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NAVSUPPACT NAPLES INSTRCUTION 11101.12A

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

Subj: RESIDENT HANDBOOK FOR MILITARY FAMILY HOUSING

Ref: (a) CNIC INST 11103.5

Encl: (1) Residents' Handbook for Military Family Housing

1. Purpose. To publish information regarding policies and resident responsibilities related to the assignment of Government Quarters.

2. Cancellation. NAVSUPPACT Naples Instruction 11101.12.

3. Background. Per reference (a), Commanding Officer (CO), U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy is the Housing Authority (HA) for all Military Family Housing (MFH) in Naples, Italy and is charged with the administration of family housing assets. The assignment, occupancy, and termination of family housing is governed by reference (a), and is applicable to all U.S. Military and civilian personnel, regardless of service, within U.S. government leased housing.

4. Discussion. Public quarters have been leased in the Naples, Italy area. Enclosure (1) provides standard policy and information on various aspects of occupancy of all government quarters per reference (a). It is intended for distribution to both current and prospective residents of government quarters.

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

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

C. S. GRAY

NAVSUPPACT NAPLES INST 11101.12A

-8 JAN 2014

RESIDENTS' HANDBOOK FOR MILITARY FAMILY HOUSING

NAVAL SUPPORT ACTIVITY NAPLES, ITALY

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

Enclosure (1)

Welcome to Naples, Italy. Whether you are a newcomer or a seasoned veteran, the Housing Service Center (HSC) 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. We make every effort to instill a spirit of pride. We sincerely hope you will find your home and surroundings to be part of a community in which you will be happy and proud to reside.

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 Service Center located in Gricignano, Italy just outside the backgate (NEX Gate) of the Support Site if we can be of any assistance. DSN: 629-4466 or COMM: 081-811-4466 or visit our website at: https://www.cnic.navy.mil/naples/index.htm.

EMERGENCY & FREQUENTLY CALLED NUMBERS

IN CASE OF AN EMERGENCY, CALL EMERGENCY SERVICES FIRST!
COMM: 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 Service Center Reception	081-811-4466
Hospital Central Appointments	081-811-6272
Hospital Pharmacy	081-811-6225
Hospital/Dental Office	081-811-6007
Morale, Welfare, Recreation (MWR Capodichino)	081-568-4488
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	081-568-5638
Veterinarian	081-811-7913

NOTE: 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.

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RECORD OF CHANGES

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CHAPTER ONE

GENERAL INFORMATION

1001. Applicability. The provisions of this handbook are applicable to all residents of Military Family Housing (MFH) stationed 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 handbook will answer any questions you have about living here, but if it does not, please contact the Housing Service Center at DSN: 629-4466 for more information.

1002. Exceptions to Policy. Residents wishing to request special consideration of any circumstance they think may warrant an exception to the policies established in this handbook may submit a written request for exception to policy to the CO, U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy via their chain-of-command and the Housing Director. Requests for exception to policy must be fully explained and justified by all supporting documents available. All requests must be endorsed by the resident's command prior to submittal to housing. Exceptions to policy are rarely granted for consistency and fairness therefore, request for exceptions must be justified by compelling circumstances.

CHAPTER TWO

MOVING INTO YOUR NEW HOME

2001. Check-In Inspection

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

b. The inspection includes a Housing Condition Statement. This report will be filed at the Housing Service Center (HSC) for use at your final inspection. It is important to accurately reflect the actual condition of your home and a complete 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 15 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.

c. During check-in, please take a moment to fill out the customer feedback survey, provided by your zone manager. Customer feedback is important and encouraged to improve customer service.

2002. Termination of Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA)

a. Your BAH (or OHA if you're moving from economy quarters or other overseas location 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 Detachment (PSD).

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

2003. Right to Enter Housing. The right to enter your home for the purpose of inspecting or ordering repairs is granted by the Housing Director. **HSC 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.

2004. Storage of Household Goods. Designated storage spaces at your quarters are provided 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 COMM: 081-724-4536/4537 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.

CHAPTER 3

GENERAL MILITARY FAMILY HOUSING (MFH) POLICIES

3001. General. The 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; including all loaner furniture.

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

3002. Absences. For safety and security purposes, you must notify the HSC 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.

3003. Air Conditioners. All government housing units have installed air conditioners. If your air conditioner does not work properly, contact the Housing Trouble Desk at COMM: 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 documented medical requirements.

3004. Alterations

a. Residents are not permitted to make any physical or structural changes to the units and grounds or landscape without prior written approval. For example, residents cannot remove windows, install antennas or satellite systems, 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.

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

3005. Antennas. **Radio or satellite antennas may not be erected in family housing.**

3006. Appearance Standards. The NAVSUPPACT Naples MFH communities have many families living in a small area. Each resident is expected to do their 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 your balcony or porch when not in use. Couches, chairs, or other furniture not intended for outdoor use must be removed when not in use.

3007. Appliances

a. All major appliances, furnishings, and fixtures are provided in each of the units and include stove, refrigerator, kitchen cabinets, wardrobes, washer, dryer, bathroom fixtures, screens, microwave, window covering accessories, and 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.

b. If your government issued microwave needs repair, it should be taken to the housing warehouse for replacement. There is no need to call the housing warehouse in advance.

c. No government appliances or 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 responsible for the repair or replacement cost.

NOTE: Please do not attempt to repair or replace damaged items. Contact the Housing Warehouse Trouble Desk for problems concerning your appliances at COMM: 081-811-4242 or DSN: 629-4242.

3008. Balconies and Awnings. **Do not throw paper or trash 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. Netting is permitted along the fences of balconies. Balconies are to be kept neat and orderly. **Pets are not to be left unattended on balconies. Charcoal Grills are prohibited on balconies.**

3009. Ceiling Fans and Chandeliers. Permission to install ceiling fans and chandeliers must be obtained in writing. 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 and the existing ceiling lights must be 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 or removal of ceiling fans or chandeliers.

3010. 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).

3011. 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. Strollers in multi-complex housing structures are allowed in the downstairs vestibules as long as they don't

obstruct pedestrian traffic areas. Strollers must be visibly labeled with owner's name and address. **Children are not to be left unattended at playground areas.** Per NAVSUPPACT NAPLES INST 1754.7, see Appendix (D) for an easy to reference chart. 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:

a. Children new-born to four years of age may not be left unattended in quarters, playground areas, or outside of quarters for any length of time and should never be left unattended in a vehicle.

b. Children ages five and six years of age may be outside the quarters unattended with an adult within hearing or visual contact.

c. Children six years of age and older may walk to and from school and other adult supervised activities within the NSA Support Site fence line such as ballet, gymnastics, sports practices, boy scouts, girl scouts, and Naples American Soccer Club and other youth related functions without the supervision of an adult when they have a self-release permission form on record with that specific program. All programs use the same self-release permission form. Children five years of age and younger must be escorted to and from school and other related youth related functions as listed above by someone who is at least nine years of age.

d. Children between seven and nine years of age may not be left unattended in a car, left alone overnight or to care for younger children, to include siblings. Children between seven and nine years of age may be:

(1) Left unattended in quarters for short periods of time with access to an adult by telephone or a neighbor close by who has knowledge the child is unattended.

(2) Unattended in public areas with an adult within hearing or visual contact.

e. Children between 10 and 15 years of age may be left unattended in quarters, playground areas and outside the quarters. Children between 10 and 15 years may be unattended in public areas.

f. Children ages 12 years of age and older may care for younger children. All children who wish to babysit are strongly encouraged to complete the babysitting course offered by the Red Cross.

(1) Children under 12 years of age are not allowed to babysit, including younger siblings.

(2) Babysitters between 12 and 15 years of age may not supervise children past 2400 and are not allowed to babysit overnight.

(3) Adolescents 14 to 15 years of age who have completed the American Red Cross babysitting course are eligible to babysit until 0200, if the parents of the babysitter and the parents of the child concur the babysitter has the maturity for this responsibility.

g. Adolescents 16 years of age and above may:

(1) Be left unattended in quarters and all outside areas.

(2) Babysit other children to include overnight.

(3) Be left in quarters when parents or guardians are on vacation or TAD with telephone access to an adult who can provide assistance, if needed. Vacations or TAD should not exceed two weeks.

h. A designated adult should be capable of responding in person within a reasonable amount of time to any child left unattended. Personality, environment, developmental progress, and maturity levels are factors parents must consider when determining whether children are ready to accomplish activities with little or no supervision. Parents should assess their child's maturity and, if necessary, raise the minimum age limits outlined above.

3012. 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 with sand, or moist earth. Live trees should be watered daily. Do not place trees near an entrance/exit or doors or stairwells. Decorations must be removed by 10 January. Trees should be removed soon after the holidays. Use only

approved electrical lights that are in good working condition, not worn or frayed. Be sure artificial trees are fire resistant. **Dispose of live trees by placing them next to the trash dumpsters.**

3013. Clothes Dryers. Check and clean clothes dryer lint traps after each use. Never put plastic in the dryer.

3014. Commercial Enterprises. Operation of private commercial enterprises, such as dressmaking, tax preparation, or selling of crafts, in or near government residences must be approved in writing in advance by the CO, NAVSUPPACT Naples. 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 your Zone Manager for additional information. **Door-to-door solicitation or promotion of commercial enterprises is not authorized in the MFH area.**

3015. 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 place 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.

3016. Dog Runs. Onboard NAVSUPPACT Naples Support Site located along the perimeter fence behind South Park. For further information, refer to NAVSUPPACT NAPLES INST 10570.2F (CH-1), the command's pet policy. In Carney Park, field number six, located behind the tennis courts has also been designated as a dog run. Residents are reminded that they must keep positive control of their dogs at all times, and must utilize installed pet stations to deposit their dog's refuse. Dogs must be on a leash at all times.

3017. Electricity. All units are supplied with six kilowatts of electricity. Much of the electricity in your home has been converted from standard European 220 volts/50 cycle to U.S. 100 volts/50 cycle. The attached light fixtures in your home are 220 volts, please read the section on light fixtures and light bulbs in paragraph 3050.6 on page 3-24. Transformers are not authorized in government leased housing.

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

3018. Emergency Preparation

a. 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, Call Emergency Dispatch Center COMM: 081-568-4911 DSN: 626-4911 (Note: Ensure you have these numbers loaded into your cell phone).

NOTE: Ensure you have these numbers loaded into your cell phone.

b. All residents are recommended to assemble a disaster kit or kits that include a **minimum of three days supply** of the following items:

(1) Water. A minimum one gallon (4L) per person per day

(2) Food. A means to cook it (Gas powered is a possibility).

(3) Heat. Warm clothing, blankets, sleeping bags, non-electric heaters, etc. Check your camping equipment as one source.

(4) Money. ATM's may be down, but stores may be open so make sure you have cash on hand.

(5) Radio. Battery, solar or hand crank powered for news, updates and emergency directions.

(6) Other items:

(a) First aid kit (include prescription drugs and medications).

(b) Emergency tools (whistle, flashlights, extra batteries and a wrench, pliers to shut-off your utilities).

(c) Special items (for infants, elderly or disabled family members).

(d) One change of clothing, footwear, and a blanket or sleeping bag per person, dust masks (N-95 rated for ash fall).

(e) Toilet paper, baby wipes, garbage bags and feminine hygiene products.

(f) Important family documents placed in a water proof container (i.e. one gallon zip lock bag).

For more information check NAVSUPPACT Naples EM website: http://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa_naples/om/emergency_management.html

c. 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.

d. 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/designated Safe Haven is the NEX Food court.

(1) 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 disaster kit. Use your evacuation plan to get out of your home. When you arrive at the designated meeting point, stay together.

NOTE: Tune into AFN radio channels 106 FM and 107 FM for emergency information and updates.

(2) 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 Emergency Dispatch Center COMM: 081-568-4911 or DSN: 626-4911, the Fire Department and the Housing Office of any fire occurring in or around your home. Smoke detectors do not alert emergency services and residents are required to call the emergency dispatch! 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.

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

(b) 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. **DO NOT REMOVE OR TAMPER WITH SMOKE DETECTORS, IT IS PROHIBITED BY LAW.**

(3) Gas Leaks - Immediately report any suspected gas leaks to Emergency Dispatch Center COMM: 081-568-4911 or DSN: 626-4911 and the Housing Trouble Desk at: 081-811-4285/4286 or DSN: 629-4285/4286. 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. You should evacuate the premises as soon as you smell gas. Then call EM Dispatch Center 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. Never leave the gas on in an unlit stove. **If you have any problems lighting your stove, contact the housing warehouse at DSN: 629-4241/42/43.**

(4) Additional Safety Precautions.

(a) Do not overload electrical circuits.

(b) Do not use improperly sized plugs.

(c) Do not run electrical cords under rugs, carpets or mats.

(d) Do not permit grease buildup on or near the stove.

(e) Do not tape circuit breaker switches in the on position.

(f) Do not accumulate oily rags, rubbish or other flammable materials.

(g) Do not use gas or liquid fueled space heaters.

(h) Do not keep lighters and matches in the reach of children.

(i) Do not cook with charcoal or gas grills inside homes or near combustible material.

(j) Do not use gasoline, solvents or other flammable liquids for cleaning purposes.

(k) Do not burn trash.

3019. Energy Conservation. United States citizens use more energy per person than any other nation in the world. Much of this energy is wasted. While we represent only six 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.

a. Electricity - Turn off lights in unoccupied areas 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. Independent transformers are not authorized.

b. Gas - Report any suspected gas leaks immediately to the Emergency Number of 911 on base or COMM: 081-811-4911 off base.

NOTE: You may also contact the Housing Trouble Desk for assistance at COMM: 081-811-4285/4286. Ventilate suspected areas until assistance arrives and shut off the gas valve.

c. Heating and Air Conditioning - Please use your heating and air conditioning moderately. Using weather stripping on doors and windows, rugs, draperies and the shutters will help control the temperature in your home.

NOTE: Windows and doors should not be left open when the heating or cooling systems are operating. When you are out of the apartment, adjust the temperature accordingly, especially for day and weekend trips or extended travel periods.

d. 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. 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.

3020. Environmental

a. The NAVSUPPACT Naples Environmental Policy supports the Navy's stewardship of the environment as well as the implementation and sustainment of the NAVSUPPACT Naples Environmental Management System based on ISO 14001.

b. The facility's four goals are reducing the use of hazardous materials, reducing the number of hazardous materials spills, reducing electricity and water use and reducing the generation of solid waste by increasing recycling.

c. For further information, see the sections on Energy Conservation, petroleum, oils and lubricants and refuse collection and recycling of this manual, as well as the Public Work's Environmental website at https://www.cnic.navy.mil/naples/departments/environmentalsupport/index.htm.

3021. Firearms. **Firearms (including BB guns) are not permitted in government housing.** Importing a weapon into Italy is against the law except in very specific circumstances. Italians strictly enforce firearms laws. Questions regarding firearms, please contact NAVSUPPACT Naples Security Department at 081-568-5638 for more information.

3022. Flower Gardens. Residents may hang potted flower gardens on balconies or place potted flowers. 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. Please report all dead plants or trees to your Housing Zone Manager

3023. Flammable Storage. No gasoline or flammable products shall be stored in Support Site Housing.

3024. 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 90 days are normally not approved. As long term visitors, they must have a valid visa. Guest passes to permit guests on base can be obtained at the front security gate onboard the Gricignano, NAVSUPPACT Naples Support Site. Contact the Security Office for more information at COMM: 081-811-4262 or DSN: 629-4262.

3025. Helmets. Children and adults skateboarding, rollerblading, riding a bike or scooter or any other similar activity onboard the NAVSUPPACT Naples Gricignano Support Site must wear a helmet at all times per NAVSUPPACT INST 5100.11A.

3026. 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 not recommended. Displays are not allowed on rooftops and may not block walkways. Decorations must be removed by 10 January.

3027. Hot Tub/Whirlpools/Spas. Privately owned hot tubs/whirlpools/spas **are not** allowed in MFH.

3028. 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 can be disposed in trash containers once the contents are completely used.

For automotive products, you are asked to bring them to the MWR Auto Skills Center for disposal. You are strongly encouraged to completely use household chemicals or to pass them on to another resident who may need them. If in doubt, please call the Help desk at DSN: 629-4285/4286.

3029. Humidifiers/Dehumidifiers/Mold. Many of the housing units in Italy are made of concrete and need proper ventilation to prevent mold. Mold can become a health hazard if unnoticed or neglected, but if treated early on, it can usually be eliminated. In most cases a spray bottle containing one part bleach and one part water along with proper ventilation will remove any mold/mildew and keep it from returning. If mold/mildew is the result of water infiltration please contact the housing trouble desk to have the underlying issue corrected. Ensure you open your windows regularly to allow airflow throughout your home. The use of portable dehumidifiers is encouraged if you detect mold in your units.

3030. 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.

3031. Insurance

a. Losses in government quarters due to certain instances of fire, flood, hurricane, theft, vandalism 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 their family members or guests. Many fires result from 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.

b. 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.

3032. Internet Access. Residents can initiate set up of internet access through the Residential Services Office at the Support Site NEX. They can be reached by calling COMM: 081-813-5321.

3033. Litter Control

a. 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 a sense of community and pride in our surroundings, but controlling litter and cleaning up should be daily activities in our lives.

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

(1) Bag and tie all garbage and trash bags. Don't leave them out for pets, animals or the wind to dismantle.

(2) Put a litter bag in your car, and use it. Don't throw cans, cigarette butts, papers, bottles or other trash out the window.

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

(4) Coordinate and support the cleanup projects in your community.

3034. 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 regular 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, please report to Security located at the front gate of Gricignano Support Site.** 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 will have to be shown prior to the home being unlocked.

3035. Lost Keys. When keys are lost and/or a new lock is required, the resident will be required to reimburse Housing for the rekeying of the lock set.

3036. Maintenance and Repair

a. 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, which is primarily for preventative maintenance to power and water services. 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.

b. **As a resident, one of your main responsibilities is to report facility and appliance related problems to the Housing Trouble Desk at COMM: 081-811-4285/4286 or DSN: 629-4285/4286. For routine maintenance, you can send an e-mail to maintenancehelpdesk@eu.navy.mil. In an after hours emergency, which would be any time other than 0730-1800 Mon-Fri and holidays, contact the NAVSUPPACT Naples Quarterdeck at COMM: 081-568-5547 or DSN: 626-5547.**

c. The housing trouble desk is staffed by English speaking Local National employees who work directly for the Housing Office and are your advocates. In some non-urgent situations,

the trouble desk employees will provide you a phone number to schedule an appointment with the contractor at your convenience. The Contractor appointment desk is manned by English speaking personnel who work for the Contractor. Should you have any problems in dealing with the Contractor personnel, immediately contact our trouble desk personnel.

d. The maintenance contractor will arrive to complete the service and in some cases they may not speak English. You may call the Housing Trouble Desk for assistance while the contractor is there. The maintenance 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.

e. 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.

f. The Housing Maintenance 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:

(1) Promptly respond to service requests based on priority of the requirements.

(2) Provide 24 hour-a-day/seven days-per-week emergency services, as appropriate, based on CNIC and installation commanding officer guidance.

(3) Accomplish work with minimal disturbance to residents.

(4) Safeguard property by rapid response.

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

(1) The nature of the problem.

(2) The severity of the problem.

(3) The physical location of the problem.

(4) Special requirements.

(5) The response and completion times for each service response classification. Service response classifications include:

(a) **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:

(1) Gas leaks.

(2) Smoke detectors not working.

(3) Water or sewer line breaks causing flooding or backup conditions.

(4) Severe roof leaks causing interior damage.

(b) **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:

(1) Plumbing malfunctions not causing water damage.

(2) Water heater outage.

(3) Window and exterior door and lock repairs.

(4) Damaged playground equipment posing a safety hazard.

(5) Appliance malfunctions.

(6) Paved surface damage that causes a safety hazard.

(c) **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:

(1) Kitchen cabinetry repairs.

(2) Repair toilet seat.

(d) **Preventive 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. If you have a dog, you must be at home during preventive maintenance or make arrangements to have your dog out of the house when the technicians are there. 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 from 0800-1200.

3037. Military Liaison. The Military Liaison is a senior enlisted military member whose collateral duty as the Housing Military Liaison is to assist with a problem with/between residents if all avenues through the Housing department could not resolve the issue. **They can be reached by calling COMM: 081-568-4338 or DSN: 626-4338.**

3038. Miscellaneous Structures. Attachment of any structure (i.e. 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).

3039. Neighbor Relations. 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 COMM: 081-568-5638 or DSN: 626-5638. 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.

3040. 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.

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

b. 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.

c. 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 security.

Otherwise, residents who wish to complain of excessive noise may contact their Zone Manager or the Housing Personnel Support Director during normal working hours at COMM: 081-811-4475 or DSN: 629-4475. After hours, residents may call Emergency Management Dispatch non-emergency number at COMM: 081-568-5638 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 article 3069.

3041. 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 COMM: 081-811-4285/4286 or DSN: 629-4285/4286, and request a service call for your home to have touch-up painting done.**

3042. Parking

a. 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.

b. 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.

c. **Motorcycle tents may only be placed in a residents assigned parking spaces.** Motorcycles may not be placed in or near the bicycle racks.

3043. Pest Control Service

a. 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.

b. If you see signs of major pest infestation beyond your control, contact the Housing Trouble Desk at COMM: 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.

3044. Pets

a. Maintaining pets in government housing is a privilege, not a right, and is subject to regulation and policy set by the NAVSUPPACT Naples CO. **Please refer to NAVSUPPACT NAPLES INST 10570.2A** for the expanded pet policy. Pet owners who violate this policy are subject to the forced removal of their pets from the installation or eviction. Because of space restrictions and other considerations, all animals on the Gricignano Support Site must be kept indoors only. Animals such as snakes, lizards, barnyard fowl, spiders and other pets that can cause harm, destruction or damage, cannot be kept in quarters. For the health of your family, your neighbors and your pet, please follow these regulations:

(1) All dogs or cats on the Gricignano Support Site must be neutered/spayed.

(2) Register all pets with the base veterinarian.

(3) All cats and dogs must be micro-chipped.

(4) Maintain medical and immunization records.

(5) Vaccinate yearly against rabies and other diseases.

b. Families living in MFH may keep **two pets.**

c. Restrictions: Any person breeding or maintaining animals in government residences for commercial purposes may face eviction or other sanctions. **Pets are not authorized in playground areas.** Only military dogs on official duty,

seeing-eye dogs, and animals specifically approved in writing by the CO, NAVSUPPACT may enter public government facilities such as offices, playgrounds, schools, hospitals, dining, NEX, DECA and other public facilities.

(1) **You are responsible for the behavior of your pet.** Pets outside of your home must be kept on a leash and under the positive control of a capable handler. Owners are responsible for removing their animal's feces daily. **Do not leave animals unattended on balconies or in yards.** Any feces on balconies must be immediately cleaned up. Pet owners are responsible for damage to lawns and shrubbery caused by their pets.

(2) Repeated complaints about your pet's behavior could result in the loss of your pet privileges. The CO, NAVSUPPACT may designate consistently poorly behaved animals as a nuisance. Examples are incessant barking or bite incidents. Ensure to treat all animal bites as a medical emergency.

(3) Complaints received on your pets will be investigated and if substantiated by competent authority, an Animal Incident Report (AIR) will be initiated and placed in the sponsors file. Residents will be required to remove their pet from MFH if three substantiated AIRs are filed.

(4) 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 Security at COMM: 081-568-5638 or DSN: 626-5368.

(5) 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.

(6) **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.

3045. Petroleum Oil Lubricants (POL)

a. 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 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 COMM: 081-811-4971 or DSN: 629-4971.

b. 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.

c. 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.

3046. 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.

3047. Playgrounds

a. The streets and your neighbor's yards should not be used as your child's playground. There are playgrounds throughout the 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. **Pets are not allowed in playground areas.**

b. **Parents and guardians are reminded they must supervise their children (under the age of 10) in playground areas.** Please see the child supervision requirements set by Family Services in the Child Supervision section 3011 and Appendix D of this handbook. Please report safety hazards to the Housing Trouble Desk at COMM: 081-811-4285/4286 or DSN: 629-4285/4286.

3048. Patios. Alterations to patios are not authorized. Patio furniture or other outdoor items may be temporarily placed on patios for storage. Patios will not be used as storage areas for other items.

3049. 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.

3050. Preventive Maintenance

a. Residents of MFH are responsible for those preventive maintenance measures, repairs and general upkeep that the average renters 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:

(1) 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.

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

(3) 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.

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

(5) 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.

(6) Light Fixtures and Light Bulbs - Tenants must replace light bulbs at their own expense; Housing does not provide them. All light fixtures in MFH are rated for 220 volts. Please be sure when replacing light bulbs in fixtures to uses 220 volts light bulbs. American lamps may be plugged into 220 volt outlets using an adapter, however, when plugging in your American lamp into a 220 volt outlet with an adapter, ensure you have a 220 volt light bulb in your lamp. **The light fixtures are rated not to exceed 60 watt bulbs.** As a general rule of thumb, wall fixtures should not exceed 40 watt bulbs, ceiling fixtures should not exceed 60 watt bulbs and cabinets and stove hoods should not exceed 25 watt bulbs.

(7) Refrigerators - Baking soda works best for interior and exterior cleaning. Never use abrasive cleaners.

(8) Stoves/Ovens/Range Hoods - Clean these areas often to avoid grease buildup. Grease buildup is a leading cause of fires in private homes.

(9) 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.

(10) 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.

b. Contractors will schedule preventive 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. **Residents who have dogs in their house must be present when preventive maintenance is being conducted or must make arrangements for their dog to be out of the house during the period when technicians are present.** Housing respects the privacy of residents, and disruptions to your home will be kept to the necessary minimum.

3051. Refuse Collection/Recycling

a. A clean, comfortable neighborhood requires that all residents properly dispose of their trash. Place garbage into bags to prevent pests and to keep trash contained. Children too young to open trash bins or place the trash into the proper 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.

b. The Gricignano Support Site currently follows a trash schedule that promotes recycling and mirrors the town of Gricignano's refuse collection schedule. Wet waste is to be disposed of in biodegradable bags and placed in the brown containers labeled "Wet Waste". Plastic and metal are to be placed in the blue containers labeled "Plastic Packaging & Cans". Paper and Cardboard are to be placed in the white or silver containers labeled "Paper & Cardboard". Glass is to be disposed of in the gray dumpsters or green bell containers labeled "Glass". Please individually place each glass bottle in the glass container and do not leave bags of glass around the glass containers. Used cooking oil is to be poured into the collection receptacles labeled "Cooking Oil". Non-recyclables are to be placed in the black or green dumpsters labeled "Non-recyclable Waste". Bulky items will be collected from your home, hallway or storage area by calling the Housing Trouble Desk at COMM: 081-811-4285/4286 or DSN: 629-4285/4286 to schedule an appointment. Please refer to appendix E for more information on the refuse and recycling program.

3052. Security

a. The NAVSUPPACT Naples Security Department can be reached at COMM: 081-568-5638 or DSN: 626-5638 and provides 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 were called to respond.

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

c. Always lock your door, and make sure to check if 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 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 Zone Manager. 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.

3053. Skateboards/Roller Skates/Rollerblades. **The use of skateboards/roller skates/rollerblades are prohibited on rails, curbs, homemade skate ramps and stairwells. Skateboarders are authorized to use the skate park.** Protective equipment is required for residents using skateboards, scooters, roller skates or rollerblades.

3054. Smoking Areas. Smoking is allowed within your quarters, but is prohibited in the common areas of the buildings. Please be considerate of your neighbors when smoking on your balcony.

3055. Smoke Detectors. Residents can use the NEX/Commissary Store to procure 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 COMM: 081-811-4285/4286 or DSN: 629-4285/4286.

3056. 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.

3057. Speed Limits. The speed limit on Capodichino and the Gricignano Support Site bases is 20 miles per hour or 30 kilometers per hour. Security enforces the posted limits. Please be especially aware of your surroundings while driving on the Gricignano Support Site due to children playing outside.

3058. Storage Areas. Provided storage areas are to be kept locked by the residents. The U.S. Government is not responsible for items stored outside of the storage cage that may be damaged, destroyed, or stolen. Regular cleaning of common areas in and around storage areas are a regular occurrence. For the protection of your personal items, it is highly encouraged all items are placed in the locked/secure storage cage.

3059. Stray Animals. Stray dogs and cats should be reported to Security at COMM: 081-568-5638 or DSN: 626-5638. Italian law dictates that stray animals are to 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.**

3060. 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.

3061. Sunshades

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

b. 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 COMM: 081-811-4285/4286 or DSN: 629-4285/4286. Residents will be responsible for damages caused by misuse or neglect.

3062. 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.

3063. 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 six feet in diameter and two feet in depth are prohibited. Due to safety concerns, swimming pools must be emptied when not in adult supervised use and stored properly indoors.

3064. Telephone Services. Residents can arrange telephone service through Naval Computer and Telecommunication Station (NCTS) located on the Support Site in Building 2070 (near the Navy Lodge). You may contact NCTS directly by calling COMM: 081-811-5000 or DSN: 629-5000.

3065. Trampolines. Trampolines are allowed under the following provision: 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.

3066. 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 COMM: 081-811-4285/4286 or DSN: 629-4285/4286 between 0730-1600. In the event you need assistance after hours, please call the NAVSUPPACT Quarterdeck at COMM: 081-568-5547 or DSN: 626-5547. For appliance and furniture service calls, please contact the Warehouse Trouble Desk at COMM: 081-811-4242 or DSN: 629-4242 between 0800-1630.

3067. Utilities. All standard utilities are provided for residents of family housing, with exception of telephone and internet service.

3068. Vehicles

a. 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. Motorcycle tents may only be placed in residents' assigned parking spaces.

b. 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 or traffic flow on roadways.**

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

3069. 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.

a. Interior of Unit - Failure to maintain safe and sanitary conditions or disruptive behavior:

(1) 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.

(2) Second Violation. Letter of Termination is issued.

b. Exterior of Unit - Infractions are normally associated with improper storage on balconies, holiday decorations left up after the deadline, unauthorized maintenance or construction, abandoned or inoperable vehicles, parking and/or driving on unauthorized areas:

(1) **First Violation.** On behalf of the Housing Director, zone managers will issue a letter of warning requiring corrective action within five calendar days.

(2) **Second Violation.** On behalf of the Housing Director, zone managers will issue a second letter of warning requiring corrective action within five calendar days. The Housing Department Officials and command representative will jointly conduct a follow-up inspections.

(3) **Third Violation.** Letter of Termination is issued.

3070. 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.

3071. Yard Sales. Requests for yard sale authorization must be made to the Housing Management Supervisor at COMM: 081-811-4287 or DSN: 629-4287. A specific area and time will be reserved for residents wishing to host a yard sale. Clean up after sales will be strictly enforced. **Unauthorized sales without a permit from Housing will be immediately terminated by Security.**

3072. Zone Managers. Zone managers are government employees of the HSC. 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 check out inspections.

CHAPTER 4

VACATING MILITARY FAMILY HOUSING POLICIES

4001. General Policies

a. Per reference (a), you are required to visit the Housing Service Center (HSC) to provide a written notice of intent to vacate **a minimum of 30 days before your anticipated departure.** You need to contact the HSC make an appointment. A copy of your transfer orders are required at the appointment. 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 HSC at least 30 days in advance to provide proper notification. You must have completed the required one-year minimum stay as indicated in your housing lease and be approved by the Housing Authority. The U.S. Government will not fund moves of this nature.

b. 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 up to six days of departure Temporary Lodging Allowance per NAVSUPPACT NAPLES INST 7210.1B.**

4002. Pre-Inspection. During your vacate notice appointment, the counselor will schedule two inspections with your zone manager to be completed at least 30 days before your transfer. The first inspection is the pre-inspection. This is scheduled between 20 to 30 days before the projected vacating date. **The Zone Manager and Contractor will tell you about the standards expected of you at the final checkout and look for needed repairs.** Your Overseas Housing Allowance (OHA) or Basic Allowance (BAH) for Housing cannot be reinstated until the unit passes final inspection. **The zone manager will also identify damages you are responsible for and provide you a cash collection voucher to pay for the damages.**

A receipt from PSD showing you have paid for the damages is due at your final 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 the resident waits until the final inspection to report it. Your zone manager will not sign your release from housing until these damages are paid at PSD and the receipt is provided.

4003. 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:

a. 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.

b. All storage spaces are cleared of personal items and trash. All loaner furniture is returned and accounted for. Approved temporary additions are completely removed and the area returned is in good condition.

c. 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 OHA or BAH.

d. 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.

4004. Liability for Damage or Loss. Residents may be held liable for damage to the home, 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.

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

4005. Paying for Damages. Residents must pay for damages at the PSD cash cage onboard NAVSUPPACT Naples at Capodichino. The Housing Facilities Director will review requests for release from liability for damages.

CHAPTER 5

TERMINATION GUIDELINES

5001. 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 to the Housing Director for approval.

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

d. Resident Handbook Violations.

APPENDIX A

MAINTENANCE TIPS

1. Toilets - Flush only body waste, tissue paper, and small amounts of household cleaner such as bleach 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 the provided container and dispose of it at the designated "cooking oil" collection site.

NOTE: Do not place medication, coffee grounds, rice, chemical products such as solvents, and oil in the drain.

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. It is located 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:

a. Air Fresheners. Open the window or use an exhaust fan as a natural freshener or place a small amount of cinnamon, orange peel, and cloves to simmer on the stove. Fresh cut flowers, aerosols or incents 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.

b. All-purpose Cleaner. Try the following recipe for all purpose cleaning: 1 gallon of hot water, 1/4 cup of sudsy ammonia, 1/4 cup of vinegar and 1 tablespoon of baking soda.

c. 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 1/4 cup of cream of tartar. Pour 1/4 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 1/4 cup of baking soda followed by 1/2 cup of vinegar. Close the drain until the fizzing stops and flush with boiling water. Call the Housing Trouble Desk at COMM: 081-811-4285/4286 or DSN: 629-4285/4286 for problems due to stopped up drains.

d. 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. Use newspaper or a squeegee instead of paper towels to prevent streaking.

e. 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.

f. 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.

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

5. Air conditioner filters are changed during the scheduled preventative maintenance twice a year for residents since they have central air conditioning. Air conditioner filters may be replaced when deemed necessary by contacting the Housing Trouble Desk at COMM: 081-811-4285 or DSN: 629-4285. It is important to keep your doors to the balconies and windows closed while running your air conditioner to conserve energy and 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. Emergency 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:

a. NAVSUPPACT Naples instructs all residents to Shelter in Place (SIP) if at all possible and monitor communication systems for further instructions.

b. Each family must prepare an emergency evacuation plan that responds to respective installation requirements.

c. 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.

d. 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.

e. Be prepared to evacuate your residence on order of the NAVSUPPACT Naples CO. Unless otherwise notified, SIP 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.

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

g. 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 EM Dispatch Center COMM: 081-568-4911 or DSN: 626-4911 and Fire Department. Check the ceiling for signs of sagging. Turn on a TV or radio to check for advisories. AFN TV stations on base channel 2 and off base channel 18, for AFN radio channels 106.0 FM and 107.0 FM. Assist other families if available.

3. Fire Protection Recommendations - Fire prevention inspections frequently show the following recurring deficiencies. Avoid these circumstances:

a. Use of flammable materials within three feet of furnaces or heater units.

b. Storage of combustible materials under stairwells.

c. Storage of gasoline or other flammable liquids in unauthorized containers.

d. Smoke detectors not working properly.

(1) 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 six 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 one electrical cord per outlet is highly advisable.

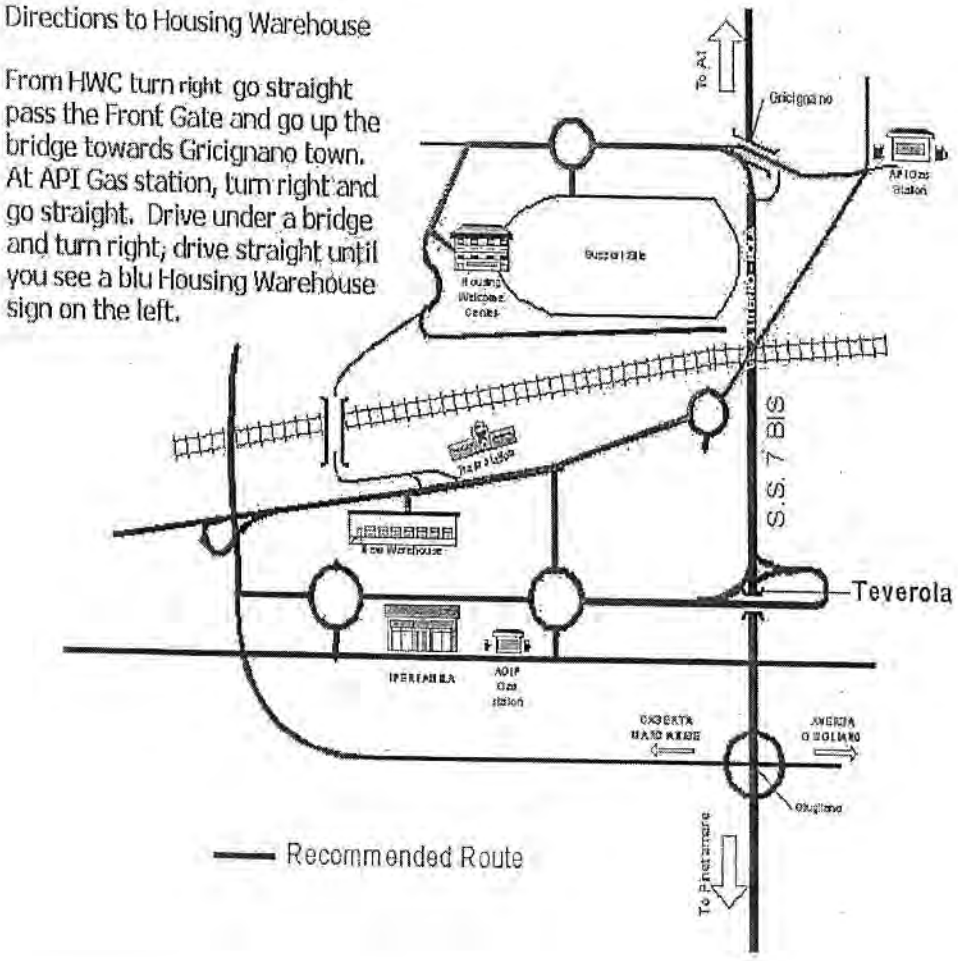
(2) Some family housing units use natural gas for heating, hot water, and cooking. Gas is odorless; however, a harmless chemical odorant (makes it smell like a rotten egg) is added to the gas so you and your family may detect even the smallest gas leak. Investigate if you ever detect faint whiffs of 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 DSN: 626-4911 for the emergency and the Housing Trouble Desk at COMM: 081-811-4285/4286 or DSN: 629-4285/4286 from another residence or cell phone.

(3) 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.

NOTE: PLEASE REMEMBER, NO DEEP FRYERS OR OPEN FLAMES ARE PERMITTED IN GOVERNMENT HOUSING UNITS OR ON THE BALCONIES PER REFERENCE (a).

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.



APPENDIX D

NAVAL SUPPORT ACTIVITY NAPLES, ITALY CHILD SUPERVISION CHART

Parents are responsible for the behavior, safety, proper discipline and well being of their children, regardless of age. Parents should assess their child's developmental and maturity levels, and if necessary raise the minimum age limits outlined below.

Age of Child	Left unattended in quarters	Left unattended in car	Baby-sit others	Unattended in public areas*	Walk to school	Left in quarters overnight/ vacation/TAD
New born to 4 years	NO	NO	NO	NO	NO	NO
5 to 6 years	NO	NO	NO	YES (With an adult within hearing or visual contact)	YES*	NO
7-9 years	NO (May be left for short periods of time with access to an adult)	NO	NO	YES (With an adult within hearing or visual contact)	YES	NO
10-15 years	YES	YES	YES**	YES	YES	NO
16+ years	YES	YES	YES	YES	YES	YES (With telephone access to an adult; power of attorney may be required)

Notes:

* Children 6 years of age and older may walk to and from school without the supervision of an adult. Children 5 years of age and younger must be escorted to and from school by someone who is at least 9 years of age.

** Children under 12 years of age will not babysit other children, including their siblings. Baby sitters 12 to 15 years of age may supervise until 2400 but are not allowed to sit all night. Adolescents age 14 and 15 years of age who have completed the Red Cross babysitting course are eligible to babysit until 0200.

For additional information the NAVSUPPACT NAPLES INSTRUCTION 1754.7C can be found at:
https://www.cnic.navy.mil/Naples/Departments/Administration/Instructions/index/htm