OVERSEAS HOUSING ALLOWANCE (OHA), UTILITY AND MOVE IN HOUSING ALLOWANCE (MIHA):

Overview: Members who have signed a community housing rental agreement are entitled to Overseas Housing Allowance and Move In Housing Allowance (MIHA) as specified below.

Overseas Housing Allowance (OHA):

This allowance is given to you to pay for rent. You only receive what you are paying for rent not up to your maximum rental ceiling. The maximum allowable rental ceiling is based on your grade. Please contact the housing or finance offices for the latest rental ceiling for your grade or check the following website www.defensetravel.dod.mil/site/oha.cfm for information and current rates for Overseas Cost of Living Allowances and Overseas Housing Allowances. Rates are updated every two weeks. For military, the OHA amount will appear as BAH on your Leave and Earnings Statement (LES). For civilians, it will appear on LES as LQA (Living Quarters Allowance).

Utility Allowance:

You will receive a monthly utility allowance, which is added to the rent amount under BAH or LQA on your LES. You will receive the same amount each month to help pay for your utilities; set money aside because winter bills will be a lot higher than your summer bills.

Utility bills must be paid by due date and keep ALL receipts for any possible future claims.

Move In Housing Allowance (MIHA) Reimbursements authorized at Aviano:

Under the OHA program, at Aviano Military Members are authorized:

1. MIHA/Miscellaneous: (not K&E assigned to government controlled housing or civilians)

MIHA is authorized to help defray the high costs associated with occupying private sector leased/owned housing. This allowance is a fixed-rate, one-time payment per tour, and it is paid in a lump sum when housing is first occupied. Receipts of the expenditures made to make your dwelling habitable (i.e., light fixtures, telephone installation, cabinets, etc.) are not required and any item purchased with this allowance becomes your property.

MIHA is also authorized for members who sharing quarters, Joint spouse military members and dormitory residents who are directed to move off base and authorized in writing by competent authority.

2. Redecoration (Painting) MIHA (not K&E or civilians): Painting fee is another allowance you may be entitled to if you live in an economy house. This allowance does not apply to homeowners. Receipts are required and they must be readable, signed and printed on letterhead documents. Your landlord is responsible for obtaining the original receipts to give to you. Check your Rental Agreement or with the Housing Management Office for the process and approved amounts to be refunded. Joint spouse military members and sharers receive only one redecoration MIHA. Decoration or redecoration is generally defined as painting the 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 doubts, get with the Housing Management personnel.



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, normally, the landlord or his/her agent (whoever signed the rental agreement) will give you an original receipt for the payment. You will then file a claim at the housing office (DD2556) and the authorized amount will

be paid into your pay check. It is your responsibility to transfer this money to the landlord. You cannot collect this fee and keep the money or give it to anyone other than the landlord!

b. If your rental unit has not been redecorated before move in, 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 Rental Agreement 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 specialist for further information.

3. MIHA/Security: (not K&E assigned to government controlled housing or civilians)

a. The purpose of MIHA-Security is to allow service members receiving Overseas Housing Allowance (OHA), reimbursement for reasonable security related expenses where private leased dwellings must be modified to minimize exposure to a terrorist and/or criminal threat.

b. All costs incurred under this program must be for modifications to the physical dwelling. Expenditures not related to the dwelling (i.e., personal guards, dogs, fences) are not reimbursable. MIHA-Security cannot be used for other purposes such as modification for home safety, such as hand rails. When PCS'ing, all security items must remain with the house.

c. Most homes already have shutters and heavy duty exterior doors. The Installation Facility Antiterrorism Working Group (ATWG), in conjunction with the Housing Office, identified reimbursable security measures based on the local threat and security environment for the following items:

- Front door viewer (if no adjacent windows)
- Dead bolt locks on exterior doors
- Lighting immediately adjacent to the house (manual/timed/motion activated)
- Grills/Grates (secured/locked) on unprotected basement windows

d. When two or more service members share a dwelling, only one of the service members may submit a claim for security related expenses.

e. Under no circumstances, should a service member incur costs or commit to projects without receiving prior written approval from the Housing Office.

f. The Housing Office can only approve up to the equivalency of two-months' rent. Anything over that amount will require a higher level authority process.

Process:

1. Request the landlord to perform and bear the costs for the security-related items. Obtain cost estimates from businesses that will perform the work required.

2. If landlord denies the request to perform and bear the cost, the service member can ask the landlord if he will perform the work if reimbursed or get the landlord's written approval to accomplish the modifications to the physical dwelling yourself or through a contractor. The landlord's approval must be obtained before submitting the request for approval.

3. Obtain the Housing Office approval **before** starting the work. You can bring documentation to the Housing Office or send the request via e-mail to 31fw.housing@us.af.mil. Provide pictures (digital/downsized preferred) of the area in question. The Housing Office may conduct inspections prior to, during or after construction.

4. After the work is accomplished and you have a **paid receipt**, seek reimbursement by submitting a DD Form 2556, MIHA Claim, with pictures of completed construction (digital/downsized preferred) to the Housing Office.

Military Getting Paid MIHA:

Once you have signed your Rental Agreement, you complete the OHA form (DD2367) from block 1 through 10 at Housing. 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 to submitting the OHA start. OHA and TLA cannot overlap.

CIVILIAN EMPLOYEES are authorized Foreign Travel Allowance (FTA) Miscellaneous as per DSSR, Section 241.2 and par. 1260. This can be a lump sum option or actual receipts. For further clarification, contact Civilian Personnel Office. You will also process the expenses at Civilian Personnel and the lump sum allowance will be part of your Leave and Earnings Statement (LES) as part of TQSA (Temporary Quarters Allowance). Civilian Employees are not authorized miscellaneous allowance for redecoration fees (painting) and that will be an out-of-pocket expense incurred when entering lease.

Real Estate Agency Fee MIHA is not authorized:

Real Estate 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 verify the house has been inspected by the Housing Office before you sign any agreement to rent with the agency. Agencies fees charged are normally equivalent to one month rent.

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 fluctuation of the exchange rate. Whenever the dollar is strong and you can buy more Euros, 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.

Here is how it works: the OHA/COLA coordinator for Italy collects on a daily basis the rates in effect at finance centers in Aviano, other DOD installations in Italy, and 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.

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 SECTION (FMS)

Introduction: Furnishings Management is here to assist you in the area of temporary loaner furnishings and major appliances. 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 Section at DSN 632-2272 or 2992 or Commercial 0434-30-2272 or 2992 or e-mail aviano.housing@us.af.mil.

Customer hours are 0830 - 1630, Monday – Friday, except Wednesdays close at 1500. We are closed on all Italian Holidays and most of the American Holidays.

Eligibility/Entitlements: Aviano AB is a full JFTR area for all military and DOD personnel who are authorized housing allowance (BAH/OHA/LQA). Personnel are authorized the issuance of refrigerator, stove, washer, dryer, microwave, wardrobes, and transformers for the duration of tour. Temporary loaner furniture (couch, armchairs, dining table and chairs, high chairs, coffee table, double and single beds, cribs, chest of drawers, night stands, and end tables) 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 bring it to the Furnishings Management Section. Personnel must notify Furnishings Management Section at least 10 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: You can make arrangements for delivery after you have entered the Rental Agreement. FMS will advise you of the available furnishings and schedule a delivery date.

Pickup or Delivery Service: The contractor assigned to your delivery or pickup will normally have several stops to make. Difficulties can be encountered in locating some residence and, therefore, only the exact day of pickup/delivery can be established. You must be home between 0800 - 1700 for the appointment. However, if you call FMS at 632-7482 or 0434-30-7482 (warehouse) on the day of your scheduled appointment at 0800, we can estimate which part of the day services will be provided. For missed appointments, you will incur a \$300 rescheduling fee as this is a contracted service.

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.

b. Upon arrival at your residence, the contractor will perform a joint inspection with you or designated representative of all furnishings. 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, especially ovens and refrigerators. Furnishings or appliances will not be picked up if they are not **serviceable**. If item is not thoroughly clean, it will be picked-up but member will incur a \$30 cleaning fee. A fee of \$300 will be charged to reschedule a contractor's second call to your residence to pick up furnishings not picked up previously for not being serviceable.

Installation of Furnishings and Appliances: Furnishings will be placed and assembled in the room where the items will be used. Appliances (washer, dryer, refrigerator, stove) will be connected or disconnected by the technicians.

Appliance Repair: To initiate repair action for government provided appliances go to Furnishing Management Section located on the second floor in Housing Building 1409 Flightline. You can also call 632-2992 (commercial 0434-30-2992) or e-mail Aviano.Housing@us.af.mil. 31 CES/CEO Appliance Repair Shop will perform repair from Monday thru Friday during regular duty hours. Repair of these items will be free of charge, however, any damage caused by other than fair wear and tear will be charged to the member.

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 632-5381 or commercial 0434-30-5381 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.

CHECKLIST FOR FURNISHING MANAGEMENT SECTION

A minimum of 10-day notice is required for loaner furniture and/or long term appliances. After the Rental Agreement has been signed by the landlord and approved by a Housing Management Specialist, you must go to the Furnishing Management Section on second floor in Housing Office, Building 1409, Flightline, to schedule delivery. You will need to know what type of appliances your home is fitted for:

- STOVE Bombola (LP Gas/Propane) or City Gas and space available
- WASHER European space available
- DRYER European (non-vented) space available

If you are unable to be at your residence for the scheduled appointment, you should contact the FMS office at 632-2272 or 2992 (commercial 0434-30-2272/2992) or e-mail aviano.housing@us.af.mil at least 48 hours before the delivery.



Overview: You should take prudent steps to conserve electricity and heat. Military members will receive a utility allowance to help pay for 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 lower.

NATURAL GAS/ELECTRICITY TAX EXEMPTION PROGRAM: The 31FSS/FSRF, **Home Fuel Office**, in Bldg 1409 area F (DSN: 632- 5083) handles the **Gas and Electricity Rental Agreements**. 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.

31FSS/FSRF 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 visit Home Fuels Office, to provide your meter serial number, meter reading, your Rental Agreement signed by the housing office, and a copy of your orders or logistical support letter. If quarters are new, you need other documents from the landlord, check with the Home Fuels office.

GASOLIO (Diesel Fuel): If you have a separate heating system (no Italian using the same system), oil can be purchased through the Home Fuels Office, 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 Home Fuels: 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 Home Fuels 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. **EMERGENCY TLA WILL NOT BE APPROVED IF YOU RUN OUT OF FUEL.**

AVIANO AIR BASE

“LIVING IN ITALIAN HOMES”

2016



31CES/CEIH
DSN: 632-2272 (CASA)
COMM: 0434-30-2272



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MAINTENANCE

In Italy household maintenance is commonly identified as minor or major maintenance. Minor maintenance is the responsibility of the tenant; major maintenance falls to the landlord. As stated in the lease agreement, you can require your landlord to perform the minor maintenance but you will be charged for incurred costs. You may elect to do it yourself or hire and pay a repairman of your choice. Common practice is to have your landlord manage it.

Below information is provided help identifying maintenance responsibilities. Please keep in mind the lease governs what is required to be performed. **Some of the landlord responsibilities are at landlord's discretion and not mandatory so please refer to your lease:**

	TENANT	LANDLORD
1. INSURANCE		
a. Building and systems		X
b. Responsibility for third parties		X
c. Renter's insurance (personal goods/damages to dwelling)	X	
2. TV/SATELLITE ANTENNA (FOR CONDOMINIUMS ONLY)		
a. Replacement costs other than tenant negligence		X
b. Minor maintenance and repair	X	
3. DOORS-WINDOWS-SHUTTERS		
a. Replacement of cords, springs, hooks, slats, locks and keys, handles, hinges, glass panels, other than acts of nature	X	
b. Major maintenance or replacements due to fair wear and tear or fortuity and accidental damage other than tenant negligence of rollanda, doors and frames, shutters		X
c. Exterior maintenance (varnishing-stain)		X
4. ELECTRICAL SYSTEM		
a. Replacement of wiring or major components to include masonry work		X
b. Minor maintenance for regular operation, broken outlets, light fixtures, light switches, bulb sockets	X	
c. Compliance with Italian safety standards		X
d. Minor maintenance of smoke/fire/intrusion detections systems (batteries, remote control)	X	
5. HYGIENICAL AND SANITARY SYSTEM		
a. Replacement of the system or parts of it due to life cycle to include masonry work (pipes, faucets-flush tanks)		X

b. Minor maintenance, replacement of washers, P-traps, floating valves, unclogging of drains. Do not attempt to remove shower and bath tub drains by releasing the screw in the center of the drain, by doing so the drain cup and the gasket located under the tub/stall will separate causing major leaks.	X	
c. Compliance with environmental standard to include connections to the public sewage system		X
6. EXTERIOR		
a. Initial installation, replacement or repair of main water and sewage lines including masonry work		X
b. Replacement of doorbell, doors, marble sills, woodwork, railing, pavements, sidewalks, fences, gates, intercom system, common areas lighting		X
c. Minor maintenance and repair of doorbell, intercom system, gate remotes (including batteries)	X	
d. Painting of walls, plastering, insulation, replacement of gutters and storm drains, roof tiles, chimney, and maintenance of gates		X
e. Pest control	X	
f. Minor maintenance, cleaning of roof gutters and downspouts	X	
g. Ground maintenance of private lawn, common areas, playgrounds	X	
7. INTERIOR		
a. Replacement or repair of floors and wall finishing due to defective workmanship or poor quality of materials or fortuity and accidental damage, life cycle, other than tenant negligence		X
b. Pest control	X	
8. HEATING/COOLING SYSTEM		
a. Operation costs to include oil/gas, electricity, annual cleaning of the furnace, A/C filters	X	
b. Replacement of the system or parts (furnace, pumps, valves)		X
c. Compliance with Italian standards		X
9. KITCHEN CABINETS/RANGE FILTER		
a. Major maintenance or replacements due to fair wear and tear or fortuity and accidental damage other than tenant negligence		X
b. Minor maintenance, replacement of door knobs, hinges, counter top lighting, range hood filter	X	



HEATING SYSTEM

Operation and Maintenance:

Energy conservation is practiced seriously in Italy! Italian law requires residents to run the heating system for a maximum of 14 hours per day and must not exceed 20° C (68° F). By Law, heating season is from 15 Oct through 15 Apr, and this is the only time that your boiler should be turned to the “winter” mode. In certain circumstances, the local comune Mayor can direct extensions to the heating season (e.g. in case of extraordinary weather conditions).

To ensure compliance with Italian law, room thermostats shall be set to 20° C, equivalent to 68° F. This temperature provides adequate comfort and economical energy management. Heating systems are designed/sized to reach an operating temperature of 20° C/68° F, keeping room thermostats at higher settings will result in the boiler running constantly. This translates in expensive gas/oil bills and shortens boiler life.

NOTE: To control inside temperatures always lower the room thermostat setting, do not close valves on the individual radiators as it will create extreme pressure build up in the system and damage the boiler.

Check thermostats and interior lights before leaving home for extended periods. Lower the temperature on thermostats to 10° C, this will prevent pipes from freezing if the temperature drops. Turning off the heating system may result in water pipes freezing and you will be held liable for any damages that may occur.

According to Italian Law boilers must be serviced **annually** to assure optimum performance aimed at energy conservation and pollution prevention. In fact, besides regular servicing/cleaning, every other year a combustion exhaust fumes check is required. By Law this responsibility and associated costs are on the tenant and usually the Landlord will contact the technician and present the bill to the tenant.

Before winter and freezing temperatures, it is necessary to turn off water supply to the outdoor water taps to avoid frozen water pipes during freezing weather.

OIL FIRED BOILERS (GASOLIO)

The most common failure is when heating oil is delivered. The pressure of the fuel being pumped in the tank will loosen sediment from the bottom of the tank. If the burner is working during the filling, then this dirt will be pumped into the system and plug the injector.

Following the following steps will help minimize the chance of problems:

1. The boiler must be turned off before oil is poured into tank
2. You must wait at least two hours before turning boiler on.

3. If you ran out of fuel, then you may need to push the reset button a few times to restart the boiler.

Home Fuels will 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 Home Fuels 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. EMERGENCY TLA WILL NOT BE APPROVED IF YOU RUN OUT OF FUEL.

For this reason Home Fuels 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.

Boiler Problems:

Natural Gas/LPG/Gasolio fired boilers are reliable but require some attention to prevent failure. The most common failure is due to lack of water pressure in the system and during gasolio delivery for oil fired boilers. Although there are many different brands of wall/floor mount boilers, all operate pretty much the same.

Below are some tips on how to properly operate boilers:

1. Keep boiler temperature (heating water) between 70° - 80° C.
2. Keep hot water temperature at 50° C. This will prevent excessive lime build up (lime starts to form at 55° C) and improves boiler performance while extending its life. If the boiler is not equipped with temperature gauge, adjust it between Min/Max settings.
3. Keep boiler pressure between 1 and 2 Bar. Check pressure on a monthly basis during winter, restore if below 1. If pressure drops below 0.5 Bar, the system may automatically shut off and water circulating pumps may be severely damaged.

Follow the steps below to restore pressure and restart the boiler:

1. Turn off the boiler, open water feeder valve located under the boiler (black/blue knob) and restore pressure up to 2 Bar and then turn off. If you cannot locate the feeder valve ask your Landlord to help you.
2. Bleed radiators on upper floor first, air bubbles tend to rise. The bleeder valve is located on opposite side of radiator open/close knob. Use caution if radiators are hot, place container right under the valve nozzle to prevent spillage.
3. Bleed all air until water comes out continuously.
4. You may have to repeat step #1 if pressure drops to 0 while bleeding the system.
5. Once all air is bleed out of the system, restore pressure between 1 and 2 Bar.
6. Turn system on.



You can help the Home Fuels 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.
- Home Fuels 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 and do not block access to the tank.
- Make sure your pets cannot escape when we open the gate. FSRF is not responsible for escaped pets or property damage due to customer neglect.
- Keep all receipts of your rent and utility payments with your housing contract.
- Utility bills must be paid by due date. Keep receipts for any possible claims.

BOMBOLA GAS

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%.

The monthly ration is 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. List of bombola dealers is available at BX Cashier's Cage.

Use of Bombola Gas Canisters:

- Use only in a vented room or when plumbed to the exterior
- Do not place in direct sunlight or store empty gas canisters--return to supplier
- 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)

AIR CONDITIONING

Air conditioning (A/C) in Italian homes is typically provided by wall mounted units called “Split Units”. There is an internal unit controlled via remote, and an external unit. Most systems have a built in heat pump that can also provide heat, which may be convenient in case of main heating system failure. Refer to user instructions or check on the remote control if the “heat function” is available.

The remote control works as a room thermostat; therefore it should always be kept in the same room as the internal unit. Set the temperature to 25° C (78° F), if you set a lower temperature the A/C unit may run constantly thus wasting electricity.

It is also important to clean the filters on the internal unit at least once a year before the cooling season and twice a year if the unit is also used during the heating season. A clean filter improves performance and saves energy! Remove and wash filter, once completely dry reinstall. There should be no water dripping from this unit. Check water pan and determine if drain hose plugged.



ELECTRICAL, OUTLETS, EXTENSION CORDS AND ADAPTERS

Power Requirements: Standard household power capacity in Italy is 3.3 KW (3,300 Watts) and sufficient enough to run all of your appliances. High amp appliances like ovens and dryers may not be able to be used at the same time as it will exceed the 3.3 KW and the main breaker will “trip” off. Power can be increased up to a 6.6 KW max which will allow use of multiple appliances; however, this comes with additional cost. Ask Home Fuels for costs associated with power increase.

The following table shows average power requirements for common household items:

	Estimated Watts
Large Appliances:	
Oven	2,500
Wall Air Conditioner	1,500
Dishwasher	1,200
Clothes Dryer (European)	1,000
Refrigerator-Freezer	500
Washing Machine	2,000
Small Appliances:	
Hair Dryer	1,500
Iron	1,800
Vacuum Cleaner	550
Computers	250
Television (LED/LCD)	200
Fan (Portable)	120
Fan (Ceiling)	100
Video Games	100
Sewing Machine	75
Cable/Satellite Box	25
Kitchen Appliances:	
Deep Fat Fryer	1,800
Microwave Oven	1,500
Coffee Maker	1,200
Toaster	1,100
Espresso Machine	800
Food Blender	600
Slow Cooker	200
Food Mixer	300



Energy Conservation: Energy conservation is pursued seriously in Italy. Italian law requires that residents turn on heating system for only 14 hours a day and not exceed 20° C (68° F). You also need to be aware that there is a limit to what the government can pay for utilities on each unit. You must take measures to ensure limitations are not exceeded. The use of supplemental heating, especially electric space heaters is prohibited.

ELECTRIC RATES: The electric companies charge different rates for different timeframes:

MOST EXPENSIVE: A1

Monday – Friday	8:00 a.m. to 7:00 p.m.
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MID RATE: A2

Monday - Friday	7:00 a.m. to 8:00 a.m.
Monday – Friday	7:00 p.m. to 11:00 p.m.
Saturday	7:00 a.m. to 11:00 p.m.

CHEAPEST: A3*

Monday - Saturday	11:00 pm to 7:00 am
Sunday:	All Day
Italian Holidays:	All Day

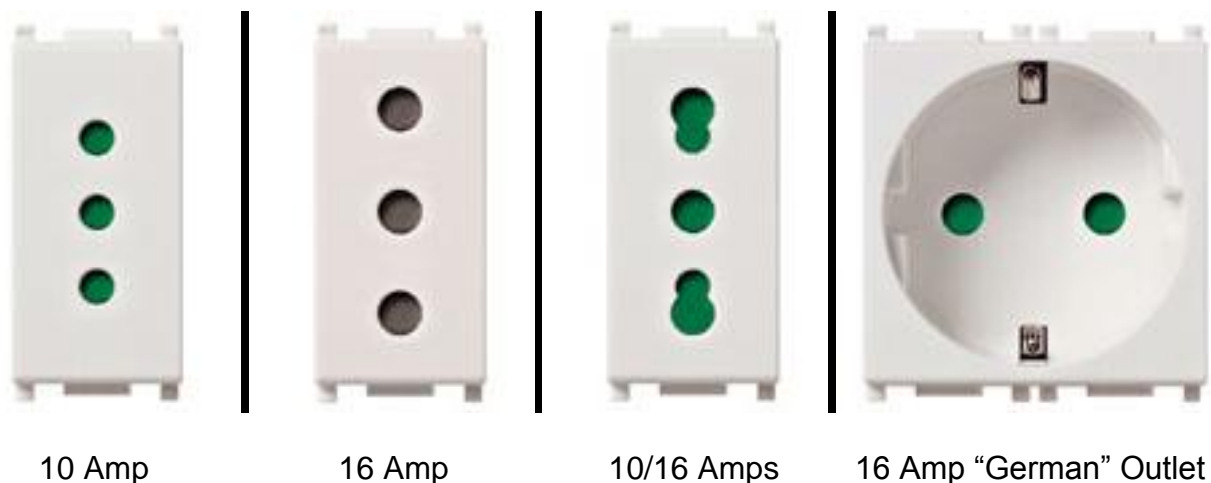
Transformers: Transformers increase energy usage. Try to use the right sized transformer for the job. Energy consumption of equipment is typically listed on the device. Turn off transformers when not in use. It will draw electricity even if the appliance is disconnected.

Electrical Outlets: Use proper Italian outlets where possible, it is much safer than using adapters for 220/240V appliances fitted with US style 2 pin plugs. These US adapters, commonly called “cheater plugs”, are missing the ground pin and can only support low amp devices (e.g. lamps).

Italian homes are equipped with two different size outlets:

- Smaller outlets are 10 Amps
 - Intended to be used for small appliances like TV/audio systems, PCs, lamp
 - Transformers 1,500 W and below
- Larger outlets are 16 Amps
 - Used for larger appliances
 - Transformers over 1,500 W
- Newer homes may have dual size outlets that support both 10 and 16 Amps without the need for an adapter
- “German” outlets are 16 Amps

NOTE: Check appliances amperage and connect it to the correct outlet to prevent overloads that could cause smoldering and fire.



Extension Cords: If you use an extension cord, ensure it meets UL or European Community (CE) standards and is rated for the intended appliance. Avoid running extension cords under rugs, through doorways, windows and walls.

Adapters: Avoid using multiple adapters as they lead to overloading the circuit.



“German” Adapter



Adapter

Power Problems: Use of American surge protectors may cause a ground fault interrupter (GFI) to trip apparently for no reason. It is due to power fluctuations (spikes) that are very common in the area and are due to factories turning on/off machinery and public illumination. Although power spikes are sufficient to trip surge protectors, it is not harmful to your electronic devices. Suggest you purchase surge protectors from local electronics stores to avoid the annoying problem of tripping the GFI and protect your goods.



GFI



BREAKER



ELECTRICITY METER

In case of power loss due to system overloading or thunderstorms, check the interior breaker panel and/or the electricity meter. If breaker does not reset, unplug all electrical devices/appliances and then reset. Once power is restored, plug in devices/appliances one at a time, in order to identify the faulty item. The meter is usually located on the property perimeter wall for single homes or row houses, and in common stairwell areas for apartment

buildings. In older homes the meter may be located inside, either behind the front door or in the garage.

SEWAGE/PLUMBING

Unclogging of drains: When unclogging drains, do not attempt to remove shower and bath tub drains by releasing the screw in the center of the drain. By doing so the drain cup and the gasket located under the tub/stall will separate causing major leaks and/or flooding.

How to Prevent Toilet Clogging: Do not throw the following items in the toilet even if they are labeled as flushable—pipes are smaller in Italy:

- Paper Tissues (the paper is very resistant)
- Do not use excessive toilet paper
- Q-Tips Swabs, Toothpicks, Feminine Napkins, Tampons, wipes, and diapers.
- Condoms
- Plastic material i.e. cellophane, baggies, stickers
- Empty toilet deodorant cages or containers Razor blades
- Soapy water from electrical appliances (for example a washer that drains into the toilet itself)

Sewage stoppages caused by misuse of products could result in high costs to the tenant for unclogging, cleaning, and repair.

Sewage Smell: Kitchen/Bathroom/Laundry fixtures drains are “P” shaped, commonly called “P-TRAP”. This is to assure a small quantity of water remains immediately below the fixture to prevent bad odors backing up. If you don’t regular use any of the fixtures (i.e. BIDET) water in the P-TRAP will evaporate causing sewage odors. Running water at least once a week on fixtures not regularly used will prevent raw sewage smell. Often laundry rooms have a floor drain, pour water in the drain once a week to prevent bad odors.

LEAD-BASED PAINT

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.

- a. Clean up all paint chips immediately

- b. Make sure that children are not allowed to chew on painted surfaces or eat paint chips
- c. 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
- d. Keep playing areas clean, wash toys and stuffed animals regularly
- e. Do not allow children to play in or ingest dirt where old paint residue may exist
- f. Clean and remove shoes before entering your home to avoid tracking in lead from soil
- g. Make sure children eat nutritious meals. Children with good diets absorb less lead

If you find paint peeling from interior or exterior surfaces of your housing unit, call the Housing Management Office at 632-2272.

RADON

Natural ventilation is an effective measure you can use to reduce your risk by minimizing the levels of radon in your Italian home. Periodically throughout the day, open two or more windows to create airflow across an area of your home. This is especially effective in basements and ground floors where radon enters the home and levels tend to be higher. Additionally, ventilation is also effective for controlling mold and mildew within your home.

Radon is a radioactive gas produced by naturally occurring elements which are common in soils, rocks, and building materials throughout the world. Most radon is released into the outdoor atmosphere; however, it can enter your house through cracks or other openings in building foundations and may accumulate inside the home. In this case, the concentration inside your house may be greater than the level outside your house.

Some radon levels measured in facilities at Aviano have exceeded the value recommended by the United States Environmental Protection Agency (EPA). A copy of the EPA's *A Citizen's Guide to Radon* publication can be found on the internet at <http://www.epa.gov/radon> and provides more details on the origin of radon and the risks of prolonged exposure. Elevated levels of radon do 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.

It is important to note the EPA radon guideline levels 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.

Please contact the Bioenvironmental Engineering Flight at 632-5532 if you have any questions or would like additional information regarding this issue.

MOLD

Why is mold growing in my home?

Molds are part of the natural environment. They play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture.

Can mold cause health problems?

Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing. Molds have the potential to cause health problems. Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances (mycotoxins). Inhaling or touching mold or mold spores may cause allergic reactions in sensitive individuals. Allergic responses include hay fever-type symptoms, such as sneezing, runny nose, red eyes, and skin rash (dermatitis). Allergic reactions to mold are common. They can be immediate or delayed. Molds can also cause asthma attacks in people with asthma who are allergic to mold. In addition, mold exposure can irritate the eyes, skin, nose, throat, and lungs of both mold-allergic and non-allergic people. Symptoms other than the allergic and irritant types are not commonly reported as a result of inhaling mold. Research on mold and health effects is ongoing. This information provides a brief overview; it does not describe all potential health effects related to mold exposure. For more detailed information consult a health professional. You may also wish to consult your Base Public Health Department.

How do I get rid of mold?

It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in house dust. The mold spores will not grow, if moisture is not present. Indoor mold growth can and should be prevented or controlled by controlling moisture indoors. If there is mold growth in your home, you must clean up the mold and fix the water problem. If you clean up the mold, but don't fix the water problem, then, most likely, the mold problem will come back.

European and Italian homes are typically built with reinforced concrete frames and brick walls. Walls and ceiling surfaces are finished with mortar/plaster and water base paint. As water base paint is not waterproof, plaster finishing tends to absorb and retain humidity. These areas can become damp or wet as a result of a water leak or condensation of vapors produced by appliances and normal household activities.

Humidity is generally distinguished in two categories:

- EXTERNAL (Construction Defect)
- INTERNAL (Condensation)

Assuming that in your case the humidity is not due to construction defect, we are interested mainly in internal humidity/condensation. Humidity is created by cooking, taking a shower, doing the laundry, watering the flowers and also by the inhabitants' breathing and perspiring. A family of four delivers to the air an average of 10 to 12 liters of water, which means more than a full bucket. In situations of poor ventilation or high relative humidity, vapors will condensate on walls which are colder than internal air making it damp and creating the ideal environment for mold growth.

The humidity condensing indoors is a natural phenomenon and absolutely harmless, provided that surfaces able to absorb water are constantly dried. However, in corners lacking of proper ventilation (e.g. behind wardrobes, beds, etc.) the build-up of constant humidity on the external walls can occur creating, as a consequence, the presence of mold. It is advisable to keep wardrobes and other furniture about 4 inches away from walls to allow ventilation.

How do I control moisture which is the key to mold control?

Keep indoor humidity low. If possible, keep indoor humidity below 60 percent (ideally between 30 and 50 percent) relative humidity. Relative humidity can be measured with a moisture or humidity meter (Hygrometer), a small inexpensive (\$10-\$50) instrument available at many household stores. If you see condensation or moisture collecting on windows, walls or pipes - ACT QUICKLY to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.

How can I reduce humidity?

- Vent appliances that produce moisture, such as clothes dryers, stoves, and kerosene heaters to the outside where possible. (Combustion appliances such as stoves and kerosene heaters produce water vapor and will increase the humidity unless vented to the outside.)
- Use air conditioners and/or de-humidifiers when needed.
- Run the bathroom fan or open the window when showering.
- Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing, etc.

How can I prevent condensation?

- Reduce the humidity.
- Increase ventilation or air movement by opening doors and/or windows, when practical.
- Use fans as needed.
- Cover cold surfaces, such as cold water pipes, with insulation.
- Increase room/air temperature.

What should I do when mold appears?

ACT QUICKLY as mold damages what it grows on. The longer it grows the more damage it can cause.

- Fix leaks and other water problems as soon as possible.
- Scrub mold off hard surfaces like tiles, window pan and frames, and clean using bleach based detergent and water.
- Dry all items completely.

Places that are often or always damp can be hard to maintain completely free of mold. A good remediation to kill or to manage mold growth is to spray affected areas with a 20% solution of bleach and water. Avoid wiping/rubbing affected walls as it will spread mold spores enlarging the affected areas, just spray and leave it alone!

Usually mold will disappear after few hours following treatment, and if rooms are kept warm and ventilated to allow walls to dry, mold will not return as you've eliminated the growth conditions. Water/bleach solution will not ruin the paint.

If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing the ventilation (running a fan or opening a window) and cleaning more frequently will usually prevent mold from recurring, or at least keep the mold to a minimum.

Wear gloves and goggles when spraying/cleaning mold affected surfaces/areas!

Preventative Maintenance: Periodically the landlord may require access to your home to perform preventative maintenance as prescribed by Italian law and your contract.

If you have a maintenance problem beyond minor maintenance in your home you should contact the landlord (Housing Management Office can assist).

The landlord may have to contact a technician and repair time may be delayed to 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. Please allow the landlord a reasonable amount of time to contact the technician and get back to you with appointment time.

Technicians 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.

If the landlord does not respond to your problem contact the Housing Management Office and have a specialist contact your landlord again to resolve the issue. 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 the landlord 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 Management Office and keep a copy for yourself.

Fortunately, this last step rarely needs to be taken and it usually motivates 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 Specialists can assist you in contacting the technician if you need help.

WASHER, DRYER AND REFRIGERATOR MAINTENANCE

Ensuring the washer and dryer work properly, don't forget to clean out the various filters and empty the water tray in the dryer. Clean refrigerator coils. Manuals have been provided. If you have any issues with the appliances, please call Furnishing Management Section at DSN 632-2272/2992 or Commercial 043-430-2272/2992 or e-mail aviano.housing@us.af.mil.

EXTENDED LEAVE/TDY

If you are going to be absent for 1 week or more you must give your keys to someone to periodically inspect your unit. They need to check for water leaks, heating working properly during winter months, ventilate to prevent mold, or any other possible emergencies that the landlord may need to take care 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. As per law, 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.

PET CONTROL



All companion animals, such as dogs or cats, will be leashed when outside your home or kept in a fenced yard. You must ensure cleanliness of your pet areas to control and prevent vermin infestation. Feces will be picked up daily. Do not let your pet become a neighborhood nuisance with excessive barking, please pay attention to the Italian quiet hours. Do not allow your pet to stray.

Remember to make arrangements for your pets while on leave or TDY. The Vet Clinic can give you names of local kennels by calling 632-8485.

RECOMMENDED INSURANCE

You should consider buying commercial insurance to protect yourself in case of a major loss. Insurance should specify that personal liability coverage for loss or damage to the unit, government furnishings/equipment is included. Insurance coverage would likely be a renter's policy which would cover your personal property as well as personal liability to 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 by your negligence or willful misconduct.



RECYCLING/TRASH COLLECTION AND DISPOSAL

The frequency and procedures for refuse pick up/disposal will vary depending on the community you reside in. Information on trash disposal procedure for your community is available for you to download at www.aviano.af.mil/library/recycling.asp. Semi-annual or annual calendars are provided by the area. For assistance call Ms. Giovanna Coppola at DSN 632-2511 or 0434-302511 (e-mail Giovanna.coppola@us.af.mil)

GROUND

Mow grass, mow/rake adjacent grassy areas, fill holes and cut hedges. Sweep patios and remove all spider webs from around the house. Hose off areas around exterior of house, including walls/patios. Lawn equipment/ tools can be checked out from the self-help store.

DAMAGES

Damages to your quarters beyond reasonable fair wear and tear are your responsibility. You are also responsible for damages done by your guests or unknown parties. Cost for repairs or replacement items will be your responsibility and must meet the landlords' standards.

PCSing

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

For this reason Home Fuels 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.
- Home Fuels 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 and do not block access to the tank.
- Make sure your pets cannot escape when we open the gate. FSRF is not responsible for escaped pets or property damage due to customer neglect.

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%.

The monthly ration is of 200 kilos or 400 liters. You must go to pass and ID with A COPY OF YOUR RENTAL AGREEMENT" to get a ration card for the bombolas and then go to the BX to buy the coupons. LIST OF BOMBOLA DEALERS IS AVAILABLE AT THE BX CASHIER'S CAGE.

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