



**USAG
ITALY**

Private Rental Packet - Civilian Personnel



**USAG Italy Housing Office
Directorate of Public Works,
Housing Division**



UNITED STATES ARMY – Garrison Italy
Department Of Public Works
Housing Office



PRIVATE RENTAL BRIEFING CHECKLIST

I HAVE BEEN BRIEFED ON THE FOLLOWING:

- ✓ CODICE FISCALE “ITALIAN SSN”
- ✓ YOUR ALLOWANCES and TQSA on <https://www.aoprals.state.gov>
- ✓ PRIVATE RENTAL REFERRAL WEBSITE: <https://www.homes.mil>
- ✓ PRIVATE RENTAL LIAISON SUPPORT SERVICES (UP TO 5 VIEWINGS)
- ✓ REAL ESTATE AGENCY INFORMATION (FEE = 1 MONTH RENT + 22% VAT)
- ✓ SCHOOL BUS ROUTE
- ✓ LEASE SIGNING PROCESS/ LEASE CONTRACT
- ✓ EXCEPTION TO POLICY FOR LOCAL MOVES (APPROVAL PROCESS & TERMS OF NOTICE)
- ✓ SECURITY DEPOSIT & FIRST PAYMENT
- ✓ CFMO (PERMANENTLY ISSUED ITEMS & TEMPORARY FURNISHINGS)
- ✓ UTILITIES (CITY GAS, LPG, FUEL OIL, ELECTRICITY, AND WATER)
- ✓ UTEP (TRO)
- ✓ TELEPHONE/INTERNET/SKY (CELL PHONE STORE AT PX)
- ✓ GARBAGE REMOVAL FEE and RECYCLING
- ✓ MOLD PREVENTION AND TREATMENT INFORMATION
- ✓ ZTL
- ✓ CONTACTS & REFERENCES.

NAME: _____

GRADE: _____

SIGNATURE: _____

DATE: _____



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON VICENZA
UNIT 31401, BOX 41
APO AE 09630

AMIM-ITP-H

MEMORANDUM FOR Incoming Military Personnel assigned to the area serviced by USAG Italy Housing Division

SUBJECT: Housing Information for New Arrivals to Vicenza

I. All personnel **must** in-process with the USAG Italy Housing Division prior to seeking Private Rental Housing. This is not only a requirement but it is also for their protection and benefit. This will allow them to be fully briefed on the following prior to signing any rental contracts or agreements and also give them the opportunity to start viewing available properties.

- a. Local rental market and availability.
- b. Italian Rental Laws and registration of contract.
- c. What is normally included in a lease agreement
- d. Agency fees: reimbursement is authorized.
- e. Free Taxi-Interpreter service through the Housing Office.
- f. Government Furnishings support (CFMO)
- g. Utilities, types of heating system and garbage collection.
- h. How to search for available Housing on the automated referral system HOMES.mil.

2. It is the responsibility of the Housing Division to ensure personnel are housed as quickly as possible in the best housing available that is suitable, affordable and meets their requirements. The best way to do this is to ensure our customers are fully prepared for this experience and have an understanding of the process to preclude them entering into binding agreements without being fully aware of the consequences.

3. Recently we have seen an increase in complaints and problems customers have encountered, when entering into lease agreements with private rental agencies without **first** in-processing with our Office. Some of the most commonly identified problems are listed below:

a. NON-REDUNDABLE FEE: Some agencies are now requiring that potential clients to pay a non-refundable "Proposal Fee". This pre-lease agreement is usually written in Italian only. Newly arrived personnel should be advised that they should never pay a fee up front and never sign anything written in Italian only.

b. MANAGEMENT OVERSIGHT: Customers need to know who will be the responsible point of contact for maintenance and financial issues once the lease contract is signed. Often the agency does all the up-front negotiation with the customer but doesn't provide management services resulting in the Tenant being frustrated about who to contact for assistance if it is not specifically stated in the contract.

c. **HIGH SECURITY DEPOSITS:** Some agencies are requiring up to three months of rent for the security deposit. While this is allowed by Italian rental Laws, the normal rate for properties listed with the Housing Division is the equivalent of one month's rent.

d. **RENTAL CONTRACTS:** Customers need to be advised that they should insist that the Housing Office bi-lingual contract be utilized, even if dealing with a Real Estate Agency. Failure to do so may result in the Housing Office not being able to assist the client should any issues arise due to the legalities of the contract. For example if the "Military clause", which allows for early termination of the contract, is not clearly stipulated the occupant may be faced with up to six months of additional rent when the contract is terminated. If a customer signs a contract other than the Housing Office contract, their only recourse will be through the JAG Office to resolve contractual disputes.

e. **EARLY OCCUPANCY:** Agencies sometimes pressure customers for an early effective date of the rental contract. By doing this, the customer may not have sufficient time to get utilities activated, appliances and loaner furniture delivered.

f. **CENTRALIZED HEATING SYSTEMS:** Some properties offered by Real Estate Agencies have a centralized heating system. This type of heating system cannot be individually controlled and heat is only available during certain hours of the day and night. These systems are also usually not eligible for the tax free benefits offered by the Tax Relief Office as they are "shared" with Local Nationals.

g. **OTHER ISSUES:** Other problems that customers report when dealing with a Real Estate Agency include language barrier, inaccessibility, and poor response time.

h. **WEB SITES:** Several agencies have web sites and personnel sometimes make arrangements with Real Estate Agents prior to arriving in Vicenza. Agencies that have done business with our office in the past have been advised that they must direct new personnel to the Housing Division before showing properties. Incoming personnel need to also be aware of this to preclude obligating themselves in any way.

4. We fully understand that agencies may occasionally be beneficial in supplementing our inventory of properties especially with particular solutions. The intent of this memorandum is not to prohibit their use but to regulate it and ensure personnel is instructed on the potential problems and pitfalls associated.

5. The Housing Division does not recommend use of agencies but advocates utilizing the free and professional services provided by the Housing Division.

6. Agencies are not endorsed by this office but due to requests for information and in the interests of customer service we have provided below a list of several Real Estate Agencies in the Vicenza area that have English speaking personnel and are familiar with the requirements that must be negotiated into leases for U.S. personnel. This does not prohibit personnel from using any other Agency, however prior to signing any contract or paying any fees to Agencies customers must coordinate with the Housing Division for advice.

7. Personnel should also note that all DOD ID Cardholders stationed in Italy are entitled to free legal assistance advice through the Staff Judge Advocate Office, and may want to consult with an attorney prior to signing a rental contract, or any other contract.

AMIM-ITP-H

Subject: Housing Information for New Arrivals to Vicenza

8. LISTING OF AGENCIES: The attached listing of Real estate agencies does not imply US Army or DOD endorsement.

9. Point of contact for further information is the undersigned. I can be reached at 646 2766 or email at michael.d.ashwood.civ@army.mil

MICHAEL D.J. ASHWOOD
Chief, Housing Division
USAG Italy



US Army Garrison - Italy
Department of Public Works
Housing Division



HOUSING – Contact Information

Private Rental Liaison Support	<ul style="list-style-type: none">✓ Maintenance Issues✓ Issues with bills and payments✓ Dispute, conflict mitigation	646-2720 646-2721 646 2743
CFMO Central Furnishings Management Office – VPC Area	<ul style="list-style-type: none">✓ Government Furnishings and Appliances deliveries and pick- ups.✓ Service Orders	646-2560 646-2561 646-2562 646-2563
DPW Service Order Desk	<ul style="list-style-type: none">✓ Maintenance issues in VILLAGGIO✓ Maintenance issues in the Barracks✓ ARMA	646-2700 646-2701 646-2702 646-2703
IGOM Service Order Desk	<ul style="list-style-type: none">✓ Maintenance issues in Government Leased Quarters	646-2515
After Hours Emergencies	<ul style="list-style-type: none">✓ Emergency Work Orders in Government Leased Quarters, VILLAGGIO, and Private Rental	0444-239149

Dialing from Commercial Line or Cell Phone: 0444-71-####

EMAIL:

usarmy.usag-italy.id-europe.mbx.housing-division@army.mil



Housing Mail



**US Army Garrison - Italy
Department of Public Works
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Central Furnishings Management Office (CFMO)

The CFMO will provide and deliver permanent issue items for the duration of the tour and temporary furniture or loaner set, while household goods (HHGs) are in transit for up to 90 days.

Eligibility: All service members and DOD civilian personnel entitled to LQA.

Permanent Issue Items:

- ✓ Stove
- ✓ Refrigerator
- ✓ Washer
- ✓ Dryer
- ✓ Wardrobes (one per family member plus one)
- ✓ Kitchen Cabinets (if not provided by the Landlord)

Temporary Furniture (Loaner Sets):

- ✓ Beds
- ✓ Chest of Drawers or dressers
- ✓ Sofa and easy chairs
- ✓ Tables (dining table, coffee table, end tables)
- ✓ Dining Chairs

AFN Decoder:

- ✓ One AFN Decoder



Location: The CFMO office is in Torri di Quartesolo, near the vehicle registration office. There is a shuttle bus that runs regularly to the VPC Area. Please contact the Transportation Office for details.

CFMO Phone Numbers:

DSN 646-2560, COMM 0444-71-2560

DSN 646-2561, COMM 0444-71-2561

DSN 646-2562, COMM 0444-71-2562

DSN 646-2563, COMM 0444-71-2563



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MOLD PREVENTION AND TREATMENT

Due to the climate and the construction of homes and buildings in the Vicenza area, Tenants of Government Quarters and Private Rental Housing may experience issues with mold in their homes.

Mold thrives in conditions of:

Humidity

Poor Ventilation

Poor Lighting

Everyday Mold Prevention Tips:

- ✓ Open your windows to ventilate your home two to three times a day, especially in restrooms after shower or bath*
- ✓ Open your shutters and blinds to allow daylight into the house
- ✓ Clean showers and tubs weekly so that mildew cannot grow on soap scum and moisture
- ✓ Wipe down water condensation that runs down window frames
- ✓ Clean your house regularly
- ✓ Watch for condensation and wet spots, or leaky plumbing**

*This tip is important in the colder months with the heat off to allow cold air into the house

**Contact the appropriate agency right away to address these issues through a service order or the Landlord

Treatment of Initial Development of Mold:

- ✓ Open windows to dry the affected areas
- ✓ Scrub the mold spots with the following solution:
 - 1/3 Cup of Household Detergent
 - 1/2 Cup of Chlorine Bleach
 - 4 Cups of Warm Water
- ✓ Rinse and wipe dry
- ✓ For painted surfaces, allow the solution to soak in
- ✓ Ventilate the area daily



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RECYCLING INFORMATION FOR RESIDENTS

<p><u>PAPER:</u></p> <p>Please throw here: Newspapers, magazines, books, white paper, cardboard food boxes (for pasta, cookies etc.), Note: Please, flatten cardboard.</p>	
	<p><u>DRY WASTE:</u></p> <p>Please throw here: <u>Everything that is not recyclable</u>, flattened tetra pack containers (for milk, fruit juice etc.), food containers, napkins and sanitary towels, bulbs, rubber, etc.</p>
<p><u>PLASTIC AND CANS:</u></p> <p>Please throw here: all plastic items and aluminum cans (with AL symbol). Drinking and soft drinks bottles, detergent bottles, tin cans, yogurt containers, shampoo bottles, packaging, and plastic bags (please rinse them!)</p>	
	<p><u>GLASS ONLY:</u></p> <p>Please throw here: Glass bottles, glass jars (please rinse them!)</p>
<p><u>ORGANIC WASTE:</u></p> <p>Please throw here: food scraps in closed plastic bags (e.g. meat, fish, salami, cheese, bread, pasta, rice, fruits, vegetables, fruit & vegetable skins, coffee grounds and tea filters, cut flowers and small plants, pet litter).</p>	

The Housing Office will provide instructions on how to separate and recycle and how to access the Eco Center for your town. **For more information please contact:** DPW Environmental Division 646 2637

Student Transportation Office (STO)

Located at the Vicenza Middle School at Villaggio

Please email us for any inquiries, updates and/or to book an appointment with our office:

VICENZA.SBO@DODEA.EDU

Office Phone Numbers: DSN 646-6778/6779 Comm. +39 0444-71-6778/6779

Customer Service Hours:

Monday – Wednesday and Friday 8:15-12:00/13:00-14:00/
15:15-16:00; Thursday 8:15-11:30 / 14:00-16:00

Closed for Lunch 12:00-13:00

**** Processing student registration for school transportation may take 2 working days during periods of high demand.**

List of real estate agencies

List of agencies in the Vicenza area that reported to have English speaking personnel and are familiar with the requirements of Vicenza Military Community members leases. This does not prohibit personnel from using any other Agency, however prior to signing any contract or paying any fees to Agencies customers must coordinate with the Housing Office for advice.

update: Feb 2023

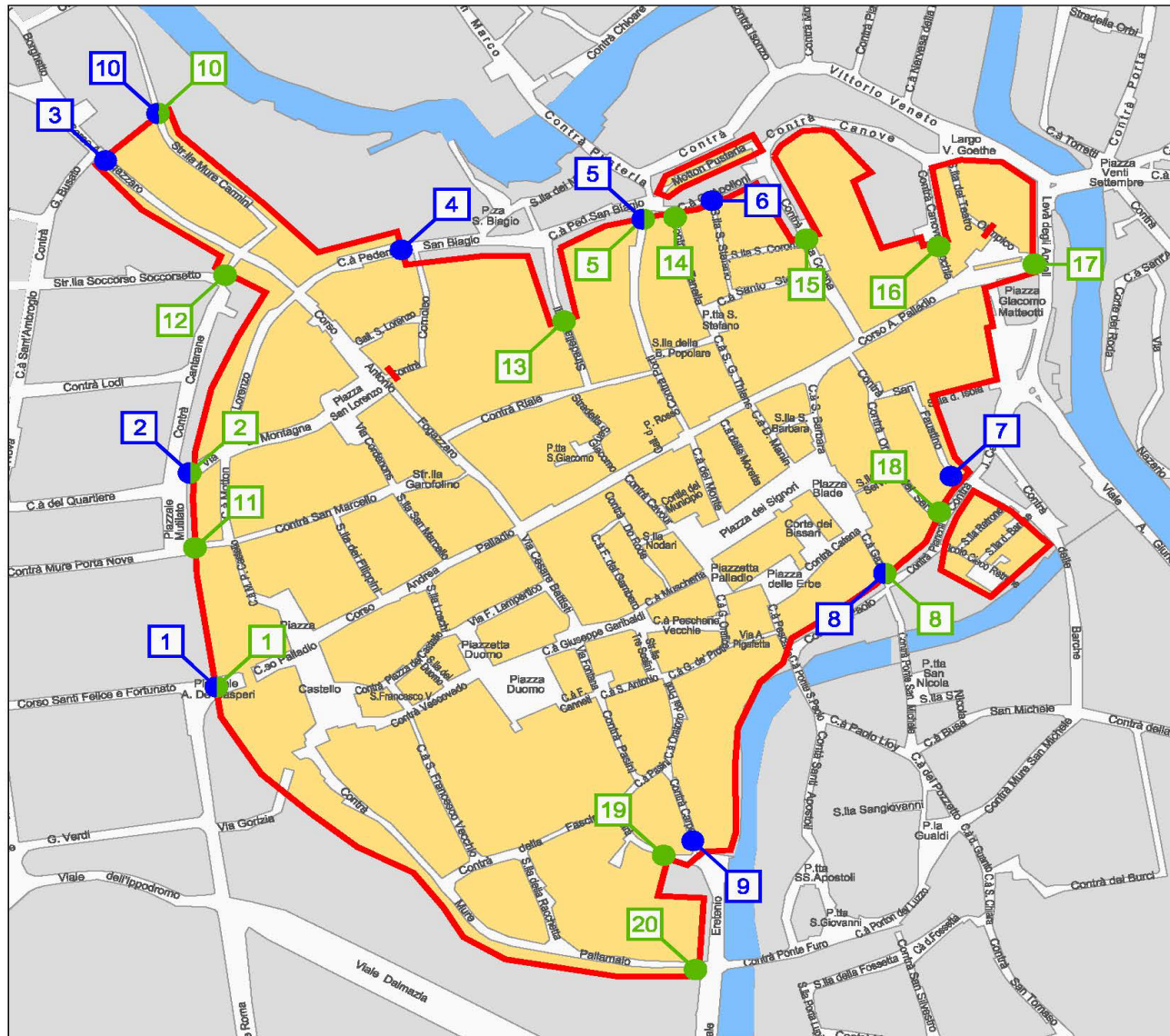
Agency	City	Address	POC	Phone numbers	email	web
Abitare a Vicenza	Longare	Via Roma, 32	Giovanni Balbo	0444 953 188 349 465 9072	info@abitareavicenza.it	
Agenzia Castello di Paolo Tosato	Vicenza	Viale Roma 16	Mabel Antonelli	0444 322104 393 432 0263	mantonelli@re-azione.com	
Agenzia Pellegrini	Vicenza	Corso Padova, 148	Mara Meda	320 283 3330	info@agenziapellegrini.it	www.agenziapellegrini.it
Assenza Francesca	Vicenza	Via Battaglione Monte Berico, 9	Francesca Assenza	328 212 2692	assenzafrancesca.vi@gmail.com	www.assenzaimmobiliare.it
Bellieni Immobiliare	Vicenza	Piazza Matteotti, 20	Filippo	0444-525262 348 370 2627	affitti3@bellieni.com	
Casarotto Alessandro	Vicenza	Contra' SS Apostoli 22	Alessandro	0444 027157 347-274 0511	immobiliarecasarotto@gmail.com	
Domo Facile s.r.l.	Torri di Q.Lo	Via Roma, 137	Massimo La Licata	0444583976 3891725161	mgastaldello@domofacile.it	www.domofacile.it
Domus Immobiliare	Vicenza	Viale Trento, 86	Betty Vit	0444 526377 335-538 4946	info@domusvi.it	www.domusvi.it
Finotti Servizi Immobiliari	Camisano Vicentino	Via De Gasperi 6A	Finotti Michele	0444 145 2222 329 745 1642	info@immobiliarefinotti.it ; amministratorefinotti@gmail.com	
Immobiliare Altachiarà	Camisano Vicentino	P.zza Repubblica, 8	Tescaro Gianluca	0444-411764 349-593 5006	agenzia.altachiarà@gmail.com	
Immobiliare Olimpica s.r.l.	Vicenza	Viale Trieste, 88	Antonella Bragadin	0444 300 331 333 276 4432	info@olimpica.it	www.olimpica.it
Immobiliare Zanguio di Coppolino Luca	Vicenza	Contra' Carpagnon 1	Luca Coppolino	0444 544433 338 593 1372	Luca.Coppolino@zanguio.it	
La Corte Dei Miracoli SAS	Vicenza	Piazzola San Giuseppe, 4	Stefania Zocche	348 490 8470 0444 525218	info@lacortedeimiracoli.eu	www.lacortedeimiracoli.eu
Prestigia	Vicenza	Via Giacomo Medici 37	Tosco Antonia	0444-020628 333-9835675	ag.prestigia@libero.it	
Progetto Studio Immobiliare	Vicenza	Contra' Delle Barche, 33	Laura Foralosso	0444 324 023 348 383 1046	laura@agenziaprogetto.it	
Proprieta' Immobiliari s.n.c. di Furlan Matteo	Vicenza	Corso SS Felice e Fortunato, 39	Aldo Cailotto	0444 041737 335 646 7880		
Remax Premium	Vicenza	Viale Della Pace 250	Loredana Avragna	0444 510024 328 222 9942	premium@remax.it	
Renova Immobiliare s.r.l.	Vicenza	C.tra' Delle Canove Vecchie 26	Corrado Carletti	0444 320399 347-751 3213	corrado@renovaimmobiliare.it	manuela@renovaimmobiliare.it
Stabilia Zoso Immobiliare	Vicenza	V.le Trento 326	Claude Zoso	0444-570366 348 230 5501	Claude.zoso@stabilia.it	
Teckno Palladio	Vicenza	Contra' Santi Apostoli, 26	Miriam	340 708 4749 340 243 8289	tecknopalladio.imm@libero.it	
Von Poll Vicenza srl	Vicenza	Contrada Porta Padova 132	Silvia Schiavo	0444 317652 339 706 9790	silvia.schiavo@von-poll.com	
Grandi Agenzie	Vicenza	Corso SS Felice e Fortunato, 257	Fin Roberto	0444305077	vicenza@grandiagenzie.it	



US Army Garrison - Italy
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Zona a Traffico Limitato (ZTL) - Map



VARCHI DI ACCESSO ALLA ZONA A TRAFFICO LIMITATO

- 1 PIAZZALE DE GASPERI
- 2 VIA MONTAGNA
- 3 CORSO FOGAZZARO
- 4 CONTRA' PEDEMURO S. BIAGIO
- 5 CONTRA' PORTI
- 6 STRADELLA S. STEFANO
- 7 CONTRA' SAN FAUSTINO
- 8 CONTRA' GAZZOLLE
- 9 CONTRA' CARPAGNON
- 10 CONTRA' MURE CARMINI

VARCHI DI USCITA DALLA ZONA A TRAFFICO LIMITATO

- 1 PIAZZALE DE GASPERI
- 2 VIA MONTAGNA
- 5 CONTRA' PORTI
- 8 CONTRA' GAZZOLLE
- 10 CONTRA' MURE CARMINI
- 11 CONTRA' PONTE DELLE BELE
- 12 CONTRA' CANTARANE
- 13 STRADELLA STALLI
- 14 CONTRA' ZANELLA
- 15 CONTRA' S. CORONA
- 16 CONTRA' CANOVE VECCHIE
- 17 PIAZZA MATTEOTTI
- 18 CONTRA' ORATORIO DEI SERVI
- 19 CONTRA' DELLE GRAZIE
- 20 CONTRA' MURE PALLAMAIO



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MY ELECTRICITY IS OFF !!

TWO MAIN REASONS WHY THERE IS NO POWER AT YOUR RENTAL

1. APPLIANCES AND DEVICES PLUGGED IN EXCEED THE AMOUNT OF KW PROVIDED BY “AGSM AIM” (Service provider) TO YOUR METER

Action. Reduce number of appliances or devices working simultaneously, then switch the circuit breaker back on.



2. “AGSM AIM” HAS OUTSTANDING BILLS ON RECORD

Action. Check your email (including Junk/spam folders) for AIM bills that you could have missed to pay.

In order to have your power reinstated:

**AFTER DUTY HOURS, CONTACT 0444 239149.
DURING DUTY HOURS ONLY:**



- CONTACT THE HOUSING OFFICE – HELP DESK at DSN 646-2720/2721/2743 (COMM: 0444 71 XXXX) or e mail usarmy.usag-italy.id-europe.mbx.housing-division@army.mil
- The Help Desk will send you via e mail the balance due to AGSM AIM and all the outstanding bills, if you did not find them in your email.
- **PAY** the full amount to:

BENEFICIARY: AGSM AIM ENERGIA SPA
IBAN: IT11Y 050341175 0000000 150000
BIC:BAPPIT22XXX



Housing Mail

YOUR FULL NAME and CUSTOMER CODE number (top right corner of your bill) must be added in the payment description/purpose field.

- **PROVIDE A CLEAR AND LEGIBLE RECEIPT** to your Housing Counselor via e mail (cc your e mail to gas.elec@cive-amministrazioni.it and to usarmy.usag-italy.id-europe.mbx.housing-division@army.mil)

AGSM AIM HAS ONE WORKING DAY to REINSTATE THE POWER after payment is received.

THE POWER will be RESTORED REMOTELY. CIRCUIT BREAKER and ELECTRIC METER need to be reset to OPERATIONAL (switched back on) by the tenant.

Note: “AGSM-AIM” is a private service provider. The Housing Office has no contracts or technical agreements with AGSM-AIM. The Housing Office provides only a liaising service and does not replace any of the two parts involved.