



DEPARTMENT OF THE NAVY

U.S. NAVAL SUPPORT ACTIVITY

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NAVSUPPACT NAPLES INST 11101.9D
N05

3 NOV 2003

NAVSUPPACT NAPLES INSTRUCTION 11101.9D

From: Commanding Officer, U.S. Naval Support Activity, Naples,
Italy

Subj: NAVY COMMUNITY HOUSING SERVICES

Ref: (a) OPNAVINST 11101.21D
(b) NAVFAC P-930 Navy Family Housing Manual
(c) NAVSUPPACT NAPLES INST 11101.11A
(d) CINCUSNAVEURINST 7210.2G
(e) NAVSUPPACT NAPLES INST 11101.8E

1. Purpose. To establish and issue local housing procedures and services specific to the Naples and Gaeta areas, per references (a) and (b). Services specific to the assignment and termination of government quarters are included in reference (c).

2. Cancellation. NAVSUPPACT NAPLES INST 11101.9C.

3. Background. Per references (a) and (b), the Commanding Officer, U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy, is designated as the Housing Authority (HA) for all Housing Welcome Center (HWC) services in the Naples, Gaeta and Rome areas and, as such, is charged with the administration of all housing policies. The Commanding Officer, NAVSUPPACT Gaeta, will retain exception to policy authority in Gaeta.

4. Scope. The eligibility for services provided by Navy Housing is governed by references (a) through (c) and is applicable to all U.S. military personnel, regardless of branch of service.

5. Eligibility

a. Housing services are available to all active duty U.S. military personnel, DoD civilian personnel with a transportation agreement, DODDS personnel and contractors with an Interservice Support Agreement (ISSA) or Memorandum of Understanding (MOU) agreement with the U.S. Government that defines specific housing support/responsibilities.

3 NOV 2003

b. Housing services are available to all Naples-area NATO foreign national personnel who negotiate lease agreements through the Navy HWC. NATO and civilian personnel in the Rome/Latina areas must have an ISSA/MOU with the Commanding Officer, NAVSUPPACT Naples, to be entitled to housing services.

c. Single E1-E4 military personnel must obtain a financial review, training, and approval from their command and Bachelor Housing prior to receiving services through the HWC. Single shipboard Sailors in Gaeta must obtain a financial review, training, command approval, and a counseling sheet signed by the HWC Housing Manager in Gaeta prior to receiving services through the HWC.

6. Restrictions. HWC will not provide services, furniture or appliances to personnel who fail to negotiate and sign a lease through the HWC. All economy housing leases for military personnel, DoD civilians, DODDS personnel and contractors must be negotiated through the HWC to qualify for Overseas Housing Allowance or Living Quarters Allowance.

7. Discussion. Services provided by the HWC will be as outlined below. All recipients of services must complete the Housing Application, DD Form 1746, or local equivalent and provide supporting documentation prior to receiving services.

a. Listing Service. The HWC will accept all rental listings that meet established standards from landlords and property owners. Listings will be maintained in a database system accessible to all customers. Listings will include, as a minimum, location, price, size and information on amenities, utilities, security, and safety features.

b. Inspection of Property. All property listed with the HWC must be inspected prior to contract negotiation. Property must meet standards established by the local HA and Italian Law 46/90. Properties must meet safety and security requirements. HWC staff will inspect all new properties prior to viewing by customers. Properties that have become available due to lease termination will be reinspected if they have not been inspected within the last one-year period.

c. Counseling Service. In addition to weekly Area Orientation, individualized counseling sessions will be provided to include the following information:

3 NOV 2003

(1) Living conditions and housing-related customs to be anticipated in Italy.

(2) Orientation to the local area and location of units.

(3) Average rental price ranges and current allowance rates.

(4) Availability of government quarters.

(5) Landlord/Resident responsibilities.

(6) Schools and transportation services.

(7) Temporary Lodging Allowance (TLA) requirements and regulations.

d. Showing Service. The HWC will provide showing services to all eligible customers. Customers will select the properties they wish to view and will be escorted by a HWC showing counselor in a government vehicle to look at property. Showing counselors will make appointments with landlords and customers to view properties. Service will be provided on a first-come, first-served basis and will be available until the customer selects the unit of their choice. Customers may accompany other members on tours if they desire; however, the primary customer will have first right to any property shown.

e. Lease Negotiations Service

(1) Following the selection of a unit, the home will be placed on contract hold and other customers will not be able to view the unit. The unit will be inspected and a contract negotiation appointment will be set up between the landlord and the new resident. During contract negotiation, a HWC counselor will assist in the translation between the landlord and resident. A fair rental price acceptable to both parties and any additional requirements will be negotiated at this time. The lease will be reviewed and signed by both parties and include any requirements specific to the negotiation process.

(2) All leases must be signed a minimum of eight days prior to move-in date. This time is required to establish utility services and provide Partial Full Tour Furniture (PFTF) delivery. Once a lease is signed, the resident must move in within a 10-day period.

3 NOV 2003

(3) Leases will be established between the customer and the landlord. The Navy will not be a legal party to the lease. Copies of the lease agreement will be provided to both parties, and a copy will be retained by the HWC.

f. Contract Hold. Once an economy unit has been placed on contract hold, it places an obligation on both the tenant and the landlord. Any landlord who rents a unit on contract hold to another customer will have all of their properties withdrawn from the HWC listings database. Customers who wish to withdraw a contract hold must provide a written request to the Personnel Support Director of the HWC and indicate the extenuating circumstances that require the withdrawal.

g. Problem Resolution. The HWC will assist all customers who used the HWC lease negotiation service to resolve any problems that may arise relating to utilities, maintenance, or occupancy issues. The HWC provides this service in the capacity of translator. The HWC does not have legal authority or control over the utility companies or landlords. All contracts are established between the resident and the service provider.

h. Termination of Leases. The HWC will assist customers in the process of termination of all leases and utilities. The customer must provide 20 days notice to the HWC prior to the termination of a lease.

8. General Services Fund (GSF). The GSF is established to maintain security deposits for all leases. One month's rent in Euro must be on deposit in the GSF for the duration of the lease period. Deposits will be refunded at the termination of the lease and may be used to pay any damages, as well as final utility payments, if necessary. The last month of rent may not be paid from the GSF security deposit. All monies will be refunded in Euro. In the Gaeta area, personnel terminating a lease must have command approval for release of deposit to pay all final utility bills.

9. Utility Installation. Customers must negotiate a lease through the HWC to receive utility installation services. The HWC counselors will assist in the installation of both telephone and electric services with the companies available in the service area.

10. Local Real Estate Agents. Customers electing to use the services of a local realtor must use one that has a current

3 NOV 2003

registration with the HWC. These realtors have been trained and are required to abide by HWC policies and procedures. All registered realtors will have a card signed by the Housing Director, authorizing them access to the HWC. Customers employing nonregistered realtors will not be authorized to negotiate a lease through the HWC.

11. Temporary Lodging Allowance (TLA). TLA regulations are covered in reference (d) and NAVSUPPACT Naples Notice 7210 (current edition). The HWC must certify all TLA hotel charges prior to submission to Personnel Support Activity Detachment, Naples, or the appropriate finance office for payment. TLA certification requires members to aggressively search for housing, completing a minimum of two showing tours every ten days unless they have a house on contract hold. Tours provided by realtors are not applied to the minimum requirement.

12. Legal Services. The HWC retains the services of an Italian legal advisor on staff. The advisor provides legal interpretations regarding real estate issues to the local HA. The legal staff is available for all customers to discuss Italian regulations; however, they are not able to provide representation for any customer.

13. Partial Full-Tour Furniture (PFTF) and Appliances. PFTF and appliances will be supplied to residents in the local economy in accordance with reference (e). This service is available upon request to any eligible resident, with the exception of NATO foreign military personnel, who are not eligible to receive this service.

14. Single Service Member Loaner Furniture

a. Per reference (e), Single Service Member Loaner Furniture is available to E1-E4 personnel in the Gaeta area for the full tour and for E1-E4 personnel in the Naples area for a period of 90 days.

b. All single military members reporting to NAVSUPPACT Gaeta; NATO Communication and Information Systems School, Latina; or the Rome Postal Center are eligible for full tour furniture and appliances. This consideration is offered due to the nonavailability of bachelor quarters in the area.

~~3 NOV 2003~~

15. Changes or Additions. Recommended changes or additions to this instruction should be submitted to the Housing Director, NAVSUPPACT Naples.

16. Action

a. All eligible personnel in the Naples and Gaeta areas desiring HWC services will be guided by the policy and procedures contained in this instruction.

b. All local commands are required to provide wide dissemination of information presented in this instruction. Local commands are also required to provide a point of contact and assist the local HA in the collection of any debts or overdue rental payments and the resolution of problems with members of their command.


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Distribution:
NAVSUPPACT NAPLES INST 5216.4W
Lists I through V