DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
PSC 817 BOX 1
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NAVSUPPACT NAPLES INST 11101.9F
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20 JUN 2014

NAVSUPPACT NAPLES INSTRUCTION 11101.9F

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

Subj: NAVY COMMUNITY HOUSING SERVICES

Ref: (a) CNICINST 11103.1
(b) NAVSUPPACT NAPLES INST 7210.1B
(c) NAVSUPPACT NAPLES INST 11101.8G

Encl: (1) Authorized Realtor Showing Form

1. Purpose. To establish and issue local housing procedures and services specific to the Naples and Gaeta areas, per references (a) and (b). Establish eligibility and procedures for Partial Full Tour Furniture (PFTF) and appliances, as per reference (c).

2. Cancellation. NAVSUPPACT NAPLES INST 11101.9E

3. Background. Per reference (a), the Commanding Officer, U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy, is designated as the Housing Authority (HA) for Housing Services Center (HSC) services in the Naples and South Lazio areas and, as such, is charged with the administration of all housing policies.

4. Scope. The eligibility for services provided by Navy Housing is governed by references (a) through (c) and is applicable to all active duty U.S. Military personnel (regardless of branch of service), DoD civilian personnel with a transportation agreement, DODDS personnel and contractors with an Interservice Support Agreement (ISSA) or Memorandum of Understanding (MOU) agreement with the U.S. Government.

5. Eligibility

a. Contractors with an ISSA or MOU with the U.S. Government that defines specific housing support/ responsibilities. PFTF and appliances will not be supplied to contractors in the local economy.

b. Housing services are available to all Naples-area NATO foreign national personnel who negotiate lease agreements through the Navy HSC. NATO and civilian personnel in the Rome/Latina areas must have an ISSA/MOU with NAVSUPPACT Naples to be entitled to housing services. PFTF and appliances will not be supplied to these residents in the local economy.

c. Single E4s with less than fours years of service and single E1-E3 military personnel must obtain a financial review, training, and approval from their command and Bachelor Housing prior to receiving services through the HSC. Single shipboard Sailors in Gaeta must obtain a financial review, training, command approval, and a counseling sheet signed by the HSC Manager in Gaeta prior to receiving services through the HSC.

6. Restrictions. HSC will not provide services, furniture or appliances to personnel who fail to negotiate and sign a lease through the HSC; or, use realtors who are not on the approved list. All economy housing leases for active duty U.S. Military personnel, DoD civilians, and DODDS personnel must be negotiated through the HSC to qualify for Overseas Housing Allowance (OHA) or Living Quarters Allowance (LQA).

7. Discussion. Services provided by the HSC will be as outlined below. All recipients of services must complete DD Form 1746 (Application for Assignment to Housing) and provide supporting documentation prior to receiving services.

a. Listing Services. The HSC will accept rental listings that meet HSC established standards from approved real estate agents, landlords, and property owners. Listings will be maintained in a database system accessible to all customers. Listings will include at a minimum the location, price, size and information on amenities, utilities, security, and safety features.

b. Inspection of Property. All properties listed with the HSC must pass inspection by HSC Inspectors prior to contract signing. Property must meet standards established by Italian Law 37/08 (or most current) and the local HA to include established HSC safety and security requirements. Properties previously inspected by HSC will be re-inspected if they have not been inspected within the last three years, or if deemed necessary by HSC management for any reason.

c. Counseling Services. In addition to bi-monthly area orientation, individualized counseling sessions will be provided to include the following information:

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

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

(3) New property registration and housing standards.

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

(5) Availability of government quarters.

(6) Landlord/Resident responsibilities.

(7) Schools and transportation services.

(8) Temporary Lodging Allowance (TLA)/Temporary Quarters Subsistence Allowance (TQSA) requirements and regulations.

d. Showing Services. The HSC will provide showing services to all eligible customers. Customers will select the properties they wish to view and will be escorted by a HSC showing counselor in a government vehicle (customers bringing small children need to supply appropriate safety seats) to look at properties. Showing counselors will schedule appointments with landlords and customers to view properties. Service will be provided on a first-come, first-served basis and will be available until the customer selects the unit of their choice. Customers may accompany other members on tours if they desire; however, the primary customer will have first right to any property shown during that tour. One of the two required tours must be conducted with a HSC showing counselor per ten day TLA cycle.

e. Units in HSC Listings versus unlisted units. Units that are presently included in the HSC referral listings database have been previously registered and inspected. Selection of one of these units should result in a quicker contract signing process within the TLA/TSQA period. Historical data has proven that unregistered and uninspected homes often cause contract signing delays.

f. Lease Negotiations Service.

(1) Following the selection of a unit that is in the HSC listings and if the member and landlord agree on the basic terms, the member and landlord will sign the "Letter-of-Intent" and housing will schedule a lease signing appointment. If a basic agreement is not reached when the unit is selected, a pre-contract

appointment will be scheduled where negotiations will be completed. Once a customer selects a home, the home will be placed on pre-contract hold and other customers will not be able to view the unit. For properties not in the HSC listing database, the registration process must be completed prior to a pre-contract appointment being scheduled with the landlord and the prospective resident. Prior to the lease signing, the unit must pass an inspection conducted by the HSC Inspector staff. During pre-contract and contract negotiation, an HSC counselor will assist in the translation between the landlord and resident. A fair rental price acceptable to both parties and any additional requirements will be negotiated at this time. The pre-contract and lease will be reviewed and signed by both parties and include any requirements specific to the negotiation process.

(2) All leases, with the exception of the South Lazio area, must be signed a maximum of five working days prior to move-in date. This time is required to establish utility services and provide PFTF delivery. Once a lease is signed, the resident must move in within five working days.

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

g. Pre-Contract or Letter-of-Intent. The pre-contract and the Letter-of-Intent are considered a good faith agreement. Once an economy property has a Letter-of-Intent signed, or has been placed on contract hold, it places an obligation on both the tenant and the landlord. Any landlord who rents a property with a Letter-of-Intent or contract hold to another customer (HSC customer or local resident) will have all of their properties withdrawn from the HSC listings database. Customers who wish to withdraw from a Letter-of-Intent or a contract hold must provide a written statement to the landlord via the HSC indicating the extenuating circumstances that require the withdrawal, at which time the landlord will be notified. The landlord may then release tenants or dispute the release. Whenever there is a dispute between the prospective tenant and landlord over a Letter-of-Intent, pre-contract or lease contract, HSC personnel will inform the Housing Director and the tenant will be referred to RLSO for legal consultation/counseling. If a customer elects to accept Government Quarters, the HSC will notify the landlord and the Letter-of-Intent or contract agreement will be cancelled.

h. Discrepancy Card. The HSC provides a blank discrepancy card to the servicemember to be completed and returned within three working days as established in the lease agreement. This report documents the condition of the unit on move-in and should be signed and dated by both the tenant and the landlord. (Without a completed card on file, there is no proof of prior damages and the servicemember may not be able to challenge claims at termination.) The HSC strongly recommends that digital photos be taken prior to move-in of any furniture/damages. These can provide indisputable proof in damage negotiations.

i. Problem resolution. The HSC will assist all customers in resolving any problems that may arise relating to utilities, maintenance, or occupancy issues. It is very important that residents keep records and/or document their efforts in dealing with landlords concerning problems. The HSC provides services in the capacity of translator and advocate for DoD personnel. The HSC does not have legal authority or control over the utility companies or landlords. All contracts are established between the residents and the service provider. Mildew and mold are not uncommon in this area. In the event the resident feels that they have either, and the landlord is not taking actions to correct, residents should notify HSC staff immediately to intervene.

j. Termination of Leases. The HSC will assist customers in the process of termination of all leases and utilities. The customer must provide 15 days notice to the HSC prior to the termination of a lease. It is strongly recommended that residents contact the HSC well in advance of their expected termination if they have any damages that may require HSC assistance in negotiating.

8. General Services Fund (GSF). The GSF is established to maintain security deposits for all leases. One month's rent in Euro must be on deposit in the GSF for the duration of the lease period. Deposits will be refunded at the termination of the lease and may be used to pay any damages, as well as final utility payments, if necessary. The GSF may not be used for the last months rent nor can it be used as a security deposit for another lease. All monies will be refunded in Euro. In the Gaeta area, personnel terminating a lease must have command approval for release of deposit to pay all final utilities bills with the exception of the Rome area.

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

10. Local Real Estate Agents. Customers electing to use the services of a local realtor must use one that has a current registration with the HSC (with the exception of the South Lazio area). These realtors must have a certified license and be knowledgeable on HSC policies and procedures. All authorized realtors are listed at the HSC. Customers employing unauthorized realtors will not be permitted to negotiate a lease through the HSC and the HSC will not be able to certify OHA or LQA.

NOTE: One of the two move-in tours that are required to be conducted within each ten day TLA cycle must utilize an HSC showing counselor.

11. Temporary Lodging Allowance (TLA). TLA regulations are covered in reference (b). The HSC must certify all TLA hotel charges (TLA hotel receipts) prior to submission to Personnel Support Detachment, Naples or the appropriate finance office for payment. TLA certification requires the member to aggressively search for housing. A minimum of two tours every ten days must be conducted unless personnel have a property on contract hold or have signed a Letter-of-Intent. A single tour is defined by viewing a minimum of five off-base properties. Tours can be completed with a HSC showing counselor or through approved realtors. Tours taken with approved realtors must be documented on the approved HSC viewing sheet (see enclosure (1)). Signed viewing sheets must be submitted with all TLA claims to document compliance of TLA requirements.

12. Legal Services. The HSC retains the services of an Italian legal advisor. The advisor provides legal advice/interpretation regarding real estate issues to the Housing Staff. The legal advisor is available through the HSC by appointment for all customers to discuss Italian Real Estate Laws/regulations affecting them; however, the legal advisor is not able to represent the servicemember in any formal legal proceeding. Members who have or anticipate legal disputes are advised to seek legal services/counseling from a RLSO JAG to ensure they are properly advised on their obligations and rights under both U.S. and Italian law.

13. Partial Full Tour Furniture and Appliances. PFTF and appliances will be supplied to residents in the local economy per reference (c). This service is available upon request to any eligible resident, with the exception of contractor and NATO foreign military personnel who are ineligible to receive this service.

14. Single Service Member Loaner Furniture

a. Per reference (c), single service member loaner furniture is available to E1 through E4 personnel in the South Lazio areas for a period of 90 days.

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

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

16. Action

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

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

C. S. GRAY

Distribution:
NAVSUPPACT NAPLES INST 5216.4AA
Lists: I through IV
Electronic via NAVSUPPACT NAPLES web site:
https://www.cnic.navy.mil/Naples/About/Departments/Administration/AdministrativeServices/Instruction/index.htm

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AUTHORIZED REALTOR SHOWING FORM

The below information is required to verify the completion of a Housing Showing Tour performed with an authorized agent. Note that at least five properties must be viewed to be considered as one tour.

Property Address	Print Landlord's Name / POC #	Date Toured
1)		
2)		
3)		
4)		
5)		
6)		
7)		
8)		

Realtor's Name (Please Print) _____ Signature _____ Date _____

*** * * * * * * * * * * BELOW INFORMATION TO BE COMPLETED BY SERVICE MEMBER * * * * * * * * * * ***

I certify that I have viewed the above properties with the realtor listed above. I acknowledge that I must complete two showing tours every ten days to qualify for TLA reimbursement. One tour may be performed with an authorized realtor however the other tour must be performed with a Housing Office Showing Counselor. This completed form must be submitted with the TLA Claim form as verification of a tour performed with an authorized agent.

Service Member's Name (Please Print) _____ Signature _____ Date _____