



**USAG
ITALY**

HOUSING INFORMATION BROCHURE



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

UNDERSTANDING OHA AND UTILITY ALLOWANCE (Overseas Housing Allowance)

Overseas Housing Allowance (OHA Military): Military members who have a signed community housing rental agreement are allowed the Overseas Housing Allowance and Move-In Housing Allowances (MIHA). Your OHA is a cost reimbursement-based allowance, meaning you will receive what you are actually paying for rent and is not your maximum OHA ceiling. Please contact the Housing or Finance office for the latest OHA ceiling for your grade or check the following website:

<http://https://www.travel.dod.mil/Allowances/Overseas-Cost-of-Living-Allowance/Overseas-COLA-Rate-lookup/>

for information and current rates for Overseas Cost of Living Allowances and Overseas Housing Allowances. Advanced OHA: You may need to request an OHA advance. Beginning a rental agreement is very costly: first month rent; security deposit, painting fees, purchasing miscellaneous items, i.e. curtains, etc. For advanced OHA visit Finance Office they will provide information on how to request the advance.

NOTE: Mil-to-Mil Members will each receive OHA up to the maximum set based on grade with or without dependents, but be aware OHA, as a cost reimbursement, only pays for the actual rent.

Your OHA allowance is the lesser of your OHA ceiling (limit) or the rental amount; you are paid dollar for dollar for your rent, you cannot pocket any amount between your rent and your OHA ceiling.

If you decide you will spend out-of-pocket costs, that is your prerogative, personnel decision, and choice. However, that is not an open-ended decision. If you are E6 or below, you must have a MFR signed by your First Sergeant or Commander concurring with your decision. If after you move into the house and find that your finances become unacceptable and you cannot cover this additional cost, this does not constitute a hardship and you will NOT be provided a government funded move (remember, it was your decision to not follow the approved process).

Military Utility/Recurring Maintenance Allowance: You will receive a monthly utility/recurring maintenance allowance based on family status (accompanied/unaccompanied) and location, which 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. You should set money aside for higher winter bills as well as bills paid upon presentation by the landlord, i.e. water, trash/recycling, and sewage as well as minor maintenance, for annual boiler/furnace, and air conditioning inspection/ cleaning. Each Mil-to-Mil Members or sharers will receive 50 percent of the allowance.

Civilian Utility Allowance: Your utility costs are based on actual expenses. The first-year utility costs will be estimated and then you will need to reconcile with Civilian Personnel. It is very important to reconcile your expenses to compensate for the first-year estimate versus actual expenses incurred. If estimates are too high, you will be required return excess funds. Failure to do this reconciliation could result in a significant expense back to Uncle Sam when you PCS, i.e. receiving years of over payments. Additional annual reconciliations are at your discretion. In addition to electric, gas, water, garbage, and trash, you can include firewood. You should set money aside for higher winter bills as well as bills paid upon presentation by the landlord, i.e. water, trash/recycling, and sewage. You are not reimbursed for annual boiler/furnace and air conditioning inspection/cleaning.

Military Cost-of-Living Allowance (COLA): COLA is paid when goods and services purchased on the local economy are more expensive than if purchased in the U.S. The OHA and utility allowance will appear as BAH on your LES. The Cost-of-Living Allowance (COLA) will appear as COLA.

Civilian Post Allowance: The Post Allowance is just like the military COLA to offset goods and services purchased on the local economy which are more expensive than if purchased in the U.S. LQA and utility allowance it will appear as LQA on your LES and Post Allowance will appear as POST ALLOW.

Temporary Lodging Allowance (TLA)

TLA is intended to partially reimburse a service member for the more than normal expenses incurred during occupancy of temporary lodgings (hotel) and expenses of meals obtained as a direct result of temporary lodgings outside of CONUS, which do not have facilities for preparing and consuming meals.

Please contact the Finance Office for details on rates and entitlements.

TLA needs renewal every 15 days

First TLA submission:

1. Send a copy of your PCS orders and a signed copy of Appendix C in PDF format to:
usarmy.usag-italy.id-europe.mbx.housing-division@army.mil
2. Include the check-in date
3. Wait for the email from Housing with the TLA memo
4. Submit your TLA memo to the Finance Office

New TLA submissions:

1. Show proof of aggressively seeking housing by providing the requested information at each time that you request a new TLA (3 properties for the first 15 days and 6 properties for each 15 subsequent TLA requests).
 2. Confirm the dates you are staying in the hotel.
 3. Wait for the email from Housing with the TLA memo
 4. Submit your TLA memo to the Finance Office
- * The Finance Office will reimburse the cost of the hotel with meals/incidentals after processing your TLA packets. The average time to process TLA is between 5 to 10 business days. If there is any discrepancy, you will be notified by the Finance Office.

PLEASE NOTE: As per the Federal Travel Regulation (FTR), Airbnb is not authorized for TLA



WELCOME TO YOUR ITALIAN HOME

Introduction: This Packet will provide you several pieces of information for living in your Italian home. The following topics provide general information about living in Italy. Most all this information has been compiled over the years through experiences. Some of the information has been put into other Sections of this Packet to provide greater details; e.g. maintenance responsibilities, Heating, Ventilation, and Air Conditioning (HVAC) systems, etc.

LEARNING ABOUT HOUSE SYSTEMS

If you have not done so, have the landlord explain how to use all the homes' systems. This can include, but not limited to electrical fuse panels, boiler reset buttons, telephone intercom systems, property gates, etc. **DO NOT do anything that appears unsafe**, e.g. reaching behind an electrical panel. In some cases your landlord may tell you to not touch anything, but rather, immediately call them for assistance when something stops working. To help you with this process we offer the following example questions/comments (if needed a housing counselor can assist you):

Where is the main electrical box and can it be shut off in an emergency without endangering myself or my family?

Where is the electrical circuit breaker box? (inside house and outside house)

Are the fuses marked and if so can you provide translations? (or he/she can tell you as you write them down for your reference)

Where is the gas meter and how can it be shut off in an emergency without endangering myself or my family?

Where is the water main cut off valves and how can it be shut off in an emergency without endangering myself or my family? (inside and outside)

Where is the heating fuel tank and how do I measure the tank for fuel level?

How many liters will it hold? Is it at least 1/4 full when you first start the lease?

Document how full the tank is upon move in for both you and the landlord?

Many homes have air conditioning units called "splits units" and they are remotely controlled. Have the landlord show you how to use the remote for its operation. Where is the external unit and what (if anything) needs to be done to clean the unit? How are the internal unit(s) cleaned?

What do I do if the heating system(s) stops working?

If there's an electrical garage door opener and/or property gate, ensure you know how to manually operate in case of power outage or remote control battery is inoperative.

If the home contains a fireplace, is there an operating manual? How is the flue opened or closed? How can it be cleaned?

Many windows and doors in Italy have multiple positions, have the landlord show you how each type functions.

Some units may have remotely controlled ceiling fans, have the landlord show you how to use the remote for its operation.

ENERGY RATING

Your home has an Energy Rating and the landlord should have provided you a certificate of the rating. The scale is A-G: A is excellent, G is poor. Better grades are more energy efficient and you'll pay less to heat/cool a home.

Homes rated "A" likely have solar panels

Newer homes: average a "B" rating

Older homes: average an "E" rating

SEWAGE/PLUMBING

Unclogging of Drains: When unclogging drains, do not attempt to remove shower and bath tub drains by releasing the screw in the center of the drain. By doing so the drain cup and the gasket located under the tub/stall will separate causing major leaks and/or flooding. For major clogs, contact your landlord for assistance. Check for caulking compound around shower stall/bath tub, replace if deteriorated as this will cause water to seep through tiles generating wet/mold spots on adjacent rooms.

How to Prevent Toilet Clogging: Do not throw the following items in the toilet even if they are labeled as

flushable—pipes are smaller in Italy:

Paper Tissues (the paper is very resistant)

Do not use excessive toilet paper

Q-Tips Swabs, Toothpicks, Feminine Napkins, Tampons, wipes, and diapers.

Condoms

Plastic material i.e. cellophane, baggies, stickers

Empty toilet deodorant cages or containers

Razor blades

Sewage stoppages caused by misuse of products could result in high costs to the tenant for unclogging, cleaning, and repair.

Sewage Smell: Kitchen/Bathroom/Laundry fixtures drains are “P” shaped, commonly called “P- TRAP”. This is to assure a small quantity of water remains immediately below the fixture to prevent bad odors from backing up. If you don’t regularly use any of the fixtures (i.e. Bidet) water in the P-TRAP will evaporate causing sewage odors to backflow. Running water at least once a week in fixtures not regularly used will prevent raw sewage smell. Often laundry rooms have a floor drain, pour water in the drain once a week to prevent bad odors.

WASHER, DRYER, STOVE AND REFRIGERATOR MAINTENANCE

Ensure the washer and dryer work properly, don’t forget to clean out the various filters and empty the water tray in the dryer. Clean refrigerator vents located beneath the door (vacuum). Manuals have been provided. Clean stove top with appropriate stainless steel cleaners (non-corrosive), and avoid excessive water as it will short electric igniter causing malfunction (self-spark/no spark)

Appliance Repair: Do you need maintenance help in your Government Quarters? The new ArMA program is an easy way to effortlessly place a work order by your smartphone or by desktop.

To register go to <https://www.armymaintenance.com/armma>

IMPORTANT: For Emergency work orders, between the hours of 1700 and 0800, please call the After Hours Service Desk at +39 0444239149.

During the Hours of 0800 - 1200 and 1300 - 1700 call the Housing Hotline at DSN: 314-646-5116 or CIV: +39 0444715116 (Select 1, Select 2)

DO NOT USE the ArMA application for Emergency work order cases.

EXTENDED LEAVE/TDY

If you are going to be absent for 1 week or more you must give your keys to someone to periodically inspect your unit. They need to check for water leaks, heat working properly during winter months, ventilate 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. As per law, 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.

PET CONTROL

All companion animals, such as dogs or cats, will be leashed when outside your home or kept in a fenced yard. You must ensure cleanliness of your pet areas to control and prevent vermin infestation. Feces should be picked up daily. Do not let your pet become a neighborhood nuisance with excessive barking, please pay attention to the Italian quiet hours. Do not allow your pet to stray. Remember to make arrangements for your pets while on leave or TDY.

GROUND

Mow grass, mow/rake adjacent grassy areas, fill holes and cut hedges/bushes. Sweep patios and remove all spider webs from around the house. Hose off areas around exterior of house, including walls/patios.

LOCKOUTS

The Housing Office and landlords **do not** maintain spare keys to your unit; you must make arrangements

with a locksmith. The cost is not reimbursable by the government and this service is expensive, so guard your keys well. Make a 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 master key.

VISITORS

Sponsors are responsible for the actions of their dependents and visitors at all times. Occupants of family housing are allowed to have guests or social visits by people other than their dependents for a period not to exceed 30 days, providing there are no "Health, Morale or Welfare" issues involved. Extensions may be requested through the Housing Management Office. Leasing or subleasing of government-controlled quarters or any part thereof is not authorized.

ENVIRONMENT

In Italy it is against the law to pour engine oils, engine coolants, car grease, and corrosive liquid or drain cleaners and other similar products either down sanitary drains or on the ground or paved surfaces. It is considered an offense to maintain a faulty automobile that has an oil leak creating a pollutant problem. Should the Italian police detect an automobile with an oil leak, they may fine you and clean the oil spill at your expense. Check with your local commune before burning waste or leaves, etc. in any area of the city.

WINDOW SAFETY FOR CHILDREN

If you have small children, please ensure their safety by following these recommendations:

Window Covering Cords: Install and use hooks to a height not accessible to your young children to prevent strangulation.

Accidental Falling Hazard: If you have window openings that can be accessed by small children, i.e. window seals less than 3 feet high, make sure that they can and are locked/ secured to prevent accidental falling.

FIRE PROTECTION/PREVENTION

Fire Protection: It is your responsibility to ensure that the safety and well-being of all housing occupants is always at the highest level.

Smoke, Natural Gas, and Carbon Monoxide Detectors are not required by Italian law, but it is recommended that you install these in your home with your landlord's approval. Check the batteries annually

Fire Prevention: Fire Prevention briefing, and fire extinguisher training is given to new arrivals during Newcomers Orientation.

Fire Reporting: If a fire occurs in your home, evacuate the premises immediately, call 115 and then notify the base fire department. Make sure you give the house number and the street you live on. Wait outside by the road to give directions to the arriving fire crews.

Storage of Flammable Liquids: A maximum of three (3) gallons of flammable liquid is allowed to be stored in outside storage areas only. Flammables are not allowed to be stored in the living area for any length of time. Outside storage areas should be child proof. Do not store in furnace room or near heaters.

Barbecue Grills: Used and supervised by adults only. They should not be used near buildings with overhangs or porches and not on balconies of apartment complexes. Do not store flammable or combustible materials near the grill while in use or for a period after being used. Extinguish the hot coals when they are no longer needed. Smoke damage to overhangs or porch ceiling is not fair wear and tear and costs for repair are the occupant's responsibility.

Cooking Appliances: Never leave the stove unattended while cooking, especially when cooking with grease or any item that produces its own grease. The kitchen exhaust fan should be cleaned frequently to prevent the buildup of grease. In the event of a grease fire, cover the pan with a lid that fits snugly over the pan, and turn off the appliance. NEVER THROW WATER ON A GREASE FIRE AND NEVER ATTEMPT TO MOVE A BURNING PAN!

Electrical: Fit proper Italian Plugs where possible, and ensure fuses are rated for the intended appliances. It is safer to fit Italian 3 pin plugs than to use adapters for 220/240V appliances fitted with continental 2 pin plugs. If you use an extension lead, ensure it meets UL or European Community standards and is rated for the intended appliance. Avoid running it under rugs, through doorways, windows and walls. Avoid using multiple adapters.

Fire Evacuation Plan: A home fire evacuation plan should be devised with primary and alternate routes of escape in the event of a fire. Establish and practice your escape plan as a family activity. Remember to include a meeting place outside the home so all can be accounted for. The fire department should be made aware of handicapped members.

Housekeeping: Keep trash from accumulating in closets, attics and basements. Never store anything near a heater or furnace.

Power Equipment: Lawn mowers and edgers should not be refueled while the motor is running. Equipment should have sufficient time to cool before refueling. Store gas operated equipment in a fire safe environment.

Fireworks: Only authorized fireworks sold in Italy can be used, all others are strictly forbidden. Check with your Municipality to see if there are further restrictions in your neighborhood

POLICE/CRIME STOPPERS

Patrolling is accomplished on a routine basis by the local community police force (Carabinieri or Polizia). Reminder for emergencies the local emergency phone number for off base is 112. If your house is broken into, contact your local Carabinieri Station and then Command Post who can dispatch Security Forces and a Translator. It is suggested that you program all the necessary emergency contact numbers in your cell phone and protect your personal documents,

i.e. passports, Codice Fiscale, Military ID etc.

PARKING

Parking of privately owned vehicles will be in authorized parking areas only. Depending on your local community, recreational vehicles may be prohibited from parking in community housing areas. Check with your local city hall. Parking may be at a premium at some locations so it is important to use common sense and courtesy when parking.

CAR SECURITY

Always park your car in the garage if you have one or in a well-lit area close to your house. Always lock your car. Do not leave valuable items inside your car. Always practice Force Protection by keeping uniforms, American papers, etc. from view.

FIREARMS

Personal firearms are not authorized in Italy.

YOUR PREVENTATIVE MAINTENANCE RESPONSIBILITY

You are required to perform preventive maintenance work normally expected of a prudent homeowner.

Boilers Check water pressure periodically (more often during winter) Oil Fired boilers Turn boiler off when delivering oil (wait two hours to restart) Air Conditioners Clean filters regularly

Storm Drainage Keep outdoor storm drainage grates free of leaves/debris Balconies Keep floor drain clean and free of leaves/debris at all times Bathroom Drains Use drain cleaners semiannually to prevent clogging.

NOTE: Don't remove center screw in shower/bathtub drains Chimney Cleaning Annual cleaning to prevent house fire

Dishwasher Add salt to soften water and clean filter regularly Range Filters Clean and/or replace stove exhaust hood filter Washer/Dryer Clean filters/exhaust hose/empty dryer water tray Refrigerator Regularly clean

Outdoor Water Before winter (if possible) it is necessary to turn off water supply to outdoor water taps/irrigation systems to avoid damage to pipes due to freezing weather as well as disconnecting any hoses

LANDLORD PREVENTATIVE MAINTENANCE RESPONSIBILITY

Periodically the landlord will require access to your home to perform preventative maintenance as prescribed by Italian law and your contract. If you have a maintenance problem beyond minor maintenance in your home, you should contact the landlord (the Housing Management Office can assist). The landlord may have to contact a technician and repair time may be delayed due to the technicians' schedule, so try to be as flexible as possible. It is usually impossible to get a technician immediately. Please allow the landlord a reasonable amount of time to contact the technician and get back to you with appointment time.

Technicians 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 and/or technician will be coming so that they will let them enter the house.

If the landlord does not respond to your problem, contact the Housing Management Office and have a specialist contact your landlord again to resolve the issue.

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 office to your landlord.

The letter can be in English. The letter should state the nature of the problem needing resolution. Inform the landlord that the landlord 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 Management Office and keep a copy for yourself. Fortunately, this last step rarely needs to be taken and it usually motivates the landlord into fixing your problem. If the landlord does not respond after your letter, you now have the option of contacting a technician. To find a local technician you can look in the local phone book. Housing Office Specialists can assist you in contacting the technician if you need help.

MINOR AND MAJOR MAINTENANCE RESPONSIBILITY

In Italy, household maintenance is commonly identified as minor or major maintenance. Minor maintenance is the responsibility of the tenant, major maintenance falls to the landlord. As stated in the lease agreement, you can require your landlord to perform the minor maintenance, but you will be charged for incurred costs. You may elect to do it yourself or hire and pay a repairman of your choice. Common practice is to have your landlord manage it. Below information is provided to help clarify maintenance responsibilities. Please keep in mind the lease governs what is required to be performed. **Some of the landlord responsibilities are at landlord's discretion and not mandatory so please refer to your lease:**

	TENANT	LANDLORD
1. TV/SATELLITE ANTENNA		
a. Condo: Replacement costs other than tenant negligence		X
b. Condo: Minor maintenance and repair	X	
c. Single User: Installation, repair, and replacement	X	
2. PHONE AND INTERNET		

a. Installation new/additional phone/data outlets	X	
3. ELECTRICAL SYSTEM		
a. Replacement of wiring or major components to include masonry work		X
b. Minor maintenance for regular operation, broken outlets, light fixtures, light switches, bulb sockets	X	
c. Compliance with Italian safety standards		X
d. Minor maintenance of smoke/fire/intrusion detections systems (batteries, remote control)	X	
4. SANITARY SYSTEM		
a. Replacement of the system or parts of it due to life cycle to include masonry work (pipes, faucets-flush tanks)		X
b. Minor maintenance, replacement of washers, P-traps, floating valves, unclogging of drains, toilet seats, shower hose and shower heads, etc..	X	
c. Compliance with environmental standard to include connections to the public sewage system		X
5. HEATING/COOLING SYSTEM		
a. Operation costs to include oil/gas, electricity, annual cleaning of the furnace, A/C filters	X	
b. Replacement of the system or parts (furnace, pumps, valves)		X
c. Compliance with Italian standards		X
6. DOORS-WINDOWS-SHUTTERS		
a. Replacement of cords, springs, hooks, slats, locks and keys, handles, hinges, glass panels, other than acts of nature	X	
b. Major maintenance or replacements due to fair wear and tear or fortuity and accidental damage other than tenant		X

negligence of rolling shutters/blinds, doors, and frames, shutters	X	
c. Exterior maintenance (varnishing-stain)		X
7. FLOORS AND WALLS		
a. Replacement or repair of floors and wall finishing due to defective workmanship or poor quality of materials, life cycle, other than tenant negligence		X
b. Scratches on wood floors caused by movers/pets/abuse. Broken tile due to someone dropping something heavy. Damage to walls from crayons/dark paint/enamel or latex based paint.	X	
8. KITCHEN CABINETS/RANGE FILTER		
a. Major maintenance or replacements due to fair wear and tear or fortuity and accidental damage other than tenant negligence		X
b. Minor maintenance, replacement of doorknobs, hinges, countertop lighting, range hood filter	X	
9. UNIT PROVIDED APPLIANCES/FURNISHINGS		
a. Minor appliances repair	X	
b. Furnishings minor maintenance, replacement of doorknobs, hinges, light bulbs, etc.	X	
c. Major repair/replacement other than abuse/misuse		X
10. EXTERIOR		
a. Initial installation, replacement or repair of main water and sewage lines including masonry work		X

b. Replacement of doorbell, doors, marble sills, woodwork, railing, pavements, sidewalks, fences, gates, intercom system, common areas lighting		X
c. Minor maintenance and repair of doorbell, intercom system, gate remotes (including batteries)	X	
d. Painting of walls, plastering, insulation, replacement of gutters and storm drains, roof tiles, chimney, and maintenance of gates		X
e. Pest control inside and outside	X	
f. Minor maintenance, cleaning of roof gutters and downspouts	X	
g. Ground maintenance of private lawn, common areas, playgrounds	X	

HEATING SYSTEMS

Energy conservation is practiced seriously in Italy! Italian Law requires residents to run the heating system for a maximum of 14 hours per day and room temperature must not exceed 20°C (+2°C max tolerance) equal to 68°F (+3.6°F max tolerance). By Law, heating season is from 15 Oct through 15 Apr and this is the only time that your boiler should be turned to the “winter” mode. The local municipalities can extend the heating season in case of extraordinary weather conditions.

Operation and Maintenance: To ensure compliance with Italian law, room thermostats shall be set to 20°C/68°F. This temperature provides adequate comfort and economical energy management. Heating systems are designed/sized to reach an operating temperature of 20°C/68°F, keeping room thermostats at higher settings will result in the boiler running constantly. This translates in expensive gas/oil bills and shortens boiler life. NOTE: To control inside temperatures always lower the room thermostat setting, do not close valves on the individual radiators as it will create extreme pressure build up in the system and damage the boiler.

Settings When Absent: Check thermostats and interior lights before leaving home for extended periods. Lower the temperature on thermostats to 10°C/50°F, this will prevent pipes from freezing if the temperature drops. Turning off the heating system may result in water pipes freezing and you will be held liable for any damages that may occur.

Boiler Maintenance: According to Italian Law boilers must be serviced annually to assure optimum performance aimed at energy conservation and pollution prevention. In fact, besides regular servicing/cleaning, every other year a combustion exhaust fumes check is required. By Law this responsibility and associated costs are on the tenant and usually the Landlord will contact the technician and present the bill to the tenant.

OIL FIRED BOILERS (GASOLIO)

It is important for you to measure the fuel level in your tank on a regular basis. Please do not wait until your tank is empty or almost empty before you place an order for fuel. It is your personal responsibility to measure and order fuel to allow adequate time for delivery.

Common Problem: The most common failure of the system is when heating oil is delivered. The pressure of the fuel being pumped in the tank will loosen sediment from the bottom of the tank. If the burner is on/running while oil is pumped into the tank, loosened debris will be pumped into the system and plug the injector. This will stop the boiler from providing heat until the filter is cleaned. Following the steps below will help minimize the chance of problems:

The boiler must be turned off before oil is pumped into tank

You must wait at least two hours before turning boiler back on.

If you ran out of fuel, air bubbles may have entered the fuel line, then you need to push the reset button on the burner a few times to purge air out and restart the boiler.

NATURAL GAS AND LPG/PROPANE (BOMBOLA) GAS BOILERS

Natural Gas/LPG/ boilers are reliable, but require some attention to prevent failure. The most common failure is due to lack of water pressure in the system. Although there are many different brands of wall/floor mount boilers, all operate similarly.

Below are some tips on how to properly operate boilers:

Keep boiler temperature (heating water) between 65°-75°C.

Keep hot water temperature at 50°C. This will prevent excessive lime build up (lime starts to form at 55°C) and improves boiler performance while extending its life. If the boiler is not equipped with temperature gauge, adjust it between Min/Max settings.

Keep boiler pressure between 1 and 2 Bar. Check pressure on a monthly basis during winter, restore if below 1. If pressure drops below 0.5 Bar, the system may automatically shut off and water circulating pumps may be severely damaged.

Follow the steps below to restore pressure and restart the boiler:

Turn off the boiler, open water feeder valve located under the boiler (black/blue knob) and restore pressure up to 2 Bar and then turn off. If you cannot locate the feeder valve ask your Landlord to help you.

Bleed radiators on upper floor first, air bubbles tend to rise. The bleeder valve is located on opposite side of

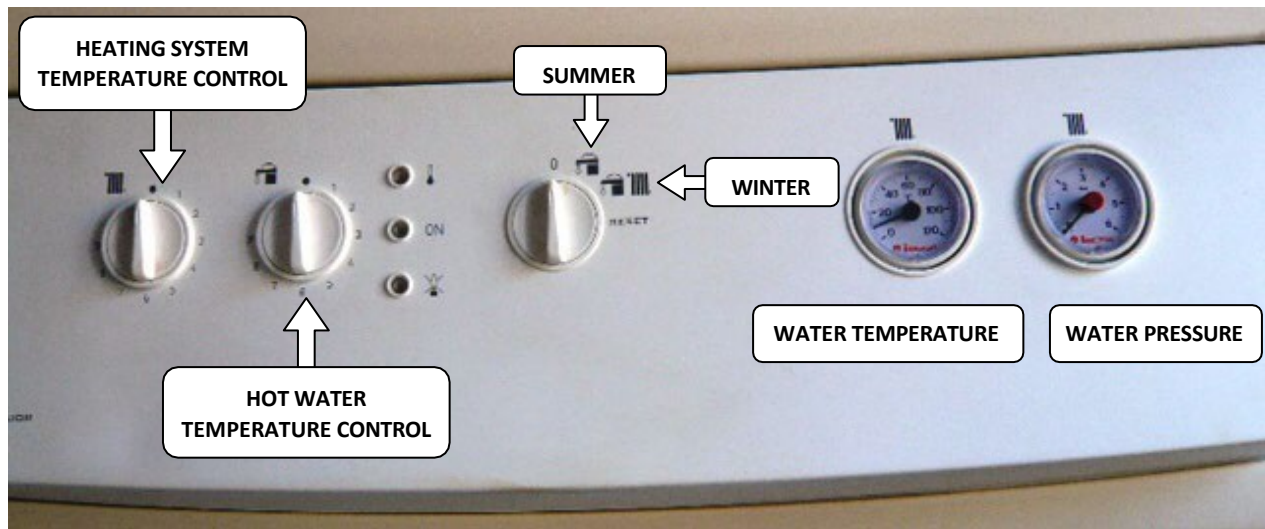
radiator open/close knob. Use caution if radiators are hot, place container right under the valve nozzle to prevent spillage.

Bleed all air until water comes out continuously.

You may have to repeat step #1 if pressure drops to 0 while bleeding the system.

Once all air is bleed out of the system, restore pressure between 1 and 2 Bar.

Turn system on.



Bombola Gas Canisters:

Use only in a vented room or when plumbed to the exterior

Do not place in direct sunlight or store empty gas canisters--return to supplier

Check the expiration date of the hook up hose

Do not use in bedroom, bathroom, garage, attic, stairways, rooms above or directly connected with any of these areas, boiler or furnace rooms

Maximum length for hook up hose is 40" (1 meter)

VENTILATION

European and Italian homes are typically built with reinforced concrete frames and brick walls. Walls and ceiling surfaces are finished with mortar/plaster and water base paint. As water base paint is not waterproof, plaster finishing tends to absorb and retain humidity. These areas can become damp or wet because of a water leak or condensation of vapors produced by appliances and normal household activities.

Humidity is created by cooking, taking a shower, doing the laundry, watering the flowers and by the inhabitants' breathing and perspiring. A family of four delivers to the air an average of 10 to 12 liters (3 to 4 gallons) of water per day. In situations of poor ventilation or high relative humidity, vapors will condensate on walls which are colder than internal air thus making it damp.

Ventilation: to increase ventilation or air movement (thus reducing humidity and condensation) within the house, open doors and/or windows when practical, use fans as needed, or purchase a dehumidifier to help control humidity and improve living conditions.

AIR CONDITIONING

Air conditioning (A/C) in Italian homes is typically provided by wall mounted units called "Split Units". There is an internal unit controlled via remote, and an external unit. Most systems have a built-in heat pump that can also provide heat, which may be convenient in case of main heating system failure. Refer to user instructions or check on the remote control if the "heat function" is available.

Thermostat: The remote control works as a room thermostat; therefore, it should always be kept in the same room as the internal unit. Set the temperature to 26° C (78.8° F), if you set a lower temperature the A/C unit may run constantly thus wasting electricity. By Law room temperature must not be lower than 26°C (- 2°C max tolerance) equal to 78.8°F (- 3.6°F max tolerance).

Cleaning Filters: It is also important to clean the filters on the internal unit at least once a year before the cooling season and twice a year if the unit is also used during the heating season. A clean filter improves performance and saves energy! Remove and wash filter, once completely dry reinstall. There should be no water dripping from this unit. Check water pan and determine if drain hose is plugged.



POWER REQUIREMENTS

Standard household power capacity in Italy is 3.3 KW (3,300 Watts) and sufficient to run few appliances at same time. High amp appliances like ovens, washer, dryers, and A/C units may not be able to be used at the same time as it will exceed the 3.3 KW limit and the main breaker will “trip” off. Power can be increased up to a 6.6 KW max which will allow use of multiple appliances; however, this may require upgrade of main breaker to hold the higher load. Ask Home Fuels for costs associated with power increase.

Average Power Requirement: The following table shows average estimated wattage requirements for common household items:

Large Appliances		Small Appliances		Kitchen Appliances	
Oven	2,500w	Hair Dryer	1,500w	Deep Fat Fryer	1,800w
Wall Air Conditioner	1,500w	Iron	1,800w	Microwave Oven	1,500w
Dishwasher	1,200w	Vacuum Cleaner	550w	Coffee Maker	1,200w
Clothes Dryer (European)	1,500w	Computers	250w	Toaster	1,100w
Refrigerator-Freezer	500w	Television (LED/LCD)	200w	Espresso Machine	800w
Washing Machine	2,100w	Fan (Portable)	120w	Food Blender	600w
		Fan (Ceiling)	100w	Slow Cooker	200w
		Video Games	100w	Food Mixer	300w
		Sewing Machine	75w		
		Cable/Satellite Box	25w		

ELECTRIC RATES

The electric companies charge different rates for different timeframes. The following table provides you the most to least expensive rates throughout any given day:

Most Expensive: A1		Mid-Rate: A2		Lowest Rate: A3	
Monday - Friday	8:00 a.m. to 7:00 p.m.	Monday - Friday	7:00 a.m. to 8:00 a.m.	Monday - Saturday	11:00 pm to 7:00 am
		Monday - Friday	7:00 p.m. to 11:00 p.m.	Sunday	All Day
		Saturday	7:00 a.m. to 11:00 p.m.	Italian Holidays	All Day

TRANSFORMERS

Transformers increase energy usage. Try to use the right sized transformer for the job. Energy consumption of equipment is typically listed on the device. Turn off transformers when not in use. It will draw electricity even if the appliance is disconnected. If transformer is not working, try to “reset”. If resetting does not work, take the transformer to the FMS warehouse to exchange for working transformer.

ELECTRICAL OUTLETS

Use proper Italian outlets where possible, it is much safer than using adapters for 220/240V appliances fitted with US style 2 pin plugs. These US adapters, commonly called “cheater plugs”, are missing the ground pin and can only support low amp devices (e.g. lamps, computers, phone chargers). Without the ground pin you run the risk of shorting out your appliance during a power outage, surge, or electrical storm.

Italian Outlets: homes are equipped with two different size outlets:

Smaller outlets are 10 Amps; intended to be used for small appliances like TV/audio systems, PCs, lamps, etc.

These outlets support 1,500W transformers or below.

Larger outlets are 16 Amps; intended to be used for larger appliances.

These outlets support 1,500W transformers or above.

Newer homes may have dual size outlets that support both 10 and 16 Amps without the need for an adapter.

“German” outlets are 16 Amps that support larger appliances.

NOTE: Check appliances amperage and connect it to the correct outlet to prevent overloads that could cause smoldering and fire.



10 Amp



16 Amp



10/16 Amps



16 Amp "German" Outlet

EXTENSION CORDS

If you use an extension cord, ensure it meets European Community (CE) standards and is rated for the intended appliance. Avoid running extension cords under rugs, through doorways, windows, and walls.

ADAPTERS

Avoid using multiple adapters as they lead to overloading the circuit. Also, avoid using the commonly called "cheater plugs" as they do not have a ground pin. There are a multitude of adapters available at any local hardware store to meet your requirement.



"German" Adapter



Adapter

AMERICAN SURGE PROTECTORS

Use of American surge protectors may cause a ground fault interrupter (GFI) to trip apparently for no reason. It is due to power fluctuations (spikes) that are very common in the area and are due to factories turning on/off machinery and public illumination. Although power spikes are sufficient to trip surge protectors, it is not harmful to your electronic devices. Suggest you purchase surge protectors from local electronics stores to avoid the annoying problem of tripping the house GFI and to protect your goods.

POWER PROBLEMS

In case of power loss due to system overloading or thunderstorms, check the interior breaker panel and/or the electricity meter. If breaker does not reset, unplug all electrical devices/appliances, and then reset. Once power is restored, plug in devices/appliances one at a time, in order to identify the faulty item. The meter is usually located on the property perimeter wall for single homes or row houses, and in common stairwell areas for apartment buildings. In older homes the meter may be located inside, either behind the front door or in the garage.



GFI



BREAKER



ELECTRICITY METER

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.

Why is mold growing in my home?

Molds are part of the natural environment. They play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on wet surfaces. There are many types of molds, and none of them will grow without water or moisture.

Can mold cause health problems?

Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing. Molds have the potential to cause health problems. Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances (mycotoxins). Inhaling or touching mold or mold spores may cause allergic reactions in sensitive individuals. Allergic responses include hay fever-type symptoms, such as sneezing, runny nose, red eyes, and skin rash (dermatitis). Allergic reactions to mold are common. They can be immediate or delayed. Molds can also cause asthma attacks in people with asthma who are allergic to mold. In addition, mold exposure can irritate the eyes, skin, nose, throat, and lungs of both mold-allergic and non-allergic people. Symptoms other than the allergic and irritant types are not commonly reported because of inhaling mold. Research on mold and health effects is ongoing. This information provides a brief overview; it does not describe all potential health effects related to mold exposure. For more detailed information consult a health professional. You may also wish to consult your Base Public Health Department.

How do I get rid of mold?

It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in house dust. The mold spores will not grow, if moisture is not present. Indoor mold growth can and should be prevented or controlled by controlling moisture indoors. If there is mold growth in your home, you must clean up the mold and fix/remove the source of moisture. If you clean up the mold, but don't fix what generated moisture, then, most likely, the mold problem will come back.

Is mold related to humidity?

European and Italian homes are typically built with reinforced concrete frames and brick walls. Walls and ceiling surfaces are finished with mortar/plaster and water base paint. As water base paint is not waterproof, plaster finishing tends to absorb and retain humidity. These areas can become damp or wet as a result of a water leak or condensation of vapors produced by appliances and normal household activities. Humidity is generally distinguished in two categories:

EXTERNAL (Construction Defect)

INTERNAL (Condensation)

Assuming that in your case the humidity is not due to construction defect, we are interested mainly in internal humidity/condensation. Humidity is created by cooking, taking a shower, doing the laundry, watering the flowers and by the inhabitants' breathing and perspiring. A family of four delivers to the air an average of 10 to 12 liters (3 to 4 gallons) of water per day. In situations of poor ventilation or high relative humidity, vapors will condensate on walls which are colder than internal air making it damp and creating the ideal environment for mold growth. The humidity condensing indoors is a natural phenomenon and absolutely harmless, provided that surfaces able to absorb water are constantly dried. However, in corners lacking proper ventilation (e.g. behind wardrobes, beds, etc.) the build-up of constant humidity on the walls can occur creating, as a consequence, the presence of mold. It is advisable to keep wardrobes and other furniture about 4 inches away from walls to allow ventilation.

How do I control moisture which is the key to mold control?

Keep indoor humidity low. If possible, keep indoor humidity below 60 percent (ideally between 30 and 50 percent) relative humidity. Relative humidity can be measured with a moisture or humidity meter (Hygrometer), a small inexpensive (\$10-\$50) instrument available at many household stores. If you see condensation or moisture collecting on windows, walls or pipes - ACT QUICKLY to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.

How can I reduce humidity?

Vent appliances that produce moisture, such as clothes dryers, stoves, and kerosene heaters to the outside where possible. (Combustion appliances such as stoves and kerosene heaters produce water vapor and will increase the humidity unless vented to the outside.)

Use air conditioners and/or de-humidifiers when needed.

Run the bathroom fan or open the window when showering.

Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing, etc.

How can I prevent condensation?

Reduce the humidity.

Increase ventilation or air movement by opening doors and/or windows, when practical.

Use fans as needed.

Cover cold surfaces, such as cold water pipes, with insulation.

Maintain temperature at 20 Celsius (68 F) throughout the house (helps dries moisture in air)

What should I do when mold appears?

ACT QUICKLY as mold damages what it grows on. The longer it grows the more damage it can cause.

Fix leaks and other water problems as soon as possible.

Scrub mold off hard surfaces like tiles, window pan and frames, and clean using bleach-based detergent and water.

Dry all items completely.

Places that are often or always damp can be hard to maintain completely free of mold. A good remediation to kill or to manage mold growth is to spray affected areas with a 20% solution of bleach and water. Avoid wiping/rubbing affected walls as it will spread mold spores enlarging the affected areas, just spray and leave it alone. Wear gloves and goggles when spraying/cleaning mold affected surfaces/areas.

Usually, mold will disappear after few hours following treatment, and if rooms are kept warm and ventilated to allow walls to dry, mold will not return as you've eliminated the growth conditions. Water/bleach solution will not ruin the paint.

If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing the ventilation (running a fan or opening a window) and cleaning more frequently will usually prevent mold from recurring, or at least keep the mold to a minimum.

Waste Segregation

The information contained here covers a wide range of waste types...it is NOT all inclusive and some waste types might not be applicable for your community. **It is up to you to make sure you are properly following the rules for your location**; however, odds are that if you can't find the waste type below you will be able to dispose of it at your communities Ecological Platform (EP) also referred to as Waste Collection Center.

The first part of this section provides a quick summary for the following types of waste:

Organic/Wet Waste (Umido Organico)
Non-Recyclable Dry Waste (Secco Residuo Indifferenziato)
Plastic Packaging and Cans (Imballaggi in Plastica e Lattine)
PLASTIC BOTTLE CAP RECYCLING (a special program that helps with cancer research/treatment)
Paper and Cardboard (Carta e Cartone)
Glass (Vetro)
Garden Waste (Verde e Ramaglie)
Battery (Pile)
Medicines (Farmaci)
Used Clothing (Indumenti Usati)
Used (edible) Cooking Oil (Usato (commestibile) olio) – also called Olio Vegetali Esausti

At the end is a section titled “Ecological Platform (EP) Waste”. This covers the kinds of things you need to dispose of at the EP. Most of the time you will see this in the pamphlet referred to as Centro di Raccolta or Ecocentro. The attempt here is to provide the reader a more comprehensive listing of what an EP “might” take; what is taken at one community might not be taken at another...it's up to you find out what your EP provides.

Organic/Wet Waste (Umido Organico)

YES, this is considered waste for this category: out-of-date or spoiled food not in its container
any food leftovers: fruit, vegetables, meat, fish, bones
stale bread
pasta
flour
dairy products
eggshells
nutshells
shellfish
small bones
greased paper towels, napkins and tissues
tea and coffee filters
coffee grounds, or tea leaves
plant pot soil
cold ashes from untreated wood
small indoor or balcony plant pruning's
cut flowers
small house plants
small amounts of sawdust, straw, and potting soil
biodegradable pet litters
bird feathers
small amounts of pet waste

NO, this is not considered waste for this category:

anything unsuitable for composting
diapers
rags (even if wet)
vegetable and mineral oil synthetic
pet litters
any hazardous waste

Almost half of the daily waste produced by a family consists of organic waste and if properly separated from other waste can become an excellent soil for vegetable and flower gardens.

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader an idea of what they may find when practicing good waste segregation.

Example of a residential container for this waste type.



Examples of public street containers for organic/wet waste that might be used in your community or used at apartment/condominium complexes.



Non-Recyclable Dry Waste (Secco Residuo Indifferenziato)

YES, this is considered waste for this category:

audio and video cassettes, CDs, DVDs and floppy disks
vacuum cleaner bags
small amounts of rubber
kitchen utensils (Teflon or hard plastic...no metal)
sponges
old toys if not recyclable
broken bits of ceramic, pottery shards
cork
incandescent light bulbs
cosmetics
toothbrushes and toothpaste tubes
disposable razors
plastic plates, cups and cutlery (NOTE: refer to your community specific information as this waste type might be OK with your plastic recycling)
sanitary napkins and towels
diapers (some locations allow the use of a second container)
band aids
old brooms
waxed or plastic-coated paper
cotton pads
dirty rags and fabrics
ceramic and porcelain
cigarettes butts
pantyhose/tights
pens, markers and adhesive tape
paper - carbon, wax, wall, sand, plasticized

NO, this is not considered waste for this category:

any waste that is recyclable should not be in this container any
hazardous waste
fluorescent bulbs (must be taken to the EP)

Non-recyclable dry waste is brought to treatment plants to become fuel that is then used to produce electricity and heat in dedicated plants.

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader an idea of what they may find when practicing good waste segregation.

Examples of residential containers for this waste type.



Example of public street container for non-recyclable dry waste that might be used in your community or used at apartment/condominium complexes.



Plastic Packaging and Cans (Imballaggi in Plastica e Lattine)

YES, this is considered waste for this category:

plastic packaging (clean and empty)
disposable plates and glasses
plastic bottles and containers for liquids
empty detergent bottles
cellophane, nylon and polystyrene
yogurt containers
polystyrene food trays
shopping bags
dry cleaning bags or bags for packing clothes
molded plastic containers (e.g. eggs, sweets etc.)
plastic plates, cups and cutlery (NOTE: refer to your community specific info; this might be part of dry waste)
Styrofoam packing (only in small amounts)
aluminum and steel cans
aluminum tins and aluminum foil
aluminum trays and sheets
tinned foods, oils, other foodstuffs, etc.
food tins
empty spray cans
metal lids and caps
strapping bands
clothes hangers (NOTE: refer to your community specific info as this might be OK with plastic or must be taken to the EP)

NO, this is not considered waste for this category:

plastic items that are neither containers nor packaging
large hard plastic goods such as toys or German beer cases
small jerry cans must be taken to the EP
rubber objects
clothes drying racks
window blinds
plastic coated paper

**All this type
waste need to
be clean and
empty**

A recycled detergent bottle can be used in construction as a good insulator and a shopping bag can be turned into bags for garbage. Only 37 cans are needed to produce a new Italian coffee maker, while 640 cans can make a new rim for car!

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader an idea of what they may find when practicing good waste segregation.

Examples of a residential containers/bags for this waste type



Example of public street container for multimaterial that might be used in your community or used at apartment/condominium complexes.



Packing is often confusing; it's what you need to carry, protect, and maintain a product during transport from production to the point of sale. The following are some symbols that can help.

electrical materials
reusable syringes
disposable cutlery packs made in multiple non-divisible mat'ls
Styrofoam packing (in large quantities taken to the EP)
The following symbols identify the material used for the packaging that belong to this waste category:
ACC: the container is made of steel
AL: the container is made of aluminum
PE: plastic made from polyethylene
PET plastic made from polyethylene
PP: plastic made from polypropylene
PS: plastic made from polystyrene
PVC: plastic made from polyvinyl chloride

This symbol indicates that the manufacturer adheres to the law and is equipped for the recovery and recycling of packaging.

This symbol can mean two things: the packaging is recyclable or part of the material used to build it is recycled.

The numbers from 1 to 6 contained in the mark indicates a type of recyclable; all other numbers indicate non- recyclable plastics.



Paper and Cardboard (Carta e Cartone)

YES, this is considered waste for this category:

paper (sheets, envelopes, bags, etc.)

books

newspaper

magazines

brochures

cardboard

Tetra Pak containers (without cap)

wooden boxes

pizza boxes

clean paper towels

cardboard boxes (after flattening them)

food packaging (e.g. pasta, flour and sugar bags, cookies)

drink containers (milk, juice, cream, wine, etc.) without cap

**All this type waste
need to be clean
and empty**

NO, this is not considered waste for this category:

waxed or plastic finished paper

plastic paper

sandpaper

vellum

wall paper

polylamine packaging

paper joined with aluminum

very dirty or oily paper

carbon paper

The following symbol identifies the material used for the packaging that belongs to this waste category:

CA: represents all paper based containers

Did you know that one newspaper can produce one roll of toilet paper and 1 paper bag, can produce 4 packets of tissues?

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader an idea of what they may find when practicing good waste segregation.

Examples of residential containers for this waste type



Example of public street container for multi-material that might be used in your community or used at apartment/condominium complexes.



Glass (Vetro)

YES, this is considered waste for this category:

bottles
jars
glasses
mixed crushed glass
other glass packaging

**All this type
waste need to be
clean and empty**

The following symbol identifies the material used for the packaging that belongs to this waste category:

VE: glass container

NO, this is not considered waste for this category:

corks
caps
collars
lids
ceramics or pyrex (ovenware)
porcelain
pottery
earthenware
china
light bulbs/lamps
neon lights
glass panes
crystal (contains lead)
mirrors
glass flower vases
glass beakers

Glass is a clean material because it is not produced with polluting substances and for this reason it can be easily reused and recycled.

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader an idea of what they may find when practicing good waste segregation.

Examples of a residential containers for this waste type



Examples of public street containers for glass waste that might be used in your community or used at apartment/condominium complexes.



Garden Waste (Verde e Ramaglie)

YES, this is considered waste for this category:

garden waste
plants
grass cuttings
prunings
leaves
branches
non-treated wooden crates

NO, this is not considered waste for this category:

soil
rocks
organic waste

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader and idea of what they may find when practicing good waste segregation.

Example of a residential bag and bundle of this waste type

Example of public street container for garden waste that might be used in your community or used at apartment/condominium complexes



Battery (Pile)

YES, this is considered waste for this category: batteries for

radios
batteries for clocks
batteries for small household appliances
button cells or accumulators (for hearing aids, watches, etc.)

NO, this is not considered waste for this category:

plastic packaging
cardboard packaging
lead acid batteries

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader and idea of what they may find when practicing good waste segregation.

Examples of public street containers for battery waste that might be used in your community.



Medicines (Farmaci)

YES, this is considered waste for this category:

ampoules for injections
disinfectants
syrups, tablets, creams

NO, this is not considered waste for this category:

plastic packaging or paper packs
mercury thermometers

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader and idea of what they may find when practicing good waste segregation.



Examples of public street containers for medicine waste that might be used in your community

Used Clothing (Indumenti Usati)

YES, this is considered waste for this category:

clothes which can still be worn of any size or style
curtains
hats
shoes

NO, this is not considered waste for this category:

unusable/unserviceable clothing

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader and idea of what they may find when practicing good waste segregation.

Example of public street container for clothing waste that might be used in your community



Used (edible) Oil (Usato (commestibile) olio) – also called Olio Vegetali Esausti

YES, this is considered waste for this category:

oils used to preserve food (tuna, mushrooms, artichokes and other products 'in oil')
vegetable oils (olive oil, of various seeds etc...)
vegetable and animal fats (butter, margarine etc...)
left over from cooking and frying

NO, this is not considered waste for this category:

oils must not be poured down drains as they are highly polluting

NOTE: these examples can vary in color and shape between the various communities. This info is simply provided to give the reader and idea of what they may find when practicing good waste segregation.

Examples of public street containers for cooking oil waste that might be used in your community.



Ecological Platform (EP) Waste

The attempt here is to provide the reader a more comprehensive listing of what an EP “might” take; what is taken at one community might not be taken at another...it’s up to you find out what your EP provides. As an example, some communities provide locations to dispose of used cooking oil while other communities require you to take this type of waste to the EP. You might have read in the Community Specifics link that if you have a large amount of a door to door serviced type waste that you should take it to the EP; thus, you will see those same categories below. These types of things you bring to the EP are also referred to as large durable goods or bulky (Ingombranti) items.

Paper and Cardboard Plastic packaging Styrofoam/ Polystyrene Cans (aluminum and steel) Glass and Glass Slabs Mirrors Crystal and China Ceramics and Pottery Wood Old Timber Cooking (vegetable) oil Mineral oil Hard Plastics Used by serviceable clothes Iron and Scrap Metals Metal drums Expired Medicines Old tools Bicycles	RAEE (household appliances electric and electronic) Type 1: refrigerators, freezers, air conditioners, boilers Type 2: wash machines, dishwashers, ovens, microwave ovens Type 3: TV and monitor Type 4: household electrical appliances, computers Type 5: neon light, mercury lamps Fluorescent lightbulbs Small quantities of inert waste such as shards of vases, stones, tiles and rubble from home improvement work	Garden waste and clippings Chopped branches and dead wood “T” and/or “F” labelled products - toxic and flammable (products for house cleaning and hobbies) Spray cans and paint containers Hazardous waste as hairspray Lacquers, paints and solvents Chemical fertilizers, insect poisons, antifungals Asbestos and materials containing asbestos Vehicle lead acid batteries Batteries for small household appliances Used tires Furniture (indoor or outdoor) Mattresses
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You should not dispose of non-recyclable waste, organic food waste or waste from production activities.



Mold, Trash and Flushing



MOLD:

Only dangerous when at high levels;

VENTILATE YOUR HOUSE FOR AT LEAST 10 MIN A DAY,

especially kitchen and bathrooms;

TREATMENT: solution of 1-cup chlorine bleach & 1-gallon of warm water, soak, scrub, rinse and wipe dry.

TRASH:

Recycling is **MANDATORY**;

Follow the policies of your area;

Improper disposal of trash is punishable by law.

DO NOT FLUSH:

Paper towels, facial tissues and so-called flushable wipes

Condoms

Feminine Hygiene products



COMMON PROBLEMS/ISSUES/HELPFUL HINTS/FAQS

The following is a variety of topics and lessons learned that have come up in the past and in some cases caused minor to serious problems between the tenant and the landlord.

MODIFICATIONS TO THE HOME/PROPERTY

For any modifications to the home, you must receive your landlord's approval or you may incur damage costs. This includes, but is not limited to, the removal or installation of any landscaping, installation of a concrete pad for a gazebo, etc. Under no circumstances, should you drill holes in wood, ceramic, or marble surfaces without your Landlord's approval. Do not paint walls with enamel/latex based paint, or water base dark colors as it will require additional work to restore walls to flat white and you will incur fees. No electrical wiring can be done except by an Italian certified electrician and any work must be approved by your landlord.

TENANT/LANDLORD DISPUTES

There are occasions where the relationship between the tenant and landlord becomes difficult. Housing counselors 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 pertaining to your Rental Agreement. Please be aware that the housing office is not part of the rental agreement and doesn't have any legal leverage, and can only mediate between you and your landlord. Housing Management counselors will do their utmost to settle disputes but have no authority to force you or the landlord to accept any recommendations. Housing Office counselors cannot give you legal advice. If you need legal assistance, visit the 31 FW/JA.

TELEVISION AND INTERNET

Programming is offered free from the American Forces Network or at a cost with Sky (Italian programming). If required, you are responsible for the installation of satellite dish. Netflix, Hulu, Google Chromecast, and Amazon Fire Stick are often used as additional entertainment options.

Consider asking your landlord during your contract signing to recommend the best internet provider for your area. Internet in Italy is quite slow compared to high-speed internet in the U.S. The average is about 10mps, but the typical service speed is usually less. This still allows for streaming, Netflix or Amazon Prime, or gaming, but can be limited at times.

FREQUENTLY ASKED QUESTIONS (FAQS)

Can I cut down bushes or trees?

Bushes shall be maintained at same height as when you moved in, and landlord is responsible to prune/trim large trees. Ask Landlord's permission before cutting down any bushes or trees as many could be expensive landscaping and have been growing for many years (e.g. Wisteria or grape vines).

What about neighbors landscaping flowing over into my yard?

Respectfully approach your neighbor and request them to cut protruding vegetation in your yard and ask them to also consider installing mesh on fence to prevent future growth. If unsuccessful, you should ask the landlord to address the issue. The property owner can seek local authorities' assistance to make neighbors respect property boundaries.

How do I find a hardware store?

Google "FERRAMENTA" in your town for list of stores.

How do I find a gardener?

Ask your landlord for assistance or Google "GIARDINIERE" in your town for a list of available gardeners.

Shouldn't the landlord spray for bugs and wasps? Major infestations?

Pest management falls on the tenant, Google "DISINFESTAZIONI" in your town for a list of exterminators.

What is bombola? How does it work for my stove?

Bombola is an Italian propane tank.

Can I use a power of attorney (POA) for entering my lease or if I have to leave Italy before terminating my lease?

Yes a POA issued by the Legal Office can be used as long as it is detailed and describes all steps involved in terminating the lease to include liability for financial matters.

Can I enter an addendum with the landlord?

Yes an addendum can be entered with the landlord to change or waive a contract clause. Make sure the addendum is reviewed by a Housing Counselor before agreeing to or signing any addendum.

Why does my house keep losing power?

Power loss can be caused by running too many appliances at the same time or use of American UL Listed surge protectors. Most homes have full GFI protection (not just in the bathrooms) so if any water is infiltrating the electrical system it will pop the house's GFI circuit breaker.

Why do I have to pay for trash/recycling?

In Italy, trash removal is the responsibility of the house occupants. Removal is a public service provided by municipalities and charges are assessed to all residents based on size of the house and family composition and not by actual use. Fees will be assessed regardless if you are away for long periods of time or if you dispose of your trash by other means. Everyone generates recycling/trash.

What is a T.V. Tax and do I have to pay it?

The Italian government owns the public T.V. network services (RAI) and Italian citizens must pay annual fees. Private Italian TV networks are free. If you receive a request in your house mailbox for T.V. tax, please meet with the Base Legal Office. They will communicate your Tax Exemption to the Italian Government Agency and you will not have to pay the T.V. Tax.

Why do I have to pay for paint when the house was just constructed?

Italian Civil Code requires renters to return premises in the same conditions received at beginning of tenancy. Since a newly constructed house includes freshly painting walls, paid by the owner, you are required to pay the fee so he/she can provide the house freshly painted for the next tenant. Military members can receive paint cost reimbursement but civilians do not receive this reimbursement.

Can I paint the walls a different color?

You must ask the landlord for permission before changing interior wall colors. Please be aware that you may be required to restore walls to original conditions at move out. Additional charges (on top of paint fees paid at beginning of the lease) may be assessed for wall restoration.

Can I get a pet if the lease states "pets are not allowed"?

Only if the landlord agrees. Ask your landlord to enter an addendum amending the rental agreement allowing pets. Process the addendum through the Housing Office.

FAHRENHEIT TO CELSIUS CONVERSION TABLE

TEMPERATURE	CONVERSION	
	Fahrenheit	Celsius
Broil	550	290
Very Hot Oven	450	230
Hot Oven	425	215
Deep Fat Frying	400	205
Moderate Hot Oven	375	190
Moderate Oven	350	175
Moderate Slow Oven	325	165
Low Oven	300	150
Very Low Oven	275	135
Hard Ball Stage	254	123
Firm Ball Stage	248	120
Soft Ball Stage	238	114
Thread Stage	230	110
Boiling Water	212	100
Scalding Milk	130	54
Lukewarm Milk	95	36
Freezing Water	32	0
Freezer	0	-17

When can I be placed on the waiting list for Housing?

Personnel on orders to the community cannot be placed on the waiting list until the Service Member has arrived in Vicenza, Italy.

What do I need to bring to register with Housing?

All orders (PCS, Pin-Point, Command Sponsored, Joint Domicile, Amendments, TDY en-route, etc.) and DA-31.

What is my Eligibility date and how does that affect my place on the waiting list?

Your eligibility date is determined by the date that you sign out of your losing installation. Sponsors will not be placed on a waiting list at the gaining installation prior to the soldier signing out at the losing installation. Soldiers must sign-in at the new gaining station before assignment is made. The DA-31 will indicate date the Service Member signed out of the previous duty station. Other methods of establishing eligibility are the effective date of Command Sponsorship, date of application, or through an approved Exception to Policy. A family can be displaced by another Family that has a higher eligibility date (signed out prior on leave) Example: John Smith signed out on leave on 01 May and signs in to the new unit 30 May. 1 May is the eligibility date. If Jane Doe signs out 20 April and signs in 4 June, by regulatory guidance this family will be moved ahead of the family that arrived on 30 May ONLY if families are on the same designated category listing.

Will I be placed on the waiting list for Government Quarters prior to establishing eligibility?

No; you must have Concurrent Travel of approved family members reflected on PCS orders – with any amendments – or approved Command Sponsorship.

Where can I live?

Family Housing for U.S. Army Europe is 100% mandatory assignment to government controlled/leased quarters on/off-post. Camp Ederle and Del Din Barracks are a paired community. You will be housed within a 30 minute radius of the post that you are assigned to.

Can I choose to live in a Private Rental?

We have a mandatory assignment to Government Quarters. When there are no units projected to be available within 60 days a Certificate of Non-Availability (CNA) may be authorized to seek housing on the economy.

Is there a waiting list for off-post Private Rental Housing?

Privatized housing will be available in a listing either on the website www.homes.mil or presented to you during the Private Rental Briefing.

What are my housing entitlements for off-post private rental?

You are entitled to Overseas Housing Allowance (OHA), a separate utilities allowance, and a one-time Move In Housing Allowance (MIHA)

What is OHA?

OHA is Overseas Housing Allowance. OHA is based on your pay grade and dependent status (with or without). Visit <http://www.defensetravel.dod.mil/perdiem/ohaform.html> to find out your rate.

What is Move in Housing Allowance?

The MIHA is a lump sum flat rate that you will receive upon moving in to a private rental. This allowance helps offset expenses incurred when first setting up your household such as cable, phone, etc. <http://www.defensetravel.dod.mil/perdiem/fagoha.html>

What is Temporary Lodging Allowance (TLA)?

Temporary Lodging Allowance offsets the higher costs of hotel stays and meals. Rates may be checked by visiting <http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>

How do I know whether I am eligible for TLA?

Families must be on concurrent travel to receive TLA. Single soldiers in the grade of E-7 and above and O-1 and above may also be entitled to TLA. Concurrent Families residing with a friend/relative are not entitled to full TLA but may be entitled to Meals ONLY Allowance.

What is the wait time for Housing?

The average wait time for government quarters can range from 4-6 weeks, 30-60 days. These averages may vary during high PCS seasons.

When may I bring my family overseas?

With Concurrent Travel the family is authorized to travel with the Service Member and receive TLA. With Deferred Travel and approved Command Sponsorship the Service Member must wait until he/she has signed for a house before sending for the family. Once the Service Member has signed for the house the travel authorization for the family members will be issued.

What if I just bring my family over on my own without authorization for family travel?

You will not be entitled to TLA so any expenses incurred (hotel stays, flights, etc.) will be at your own cost and will not be reimbursed.

Who is eligible for government housing?

Service members must be on a 36-month tour to be eligible for government quarters. Soldiers must have 12 months remaining on their tour to apply for quarters as well as six months left on their tour to sign for quarters.

Can I lose my original eligibility date?

Yes, applications must be made within 30 days of arrival or receipt of command sponsorship to maintain your eligibility date. Beyond 30 days, or soldiers making changes, the effective date on the waiting list will be the date of the application. Also, if a soldier declines government quarters the eligibility date will be the date of declination.

I am on an unaccompanied tour. How may I change the status to accompanied?

You will need to submit a request for Command Sponsorship through your S1.

What is Concurrent Travel?

Concurrent Travel allows your family to accompany you to your next permanent duty station. Your PCS orders should reflect "Concurrent Travel" and MUST show the family members names.

What does Deferred Travel mean?

Deferred Travel is when your family is not authorized to travel with you due to approval delays with your family's travel. You will have 120 days to bring your family over after the travel orders have been issued (BAH stops on 121st day). TLA is not authorized.

If we do not want to live in Government Housing do we still have to wait the 60 days for the non-availability statement?

No, you will not receive a CNA to live on the economy because there is a mandatory assignment to government controlled/leased quarters. If you decide to sign for a private rental without permission from the Housing Office you will not be entitled to OHA/MIHA and all expenses incurred will be completely out of pocket.

How long can I keep the government furniture once I have signed for it?

Government furniture can be kept for up to 90 days. When you would like to schedule a pick-up of the government furniture you must visit to office or request on-line. If you would like to request government furniture delivery in the event of a PCS/ETS you will need to visit the office with your orders. At this time we cannot do this through phone or email. Government furniture for out-going service members is authorized for 60 days.

How are the sizes of the bedrooms compared to bedrooms stateside?

Typically, the bedrooms are smaller on upper floors due to the roof/ceiling being slanted making it difficult to situate bulky and taller furniture in some rooms.

How many bathrooms are in the quarters?

Two bedroom homes have 1 ½ bathrooms, Three bedroom homes have 2 ½ bathrooms, Four bedrooms have 2 ½ bathrooms, and Five bedrooms have 2 or 2 ½ bathrooms depending on the floor plan.

Who controls the heating thermostat in the quarters? Is it the individual tenant or housing?

For government leased quarters, the individual tenant does so. For government control quarters (on-post) the government turns the heaters on and off due to the seasons.

Can I use my appliances, TV and computer?

Yes, most of our quarters are equipped with dual voltage. We do have a few government leased quarters that are not dual voltage. It is not recommended to bring personal appliances such as washer, dryer, refrigerator. These items should be left in storage back stateside. Government controlled and eligible private housing are authorized these appliances upon occupancy.

Where are the DODEA schools located?

DODEA schools are located on Villaggio, Vicenza.

Students are bused to school from all locations within the School Bus Routes

Where do single unaccompanied SSG live?

Unaccompanied E6 and below are to reside in UPH (barracks). They are not authorized to reside in either government quarters or privatized housing.

Who do I call in order to place a work order for general maintenance/repairs, etc.?

Phone: DSN 646-2700, CIV 0444-712700 (4DPW)

How long can a guest stay in my quarters?

Per calendar year, a non-dependent may visit for a period no longer than 90 days. Requests must be submitted through the Chief of Housing and must be approved by the Garrison Commander as well as with local authorities.

How many pets are allowed in Government Controlled Quarters?

In accordance with local policy as well as regulatory guidance, you may bring two pets; two cats, two dogs or a combination thereof. This is a strict policy followed by USAG Italy. Domestic pets are not authorized in Unaccompanied Personnel Housing. If a family has more than two pets they must submit an Exception to Policy (ETP) for approval for an additional animal. Exotic animals are not permitted.

Are there restrictions on what type of dog I can have in Italy?

U.S. Service Members (SMs), residents, employees, contractors, or visitors may not bring on any U.S. Army operated installation, any dog of a breed (including a mixed breed) that is deemed aggressive/dangerous or potentially aggressive/dangerous. For purposes of this policy, aggressive/dangerous or potentially aggressive/dangerous breeds of dogs are defined as Pit Bulls (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers), Rottweilers, Doberman Pinschers, Chows, and wolf hybrids. This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive/dangerous behavior as indicated by any of the following types of conduct:

Unprovoked barking, growling, or snarling when people are present.

Aggressively running along fence lines when people are present.

Biting or scratching people or attacking other pets.

Escaping confinement or restriction to chase people or vehicles.

Where can we see pictures of homes?

We have several homes on www.homes.mil

Does rank matter when assigning a home?

Yes. You are placed on the waiting list according to rank and bedroom requirements. The ranks are broken down into categories: Senior Officer: O-6 and above, Field Grade: O-4 through O-5, Company Grade: O-1 through O-3, Senior Enlisted: E-7 through E-9, Junior Enlisted: E-1 through E-6. Homes are also designated for certain ranks.

How many offers can I get?

When possible (based on availability) you will receive two offers to choose from. If it is not possible to receive two offers at the same time the following will apply:

The service member will receive the first offer. If you decline that offer then your eligibility date will change to the date that you decline and you will be moved to the bottom of the waiting list to wait for a second offer.

If you decline your second offer your TLA will be terminated. Your eligibility date will change and you will be moved to the bottom of the waiting list. At this time your COC may be informed of the situation.

Can I give a preference to where I live?

Depending on Housing wait times at the time of your arrival, a preference may or may not be able to be considered.

I have a problem with my neighbor. Who do I contact?

If you cannot solve the problem by speaking with the neighbor yourself then you need to contact the Housing Office.

If my spouse becomes pregnant and we need a bigger house what is the process?

You will need to come to the Housing Office with a statement of pregnancy from a doctor that has the due date. We will then place you on the waiting list with an eligibility date of the day you apply. The move will be at your own expense per AE Suppl 1 to AR 420-1.

Departing Italy**When should I notify housing that I need to terminate my quarters?**

As soon as you get your orders you should schedule the pick-up of your household good and schedule your flight date. When you have that information we can set up your inspections, temporary government furniture delivery (if needed) and issue your TLA so you can make your hotel reservations. We understand that at times orders come last minute, but the sooner you can schedule your appointments the smoother your PCS will be. We can schedule a Pre-Inspection for you at any time.

For Private Rental quarters, landlords must be given a 10-day-notice. Please see our Private Rental office for assistance.

How many days TLA am I allowed when PCSing from USAG Italy?

You are authorized up to three days TLA when departing for USAG Italy. For Private Rental you are authorized up to ten days.

Does Housing reserve the hotel for me?

No, you need to contact lodging to make reservations for your family.

Does my Sponsor need a Power of Attorney to sign for my quarters?

No, Sponsors have been authorized to sign for quarters without a POA.

I am a Sponsor. What do I need to add someone to the waiting list?

Please bring in a copy of the orders to your appointment.

How do I make an appointment to add a family to the waiting list?

Please call our reception at DSN 626-2724/2725/2726/2730 or COMM 0444-71-2724/2725/2726/2730 to schedule an appointment.

When can a family be added to the waiting list?

Families will be added no earlier than 30 days prior to arrival.

Can I request a certain area?

Housing Counselors will add preferences to the system, but please note that housing assignment is based on availability. A home in your requested area(s) may not be available to offer.

If I don't want my sponsor to choose my home for me, can I stay in lodging?

No, it is the preference of the Garrison to house Families before they arrive. The mandatory 14 day quarantine must be completed directly in the home.

We won't have any living items such as pots and pans, furniture, etc.

All homes are furnished with Government Loaner Furniture. ACS has a Lending Closet that your Sponsor can borrow essential items from and place in the quarters before your arrival.

INSTRUCTIONS FOR ZTL RENEWAL

Applications for renewal will be accepted from April, 15th to May, 31st

DOCUMENTS TO PROVIDE:

Please **fill out the attached “ZTL RENEWAL FORM”** (use the sample for instructions) and remember to sign it at the bottom (2 signatures required – no digital signatures)

You should provide a **clear copy of your driver's license or passport**, a **clear copy of your ZTL permit** (front and back) and a **clear copy of the paid receipt** for the 50.00 € renewal fee.

The renewal fee can be paid at any bank (if possible, use an Italian bank so it will be easier to track your payment) using the following bank details (you have to request a “bonifico” - electronic fund transfer):

Beneficiary: Comune di Vicenza CF/P.I. 00516890241

Bank name: BANCA INTESA SAN PAOLO SPA

Corso Palladio, 108 – 36100 Vicenza

IBAN Code: IT46 N030 6911 8941 0000 0046 002

Purpose of payment (mandatory): **ZTL2023 – “insert your ZTL pass No.”**

Please email the complete package (please send just .pdf files) to:

ztl@cive-amministrazioni.it

and **you will be contacted back, with an email, to confirm that your permit has been extended.**
INCOMPLETE PACKAGES WILL NOT BE PROCESSED

IN CASE YOU FORGOT TO RENEW YOUR ZTL PASS, FROM JUNE 1ST, 2023 YOUR VEHICLE(S) WILL NOT LONGER BE ALLOWED WITHIN THE ZTL AND YOU WILL BE FINED IN CASE YOU'LL DRIVE THROUGH THE RESTRICTED AREA. IF YOU WEREN'T ABLE, FOR ANY REASON, TO RENEW YOUR PERMIT OR IN CASE YOU DID NOT RECEIVE AN EMAIL CONFIRMATION FOR THE RENEWAL WITHIN MAY 31ST, PLEASE DO NOT DRIVE IN THE ZTL AREA AND CONTACT THE HOUSING OFFICE AT DSN 646-2725 OR 646-2726 / COMMERCIAL 0444-712725 OR 0444-712726. WE ALSO REMIND YOU THAT YOUR PERMIT ONLY ALLOWS TO USE SPECIFIC ENTRANCES AND EXITS AND YOU ARE ONLY AUTHORIZED TO DRIVE, TO AND FROM YOUR HOUSE, USING THE ASSIGNED GATES.
YOUR PERMIT, FRONT PART, CLEAR INDICATES THE GATES YOU CAN USE



“VARCHI D'ENTRATA AUTORIZZATI” ARE THE ENTRANCE GATE(S) YOU CAN USE TO ENTER THE ZTL AREA

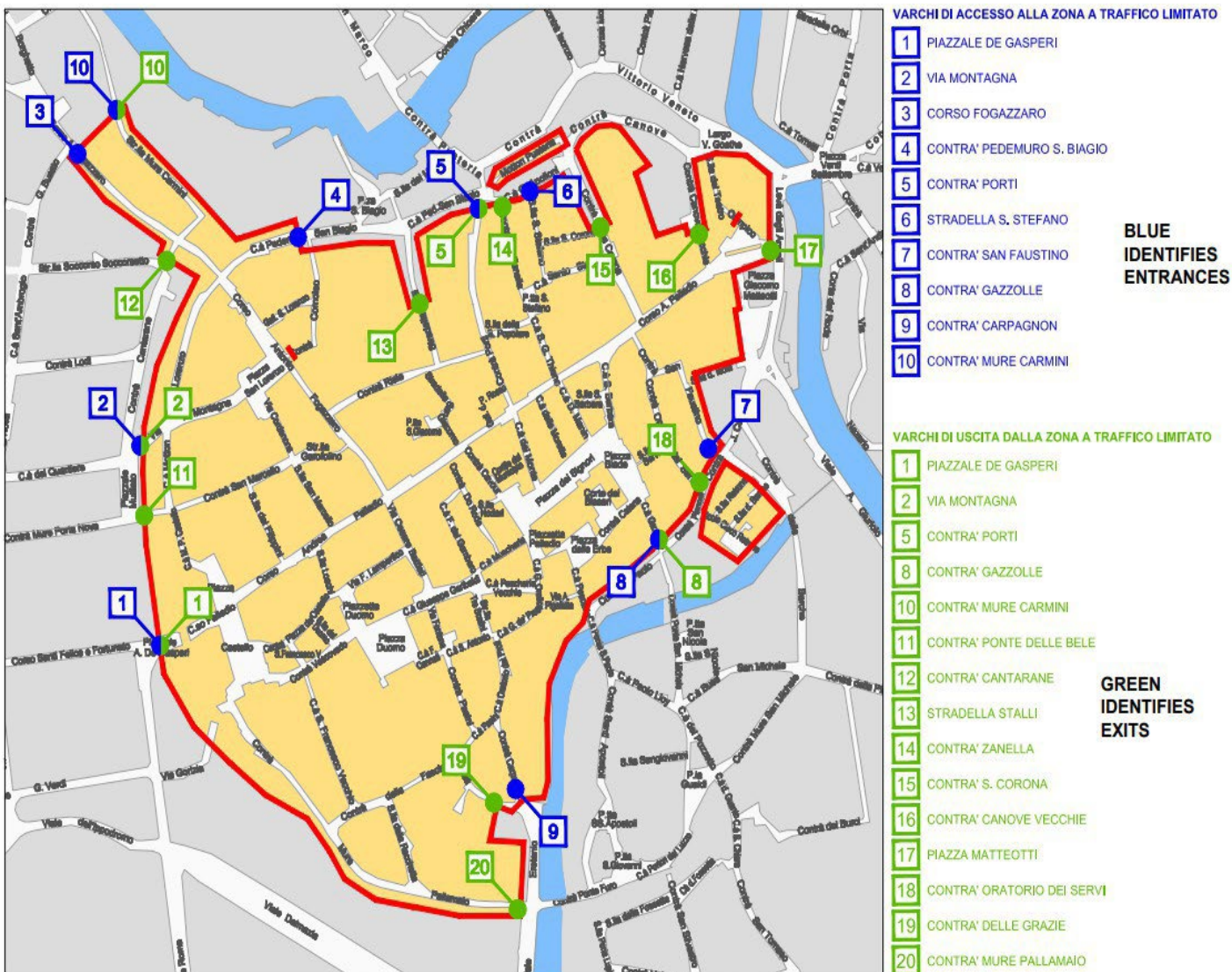
“VARCHI D'USCITA AUTORIZZATI” ARE THE EXIT GATE(S) YOU CAN USE TO LEAVE THE ZTL AREA

USING OF DIFFERENT, UNAUTHORIZED, GATES OR DIFFERENT VEHICLES IS NOT ALLOWED AND YOU WILL BE FINED FOR. BEFORE DRIVING A NEW VEHICLE INTO THE THE ZTL AREA, PLEASE MAKE SURE YOU UPDATE YOUR PERMIT INFORMATIONS.

IN CASE OF ROAD CONSTRUCTIONS OR ANY OTHER OFFICIAL DETOUR, PLEASE FOLLOW THE “DEVIAZIONE” SIGN(S) OR THE POLICE OFFICER DIRECTIONS AND, IF YOU ARE NOT SURE ON WHICH ROUTE OR ALTERNATIVE GATE(S) TO USE, PLEASE CONTACT THE HOUSING OFFICE.



MAP WITH ENTRANCE AND EXIT GATES – ZTL AREA VICENZA



HOW TO GET LEGAL STAMPS → TO THE TABACCHI STORE



Closest ones: Via Tornieri, 99 Vicenza (walking distance).

- at the Palladio Mall
- Viale della Pace, 287 Vicenza

Or any other *tabacchino* store.



2 x 16,00 euro = 32,00 euro

Question you need to ask: “Posso avere due marche da bollo da 16 euro? Grazie”

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.**

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