

GHEDI Air Base

Housing Relocation Brochure



**704 MUNNS/CCH
DSN: 632-3472
COMM: 030905 3472**

Housing Management Procedures and Policies

Welcome to GHEDI AIR BASE! It is my sincere hope that your stay here will be a pleasant one. We will do all we can to make your transfer to Ghedi and your move into our community as smooth and hassle-free as possible. If you have any comments or suggestions that you feel will help us provide better service to you, please take the time to fill out one of our "Customer Service Questionnaires" which is located in your housing welcome package. I will personally review your comments and/or suggestions.

This brochure has been prepared to assist you in moving into your community housing. If after reviewing, please feel free to contact me personally if you have further questions.

Again, welcome to Italy and enjoy your tour at Ghedi Air Base !!

GIOVANNA A. TROIANO
HOUSING MANAGEMENT ASSISTANT

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HOUSING FLIGHT OFFICE INFORMATION

Location: The Housing Flight Office is located in Building #120 on Base.

Customer Service Hours: MONDAY - FRIDAY - 7:30 – 16:00. The Housing Office will be closed on local national holidays and “days of rest”.

USEFUL TELEPHONE NUMBERS

Italian Fire Department (calling from off base)	115
Ambulance (off base)	118
Command Post	3440

Note: If you call from an off base telephone, dial 030-905 and then the last four of the extensions number.



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

MEMORANDUM FOR Occupants of Community Housing

FROM: 31 CES/CEH

SUBJECT: Dangers from Lead-Based Paint

1. The threat of lead-based paint poisoning in Italy is minimal, as this product has been banned from use for over 20 years. However, caution should be exercised at all times to minimize potential risk.
2. Since the health and welfare of our children is always a concern, we would like to point out some easy things you can do to help ensure your child's safety:
 - Clean up any paint chips immediately
 - Make sure that children are not allowed to chew on painted surfaces or eat paint chips
 - Thoroughly rinse sponges and mop heads after using them
 - Wash children's hands often, especially before they eat, nap and at bedtime
 - Keep play areas clean, wash toys and stuffed animals regularly
 - They should not play in or eat dirt where old paint residue may exist
 - Clean and remove shoes before entering your home to avoid tracking in lead from soil
 - Make sure children eat nutritious meals. Children with good diets absorb less lead
3. If you see paint peeling, call the Housing Office at COMM: 030-905 3472 or DSN 632-3472. If you have any questions concerning your child's health, consult a physician.

Force Protection Guidance for Occupants of Private Rental (Economy) Housing.

Commanders in Critical or High Terrorist Threat Level areas shall ensure all DoD personnel assigned who are living in off-installation quarters receive the following guidance for selecting private residences to mitigate risk of terrorist attack.

Private Rental Housing Consideration for all areas:

1. Give preference to residences that maximize safety and security while minimizing the need for security upgrades.
2. For single-family residences, preference should be given to those with a perimeter barrier, such as a wall or fence that helps deter access to the property.
3. Preference should be given to residences with off street parking, and ideally secured in some manner.
4. Entrance areas and apartment hallways should be illuminated.
5. Entrances should have a substantial door, e.g., solid wood such as oak.
6. Entrances should have a small viewer to permit the occupant to identify visitors without opening the door.
7. Each entrance should have a deadbolt lock. A double cylinder lock should be used if placed within 40 inches of a glass side light or door window, fire safety rules should be considered when installing this type of lock.
8. Accessible window/openings should have a latching or locking mechanism.
9. Shatter resistant film should be considered for windows and doors vulnerable to explosive attack.





















Critical and High Threat Level Areas should also include the following:

1. Residences having multiple access routes to arterial roads should be given preference.
2. Grounds adjacent to the building façade and all entrance areas and apartment hallways should be illuminated.
3. Bars, which deter entrance from windows, deemed adequate for local conditions are recommended on all accessible ground floor windows/openings where patterns of violence commonly use forced entry. Existing window barriers such as roll-down or hinged shutters or alarmed openings can help preclude the need for bars at windows.
4. Those residences that have bars on windows above the fourth floor require a secondary means of escape.
5. Accessible window/openings and doors should be secured even when occupying your dwelling. Prior to leaving your dwelling, close all windows, roll down blinds, lock all shutters and lock doors.
6. A safe haven should be considered where there is a threat of forced entry into residences accompanied by physical harm, especially to residences above the first floor.

GYPSY SYMBOLS

Security Forces Squadron has provided the below symbols for your information. Often times, symbols are displayed in the vicinity of doorways or mailboxes.

GYPSY SYMBOLS

	Good Objective/Marked Target		Public Official
	Good House		Active Carabinieri or Polizia
	Generous People		Avoid this Community
	Friendly People		Dangerous, Always Inhabited
	Uninhabited House		Good Acceptance if you speak of God
	Single Woman		Rich House
	House Just Visited		House is Alarmed/Protected
	Useless to Insist		Women with Kind Hearts Live Here
	Not/Nothing Interesting	N	Nighttime
	Single Occupant	D	Sunday
	Authority/Representative House	AM	Afternoon
	Dog	M	Morning

GHEDI COMMUNITY HOUSING PROGRAM (How to Find Housing)

Introduction: Housing at Ghedi is high in demand, especially for single unit. There are always quite a few people looking for housing. It is a fact of life that the majority of available rentals in the Ghedi area are apartments. Housing in Italy varies in style and size from what you are used to and units do not come equipped with what Americans expect to be standard amenities, such as closets, light fixtures and kitchen cabinets. It can be quite a shock when you look at your first unit. We understand that the search for housing can be very frustrating and will assist you in any way that our manpower allows.

If you or your family have any suggestions on how we can make things better please take a moment to fill out the "Customer Critique" that you will find at the end of the booklet.

Hints: Visit the Housing office frequently, new units might become available every day. Let everybody know you are house hunting - be aggressive by looking for quarters every day. Talk to people in your squadron, they are a great resource when attempting to locate a dwelling. Don't immediately rule out apartments and duplexes. Single units are rare and are highly sought after, most are passed on from person to person within a squadron. Don't get frustrated if the unit you call for is already rented, stay positive we will find something else that suits your needs.. SOME LANDLORDS ARE NOT AUTHORIZED TO SIGN CONTRACT WITH OUR PERSONNEL DUE TO PROBLEMS. PLEASE CHECK WITH THE HOUSING MANAGEMENT ASSISTANT BEFORE YOU ENTER A CONTRACT.

Viewing a Unit: Housing office will provide transportation for the military member. Your sponsor is the key to successful house hunting by providing local area knowledge and transportation for your family. They are to assist you in locating housing. Please ensure that you provide the prospective landlord with your name and telephone number in case he needs to contact you after your visit. We do understand that the language barrier is a problem and are aware of the frustration you experience not being able to communicate with a landlord when viewing a unit. Most landlords are accustomed to this and everyone ends up communicating by hand and arm signals. If you have unresolved questions after viewing a unit, come to housing and I will assist you in getting them resolved.

Rent: Rent is normally based on the type and location of quarters, age of unit, and number of bedrooms. Consider only housing you can afford and don't inform the landlord what you could pay (your rental ceiling). Housing will provide you information on Overseas Housing Allowance (OHA). If you decide to rent a unit above your overseas housing allowance ceiling, not on school bus route, or which do not qualify for tax free fuel/gas service, you will be required to sign a statement of understanding. You should discuss your housing choice with your first sergeant and/or supervisor prior to making the final decision.

ADMINISTRATION OF TEMPORARY LODGING ALLOWANCE (TLA)

Overview: When you first arrive at Ghedi Air Base, you will be living in temporary quarters until you occupy permanent housing. To help offset the cost for military members living in temporary accommodations, you will be reimbursed by finance for your expenses by receiving Temporary Lodging Allowance (TLA). In most cases TLA will cover the cost for temporary lodging and meals. An important point to remember is that **TLA is only available until permanent housing is available for you to occupy**. To find out the amount authorized for TLA contact the Finance Office on DSN 632-3537

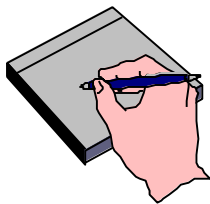
Regulation: The regulation governing TLA is the Joint Federal Travel Regulation (JFTR) and USAFE INSTRUCTIONS 65-104, Providing Temporary Lodging Allowance in USEUCOM. These publications define your entitlements. The following information outlines your basic entitlements to TLA. A thorough briefing on requirements will be given during the Housing Briefing.

Eligibility: Upon your arrival at Ghedi AB, you are authorized to claim TLA for a maximum of 30 days while waiting to occupy permanent housing. To be eligible for TLA you must be assigned to Ghedi, on official travel orders, and you must be staying in temporary lodging accommodations such as a hotel or a "pensione", TLA is authorized for all personnel assigned to Ghedi AB. You are authorized to use the Government credit card to pay for TLA. If you stay with a friend while looking for permanent housing you may only claim for meals. You will not be authorized accommodation expenses.

Entitlement: You must aggressively search for quarters while on TLA. Suitable housing is defined in the JFTR as any type of housing unit that has affordable rent, locking entrance doors, central heating system, hot and cold running water, sanitary system, connections for appliances, and is structurally sound. All quarters listed with the Housing Management Office have been inspected and meet or exceed Air Force standards. **TLA cannot be extended beyond the 30-day entitlement for reasons of personal choice; for example, only wanting a single unit or wanting to live in a certain area, purchasing a dwelling unit, or the landlord will not accept a pet. During your first 10 days after arrival, you must view a minimum of two dwellings to be eligible for TLA. After the first 10 days, you must view a minimum of five dwelling units during each subsequent 10-day TLA incremental period while on TLA. Your viewing must be documented along with your reason for turning a unit down.**

Assistance: If you have not secured community housing at the end of the first claim period (10 days) please see the housing representative. The necessary assistance will be provide to help you locate housing that can be occupied before your 30 day TLA entitlement expires.

How To File A TLA Claim: AF FORMS 1357 is available for you at the Housing Management Office. You must claim for TLA reimbursement for every 10 days that you spend in temporary accommodation.



You must attach the following items to your AF Form 1357:

One (1) copy of PCS Orders and any amendments.

One (1) copy of the hotel PAID RECEIPT, showing 10 days of accommodation. You will be paid for MEALS ONLY if you are staying with friends, and receipts for this are NOT required.

Provide list of units visited and reason for decline

Payment: Housing will submit your approved TLA claims to the Finance Office for processing. The money claimed must be a reimbursement. All service members will receive electronic funds transfer (EFT) for TLA reimbursement in their regular mid-month or end-of-month paycheck or into stateside banks. The Finance Office, ext 632-3537 is the point of contact for any information regarding financial TLA issues.

Set Up to Move In: Once you find quarters, it is your responsibility to make appointments for the delivery of household goods and FMO temporary and permanent loaner furniture. Have utilities connected and occupy the quarters as soon as possible. Full information on how to accomplish this is provided later in this brochure.



Leaving the Area: TLA is not authorized during TDY/Leave/Emergency leave status unless you have authorized dependents staying in the temporary accommodations that will not accompany you. Your commanding officer may request that you be allowed to keep the temporary accommodations due to military necessity only; this must be accomplished and/or authorized prior to departure. Maintaining temporary accommodations and claiming TLA while you are TDY due to personal convenience is not authorized.

Extensions: Extensions to the 60-day basic TLA entitlement are granted for extreme circumstances that are beyond your control. Examples are: the house cannot be occupied for some reason that is beyond your control, you are unable to find suitable housing in accordance with Air Force standards. Any exception/request for incoming or outgoing TLA extension must be submitted in writing, endorsed by your Squadron Commander, and provided to the Housing Flight at Aviano AB. Requests must be submitted as soon as possible to allow time for processing and to avoid problems for service members. TLA extension requests will be forwarded through the chain of command to the 31st FW/CC, who is the final approval authority for extension TLA. TLA is not authorized if you delay delivery of household goods or temporary government furnishings for personal reasons, or ask to be bypassed on the housing waiting list for personal reasons.

Specific instructions on how to fill out each section of the AF Form 1357 for TLA reimbursement are outlined on the next page.

HOW TO FILL IN AN INCOMING TLA CLAIM AF FORM 1357

Fill in the AF Form 1357 as follows:

LAST NAME, FIRST NAME DUTY PHONE SOCIAL SECURITY NO

YOUR LAST PERMANENT DUTY STATION PCS ORDERS NO ARRIVAL DATE

CHECK AS FOLLOWS: "X" TLA ARRIVAL ON ALL TLA CLAIMS

FIRST CLAIM: "X" INITIAL PAYMENT; SUBSEQUENT CLAIMS: "X" INCREMENTAL PAYMENT; FINAL PAYMENT: "X" FINAL PAYMENT.

CHECK AS FOLLOWS: "X" MEMBERS ONLY (If you do not have dependents residing in TLA or if your dependents are NOT authorized TLA, or you are a single member with no dependents)

"X" MEMBER AND number of DEPENDENTS (if you have authorized dependents residing with you on TLA)

CHECK AS FOLLOWS: "X" ACCOMPANIED TOUR (if you are on an accompanied tour); "X" ALL OTHER TOUR (if non accompanied)

CHECK AS FOLLOWS: "X" TO A DESIGNATED LOCATION (if concurrent travel is NOT authorized); "X" CONCURRENT (if concurrent travel is authorized)

AUTHORIZED DEPENDENTS: List names of dependents, relationship and date of birth of your children.
NAME OF YOUR PENSION AND NAME OF TOWN WHERE IS LOCATED.

INCLUSIVE DATES: 10 days period for newly arrived, unless it is a final payment which could have less days.

COOKING FACILITIES and GOVERNMENT MESS UTILIZED: Check appropriate box.
CERTIFICATE OF HOUSING OFFICER: Check appropriate box.

REMARKS.

Write Euro Rate if you had to change dollars into local currency to pay the hotel. Military to Military personnel will write spouse's name and SSN. Add your signature and date.

YOUR COMMUNITY HOUSING CONTRACT (What am I getting myself into?)

Introduction: It is imperative that you are completely familiar with your housing contract before signing this document. Be knowledgeable of all the clauses. Laws are different here in Italy and you as a tenant are responsible for many things that you would not normally be liable for in the United States. Although your rental agreement is processed and authenticated by the housing office, it remains a private agreement, or contract, between you and the landlord.

SIGNING YOUR CONTRACT: Only sign a contract for the unit you want to live in. If you think that the dwelling unit is unsuitable for any reason, consult with Housing first before signing the contract. You will be held liable for six (6) month rent if after signing the contract you change your mind. Copies of the contract are available at the housing office. Housing will call the landlord for you and set up a time and place for you to meet to sign the contract, this would also be a good time to complete the Premises Condition Inventory (USAFE Form 333b). The contract will be reviewed and clauses explained to you. The housing counselor will brief you on the next steps to move in. Please review the checklist for Community Housing that follows this section as this provides details on all the steps that you need to take to move into your unit. You must have received your Codice Fiscale (Italian SSN) to process your contract.

Duration: The private rental or economy housing contract will be valid for four (4) years, with a 30-day release clause due to a PCS move or valid military requirements. If, at a later date you want to move into other economy quarters, the legal notice period to the landlord is six (6) months.

Payments: Landlords are within their rights to require payment of a security deposit of up to three (3) month rent.



The Housing Flight always tries to get this lowered to one or two months for members. Deposits are required to cover the cost of any damages above fair wear and tear when you move out. Rental payments are due in advance by the fifth day of each month. Tenants must obtain receipts for any expense and always save them for any possible future claims. Rent may be adjusted every year based on a cost of living increase. Your Overseas Housing Allowance can be adjusted to cover the increase, if you are not at your maximum rental ceiling. You should notify the Housing Management Office of any changes that may affect your housing allowance. Such changes include rent increases, arrival/departure of dependents, or any sharing situations.

Registration Tax: All contracts are required to be registered with the local authorities ANNUALLY. This tax is paid in equal shares by the tenant and the landlord. The tax is 2% of the annual rent, with a minimum price established by the Italian government. If you move out of your quarters prior to 4 years, you will be required to pay a cancellation fee.

Tenant Responsibilities: You are responsible for heating and electricity expenses, water, trash, sewage bills, normal and minor maintenance of the quarters, and any other charges which may be determined to be the tenant's responsibility. The tenant is responsible for the upkeep of the quarters rented and for any damages to the quarters above normal wear and tear. You, the tenant, are responsible for performing minor maintenance normally expected of a prudent homeowner. It is the tenant's responsibility to have the heating system boiler cleaned once a year. Most landlords will contact their own technician to do the work, and tenant then reimburses the landlord for this required service. If applicable, it is the tenant's responsibility to have the septic tank emptied.

Premises Condition Inventory: A Premises Condition Inventory (USAFE Form 333b) will be provided by the housing office, it should be filled out prior to moving into quarters to describe the conditions in which the quarters have been accepted. It is imperative that you ensure that your quarters are in good repair and that any discrepancy is documented at this time. Any fault with the quarters discovered after move in caused by anything other than "fair wear and tear" will require repair at your expense or will be withheld from your deposit. **If a TMO or FMO contractor causes damage to your unit you must annotate the damage on their paperwork before you sign their release form. You must then file a claim with the TMO or FMO office. You will be held liable for any damage caused by contractors that is not documented before they leave your unit.** You and the landlord must sign the USAFE Form 333b, keep one copy each and ensure that a copy is kept in your housing file. Failure to fill this form out may result in you being responsible for ANY damages claimed by the landlord and money withheld from your deposit.

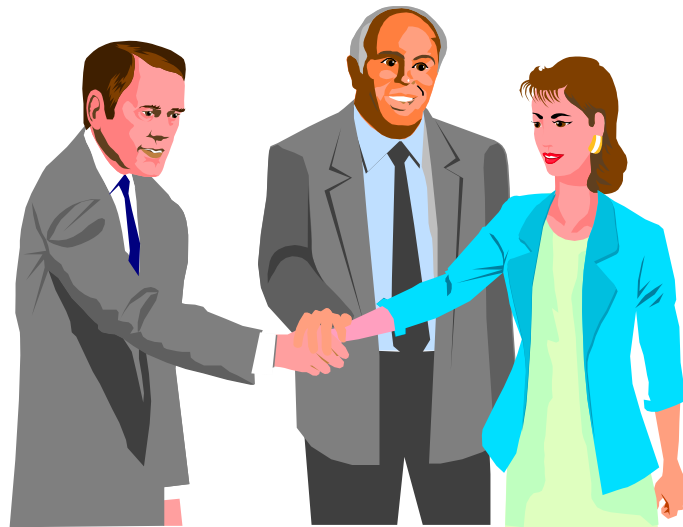
Painting Of The Quarters: If your contract requires your quarters to be painted by a painter, Painting MIHA will cover the cost. MIHA is covered in more depth later in this brochure.

Check with the Housing Management Office for amounts authorized.

Modifications: All agreements, changes or modifications to your contract need to be made in writing. Try to ensure that any changes are documented and copy maintained by you, the landlord and in the Housing Office. Any verbal agreement between you and the landlord should be documented for your own protection. **GET EVERYTHING IN WRITING.**

Housing Responsibilities: Housing Office will contact landlords on your behalf and provide translation and other referral services. They will do everything possible to protect your rights and will inform you of Italian regulations/laws that pertain to your contract. Please be aware that the housing office is a negotiating agency and can only mediate between you and your landlord. The Housing Management Assistant will do her utmost to settle disputes but have no authority to force you or the landlord to accept any recommendations. Housing Office cannot give you legal advice. If you need legal advice, go the 31 FW/JA for their assistance.

On the next page is a checklist that will help you have a smooth move.... from your first visit to the Housing Office to move in day.



CHECKLIST FOR COMMUNITY HOUSING

DURING RIGHT START

- Check to make sure Housing got their copy of the DD Form 1746 (Advanced Housing Application)
- Bring a copy of your PCS orders and your official ID Card
- Apply for the Italian “codice fiscale” (Italian SSN). This number is used for your contract, and to get your utilities connected.
- Ask for info on your Overseas Housing Allowance (OHA) and maximum rental ceiling

FINDING A HOME

- You should check with the housing office daily to see what units are available. You should also network among friends and coworkers for other listings. When you find a listing that you are interested in seeing, your next steps are to:
 - a. Have Housing Officer contact the landlord for an appointment to look at the house.

SIGNING THE CONTRACT:

- If you want the unit, SIGN the contract, make sure you get a copy and keep one in your folder at the Housing Office. Remember, only sign a contract if you are sure that this is the unit you want and ensure that the unit has been inspected by housing.
- Premises Condition Inventory (USAFE Form 333b). You and your landlord complete and sign the form prior to furniture delivery. One copy for you, one for your landlord, and one copy for Housing. This is to protect you in case a dispute arises at your departure.
- Contact FMO for temporary furniture and long-term appliance delivery. It is your responsibility to move in ASAP. TLA will not be extended if delivery is delayed for personal reasons.
- If you are unsure or have any questions about your housing contract then do not sign until you have consulted with the housing officer.

UTILITIES: Learn how to operate the systems properly. Talk to the landlord or the previous tenant and have them explain the systems. Ask:

- Where is the electrical circuit breaker box?
- Where is the gas meter?
- Where is the water main and cut off valves?
- Where is the fuel oil tank and how much will it hold to fill it.

ELECTRICITY:

- Get serial number and the meter reading from the meter

HEATING:

- Natural Gas: If eligible get with Services to get into the Tax Free Program.
- Diesel Fuel: Contact Services for fuel deliveries. You cannot use this program if you share the tank with Italians or unauthorized US personnel. Check the fuel level and do not run out of fuel, this may cause damage to the system.
- LPG (Bulk Propane): Go to the BX to get coupons to fill your LPG tank. You will need a copy of your contract. Only AGIP containers can be used with coupons. Get coupons before delivery.

You cannot use MWR services if your heating system is shared with local nationals or non-authorized personnel. Make sure you check that the system is completely separated and that there is only one fuel tank for your own use. Any questions, check with services personnel.

WATER/GARBAGE/SEWAGE

— Verify with landlord if bills will stay under his name or if you have to sign your own contract. Normally they are billed once a year **so set money aside for the payments.**

HINTS:

Keep all receipts for your rent and utility payments with your housing contract.

Utility bills must be paid by due date and receipt kept for any possible future claims.

Make copy of your house keys and keep them in a safe place in case you lose your set. If keys are lost you will be responsible for replacement of the locks.

OVERSEAS HOUSING ALLOWANCE (OHA)

AND

MOVE IN HOUSING ALLOWANCE (MIHA)

Overview: Members who have signed a community housing rental agreement upon arrival at duty station are entitled to Overseas Housing Allowance (OHA) and Move In Housing Allowance (MIHA).

OHA: Is an amount paid to you to pay for rent. You **only** receive what you are paying for rent up to your maximum rental ceiling. The maximum allowable rental ceiling is based on your rank. A single person receives 90% of the with-dependents rate. Please contact the housing office for the latest rental ceiling for your rank. The OHA amount will appear as BAH on your Leave and Earnings Statement (LES).

Utility Allowance: On top of OHA, you will receive a monthly utility allowance. You will be paid based on the utilities that you are responsible for in the contract up to the maximum allowance. Housing will advise you of the current allowance. The utility allowance is added to the rent amount under BAH on your LES. You will receive the same amount each month to help pay for your utilities but winter bills will be a lot larger than your summer bills, you should budget your utility allowance accordingly.

Move In Housing Allowance (MIHA) Reimbursements authorized at Ghedi: Under the MIHA program, at Ghedi, we are authorized only two types of reimbursements; the (1) Lump Sum MIHA, and (2) Redecoration Fee MIHA.

Lump Sum MIHA: Military members who buy or rent an overseas dwelling, are entitled to this allowance. It is not paid to persons directly assigned to government family housing or dormitory residents. Civilian employees do not receive MIHA. MIHA is authorized to help defray the high costs of moving in to European-style homes because European landlords usually don't provide such things as kitchen or bathroom cabinets, closets and light fixtures, etc. They consider them furnishings. This allowance is designed to pay for light fixtures, transformers, curtain rods, sinks, kitchen cabinets, telephone installation and other items required to make your rental unit more habitable. Receipts are not required and any property purchased with this allowance becomes your property. **MIHA is only paid for the first move in upon arrival at a new duty station and cannot be paid for any subsequent moves.** This expense is also authorized for members who are sharing quarters. Joint spouse military members may both claim lump sum MIHA as long as both receive a government funded move. Dormitory residents who are directed to move off base or authorized in writing by competent authority, to move their own belongings personally off base, and actually perform the move, are also entitled to this Lump Sum MIHA. This written authorization must be given to the Housing Management Office before correspondence to start your OHA is sent to Finance.

Getting Paid: Once you have been authorized a government funded move, obtained quarters, signed your contract, fill out an application for OHA at Housing by completing sections 1 through 10 on DD Form 2367. You will receive your Lump Sum MIHA allowance automatically in your paycheck.

Redecoration (Painting) MIHA: Painting fee for a unit is another allowance you may be entitled to. This allowance does not apply to homeowners. Receipts are required for this allowance. All receipts must be readable and signed. Receipts must be printed on letterhead documents. You landlord is responsible for obtaining receipts and giving them to you. Check with the Housing Management Office for approved amounts to be refunded. Joint spouse military members and shares receive only one redecoration MIHA.



This fee is refundable if you must decorate the quarters to make them "habitable" before moving in. Decoration or redecoration is generally defined as painting the painted portions of the interior walls. Refinishing of floors, re-staining of doors and enamel painting of woodwork, garages, basements, etc., is usually not considered a "redecoration" task. If you

have any doubt, get with the Housing Management personnel before you commit to having the work done. The decoration fees are covered under two conditions:

- a. If your quarters have been redecorated before you moved in and the landlord requires a refund for these

expenses, this must be stipulated in the rental agreement and you must negotiate an "up front" payment of this fee.

Normally, the landlord or his/her agent (whoever signed the rental agreement) will give you a receipt for the payment. You will then file a claim at the housing office and the money will be paid into your pay check. You must then pay this money to the landlord. You cannot collect this fee and keep the money or give it to anyone other than the landlord!

NOTE: If the previous tenant is required to paint, but not authorized MIHA, you will not get reimbursed for your expenses if you pay him/her. You can only be reimbursed if you are responsible for the painting.

b. If your rental unit has not been redecorated before move in and you cannot negotiate for your landlord to redecorate, you may be authorized MIHA to have the work accomplished yourself. You cannot contact a technician to do the work until after you've signed your rental agreement. The painter you contract with must be licensed to work as a painter in Italy; must be authorized to collect IVA taxes and must actually do the work for you on your quarters. The receipts must clearly indicate who did the work and must be verifiable by the housing management office. You could also be authorized MIHA painting to refund cost of paint and materials if you are allowed to paint yourself by the landlord. Please consult with a community housing counselor for further information.

Agency Fee MIHA: Agency fee MIHA is **NOT** authorized for Ghedi AB. If you decide to contact an agency at your own expense, make sure you contact the Housing Office before you sign any agreement to rent with the agency. Agencies normally charge one month rent plus tax to the tenant and one month rent plus tax to the landlord as their fee.

UNDERSTANDING YOUR ALLOWANCES AND THE RATE OF EXCHANGE

Have you ever wondered why your military pay seems to be different every payday? The culprit is the rate of exchange. Whenever the dollar is strong and you can buy more Euro, your allowances are lower. If the dollar weakens and you get less Euro for your dollar, then your allowances will begin to go up.

The two items on your Leave and Earnings Statement (LES) that change when the exchange rate fluctuates are the Overseas Housing Allowance (OHA) and the Cost-of-Living Allowance (COLA). OHA is paid to service members who live in private housing at an overseas duty station and pay rent. COLA is paid when goods and services purchased on the local economy overseas are more expensive than if purchased in the U.S.

The Per Diem Transportation and Travel Allowance Committee (PDTATAC) in Alexandria, Va. adjusts OHA and COLA according to fluctuations in the dollar/Euro exchange rate. Cola also decreases when it takes fewer dollars to buy local currency for shopping on the local economy, and increases when the exchange rate is unfavorable and your dollars buy fewer local currency. **Effective 1 January 2002 the new local currency for Italy and many other countries in Europe is the Euro.**

Here is how it works: every day the OHA/COLA coordinator for Italy collects the rates in effect at finance centers in Naples, La Maddalena, Sigonella, and Vicenza, and at the Base Bank in Aviano. These are not market or bank rates but those available to the average military member. The daily average rates are reported to PDTATAC where they are used to compute an "allowance rate" average that is applied only to the local purchase portion of allowances. PDTATAC monitors the exchange rates throughout the year and prescribes new allowances when the accumulated difference between the "allowance rate" and the "actual rate" reaches a threshold of five percent. Allowance adjustments can be made as frequently as every pay period.

Information and current rates for Overseas Cost of Living Allowances and Overseas Housing Allowances are available at the Per Diem Committee's website at www.dtic.mil/perdiem. Rates are updated every two weeks.

You can also contact the Italy Overseas Allowances Coordinator at DSN: 626-5666 (Comm 081-568-5666) or by E mail at smithma@naples.navy.mil.

UTILITIES INFORMATION

Overview: You should take prudent steps to conserve electricity and heat. For Military members you will receive a utility allowance to help pay for your utilities. You will receive the same set amount each month, winter bills may exceed your monthly allowance but during the summer months your bills will be low. Please take this into account and budget accordingly. You need to be aware that by Italian Law the heating system cannot be set on more than 20 degrees C. (68 degrees F) and cannot be used more than 14 hours per day. In addition the heating system can only be run from 15 October to 15 April. After 15 April the heating control switch on your boiler must be either turned off or set to the summer setting for hot water only.

TELEPHONE.

All information pertaining to costs, contracts, deposits, instruments, jacks and any other service must be requested from the 187 or 188 TELECOM telephone number. Contract fees/deposit will be charged on your first bill. Fees are subject to change. TELECOM will send you a copy of your contract, plus the original which should be signed and returned via Italian mail to Telecom using the self addressed envelope, which will be included, no stamps needed. Contract is for one year, automatically renewed. If you cancel the contract within the year you will be charged the set fees for the entire year. If you cancel the contract after the first year, you will pay the set fees only for the coming two months.

NOTE: When you PCS, you must clear your telephone contract through the Housing Management Office. You must obtain a computation of your final bill from the Telecom, show a copy of your last paid bill, and return the equipment, if you rented one from TELECOM. If you transfer the contract to a new tenant, you will need a copy of the transfer letter to clear housing.

Telephone Bills: Telephone bills cover a two month period, are normally received the month after the billing period and have a due date. They are sent to the address of the quarters. Each bill charges for the actual consumption of the billing period and for the fixed rate for the two following months, plus taxes, telephone cost etc..

Those bills are based on readings, except if member has been called collect or used operator services. In these cases, calls may be charged 3-4 months after the actual date of the call.

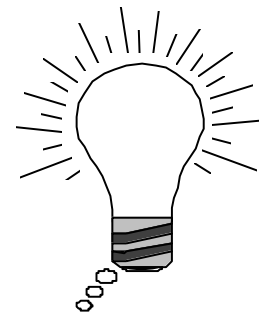
Bills do not accumulate: if a bill is not paid, is not added to the following one. If the bill is not paid by the due date, the member will receive a solicit of payment with another due date. If bill is not then paid, service will be disconnected.

Do not disregard letters from Telecom, please see housing personnel so that they can read them for you and explain what needs to be done.

ELECTRICITY: In Italy the electricity company is called ENEL. Cost of the contract, the initial deposit and connection fees will be included in your first electric bill you will receive. You will not have to pay anything up front.

All units are provided with Italian standard 3.3KW power supply, this can result in safety circuit breakers tripping if too many appliances are operated at the same time.

Electric Bills: Electric bills come out every two months. Remember, any item that has a heating coil in it will cause your ENEL bill to run high, i.e., electric hot water heaters, electric space heaters (no matter how small they are), electric ovens, electric hot plates, irons, curling irons, etc. Always unplug your transformers when not in use. Contact the housing office for any information on contracts and bills. The company toll free number is 800-900-800.



NATURAL GAS ELIGIBILITY: This is a tax-exempt program open to all military members of Ghedi Air Base who have full logistical support. If you share a residency or meter with any persons who are not eligible, you automatically become ineligible. The Services Office, bldg 5293 handles the program. Contact them at ext 3549.

MWRS GAS PROGRAM ADVANTAGES - IVA Tax will be dropped from the bill, eliminates deposit for new customers, provides payment plans if desired.

SIGN UP - You must go to the Services Office to get briefed on the program.

GASOLIO (Diesel Fuel): If you have a separate heating system (no Italian using the same system), oil can be purchased through the Services Office. However, if you are sharing the system with an Italian you **MUST** buy the fuel on the economy. This can be expensive, as you will have to pay local taxes.

Helpful Gasolio Information from Services:

Please do not wait until your tank is empty or almost empty before you place an order for fuel. Each customer has a personal responsibility to measure and order fuel to allow adequate time for delivery.

You can help the Home Fuel Office by following a few simple steps:

If you share a tank with another eligible American please go together and order on the same day. This will help to cut down on the amount of deliveries they make.

MWR cannot return fuel to the distributor or deliver your fuel to a tank other than yours, so please do not over order.

If there is more than one tank, please mark your tank so that they will know which tank is yours.

Please make sure that your tank is accessible after you are notified about your delivery, i.e. unlock your tank and/or your gate. Remove obstacles from around the tank and driveway. Please do not park your car over the tank or in a position that blocks access to the tank.

Make sure your pets cannot escape when we open the gate. MWR is not responsible for escaped pets or property damage due to customer neglect.

Turn off your bruciatore before fuel gets delivered and leave it off for at least 3 hours after delivery to allow any sediment in the tank to settle. **SVS is not responsible for bruciatore repairs made necessary by not turning off the system before delivery.**

WATER/GARBAGE/SEWAGE: Cost for water is based on consumption and the cost of garbage is based on the size of the quarters and number of family members.

ONCE YOU ARE A TENANT

Moisture/Humidity Control: It is imperative that all quarters are ventilated on a regular basis. Incomplete and improper ventilation causes mold damage to walls and furniture. Wet weather combined with closed windows causes walls to sweat, forming mildew and mold. This becomes prevalent in renovated and freshly painted units.

The following ventilation plan is provided to assist you in a proper ventilation schedule of your home.

----- Complete ventilation for a minimum of two hours daily, divided into intervals.

----- Cross ventilation is necessary, so interior doors must be opened along with windows on opposing sides of the unit.

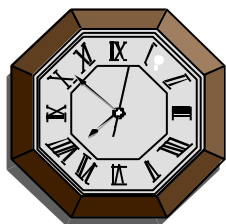
----- When preparing meals or taking baths, room doors should be closed, and windows opened, to remove the moisture from the area.

----- One window in each bedroom should be left open/cracked overnight if this can be done safely.

----- If mold starts to form, the walls can be washed with a "weak" solution of water and bleach to kill the mold. Furniture should not be placed against walls until the drying process is complete.

EXTENDED LEAVE/TDY: If your home is going to be vacant for 1 week or more you **SHOULD** give your keys to someone to continually check on your unit. They need to check for water leaks, heating working properly during winter months, ventilate periodically to prevent mold or any other possible emergencies that the landlord may need to take care of immediately.

Quiet Hours: Please remember that Italy is a foreign country and has different customs and procedures. Local law places limits on noise levels. The most frequent complaint in any neighborhood is unruly or noisy neighbors. **Since the law requires it, you must observe the quiet periods from 2200 in the evening to 0700 hours in the morning and during the lunch period from 1300 to 1600 hours.** Noises such as loud music, cutting of wood, running lawn mowers and noisy outside games/activities during the prohibited hours should be avoided. Violators could be subject to fines. Radios and TV sets must be kept down to levels that cannot be heard out of your unit.



Insurance. You should consider buying commercial insurance to protect yourself in case of a major loss. Such insurance should specify clearly that personal liability coverage for loss or damage to the unit, government furnishings, and equipment is included. A common policy for this coverage would likely be a renter's policy which would cover your personal property as well as personal liability for the landlords property. You may be able to obtain liability coverage for the landlords property without insuring your personal property. The landlord is not required to obtain insurance, but can hold you liable if a fire was caused as a result of your negligence or willful misconduct.

Refuse Collection And Disposal: You will have to dispose of your trash in the dumpster close to your house. Please check with Housing Office to see if the town you are living in follows a garbage recycling program and if so get all the details. All towns though have recycling bins for glass, plastic, paper and clothes.

Maintenance in Economy Housing: The tenant is responsible for performing work and minor maintenance normally expected of a prudent home owner. Some of these tasks include:

- Septic Tank Cleaning
- Lawn care, edging and trimming to maintain a neat appearance
- Purchase and replacement of light bulbs
- Adjustment of plumbing fixtures to stop or preclude leaks
- Re-setting furnace pilot lights
- Bleeding radiators
- Resetting circuit breakers or replacement of fuses
- Clearing minor plumbing/drainage problems
- Regular cleaning of government furnished appliances
- Replacement of liquid petroleum cook stove tanks (bombolas)
- Routine pest control

Monitor heating fuel levels in gas tanks and order as necessary

You should know how to turn off the main water supply and main electrical service, and main gas supply

Damages to your quarters beyond reasonable fair wear and tear are also a **tenant** responsibility. You are responsible for damage done by your guests or unknown parties. Repairs or replacement items will be paid for by you and must meet the landlords' standards.

Periodically the landlord may require access to your home to perform preventative maintenance as prescribed by Italian law.

If you have a maintenance problem beyond minor maintenance in your unit you should:

— Contact the landlord (either on your own or with the assistance of the housing office)

— Inform him/her or the counselor the nature of the problem and when you are usually home

Please Note: the landlord may have to contact a technician and he will be at the mercy of the technicians' schedule, so try to be as flexible as possible. It is usually impossible to get a technician immediately except for severe emergency situations. The landlord may want to get back to you and inform you of an appointment time, please allow the landlord a reasonable amount of time to contact the technician and get back to you.

— Allow the landlord or technician access to you home

Please Note: as with all technicians they can be delayed by prior appointments or emergency situations. Please plan your schedule to be home for a while after the appointment time in case this happens. Ensure that all family members are aware that the landlord or technician will be calling so that they will let them enter the house. A few past experiences have shown that appointments have been made but then the technician has not been let into the house as a family member did not know who the person was.

If the landlord does not respond to your problem:

— Contact the housing office and have them contact your landlord again

The landlord may have been let down by the technician and will reschedule the appointment. If after a reasonable time and repeated contact the landlord does not respond or resolve the problem then you should:

— Send a registered letter through the Italian post to your landlord

The letter can be in English. The letter should state the nature of the problem needing resolution. Inform the landlord that he has 15 days from the date the letter is sent to perform the maintenance or repairs. Include in the letter that you will call your own technician if there is no response after the 15 days and deduct the cost of the repairs from the next rental payment. Ensure that a copy of the letter is on file at the housing office and keep a copy for yourself.

Fortunately this last step rarely needs to be taken and it will usually motivate the landlord into fixing your problem. If the landlord does not respond after your letter you now have the option of contacting a technician. Housing Office personnel will assist you in contacting the technician if you need help.

PCS: You must contact the Housing Management Office upon receipt of PCS orders to schedule all the appointments needed to prevent any problems when you have to clear your quarters. You are responsible for sending the correct official notification to landlords.

USEFUL ITALIAN PHRASES

My name is _____ and I am looking for a house/apartment in this area. Can you give me names of landlords?

MI CHIAMO _____ E STO CERCANDO CASA IN QUESTA ZONA, PUO' DIRMI IL NOME DI QUALCHE PROPRIETARIO?

How much is the rent?

QUANTO E' L' AFFITTO?

The heating system does not work

IL RISCALDAMENTO NON FUNZIONA
(eel ree-skahl-dah-men'toh non foon-tsee-ohnah)

The electricity does not work

L'ELETTRICITA' NON FUNZIONA
(ay-let-tree-chee-tah' non foon-tsee-ohnah)

There is no hot water

NON C'E' ACQUA CALDA
(nonn chay' ahk'kwah kahl' dah)

There is no more water

NON C'E' PIU' ACQUA
(Nonn chay' pee-oo' hk' kwah)

A window is broken

SI E' ROTTO IL VETRO DI UNA FINESTRA
(see ay rot'toh eel vay'troh dee oo-nah fee-ness'trah)

The sink/tub/shower drips

IL LAVANDINO/LA VASCA/LA DOCCIA/PERDE
(eel lah-vahn-dee-noh/ lah vah' skah/lah dohch'chah pehr'day)

The apartment is flooded

SI E' ALLAGATO L'APPARTAMENTO
(see ay ahl-lahgah-toh l ahppahr-tah-men'toh)

I need assistance

HO BISOGNO DI ASSISTENZA
(o bee-zohn-yoh dee ahs-seestent'zah)

I am locked out

SONO CHIUSO FUORI
(soh-noh kee-oo' soh' foo-oh'ree)

The toilet does not work

IL GABINETTO NON FUNZIONA
(eel gah-bee-net' toh nonn foon-tseeohnah)