DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
PSC 817 BOX 1
FPO AE 09622-1000

NAVSUPPACT NAPLES INSTRUCTION 11101.12
N05

26 SEP 2006

NAVSUPPACT NAPLES INSTRUCTION 11101.12

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

Subj: OCCUPANTS' HANDBOOK FOR GOVERNMENT FAMILY QUARTERS

Ref: (a) DOD 4165.63-M DOD Housing Management
(b) OPNAVINST 11101.13J
(c) NAVFAC P-930 Navy Family Housing Manual

Encl: (1) Occupants' Handbook for Government Family Quarters

1. Purpose. To publish information regarding the assignment, occupancy, and termination of assignment to government family housing.

2. Background. Per reference (a), Commanding Officer, U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy is the housing authority (HA) for all government family housing in Naples and is charged with the administration of area family housing assets. The assignment, occupancy, and termination of public quarters, including community centers, are governed by reference (b), and are applicable to all U.S. military and civilian personnel, regardless of service, within U.S. government leased housing.

3. Discussion. Public quarters have been leased in various developments in the Naples area. Although the leases for housing units may differ in detail, enclosure (1) provides standard policy and information on various aspects of occupancy of all government quarters per references (b) and (c). It is intended for distribution to both current and prospective occupants of government quarters.

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

Subj: OCCUPANTS' HANDBOOK FOR GOVERNMENT FAMILY QUARTERS

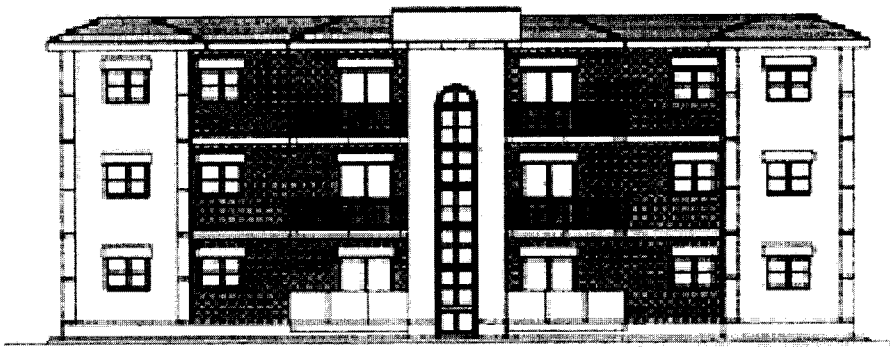
5. Action. Military and civilian personnel in the Naples areas occupying or applying for government quarters will be guided by the policy and criteria contained in this instruction.

G. L. HEHE

Distribution:
NAVSUPPACT NAPLES INST 5216.4X
List: I through VI

NAVSUPPACT NAPLES INST 11101.12

26 SEP 2006



NAVAL SUPPORT ACTIVITY
NAPLES, ITALY

OCCUPANTS' HANDBOOK FOR GOVERNMENT FAMILY QUARTERS

Enclosure (1)

Welcome to Naples, Italy. Whether you are a newcomer or a seasoned veteran, the Housing Welcome Center staff is dedicated to providing you with the best possible facilities and service for your tour here in Naples, Italy.

The quarters you will live in are not just buildings, but a place you can call home. Your sense of pride and community will make your stay in your new home a positive and rewarding experience. You and your family are now part of a proud and happy community whether you reside on Support Site or one of the government leased Parcos!

This handbook is designed to make your stay in your new home a pleasant and trouble free experience. It contains important information, which is enclosed as a formal Navy Housing Instruction, but presented here in a 'user friendly' format. This handbook should easily answer most questions you will have about the Navy Family Housing operations here in Naples, Italy.

We look forward to working with you to make this tour in Naples the best it can possibly be. Please call the Housing Welcome Center located in Gricignano, Italy at the back side of the support site if we can be of any assistance: DSN 629-4286/87 or Commercial 081-811-4286/87.

EMERGENCY &
FREQUENTLY CALLED NUMBERS

IN CASE OF AN EMERGENCY, CALL EMERGENCY SERVICES FIRST!
081-568-4911 OR DSN 629-4911

CARABINIERI EMERGENCY: 112

Fleet and Family Support Center	081-811-6372
Housing Trouble Desk	081-811-4285/4286
Housing Warehouse	081-811-4242
Housing Welcome Center Reception	081-811-4466
Hospital Central Appointments	081-811-6000
Hospital Pharmacy	081-811-6225
Hospital: Dental Office	081-811-4244
Morale, Welfare, Recreation (MWR)	081-811-4361
Naples Elementary School	081-811-4037
Naples High School	081-811-4061
NAVSUPPACT Naples Quarterdeck	081-568-5547
NEX	081-811-4717
Personal Property	081-811-6778
Security	081-568-5414
Veterinarian	081-811-7913

If calling DSN, omit 081-811 and dial 629 and the last four digits or omit 081-568 and dial 626 and the last four digits.

TABLE OF CONTENTS

CHAPTER 1: GENERAL INFORMATION

1. Applicability 7
2. Exceptions to Policy 7

CHAPTER 2: MOVING INTO YOUR NEW HOME

1. Check-in Inspection 8
2. Termination of Basic Allowance for Housing or Overseas Housing Allowance 9
3. Right to Enter Housing 9
4. Storage of Household Goods 9

CHAPTER 3: GENERAL MILITARY FAMILY HOUSING (MFH) POLICIES

1. General 10
2. Absences 10
3. Air Conditioners 10
4. Alterations 11
5. Antennas 11
6. Appearance Standards 11
7. Appliances 12
8. Area Coordinator Program 12
9. Balconies 13
10. Ceiling Fans and Chandeliers 13
11. Child Care Businesses in Home 13
12. Child Supervision 13
13. Christmas Trees 14
14. Clothes Dryers 14
15. Commercial Enterprises 15
16. Common Areas 15
17. Dog Runs 15
18. Electricity 15
19. Emergency Preparation 16
20. Energy Conservation 18
21. Firearms 19
22. Flower Gardens 19
23. Gasoline Storage 20
24. Guests 20
25. Helmets 20
26. Holiday Season Lighting Policy 20

27. Hot Tub/Whirlpools/Spas 21
28. Household Hazardous Waste 21
29. Humidifiers/Dehumidifiers 21
30. Illegal or Unauthorized Activity 21
31. Insurance 22
32. Internet Access 22
33. Landscaping Responsibilities 22
34. Litter Control 23
35. Lockout of a Family Home 23
36. Lost Keys 24
37. Maintenance and Repair 24
38. Military Liaison 27
39. Miscellaneous Structures 27
40. Neighbor Relations 27
41. Noise Control/Quiet Hours 28
42. Painting 29
43. Parking 29
44. Pest Control Service 29
45. Pets 30
46. Petroleum Oil Lubricants (POL) 32
47. Picture Hanging 32
48. Playgrounds 32
49. Porches/Garages 33
50. Portable Heaters 33
51. Preventative Maintenance 33
52. Refuse Collection/Recycling 35
53. Security 36
54. Self-Help Program 37
55. Skateboards/Rollerskates/Rollerblades 37
56. Smoking Areas 37
57. Smoke Detectors 37
58. Solicitation 37
59. Speed Limits 38
60. Storage Areas 38
61. Stray Animals 38
62. Subletting 38
63. Sunshades 38
64. Surge Protectors 39
65. Swimming Pools 39
66. Telephone Services 39
67. Trampolines 40
68. Trouble Desk 40
69. TV Cable 40
70. TV Satellite Systems 40

71. Utilities 41
72. Vehicles 41
73. Violations 41
74. Waterbeds 42
75. Yard Decorations 42
76. Yard Sales 43
77. Zone Managers 43

CHAPTER 4: VACATING MILITARY FAMILY HOUSING POLICIES

1. General Policies 44
2. Pre-Inspection 44
3. Final Checkout Inspection 45
4. Liability for Damage or Loss 46
5. Paying for Damages 46

CHAPTER 5: TERMINATION GUIDELINES

1. General 47

APPENDIX A: MAINTENANCE TIPS

1. Toilets 48
2. Kitchen and Bathroom Sink Drains 48
3. Household Cleaners 48
4. Seasonal Maintenance: Fall/Winter 49
5. Seasonal Maintenance: Spring/Summer 50

APPENDIX B: SAFETY TIPS

1. Cooking Appliances 51
2. Disaster Preparedness for Community Residents 51
3. Fire Protection Recommendations 52

APPENDIX C: SELF HELP PROGRAM 55

CHAPTER 1

GENERAL INFORMATION

1. APPLICABILITY

The provisions of this manual are applicable to all residents of Military Family Housing (MFH) stationed here in Naples, Italy. The government does not own the MFH here; rather it is leased from private landlords. The Housing Department is primarily responsible for all aspects of the family housing operation, adhering to the lease negotiated by the Navy with the landlords. Our goal is to make your experience as residents the very best it can possibly be. Our hope is that the resident occupancy handbook will answer any questions you have about living here, but if it does not, please contact the Housing Trouble Desk at DSN 629-4285/4286 for more information.

2. EXCEPTIONS TO POLICY

Residents wishing to request special consideration of any circumstance that may warrant an exception to the policies established in this handbook may submit a written request for exception to policy to the Commanding Officer, Naval Support Activity (NAVSUPPACT), Naples, Italy via the Housing Director. Requests for exception to policy must be fully explained and justified by all supporting documents available.

CHAPTER 2

MOVING INTO YOUR NEW HOME

1. CHECK-IN INSPECTION

Welcome! Your waiting time is over and you have been assigned to Navy Family Housing. After you have accepted your home, a check-in inspection will be scheduled with your zone manager. He or she will show you the location and operation of the utilities, furnishings, electrical panels, breaker switches, and main water shut-off valves for the sink, toilet, and water heater as well as your storage area. You will receive two sets of keys to your home during your check-in inspection.

This inspection includes a Housing Condition Statement. This report will be filed at the Facilities Office located in Bldg. 2074 for use at your final inspection. It is important to accurately reflect the actual condition of your home and an accurate count of loaned furniture and appliances when you move in. This protects you from assuming financial responsibility for poor conditions or missing items that existed before your occupancy. You have up to fifteen days after your check-in to list additional items that may have been overlooked. Residents should obtain copies of documents that record deficiencies or damage to ensure their protection upon termination of their residency.

After your check-in process is completed, please take a moment to fill out the customer feedback survey. You may also visit our Housing Welcome Center to use our new computerized customer feedback system, Interactive Customer Evaluation (ICE) or access this customer feedback system on line at:
http://ice.disa.mil/index.cfm?fa=site&site_id=163
Customer feedback is important and encouraged to improve customer service.

2. TERMINATION OF BASIC ALLOWANCE FOR HOUSING (BAH) OR OVERSEAS HOUSING ALLOWANCE (OHA)

Your BAH (or OHA if you're moving from economy quarters overseas to MFH) is terminated when you accept an assignment to government housing. This allowance is scheduled to stop on your move-in date. The Housing Office will process your BAH/OHA termination paperwork directly with Personnel Support Department (PSD) or the appropriate military pay office.

BE ADVISED: If these allowances continue to appear in your paycheck, you are responsible to notify PSD or the appropriate military pay office and the Housing Office as soon as possible. Your pay will be automatically adjusted to reimburse any unauthorized payments.

3. RIGHT TO ENTER HOUSING

The right to enter your home for the purpose of inspecting or ordering repairs is granted by the Housing Director. Housing Welcome Center personnel may be required to enter your home in an emergency. Under normal circumstances, no one will enter your home without your knowledge and permission.

4. STORAGE OF HOUSEHOLD GOODS

Limited storage spaces are available at the parcos and the Gricignano support site for your personal effects. If you find that you need additional storage space for personal items that cannot be accommodated in your new quarters, please contact the Personal Property Office at 081-724-4536/7 within 15 days of receiving your household goods. Your excess items will be stored locally and the Government will pay the cost of storage during your tour in Naples. You will not have access to these items during your tour. This non-temporary storage is only available when you first PCS to Naples and schedule your household goods delivery with your initial move-in to your government housing.

CHAPTER 3

GENERAL MILITARY FAMILY HOUSING (MFH) POLICIES

1. GENERAL

NAVSUPPACT Naples MFH residents are responsible for routine maintenance, minor repairs, housekeeping and related servicing of their assigned residences, hand-receipted equipment and appliances. Residents are responsible for, at a minimum, the following tasks: cleaning of assigned parking spaces, storage spaces, balconies, porches, steps, walks and driveways (if applicable) leading to their units; cleaning interior surfaces of windows and those exterior surfaces that are readily accessible to include window tracks, windowsills and screens; cleaning floors (all pet hair, stains and odors are to be completely removed); cleaning stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment.

Specific housing policies are found in the following sections in alphabetical order:

2. ABSENCES

For security purposes, you must notify the housing office of any absences from your home greater than 72 hours. Please send written or electronic notification to your zone manager and include contact information for a designated caretaker that housing staff can contact if required. This is to ensure there is a point of contact available to assist in cases of emergencies while you are away.

3. AIR CONDITIONERS

All government housing units have installed air conditioners. If your air conditioner does not work properly, contact the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286. Additional air conditioners are not authorized without written permission from the Housing Director. Normally, permission is only granted for specific medical circumstances.

4. ALTERATIONS

Residents are not permitted to make any physical or structural changes to the units, sheds, carports, garages, grounds or landscape without prior approval. For example, residents cannot remove windows; install antennas or satellites; paint walls; put up wallpaper border; install pet doors; alter, extend, or remove existing utilities; or erect or remove any structure without prior written approval. Alteration of electrical, plumbing, heating, or other installed utility equipment is prohibited. Unauthorized, not maintained, or nonstandard alterations, equipment, or structures will be removed or upgraded by the resident. If not accomplished within 15 days, Housing may remove the alterations and the resident could be assessed all costs.

Any approved alterations must be put back to their original condition at resident's expense prior to vacating housing or fees may be assessed during the final inspection.

5. ANTENNAS

Radio antennas may not be erected in family housing.

6. APPEARANCE STANDARDS

The NAVSUPPACT Naples MFH communities have many families living in a small area. Each resident is expected to do his/her part to support a pleasant living environment for all residents. This includes performing normal routine maintenance as would be required off base and minimizing the cluttered appearance that occurs when toys and furniture are left unattended in the front yards or entrance ways of the home. Bikes, toys, patio furniture, and lawn equipment, when not in use, should be stored. Patio furniture, used daily, properly maintained and in good taste can remain on the front porch or yard area when not in use. Couches, chairs, or other furniture not intended for outdoor use must be removed when not in use. All yards, where applicable, are expected to be neatly maintained.

7. APPLIANCES

All major appliances are provided in each of the units and include stove, refrigerator, kitchen cabinets, wardrobes, washer, dryer, bathroom fixtures, screens, microwave, window covering accessories, ceiling fans and two air conditioning units or central air and heat. These appliances shall be maintained in good working order throughout your stay. Use of personal appliances in lieu of those provided is strictly prohibited.

If your government issued microwave needs repair, it should be taken to the Housing Warehouse for replacement. There is no need to make a call. The cost to replace the glass plate in the microwave is $25.

No government appliances and furniture may be stored on balconies. Placing these items on the balcony will subject them to weathering and potential damage for which you will be financially responsible for the replacement cost.

NOTE: Please do not attempt to repair or replace damaged items. Contact the Housing Trouble Desk for problems concerning your appliances at 081-811-4285/4286 or DSN 629-4285/4286.

8. AREA COORDINATOR PROGRAM

Area Coordinators (sometimes referred to as Building Coordinators) are the senior military members within their respective housing communities. They are appointed by the NAVSUPPACT Naples Commanding Officer to provide communication between residents, the Military Liaison and the Housing Office. Designated coordinators will not be reappointed (to ensure continuity in the program) if a more senior military member moves into the building. Area Coordinators represent the concerns of their residents and ensure residents comply with all current housing rules and regulations. They are given a designated parking space on the Gricignano support site. Get to know your Area or Building Coordinator. They are expected to be a positive force in their assigned area for implementing suggestions to benefit fellow residents. The Housing Office relies heavily on their presence to enforce standards, resolve resident disputes, suggest improvements, and act as a liaison

between the residents, Housing, and the Housing Military Liaison for dispute resolution.

9. BALCONIES

Do not throw paper, trash or cigarette butts from your balconies. Use a damp mop to clean your balcony to avoid spilling water on your neighbor. Do not enclose the balcony with any material such as plastic or plywood. Pets are not to be left unattended on balconies. Green netting is permitted along the fences of balconies.

10. CEILING FANS AND CHANDELIERS

Permission to install ceiling fans and chandeliers must be obtained in writing from the Housing Director prior to installation. The request must be submitted with acknowledgement that a licensed electrician will be contracted at the resident's expense to install all fans and chandeliers. If approval is given, fans and chandeliers must be installed at existing ceiling light locations and must be removed prior to vacating their home and the existing ceiling light reinstalled. No alterations to the home will be made to accommodate a ceiling fan. Residents will be held liable for any damages incurred during the installation of a chandelier or ceiling fan.

11. CHILD CARE BUSINESSES IN HOMES

NAVSUPPACT NAPLES Instruction 1700.12B regulates the establishment of the Child Development Home (CDH) program or home child care in family housing under the supervision of the NAVSUPPACT Naples Morale, Welfare, and Recreation Department and the Child Development Program Administrator (CDPA). This instruction is applicable to military personnel and their family members residing in all government quarters.

12. CHILD SUPERVISION

Parents are responsible for the actions of their children and will be held liable for any damages caused by them. Children are prohibited from entering any construction areas. Atriums, vestibules, hallways, and basements are not to be used as play areas. Ball games are allowed in designated play areas, but not in streets, driveways, or parking lots. Baby carriages in

multi-complex housing structures are allowed in the downstairs vestibules as long as they don't obstruct pedestrian traffic areas. Children are not to be left unattended at playground areas. Required supervision levels have been established by Family Services. Violations will be reported to Security and Family Services. The following guidelines are used to determine the appropriate level of supervision needed for children inside and outside of the homes and on playground facilities:

- Children under six years of age shall not be left unattended at any time.

- Children between six and 11 years of age must be supervised by someone 12 years of age or older.

- Children between 12 and 15 are permitted to care for themselves while parents are away from home during the day and evening hours, but not overnight. They may provide day and evening care to others 11 years of age and younger.

- Children 16 years of age or older may be left alone and can care for younger children during all hours. It is a good idea to arrange for an emergency contact person.

13. CHRISTMAS TREES

Put live trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it soon after the holidays. Live trees should be watered daily. Trees shall not be located near an entrance\ exit door or stairwell. Use only approved electrical lights that are in good condition and not worn or frayed. Be sure artificial trees are fire resistant. Dispose of live trees by placing them next to the trash dumpsters.

14. CLOTHES DRYERS

Check and clean clothes dryer lint traps after each use. Never put plastic in the dryer.

15. COMMERCIAL ENTERPRISES

Operation of private commercial enterprises, such as dressmaking, tax preparation, hair and nail services, or selling of crafts, in or near government residences must be approved in writing in advance by the NAVSUPPACT Naples Commanding Officer. Status of Forces Agreement, local government licensing, host country business and advertising practices, U.S. Government liability, and the impact on the local community will all be taken into consideration. Contact the Staff Judge Advocate's Office for additional information.

16. COMMON AREAS

A common area in MFH is an area that is used by all residents. The vestibules leading to storage areas and common areas are to be kept clear and are not to be used as gathering areas or play areas. Please make a trouble call if you notice problems in the common areas around your home. This will ensure that the playgrounds, stairways, walkways, and all common areas remain in a safe and usable condition.

17. DOG RUNS

Currently the only government controlled authorized area in the NAVSUPPACT Naples area for dogs to run freely is at Carney Park, field number six, located behind the tennis courts.

18. ELECTRICITY

Most units are supplied with six kilowatts of electricity, while others have three-kilowatt service. You will be notified of your unit's kilowatt amount during check-in. Much of the electricity in your home has been converted from standard European 220volts/50cycle to U.S. 100volts/50cycle. The attached light fixtures in your home are 220volts, please read the section on light fixtures and light bulbs on page 33.

CAUTION: If a 110volt appliance is plugged into a 220volt outlet, this will probably burn out the appliance and cause damages for which you will be liable.

19. EMERGENCY PREPARATION

Making preparations and incorporating preventative measures into your daily life will ensure that you and your family can successfully cope in the event of an emergency. NAVSUPPACT NAPLES has instituted an emergency system. For any type of emergency situation, dial 081-568-4911 or DSN 911.
All residents should assemble an emergency kit that includes first aid items, a supply of potable water, candles, a flashlight, battery-operated radio, batteries, non-perishable food, essential baby supplies, and medicines. Keep everything together in one place where all of your family members can reach it. Being prepared pays off. In the Naples area, it is not unusual to experience interruption of basic utilities, and there is always the possibility of natural disasters like earthquakes or fires. Make provisions to ensure that you take your important papers such as passports, visas, and sojourners permits, should evacuation become necessary.

Evacuation is critical in certain emergency situations. All family members should periodically rehearse this plan so that it will be a routine response. In the event of an emergency, your family might be separated and everyone must be prepared to act independently. The best meeting points in an emergency are in parking lots away from buildings, but close to or in your neighborhood. At the Gricignano support site, the recommended meeting point is the main parking lot of the school.

- EARTHQUAKES AND TREMORS:

To protect yourself during an earthquake, remember to stay calm. Seek shelter in an interior archway, a doorway close to support beams or under a table away from windows. Once the tremor stops, turn off all gas appliances and extinguish any open flames. Gather keys, identification, a coat, and your readiness kit. Use your evacuation plan to get out of your home. When you arrive at the designated meeting point, stay together. Tune into Armed Forces Network (AFN) radio frequency 106 or 107 for information.

- FIRES:

Remember that smoke causes more deaths than flames in fire. If your escape path is blocked or filled with smoke, go to the balcony, shut the door, and wait for help to arrive. If possible, attempt to put out the fire by using an extinguisher. If the fire is not controllable, exit your home according to your evacuation plan. You must notify the NAVSUPPACT Fire Department and the Housing Office of any fire occurring in or around your home. Do not leave any food on the stove without supervision. The glass tops on the oven should be up if either the range or oven is in use.

Before retiring each night, check ashtrays and furniture for any smoldering cigarettes. All stove burners, oven, and electrical appliances should be turned off.

Periodically test all smoke detectors and replace batteries when needed; review your fire evacuation plan and practice with your family; and check that electrical cords are not crimped, frayed, worn or damaged.

- GAS LEAKS:

Immediately report any suspected gas leaks to 911 and the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286. Personnel shall evacuate the premise once they smell gas, and call housing trouble desk from a location other than the apartment or house with the suspected gas leak. Notify neighbors that there is a possible gas leak and ask that they vacate the premise. If you smell gas, do not use any electrical items, including overhead lights and lamps, and extinguish flames. Open all windows and doors until assistance arrives to shut off the gas valve. Never leave the gas on in an unlit stove. If you have any problems lighting your stove, contact the Housing Warehouse at DSN 629-4242.

- ADDITIONAL SAFETY PRECAUTIONS

Do not:
Overload electrical circuits.
Use improperly sized plugs.
Run electrical cords under rugs, carpets or mats.
Permit grease buildup on or near the stove.

Tape circuit breaker switches in the on position.
Accumulate oily rags, rubbish or other flammable materials.
Use gas or liquid fueled space heaters.
Keep lighters and matches in the reach of children.
Cook with charcoal or gas grills inside homes or near combustible material.
Use gasoline, solvents or other flammable liquids for cleaning purposes.
Burn trash.

20. ENERGY CONSERVATION

United States citizens use more energy per capita than any other nation in the world. Much of this energy is wasted. While we represent only 6 percent of the world's population, we consume 30 percent of the world's energy. More than half of the energy used in a family home goes to heating. Energy conservation is a key element in our effort to become "energy efficient." MFH residents are participants in the NAVSUPPACT Naples utility conservation program and residents are responsible for practicing energy conservation and avoiding waste.

- ELECTRICITY:

Turn off lights in unoccupied areas such as garages, and outdoor areas in daylight. High wattage bulbs, up to 60 watts, should only be used where people read or do close work. As a rule of thumb, use 40 watts on wall outlets and 60 watts on ceiling outlets. Keep refrigerator doors shut as much as possible.
Be familiar with the wattage amounts your appliances use. Overloading your electrical system will trip circuit breakers and could damage electrical wiring.

- HEATING:

Italian law sets heating standards. Designated hours and amounts are published each year. Please comply with all heating standards. Use weather stripping on doors and windows.
Use rugs, draperies and shutters to assist in controlling heat.
Windows and entry doors should not be left open when the heating or cooling elements are running.

- WATER:

The Gricignano support site has potable water. Conserve water whenever possible, especially during the summer months. During the summer, water may be subject to rationing. Tightly shut off all water valves and sinks after each use. Residents who water their own lawns: water in one location for no more than 15 minutes and try to water only between 2100 and 0900. Avoid spraying water onto the street. Avoid flushing sanitary items, Q-tips, or baby diapers down the toilet because they clog drains. Wait until you have a full dishwasher or washing machine before running them to save water and energy.

- GAS:

Report any suspected gas leaks immediately to the Emergency Number of 911 on base or 081-811-4911 off base. You may also contact the Housing Trouble Desk for assistance at 081-811-4285/4286. Ventilate suspected areas until assistance arrives and shut off the gas valve.

21. FIREARMS

Firearms are not permitted in government housing, BB guns included. Importing a weapon into Italy is against the law except in very specific circumstances. Italians use drastic measures enforcing firearms laws. Please contact NAVSUPPACT Naples Security Department at 081-568-5414 for assistance in securing firearms.

22. FLOWER GARDENS

Residents may hang potted flower gardens on balconies or place potted flowers in their designated yards (if applicable). If you are hanging flowerpots, ensure they are secured so they do not fall during high winds or rain. Residents may not make changes to the existing landscape by removing installed bushes or plants. Report dead plants in common areas to the Housing Trouble Desk.

23. GASOLINE STORAGE

Storage of gasoline or other flammable liquids is limited to three gallons for those who operate a gas lawnmower. Gasoline and other flammable liquids should be stored in outdoor cabinets or garage areas in proper containers, and these storage areas should be secured from public access. Charcoal grills cannot be used on the balconies of the any government leased housing.

24. GUESTS

Your residence is primarily for the use of you and your family. Of course, you may entertain friends and family as occasional guests. However, no person other than your legal dependents may reside with you more than 30 days without written authorization from the Housing Director. Any requests to have guests reside with you for more than 30 days must be submitted in writing to the Housing Director. All guests in your home for more than seven days must be registered with your zone manager. Visits exceeding ninety days are normally not approved. Guest passes to permit guests on base can be obtained at the front security gate on the Gricignano support site. Contact the Security Office for more information at 081-811-4262 or DSN 629-4262.

25. HELMETS

Children and adults skateboarding, rollerblading, riding a bike, or any other similar activity within the Gricignano support site or the parcos must wear a helmet at all times.

26. HOLIDAY SEASON LIGHTING POLICY

Decorative lights are permissible in windows and on balconies; however, the lights must be installed so that residents do not have to climb on the outer ledge of the balcony or use a ladder to install lights. Lights may not hang to create a nuisance to another neighbor. Blinking lights are discouraged. Displays are not allowed on rooftops and may not block walkways.

27. HOT TUB/WHIRLPOOLS/SPAS

Privately owned hot tubs/whirlpools/spas are not allowed in military family housing.

28. HOUSEHOLD HAZARDOUS WASTE

Household hazardous waste requires special handling because it contains material that could harm people or the environment. There are four characteristics that can make waste hazardous: bursts into flames easily; causes chemical burns on the skin; reacts violently with other chemicals; or is poisonous. Check the container labels for clues whether a product is hazardous. Some typical examples of household hazardous waste are bug sprays, oven cleaners, paint, and varnish. Household hazardous waste must not be disposed in trash containers, storm drains, toilets or on the ground. You are asked to bring them to the Household Chemical Exchange Program at the Public Works Environmental Warehouse on the backside of the Gricignano support site Building 2080 behind the Central Motor Vehicle Registration Office (CMVRO) car lot and next to the AFN satellite and MWR warehouse buildings. There you can drop off and pickup household hazardous waste items. Hours of operations are Wednesdays from 1200-1500 and Fridays from 0900-1500. The office can be contacted by calling 081-811-6937 or DSN 629-6937 during normal hours of operation.

29. HUMIDIFIERS/DEHUMIDIFIERS

Many of the housing units in Italy are made of concrete and need proper ventilation to prevent mold. Ensure you open your windows regularly to allow airflow in your home. The use of portable dehumidifiers is encouraged if you detect mold in your units. If noticed, contact the Housing Trouble Desk.

30. ILLEGAL OR UNAUTHORIZED ACTIVITY

All residents, whether sponsor or family member or other approved resident, are required to refrain from illegal or unauthorized activity. Failure to do so may result in termination of eligibility for government quarters or denial of access to the installation in addition to any other administrative, disciplinary, or criminal action, which may be made by appropriate authorities.

31. INSURANCE

Some service members may think it is not necessary to maintain renter's insurance because they occupy MFH. It is true that losses in government quarters due to certain instances of fire, flood, hurricane, or unusual occurrence may be considered for payment by a claim against the government. However, the government does not pay for losses due to the negligence of the service member or his/her family members, or guests. Many fires are a result of negligence. If a fire in government quarters resulting from the resident's negligence destroys all household goods and damages government property, the resident bears the costs associated with the loss, including liability for the losses to the government.

It is highly recommended that, for your protection, you obtain private personal property insurance, especially for high value items and collectibles. This insurance can be kept during moves, insuring your personal property while in transit as well.

32. INTERNET ACCESS

Residents of the Gricignano support site can arrange for ADSL internet access through the Personalized Services Desk at the Gricignano Navy Exchange. This service must be requested in person.

Residents of parcos must set up their internet access through a local internet service provider. Visit the Housing Welcome Center for a listing of local internet service providers.

33. LANDSCAPING RESPONSIBILITIES

Residents with private yards are responsible for policing and grounds maintenance of their areas to include watering, mowing, clipping, trimming, edging, reseeding, fertilizing, weed eliminating, repairing damage from pets, daily policing of trash and general neatness and cleanliness of the area, to include parking areas and up to a common boundary or fence line. Some lawn care equipment can be checked out of Self Help.

Residents with pets are responsible for removing the pets' solid waste daily.

34. LITTER CONTROL

Residents are responsible for picking up trash and litter they create. We appreciate your contributions for maintaining a clean community. Spring and fall cleanup periods help to further instill in us a sense of community and pride in our surroundings, but controlling litter and cleaning up should be daily activities in our lives.

You can help keep your MFH community stay clean and beautiful all year round by following the easy steps below:

- Bag and tie all garbage and trash bags. Don't leave them out for pets, wild animals or the wind to ravage.

- Put a litterbag in your car, and use it. Don't pitch cans, cigarette butts, papers, bottles or other trash out the window.

- Set the example - pick up trash when you see it.

- Coordinate and support the cleanup projects in your community.

35. LOCKOUT OF A FAMILY HOME

All residents receive two sets of keys during check-in. Private duplication of keys is not permitted. Contact your zone manager if you need additional sets and they will be provided to you at no extra cost. On occasion, residents living in family housing lock themselves out of their home or lose their keys. If you are locked out during normal working hours, residents may check out a set of keys at the Housing Facilities Office at Gricignano support site building 2074. For lockouts after normal working hours, call the NAVSUPPACT Naples Quarterdeck at 081-568-5547. A $50.00 lockout fee will be charged on all after-hours lockout calls. You are not authorized to change or install a new lockset and will be liable for any damage caused by unorthodox methods of entry. Proper identification must be shown prior to the home being unlocked. Please be aware that even if you find your keys, once the lockout call is made the lockout fee will be charged.

36. LOST KEYS

When keys are lost and/or a new lock is required, the resident will be required to reimburse Housing for materials and labor necessary to change the lock set.

37. MAINTENANCE AND REPAIR

The U.S. Government leases the housing properties in Naples, which means that maintenance work is completed by contractors who own and maintain the buildings. Housing receives resident trouble calls to schedule service with the contractor and at times, the contractor contacts Housing to schedule service for the resident, primarily for preventative maintenance and power and water outages. It is important to have your contact information updated in the housing database to ensure you are given timely information concerning the maintenance of your home.

As a resident, one of your main responsibilities is to report facility and appliance related problems to the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286. In an after hours emergency, contact the NAVSUPPACT Naples Quarterdeck at 081-568-5547. Please do not attempt any repairs or adjustments on your own. Once your call is received, our Housing Trouble Desk will classify your service call and contact the appropriate contractor to respond. In some cases, you will be directed to call the contractor directly in order to schedule an appointment for service. By contract, work is performed between 0800-1600 Monday through Friday. Gricignano support site residents may have work performed on Saturday from 0800-1200. The contractor will arrive to complete the service and in some cases he/she may not speak English. You may call the Housing Trouble Desk for assistance while the contractor is there. Since our biggest maintenance contract is with the Gricignano support site, the contractors have added a customer comment sheet on the backside of the work order request. Please take the time to fill out the comments. This will assist us in improving our services to you.

If you request service and are not home when the contractors arrive, a "not at home" notice will be left on or under your door with instructions on how to reschedule the service.

The Housing Trouble Desk is the resident's primary point of contact for requesting service to their unit or government owned appliances. The Trouble Desk is committed to providing responsive and quality service-call work. Our objectives for response to service requirements are:

- Promptly respond to service requests based on priority of the requirements.

- Provide 24 hours-a-day/seven days-per-week emergency service.

- Accomplish work with minimal disturbance to residents.

- Safeguard property by rapid response.

Our personnel are trained to be familiar with the factors determining general work requirements. Particular attention is paid to:

- The nature of the problem.

- The severity of the problem.

- The physical location of the problem.

- Special requirements.

- The response and completion times for each service response classification.

Service response classifications include:

Emergency Calls - These service calls are issued when conditions exist that endanger the residents or cause damage to the housing unit or resident property and require response on a 24 hours-per-day basis. Response is required within one hour during working hours and within two hours during other periods. During working hours, work will continue until the emergency is taken care of, while after hours efforts will focus on stabilizing the emergency until the next workday.

Examples of Emergency Calls are:
- Gas leaks.
- Smoke detectors not working.
- Water line breaks causing flooding conditions.
- Power outage.
- Roof leaks causing interior damage.

Urgent Calls - These service calls deal with situations that could endanger residents or damage facilities if not corrected as soon as possible. Response to this priority will be within four hours during working hours. At other times, the service call will be evaluated to determine if it should be handled in the same time frames as an emergency call or during the next duty day.

Examples of Urgent Calls are:
- Plumbing malfunctions not causing water damage.
- Water heater outage.
- Appliance malfunctions.
- Paved surface damage that causes a safety hazard.
- Window and exterior door and lock repairs.
- Damaged playground equipment posing a safety hazard.

Routine Work Calls - This includes maintenance and repair that does not meet the criteria for emergency or urgent priority. They will be completed within five working days from receipt. Residents may be required to contact the appropriate contractor to schedule an appointment for service within five working days from receipt.

Examples of Routine Work Calls are:

- Kitchen cabinetry repairs.
- Bad television reception.
- Repair toilet seat.

Preventative Maintenance (PM) - It is required by Italian law that boiler units be serviced at least once a year and is stipulated in our lease agreements to allow our maintenance contractors to perform Spring and Fall Preventative Maintenance. Residents will be notified at least 15 days in advance of scheduled PM by email or by a flyer dropped off at their residence. In the event you cannot be home, our Housing representatives are authorized to enter the unit and make the required repairs. Housing respects the privacy of residents, and disruptions to your home will be kept to the necessary minimum.

By contract, work is performed between 0800-1600 Monday through Friday, and on Saturday for the Gricignano support site residents from 0800-1200.

38. MILITARY LIAISON

The Military Liaison is a senior enlisted military member assigned to the Housing Department to act as a problem solver for resident concerns, an advisor for the Housing Director, and a point of contact for all area commands. He/she also heads the Area Coordinator Program and has an office in the Housing Welcome Center. He/she can be reached by calling 081-811-4475 or DSN 629-4475.

39. MISCELLANEOUS STRUCTURES

Attachment of basketball backboards to a home, telephone pole adjacent to a home, clotheslines, carports, trees or garages is not authorized. Freestanding basketball goals are authorized if placed so that car and foot traffic is not unreasonably impeded (i.e. keep away from streets and walking paths).

40. NEIGHBOR RELATIONS

A resident's rights end where a neighbor's rights begin. As in other U.S. military locations, you will find many families sharing your neighborhood. A cooperative attitude and respect for the rights and privileges of others will make your neighborhood a desirable place for all families to live. Extreme noise is not acceptable at any time. Cases of disorderly conduct should be reported to NAVSUPPACT Naples Security at 081-568-5414 or DSN 626-5414. You are also

responsible for the actions of your spouse, children, guests and pets. As a courtesy, please inform neighbors below you if you are watering plants or mopping your balcony that may affect your neighbors' personal belongings.

41. NOISE CONTROL/QUIET HOURS

Quiet Hours are from 2200-0600 and coincides with the time children should be inside, to ensure neighbors are not disturbed with excessive noise associated with play outdoors. Excessive noise means any "man-made" noise which unreasonably interferes with the peace, comfort and convenience of any person. This can be caused by any musical instrument or music (whether amplified or not), an electrical appliance such as a television or stereo, powered machinery such as a vacuum or drill, explosion or vibration, or persons or groups of persons singing or shouting. Excessive noise is a common complaint in high-density neighborhoods. Many service members and their families work night shifts and sleep during the day. It is a good idea to work with your neighbors to find an acceptable volume level for listening to music and television. As a considerate neighbor you can ensure you don't exceed the volume level established in your home that your immediate neighbors would be able to hear.

Parties: Many complaints can be avoided by informing your neighbors prior to having a party.

Citations: Creating excessive noise during "quiet" hours (2200-0600) could be a basis for a complaint of disturbing the peace and could result in punitive action.

Residents whose neighbors are making too much noise are encouraged to first ask their neighbors to reduce the noise levels. If that doesn't seem to work, please contact your building coordinator to intervene before contacting security or Housing. Otherwise, residents who wish to complain of excessive noise may contact the Housing Trouble Desk during normal working hours at 081-811-4285/4286 or DSN 629-4285/4286 or their zone managers. After hours, residents may call security at 081-811-5638 or DSN 626-5638 and use their assistance to eliminate the excessive noise. Residents who receive valid complaints against them for making excessive noise during quiet hours will be subject to the violation procedures contained in this handbook in paragraph 73.

42. PAINTING

As a reminder, the housing units in Naples are leased and not owned by the government. Residents are asked not to paint units. Installation of wallpaper or borders is not permitted. If the contractor has to repaint the walls, the cost of restoring the wall to its original condition is assessed to the resident. This cost can sometimes exceed €800 for the cost of having to sandblast the walls to take off paint that is not water-based. If you would like to request touch-up painting, please call the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286, and request a service call for your home to have touch-up painting done.

43. PARKING

All multi-complex units are assigned designated parking spaces by unit number. All unmarked parking spaces are to be utilized for guests and additional resident vehicles on a first-come-first-serve basis.

Parcos which have a driveway and garage are intended for two vehicle parking and considered their designated parking space. Unmarked parking areas in common areas are to be utilized by guests and additional resident vehicles on a first-come-first-serve basis.

Cars should be parked in common areas so that they do not impede traffic or parking for other vehicles.

Residents are responsible for their assigned parking space to ensure it is kept clean and free of oil spots.

Parking in residential areas is for residents and their guests only.

44. PEST CONTROL SERVICE

Good routine housekeeping will normally prevent pests from moving into your home and neighborhood. If all residents work together toward keeping their communities and homes clean, we can prevent an infestation from occurring.

If you see signs of major pest infestation beyond your control, contact the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286 immediately so that the matter can be resolved quickly. A survey for pest infestation will be conducted during your final inspection.

45. PETS

Maintaining pets in government housing is a privilege, not a right, and is subject to regulation and policy set by the NAVSUPPACT Naples Commanding Officer. Please refer to NAVSUPPACT Naples Instruction 10570.2D for the expanded pet policy. Pet owners who violate this policy are subject to the forced removal of their pets from the installation and/or eviction.

Because of space restrictions and other considerations, dogs are not allowed on the Gricignano support site. Families living in government parcos may keep two pets, such as dogs, cats, birds, hamsters, or guinea pigs. All animals on the Gricignano support site must be indoors only. Animals such as snakes, lizards, barnyard fowl, spiders and other pets that can cause danger, destruction or damage, cannot be kept in quarters. For the health of your family, your pet and your neighbors, please follow these regulations:

All cats on the Gricignano support site must be microchipped, neutered/spayed and kept indoors.

Register all pets with the base veterinarian.

All cats and dogs must be microchipped.

Maintain medical and immunization records.

Vaccinate yearly against rabies and other diseases.

Restrictions: Any person breeding or maintaining animals in government residences for commercial purposes may face eviction or other sanctions.

Dogs are not authorized in playground areas.

Only military dogs on official duty, seeing-eye dogs, and animals specifically approved in writing by the NAVSUPPACT Commanding Officer may enter public government facilities such as offices, playgrounds, schools, hospitals, and dining facilities.

You are responsible for the behavior of your pet. Pets outside of your home must be kept on a leash and under the voice control of an adult. Owners are responsible for removing their animal's feces daily. Do not leave animals unattended on balconies. Any feces on balconies must be immediately cleaned up. Pet owners are responsible for damage to lawns and shrubbery caused by their pets.

Repeated complaints about your pet's behavior will result in the loss of your pet privileges. The NAVSUPPACT Commanding Officer may designate consistently poorly behaved animals as a nuisance. Examples are incessant barking or bite incidents. Treat all animal bites as a medical emergency.

Owner negligence and/or animal abuse will not be tolerated. Animals may not be left without food or water for more than 24 hours. Please report cases of aggressive, abused, sick, abandoned or neglected animals to the Animal Control Officer at 081-568-3209 or DSN 626-3209.

In the event you cannot be home during a scheduled maintenance visit, it is strongly encouraged you seclude your pets to one room with food and water if you fear your animal may try to escape.

Do not feed stray or feral animals on government property.

Do not leave food trays in common areas, basements, or outside of the buildings. This reduces the attraction from strays as well as rats.

46. PETROLEUM OIL LUBRICANTS (POL)

No POL of any kind will be changed in any vehicle component within the housing area. Residents are encouraged to use the Auto Skills Center located on the backside of the Gricignano support site next to the Navy Exchange (NEX) Auto Port. Their hours of operation are (1000-2000) Tuesday-Friday; (0900-1700) Saturday -Sunday; and closed on Mondays. You may also contact them by calling 081-811-4971 or DSN 629-4971.

POL must not be disposed of in trash containers, sinks, storm drains or on the ground. Do-it-yourselfers can only change oil at the Auto Skills Center. Motor oil can be recycled at their facility.

Antifreeze will be disposed of properly. Do not dump antifreeze down the sink, tub, toilet, or storm drain. Antifreeze may be disposed of by recycling it at the Auto Skills Center.

Please report POL spills to the Public Works Environmental Division at DSN 626-6641 and Security at DSN 626-5414.

47. PICTURE HANGING

Pictures may be hung in your home using standard commercial-type hangers. Remove nails, but do not patch the holes when preparing to vacate your home. To hang heavy mirrors and the like, anchors may be used using a drill with a plaster drill bit. Do not use wood drill bits on the wall, as it will cause the wall to separate. Residents are not to put holes in wood frames, in the doors or in wall tiles.

48. PLAYGROUNDS

The streets and your neighbors' yards should not be used as your child's playground. There are playgrounds in each housing area.

Playground equipment such as swings and slides are fixed in place and are not to be removed, relocated, changed, or altered. No personal equipment will be installed in playgrounds without prior consent of the Housing Director. This includes but is not limited to swing sets, trampolines, and water slides.
In the event of mistreatment or damage to any playground equipment by a resident, the sponsor will be held financially

liable and will receive a notice of violation. The sponsor may also be subject to disciplinary action, termination of MFH eligibility, and/or have access to the installation denied or limited by proper authority. Clean up playgrounds after each use. Do not leave litter or trash. Glass bottles or other breakables are prohibited inside the playground areas.

Parents and guardians are reminded they must supervise their children (under the age of 12) in playground areas. Please visit the child supervision requirements set by Family Services in the Child Supervision section of this handbook in paragraph 12. Please report playground safety hazards to the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286.

Dogs are not allowed in playground areas.

49. PORCHES/GARAGES

Alterations to porches, garages, and/or carports are not authorized. Patio furniture or other outdoor items may be temporarily placed on porches for storage. Porches will not be used as storage areas for other items.

50. PORTABLE HEATERS

The use of non-vented hydrocarbon fueled heating appliances inside buildings is prohibited. Hydrocarbon fuels include natural gas, gasoline, fuel oil, alcohol, liquid petroleum gas and petroleum based kerosene. Open coil heaters are prohibited, unless the coils are screened. Do not place portable heaters near combustible or flammable type materials. Do not block exits with portable heaters.

51. PREVENTATIVE MAINTENANCE

Residents of MFH housing are responsible for those preventative maintenance measures, repairs and general upkeep that the average renter could reasonably be expected to carry out. These responsibilities begin with occupancy and continue until a resident vacates the home. Here are some simple things you and your family can do to keep your home in the best possible condition:

Bathroom Fixtures: There are numerous Italian cleaning products to maintain bathroom fixtures, including several that will remove hard water and stains. Limeaway or the Italian product VIAKAL work great.

Exterior Surfaces: Clean all windows and balcony surfaces that are readily accessible, using a damp mop and a broom where appropriate.

Floors: Ceramic tile floors get dull from buildup of commercial detergents. Damp mopping with ammonia and water maintains clean, shiny floors. Waxing should not be necessary, but if desired, use local Italian wax, not an American brand.

Kitchen Cabinets: Use non-abrasive cleaners to avoid scratching the surfaces. You may use shelf paper, but please remove it when you vacate.

Kitchen Drains: Do not use chemical drain cleaners because they destroy the pipes. Use baking soda and boiling water on a regular basis to prevent blockages in the pipes.

Light Fixtures and Light Bulbs: Tenants must replace light bulbs at their own expense; the Self Help Store does not provide them. All light fixtures in MFH housing are rated for 220volts. Please be sure when replacing light bulbs in fixtures to use 220volt bulbs. American lamps may be plugged into 220volt plugs using an adapter, however, when plugging in your American lamp into a 220volt plug with an adapter, ensure you have a 220volt light bulb in your lamp. The light fixtures are rated not to exceed 60watt bulbs. As a general rule of thumb, wall fixtures should not exceed 40watt bulbs, ceiling fixtures should not exceed 60watt bulbs and cabinets and stove hoods should not exceed 25watt bulbs.

Refrigerators: Baking soda works best for interior and exterior cleaning. Never use abrasive cleaners.

Stoves/Ovens/Range Hoods: Clean these areas often to avoid grease buildup. Grease buildup is a leading cause of fires in private homes. Filters for range hoods are available through the local Self Help Store.

Wall Tiles: Window cleaner works well to shine wall tiles, and kitchen degreaser will remove splatters. To clean hard water deposits, please use a product designed to remove calcium such as Limeaway. Do not make holes in the wall tiles.

Additional Tips:
Clean wardrobes inside and out. Keep areas around heaters and heating units clean. Use surge protectors for computers and televisions. Keep common areas clean.

Contractors will schedule Preventative Maintenance Checks and will notify residents at least two weeks in advance of the start date. If you are not at home for the scheduled work, Housing representatives are authorized to enter the unit and make the required repairs. Housing respects the privacy of residents, and disruptions to your home will be kept to the necessary minimum.

52. REFUSE COLLECTION/RECYCLING

A clean, comfortable neighborhood requires that all residents properly dispose of their trash. Seal garbage into plastic bags to prevent pests and keep trash contained. Children too young to reach or open the trash bins should not be responsible for taking out the trash. Please do not throw trash bags off your balconies. Out of respect for your neighbors, do not store trash in the common areas of your building.

The Gricignano support site currently follows a trash schedule that promotes recycling and mirrors the town of Gricignano's refuse collection schedule. Organic waste is to be disposed of in the compost containers; non-recyclables are to be placed in the dumpsters marked non-recyclables; and glass is to be disposed of in the glass containers. Please individually place each glass bottle in the glass container and do not leave bags of glass around the glass containers. Recyclable materials are to be placed in the green corrals on Wednesday evening for an early Thursday morning pick-up. Bulky items will be collected from your home, hallway or storage area by calling the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286 to schedule an appointment. For more information concerning the trash procedures on the support site, visit: www.nsa.naples.navy.mil/housing/recycling/recycling.htm.

For communities outside the Gricignano support site, the local municipality provides trash collection. Italian law states that all communities within the local region are to start recycling within the next several years. Your community may have a recycling program in place. Ask your zone manager to clarify any questions you may have.

53. SECURITY

The NAVSUPPACT Naples Security Department can be reached at 081-568-5414 or DSN 626-5414 and provide limited police services to all military personnel and their families in Naples. They also provide assistance in legal activities involving Italian authorities, including auto accidents, break-ins, thefts, and personal injury cases. For incidents occurring off base, security does not have jurisdiction and cannot respond in person. They will call the local authorities on your behalf. If Security personnel are unavailable, contact the Caribinieri directly by dialing 112 from any Italian phone. The Caribinieri should be notified only in emergency circumstances. Security must be notified of any incident where local authorities or the Caribinieri are called or respond.

Additional Security Precautions: Residents are advised to practice good security measures to keep your parco or home safe.

Always lock your door, and make sure to check it is securely shut before going to bed. When going out, shut and lock windows and openings, especially those that could be reached easily by an intruder. Never allow unauthorized persons into your parco or unit. Ask for identification. All maintenance contractors should carry visible identification. Do not give keys to your residence to other people. Before periods of absence, tell your neighbors and your area coordinator. For your own benefit and protection, you must notify the Housing Office and provide a designated caretaker in writing when you leave for more than 72 hours.

54. Self Help Program

The Self Help program is operated by the Naples Housing Welcome Center for use by all military families and DoD civilians living in the Naples area. Its purpose is to provide materials and resources needed by residents to improve the living conditions in their homes. The Housing Welcome Center encourages you to take advantage of the services and resources offered at the Self Help Store. All items at the Self Help Store are available on a first come, first serve basis. See Appendix C of this manual for a complete listing of materials available.

Returnable items are available to all military personnel and DoD civilians stationed in Naples; while non-returnable items are available only to those living in government housing. The Self Help Store is located at the warehouse in Teverola, just a few miles from the Gricignano support site.

55. SKATEBOARDS/ROLLER SKATES/ROLLERBLADES

The use of skateboards is prohibited on rails, curbs, homemade skate ramps and stairwells. Skateboarders are authorized to use the skate park, provided they have a skate park pass issued from the Fitness Forum. Protective equipment is required for residents using skateboards, roller skates or rollerblades.

56. SMOKING AREAS

Smoking is prohibited in common areas within the buildings.

57. SMOKE DETECTORS

Residents can use the Self Help Store to obtain batteries for their smoke detectors. Residents are not authorized to disconnect their smoke detectors. If you have problems with your smoke detector, please call the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286.

58. SOLICITATION

Solicitation is prohibited in government housing. The one exception to the rule is children who live in the same general part of the housing area may solicit for non-profit groups such as schools or scouting groups which have been command endorsed.

59. SPEED LIMITS

The speed limit on Capodichino and the Gricignano support site bases is twenty miles per hour or thirty kilometers per hour. Security rigorously enforces the posted limits. Please be especially aware of your surroundings while driving on the Gricignano support site and other parco areas due to children playing outside.

60. STORAGE AREAS

Assigned storage areas are to be kept locked by the residents. The U.S. Government is not responsible for items stored outside of your assigned storage cage that may be damaged, destroyed, stolen, or removed. Regular cleaning of common areas in and around storage areas may become a regular occurrence. For the protection of your personal items, it is highly encouraged all items are placed in your locked/secure storage cage.

61. STRAY ANIMALS

Stray dogs and cats should be reported to the Animal Control Officer at DSN 626-5414. Italian law dictates that stray animals can be caught, spayed/neutered and if not adopted after some time, they must be returned in the vicinity where they were picked up. Please do not feed stray animals.

62. SUBLETTING

Residents assigned to government quarters are not permitted to sublet or receive reimbursement for shelter from other persons who live in the residences. Only sponsors and their legal dependents are authorized to occupy government quarters.

63. SUNSHADES

For residents with sunshades, the normal operating position is all the way down, attached to its anchors, with a responsible person at home in the apartment. Please leave the sunshades retracted when no one is home and after sundown. The sunshades are intended to shade the sun, not protect patio furniture from rain, nor block the wind from entering your home. Please keep sunshades in the storage position (retracted) during stormy or

windy weather. Anytime a sunshade is pulled down, it must be anchored to the brackets.

Clean sunshades with mild clothing detergent and a soft bristled broom. It is not recommended to us a hand brush while standing on a chair or stool. Ensure cleaning is conducted on a sunny day so the shades can be left rolled down until dry. Please notify your downstairs neighbors when cleaning so they can remove items that may be damaged by water or soap. If your sunshade is not working properly or the hardware needs repair, please call the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286. Residents will be responsible for damages caused by misuse or neglect.

64. SURGE PROTECTORS

The power provided to government housing in the Naples area has the tendency to fluctuate. This can cause damage to electronic components. Residents are advised to use surge protectors to protect electronic equipment (stereos, TVs, computers, etc.) from damage caused by voltage fluctuations. It is the resident's responsibility to purchase surge protectors. Housing is not responsible for damage to appliances or equipment due to power fluctuations.

65. SWIMMING POOLS

Given the family nature of our housing, use of small well-maintained swimming pools is authorized. Due to the small yard size, damage to grass and amount of water consumption, pools greater than 4 feet in diameter and 2 feet in depth are prohibited. Due to safety concerns, swimming pools will be emptied when not in adult supervised use and stored properly indoors.

66. TELEPHONE SERVICES

Gricignano support site residents can arrange telephone service through NCTS located on Capodichino, Building Barracks 1. You may contact NCTS directly by calling 081-568-4991 or DSN 626-4991. All other parco residents are to use the Housing Welcome Center Referral service to assist them in setting up telephone service with the local TELECOM company.

67. TRAMPOLINES

Trampolines are allowed under the following provisions:

When in use, adult supervision is mandatory and trampolines cannot be placed on concrete or asphalt.
When not in use, trampolines must be secured indoors to eliminate the potential of unsupervised use.

68. TROUBLE DESK

The Housing Trouble Desk is your primary point of contact for requesting service calls to repair or replace appliances, fix problems concerning your housing unit, and to answer general questions you may have. You may reach the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286. In the event you need assistance after hours, please call the NAVSUPPACT Quarterdeck at 081-568-5547 or DSN 626-5547.

69. TV CABLE

All residents currently receive the Armed Forces Network (AFN) and selected subscribed channels. The programming in Europe is called PALS where in the US, it is called NTSC. Your television, if purchased from the U.S., may only allow you to view NTSC channels, such as AFN channels. If you wish to view subscribed channels, you must have a multi-system television or visit the NEX electronics section to inquire about purchasing a converter for the back of your television since the subscribed channels are broadcasted in PALS. The same is true for your VCRs or DVD players. Before purchasing tapes or DVDs on the economy, ensure you check to see if they are NTSC or PALS, and know whether your TV is NTSC, PALS, or multi-system, which allows you to view both. The use of satellite systems is currently being evaluated.

70. TV SATELLITE SYSTEMS

Satellite systems are currently not authorized for installation due to landlord restrictions. Housing is currently evaluating the possibility of installing satellite systems, which would be available to all residents at the expense of losing current channels available other than AFN.

71. UTILITIES

All standard utilities are provided for residents of family housing, with exception of telephone and Internet service.

72. VEHICLES

All vehicles in the government housing areas must be maintained in a reasonable state of repair and must be registered and licensed. They may not leak oil onto the assigned driving and parking surfaces. Inoperable, unregistered, unlicensed or abandoned vehicles will be towed away. Towing costs will be charged to the owner. Vehicles shall not be parked in grassed/seeded areas.

Repair of vehicles, with the exception of tire changes and simple preventative maintenance measures, will not be conducted in housing areas. Self-repair must be accomplished in the Auto Skills Center to include changing oil and other fluids. Vehicle washing is authorized in family housing areas; however, they will not be washed on the lawn. Vehicle washing should not impede parking of other vehicles.

Recreational vehicles (such as boats, RVs or jet skis) normally are not stored in housing areas. Requests to park recreational vehicles in residential areas can be made to the Housing Director on a long-term basis for his/her determination.

73. VIOLATIONS

Housing residents are expected to maintain the interior and exterior of their quarters in the identical manner as any responsible and practical homeowner. In order to properly maintain the decorum of our residences, a firm but fair process to enforce quality standards for the benefit of all residents is established accordingly:

Interior of Unit. Failure to maintain safe and sanitary conditions or disruptive behavior can result in:

First Violation: Depending on the degree of the problem, the Housing Director issues a letter of warning via the resident's command. Within five calendar days, residents are required to correct the problem. The Housing Department officials and command representatives will jointly conduct the initial and any follow-up inspections.

Second Violation: Letter of Termination is issued.

Exterior of Unit. Infractions are normally associated with poor or no yard maintenance, unauthorized maintenance or construction, abandoned or inoperable vehicles, parking and/or driving on unauthorized areas can result in:

First Violation: On behalf of the Housing Director, zone managers will issue a Letter of Warning requiring corrective action within five calendar days. Three Letters of Warning are required before any other administrative action is taken.

Second Violation: After three Letters of Warning, the Housing Director will issue a Letter of Warning via the resident's command. Within five calendar days, residents are required to correct the problem. The Housing Department Officials and command representative will jointly conduct the initial and any follow-up inspections.

Third Violation: Letter of Termination is issued.

74. WATERBEDS

Waterbeds are permitted with the understanding that residents are fully responsible for any damages they may cause. Insurance policies covering waterbed damages are highly encouraged.

75. YARD DECORATIONS

Residents with personal yards may use decorative ornaments, providing they present no safety hazards to children, and meet commonly acceptable community norms. Please remove any decorative items during high wind conditions to prevent property damage or injury.

76. YARD SALES

Requests for yard sale authorization must be made in writing to your zone manager prior to holding the event. A specific area and time at the Gricignano support site will be reserved for residents wishing to host a yard sale. Clean up after sales and removal of all posted signs will be strictly enforced. Unauthorized sales without a permit from Housing will be immediately terminated by Security.

77. ZONE MANAGERS

Zone managers are government employees of the Housing Welcome Center. They are the first point of contact if you have any complaints or concerns about your community. Zone managers oversee maintenance, repair, and improvement work in housing neighborhoods. They can answer any question regarding the scope, progress, or duration of work for projects in your community. Zone managers also conduct your check-in and checkout inspections.

CHAPTER 4:

VACATING MILITARY FAMILY HOUSING POLICIES

1. GENERAL POLICIES

You are required to visit the Housing Welcome Center's Assignment Branch located in Bldg. 2073 to provide a written notice of intent to vacate. A minimum of 30 days notice is required before your anticipated departure. You do not need to make an appointment, just bring a copy of your transfer orders with you. Getting this accomplished early ensures a smooth reinstatement of your allowances and allows Housing to anticipate vacancies for incoming residents. If you would like loaner furniture, the Housing staff will arrange for it during this counseling session. To vacate for any reason other than a change in duty station, stop by the Housing Welcome Center at least 30 days in advance to provide proper notification. The U.S. Government will not fund moves of this nature.

All emergency cases, vacates with less than 30 days notice, and extensions of assignment after a detachment date, are subject to the Housing Director's review and approval. Each case will be independently evaluated for extenuating circumstances and for the best interests of the service member and government. All members are eligible for three days of departure Temporary Lodging Allowance (TLA). As extensions are not authorized, please plan your schedule carefully.

2. PRE-INSPECTION

During your counseling session, at least 30 days before your transfer, you will schedule two inspections with your zone manager. The first inspection is the pre-inspection. This is scheduled between 20 to 30 days before the projected vacate date. The zone manager and contractor will tell you about the standards expected of you at the final checkout inspection and look for needed repairs. Your Basic Allowance for Housing cannot be reinstated until the unit passes final checkout inspection. The zone manager will also identify damages you will be responsible for and give you a cash collection voucher to pay for the damages. A receipt from PSD showing you've paid for the damages is due at your final checkout inspection. Residents are to advise their zone managers of any damages not

visible during this inspection. Often, there may be wall damage behind a bookcase or couch that the resident is aware of, yet waits until the final inspection to have it taken care of.

3. FINAL CHECKOUT INSPECTION

At the final inspection, the zone manager will assess the condition and cleanliness of your quarters and equipment. The zone manager also performs an equipment inventory. All personal property must be out of the home at the time of the final inspection.

The zone manager will be checking that:

All rooms, including storage are broom cleaned. This means that the areas are free of dirt, dust and trash. All floors, including garages, have no grease spots or spills. Stickers, contact paper, shelf paper and leftover adhesives are removed. Kitchen surfaces, cabinets and appliances are clean and have no accumulated food remains, grease buildup, and burned residue. Washers and dryers are clean inside and out, including lint traps. Bathroom surfaces and fixtures are clean. Furnishings are dusted and free from all personal items and trash. All broken items identified at the pre-inspection have been replaced or already paid for. This is identified at your pre-inspection. Windows, screens, window tracks, and shutters are free of dirt, mold, and debris.

Grounds are free of trash and mowed, pruned, or raked as necessary. All storage spaces are cleared of personal items and trash. All loaner furniture and self help items are returned or accounted for. Approved temporary additions are completely removed and the area is in good condition. All appliances are cleaned and functional, including the microwave, dishwasher, oven/stove, washing machine, and dryer.

Housing does not expect residents to disassemble appliances to meet cleanliness standards. Good housekeeping throughout your stay will avoid making the final checkout inspection a burden. During the final inspection, you will be turning all of the keys associated to your unit over to the zone manager. Once the keys are turned over, your zone manager will sign off on your check-out form from Housing. This form must be turned-in to PSD or the appropriate military pay office to initiate your BAH.

A government cleaning and repairs collection voucher or damages collection bill will be given to the resident at the pre-inspection. In some cases, a bill may be issued at the final inspection if new damages or hidden damages are revealed at the final inspection. Payment must be made prior to leaving the Naples area. The Housing website has a current list of prices for individual items to be repaired or cleaned at:

www.nsa.naples.navy.mil/housing/images/replacement%20items.pdf

4. LIABILITY FOR DAMAGE OR LOSS

Residents may be held liable for damage to the home, outside areas for those residents with private yards, or damage to appliances and equipment, resulting from acts of negligence or abuse. This liability includes damage and stains caused by pets, damage done by marking walls, painting, using contact or wall paper, or stick-ons to walls, floors, fixtures or appliances as well as damaged amenities in the home.

Housing will not stamp clearance papers until payment has been made in full to cover the costs of damages or losses.

5. PAYING FOR DAMAGES

Residents must pay for damages at PSD on Capodichino. The Housing Facilities Director will review requests for release from liability for damages.

CHAPTER 5:

TERMINATION GUIDELINES

1. GENERAL

Please keep in mind you are eligible for MFH based on your sponsor status and your dependents. The following are examples of how your eligibility for MFH can be terminated:

a. Upon transfer, estimated time in service (ETS) or retirement of sponsor.

b. Dependents must live nine consecutive months in the MFH unit. If the sole dependent of a sponsor leaves for a period of 90 consecutive days, the sponsor loses MFH eligibility. Waivers must be submitted in writing to the Housing Director, prior to separation, for approval.

c. Serious misconduct of the sponsor and/or family members.

d. Occupancy Handbook Violations.

APPENDIX A

MAINTENANCE TIPS

1. TOILETS:

Flush only body waste, tissue paper, and small amounts of household cleaner such as bleach, Pine-sol or bathroom cleanser used to clean the toilet.

Do not flush any of the following items: paper, rags, diapers, hygiene products, petroleum, oils and lubricants (POLs), solvents or medicines.

2. KITCHEN AND BATHROOM SINK DRAINS:

All soaps are acceptable. All food should be put into your compost containers, not down the drain. Put grease in a glass container and dispose of in the trash.

Don't place coffee grounds or rice in the drain. No POL products, solvents, needles or medicines.

3. HOUSEHOLD CLEANERS:

Many toxic and hazardous chemicals are used in the home for various household chores and pest control. We encourage family housing residents to read the labels on cleaning solutions and other household items so that you know what types of chemicals you are purchasing and how to dispose of excess materials. There is a hazardous material recycling program on the Gricignano support site where you can drop off excess cleaners as well as pick up some that others have left behind, at Bldg. 2080 on the backside of the Gricignano support site near the AFN satellite.

Some non-toxic alternatives to commonly used household items are:

Air Fresheners: Open the window or use an exhaust fan as a natural freshener or simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh cut flowers will pleasantly scent your home. An open box of baking

soda will help absorb odors in the refrigerator, and sprinkling baking soda in the garbage can or diaper pail will help keep odors to a minimum.

All-purpose Cleaner: Try the following recipe for all purpose cleaning: 1 gallon of hot water, ¼ cup of sudsy ammonia, ¼ cup of vinegar and 1 tablespoon of baking soda.

Drain Cleaners: To keep your drains open, clean and odor-free, never pour liquid grease down the drain, and always use the drain sieve. Once a week, mix one cup of baking soda, one cup of salt and ¼ cup of cream of tartar. Pour ¼ cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor free. In the event the drain becomes clogged, pour ¼ cup of baking soda followed by ½ cup of vinegar. Close the drain until the fizzing stops and flush with boiling water. Call the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286 for problems due to stopped up drains.

Glass Cleaners: Do not wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix two tablespoons borax or washing soda in three cups water and spray onto the glass using a pump sprayer or use a mixture of vinegar and water for window cleaning. If you use a squeegee, your windows won't streak.

Laundry Detergent: The water here in Naples is considered to be hard water with high amounts of calcium. This water is safe to drink and is tested regularly. Be sure to place detergent in the bottom of the washer before placing clothes in the washer to avoid light or white stains on your clothes.

Toilet Bowl Cleaner: A strong solution of vinegar will remove most lime scale without polluting water.

4. SEASONAL MAINTENANCE: Fall/Winter:

Preparation of the housing unit for winter conserves energy and makes the home more comfortable. Thermostats should be set no higher than 70 degrees Fahrenheit or 21 degrees centigrade during the day and set back at 65 degrees Fahrenheit or 18 degrees centigrade at night. Several methods that the resident can utilize to retain heat in the home include opening drapes at

south facing windows during daylight hours to allow for passive heating, and sealing doors and windows to provide airtight enclosures. Use heavy material curtains rather than sheer to help insulate windows.

For residents in individual parcos, remove hoses from outdoors for the rare days of below freezing temperatures and bring plants that can be moved indoors.

Change batteries in smoke detectors and carbon monoxide detectors once a year.

5. SEASONAL MAINTENANCE: Spring/Summer:

Residents with the responsibility of caring for their lawns are responsible for the routine watering and mowing of their lawn. If the lawn begins to thin or brown, the Self Help Store has grass seed available for residents to grow and cure their lawns.

Air conditioner filters are changed during the scheduled preventative maintenance twice a year for Gricignano support site residents since they have central air conditioning. The self help center stocks filters so you can change them as needed or more frequently than twice a year. Change your air conditioner filter prior to summer beginning and check filters regularly.

For all residents, it is important to keep your doors to the balconies and windows closed while running your air conditioner to prevent stressing the air conditioning unit.

APPENDIX B

SAFETY TIPS

1. COOKING APPLIANCES:

Never leave cooking appliances unattended. Using grease or anything that produces grease creates an especially dangerous fire hazard. If a grease fire occurs, cover the pan with a lid, turn off the appliance and call the fire department. Never use water. Do not attempt to move the pan. Control a burning spillage with a fire extinguisher or baking soda. Never use baking powder, flour, sugar, salt, dishwashing compound or laundry detergent.

When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Replace appliance cords as soon as they show wear or are damaged. Cords with broken or frayed insulation can start fires. Keep kitchen exhaust fans clean to prevent accumulation of grease.

2. DISASTER PREPAREDNESS FOR COMMUNITY RESIDENTS:

Each family must prepare an emergency evacuation plan that responds to a major natural disaster, particularly earthquakes, in this region. The following points are emphasized:

Each family must prepare an emergency evacuation plan that responds to respective installation requirements.
Ensure you have an emergency medical kit and first aid kit in your home. Secure important papers, passports, cash and credit cards for use after the disaster and during an evacuation.
Have sleeping gear available for all members of your family.
Decide on a safe location in your home where you could leave your pet in an emergency, ensuring it has fresh water. Avoid choosing rooms with hazards such as large hanging pictures or hanging plants. In case of flooding, the location should have access to counter tops for pets. Garbage cans should be placed inside during high winds. Have sets of fresh batteries for transistor radios and flashlights, enough to last several days.
Maintain a supply of candles or lamps. Store matches in a waterproof container. Check and service your automobile for

potential long drives for evacuations. Keep your car fuel tank full. Store a good supply of canned goods and nonperishable foods. Store packaged foods that can be prepared without cooking and need no refrigeration. There may be no electricity or gas. Also, pet owners should store enough food for animals. Make sure you have an adequate supply of prescription drugs. Have clean, airtight containers to store sufficient drinking water to last for several days. Buy pet carriers. Carriers are important when animals need to be moved if a family vacates or if you would like to keep your pet with you when evacuated to a shelter.

Upon notification of an evacuation order from the NAVSUPPACT Naples Commanding Officer, the Housing staff will pass on instructions for evacuation to community residents.

Be prepared to evacuate your residence on order of the NAVSUPPACT Naples Commanding Officer. Unless otherwise notified, remain in your residence and take all steps to safeguard life and protect property. If asked to leave the local area, residents should secure their local residence before departure.

Going back to your home after an evacuation can be dangerous. Check around your home before you go in, looking for loose power lines, gas leaks, and other damage. Turn off the electricity to avoid electrical shock. If you suspect a gas leak, immediately call the fire department. Check the ceiling for signs of sagging. Turn on a radio to check for advisories. AFN stations are 106 FM and 107 FM. Assist other families if available.

3. FIRE PROTECTION RECOMMENDATIONS:

Fire prevention inspections frequently show the following recurring deficiencies. Avoid these circumstances:

- Storage of flammable materials within three feet of furnaces or heaters.
- Storage of combustible materials under stairwells.
- Storage of gasoline or other flammable liquids in unauthorized containers.
- Smoke detectors not working properly.

Extension cords should be eliminated wherever possible through relocation of portable appliance furniture benches, etc. Where extension cords are deemed necessary and are left in place, they should not exceed ten feet in length; they should be free of breaks and splices, and should not be secured by nails, staples or run through walls, windows, doorways, or under rugs or pads. An extension cord should not be smaller in wire thickness than the appliance cord it serves. Not more than two electrical cords per outlet is advisable.

Some family housing units use natural gas for heating, hot water, and cooking. Gas is odorless; however, a harmless chemical odorant (makes it smell like a rotten egg) is added to the gas so you and your family may detect even the smallest gas leak. Investigate if you ever detect faint whiffs of the odorant. If possible, follow your nose to the source. It may only be a pilot light that is out or a burner valve that is partially turned on. If the source cannot be detected, call the Fire Department at 081-568-4911 or DSN 911, or the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286.

Power tools, lawn mowers and edgers should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers and motorbikes in a well ventilated area.

With proper care and preventative maintenance, smoke detectors can save lives. It is the responsibility of the resident to test their smoke detectors. If you have a defective detector, contact the Housing Trouble Desk at 081-811-4285/4286 or DSN 629-4285/4286.

Never smoke in bed. Use safety matches or a cigarette lighter and keep them out of sight and reach of children. Empty ashtrays in a noncombustible container and discard in an outdoor trash container after the ashes have cooled.

Charcoal barbeque grills may be used in yard and picnic areas. Barbeque grills should be lit and supervised by adults only. Only gas (propane) barbeque grills are approved for use on government housing balconies. You must always have a fire extinguisher within reach while using the gas grill. Allow grill to cool before storing it next to or near your building. Residents should not smoke when operating a grill.

When using a charcoal grill use an approved charcoal starter. After use, soak charcoal thoroughly in water before storing equipment. Never use gasoline to start any fire.

Charcoal Grills: Clean all charcoal and ashes before storing. Store charcoal lighter fluid outdoors in a secure place, away from children at all times. "Caution - burning charcoal gives off carbon monoxide, an odorless, poisonous gas. Never burn charcoal indoors." Charcoal and gas grills should be maintained and properly stored when not in use.

SELF HELP PROGRAM

Housing Self-Help/Warehouse Operating Hours:

Monday - Tuesday - Thursday - Friday:	0900 - 1700
Saturday:	0900 - 1300
Sunday/Wednesday:	Closed

NOTE: The Self-Help Store/Warehouse shall be closed on all Italian Holidays (including local City, Saint Day), Thanksgiving Day, and Independence Day.

The Housing Welcome Center operates the Self-Help store at the Housing warehouse in Teverola for DoD military and civilian personnel. This program provides equipment/materials needed by residents to maintain and improve their homes by allowing you to make minor repairs without using your own funds. Because of this, Navy Family Housing resources can be concentrated on critical maintenance and repair projects. The partnership is a cost benefit for everyone and allows residents to improve their quality of life.

ITEMS THAT CAN BE CHECKED-OUT

Item Description	Quantity on hand
Lawn mowers	50
Weed eaters	2
Hedge clippers	11
Drop spreader	4
Shovels	8
Garden gloves	3
Lawn/garden sprayers	1
Wheel barrow	2
Rakes	20
Hedge pruners	10
Grass shears	7
Leaf blowers	12
Garden hoses	3
Garden hoe	4
Water sprinklers	60
Levels	6
Caulking guns	5
Tape measures	3
Sledge hammers	2

Staple guns	6
Ladders	2
Ear muffs	70
Face shields	47
Drop lights	4
Electric heaters	25
Dehumidifiers	16
Dollies	2
Extension cords	29
Mattresses single/frame	10
Air compressors kits	4
Vacuum cleaners	8
Industrial broom	4
Buffers	2
Fans	500

ITEMS YOU CAN KEEP

Plumbing and Bathroom supplies

Plungers
Sink strainers
Teflon tape
Sink aerator
Sink and tub stoppers

Electrical

Outlet adapters
Outlet safety covers
Circular fluorescent bulbs and starters (Parco Sole only)
Freezer, refrigerator and oven light bulbs (internal)
Bar section Light bulbs (Support Site only)

Home Improvement

Caulking silicone
Stucco
Weather stripping
Masking tape
Wall anchors
Sand paper
Dust masks

Miscellaneous

Batteries 9v - AA & Mini (one time replacement for Gov. QTRS only)
Velcro stripping (baby/child proof doors/windows)
Grass seed
Stove and AC filters
Bottled Water (Specific Gov. Parco's only)

Directions to the Teverola Housing Warehouse:

Get on the SS7 BIS IV heading west from the Gricignano support site. Take the first exit named Carinaro. When you arrive to the traffic circle, take your first right. Take a left at the "T" intersection. Drive approximately one mile. The warehouse is on the left hand side of the road.