



**USAG
ITALY**

Welcome to Family Housing



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

WELCOME TO FAMILY HOUSING

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1. WELCOME TO FAMILY HOUSING

It is our pleasure to welcome you to USAG Italy Army Family Housing. The Housing Office is one of the single most important places, other than your military unit, that you will encounter during your tour here.

The Resident's Handbook provides information and policy on living in the USAG Military Community, Villaggio or Government Leased Quarters. This information is in accordance with policies and regulations of the United States Army, USAG Italy and USAG Italy Housing Office to ensure the best possible living experience for you and your family.

The sponsor is ultimately responsible for any damage or loss of property, the behavior of family members and visitors, regardless of their age. Your adherence to the policies and regulations is expected and all residents are responsible for giving their full cooperation to the Family Housing personnel. Please familiarize yourself with the information presented within the Resident's Handbook. You may find a copy of this manual on the Army Housing Online User Services (AHOUS) website <https://www.housing.army.mil>.

We must remember, community living requires the cooperation and consideration of every resident. Efforts must be made by the residents to avoid interpersonal conflicts that may lead to unpleasant situations. Please keep this in mind and be a good neighbor. Do not hesitate to call or email the USAG Italy Family Housing Office (See Appendix B – USAG Italy Housing Office Important Telephone Number's), if you have any questions.

OUR TEAMWORK WILL BUILD AN EXCELLENT COMMUNITY!

2. QUICK LIST OF EXPECTATIONS

Let's start with a quick list of basic responsibilities. The Handbook will go into more detail.

USAG ITALY FAMILY HOUSING RESPONSIBILITIES:

To give courteous and responsive treatment to all questions and concerns; customer service has top the priority.

To comply with the requirements of applicable building and housing codes.

To make skilled repairs and do whatever is necessary to put and keep the premises in a fit and habitable condition.

To maintain good and safe working condition of all electrical, plumbing, sanitary, heating systems and appliances.

To provide and maintain appropriate receptacles for the collection and removal of refuse and recycling.

To provide each resident with a Resident's Handbook which outlines the U-DO-IT (Self-Help) Program requirements, policy for reporting needed repairs, guidelines for residing in quarters and information pertinent to living in government housing.

To keep residents informed of projects and other Family Housing issues.

RESIDENT'S RESPONSIBILITIES:

American service members and their families are the unofficial ambassadors of the United States of America. It is up to all Americans overseas to maintain a favorable image of America, the US Military and to abide by our Host Nations laws and regulations.

To be a good neighbor and get along with other residents. Everyone has a right to the peaceful enjoyment in their home and in their community.

To complete an inventory of permanent damages or normal wear and tear, not annotated on the Inventory and Condition Report by the Inspector at your assignment appointment. Record damages on the Resident Supplementary Quarters Condition Report and turn into the Family Housing Office within 14 days of move in.

To maintain your quarters as a prudent homeowner would and report any needed repairs (which are not resident U-DO-IT repairs) to the Maintenance Request Desk as soon as possible.

To be at home, or to have access arranged by someone at least 18 years of age, for maintenance workers once you have called in a maintenance request.

To keep the premises clean and safe inside and outside, and in accordance with the USAG Italy Resident's Handbook.

To refrain from any conduct which unreasonably disturbs the peace and quiet of other residents.

To dispose of refuse and recycling properly and in a timely manner. Receptacles are only to be placed on the street for pick up the evening before and moved back to the residence on the day of pick up.

To use all electrical, plumbing, heating systems and appliances properly and prudently, and in accordance with applicable manuals.

To adhere to all rules and regulations for residing in Government quarters.

Ventilate your apartment daily. This prevents silverfish, mites and mildew, which thrive in our area.

3. RESIDENT OBLIGATIONS

Upon move-in, your Assignment Inspector will give you a Resident's Supplementary Quarters Report. Please remember you are responsible to inventory all damages NOT annotated by the Inspector on the Quarter's Assignment Inspection Record. The Supplementary Quarters Report must be completed and turned into the Family Housing Office within 14 days of the assignment inspection. Failure to complete this inventory could result in you being responsible for damages you may not have caused.

Please remember that you are responsible for maintaining your home as a prudent homeowner. This responsibility includes keeping your home and grounds in an orderly, sanitary, and safe condition. As a sponsor, you are responsible for ensuring that your quarters, grounds, government furniture and equipment are not subject to abuse or neglect, and that the premises are not used for commercial, illegal, or immoral purposes.

The care and cleaning of your home's appliances and fixtures are strictly your responsibility. You are expected to maintain your home in accordance with good housekeeping practices. Please keep in mind that it is your responsibility to call in maintenance requests as required. You can call in a routine maintenance requests by phone. You must provide access to the quarters for repairs to be accomplished as soon as possible to prevent further damage.

Residency of Government quarters carry the responsibility for self-reliance by doing "handyman" type work. Specifically, "U-DO-IT" type jobs are those, which would be done by a prudent homeowner to conserve funds and to preserve the individual premises.

Yards, mailboxes, sidewalks, stairwells, balconies, patios will be maintained in a clean and orderly fashion and at no time will garbage or trash be placed in these areas. Be mindful of your surroundings, items you may think are attractive might be offensive to your neighbors.

For residents of single-family dwellings, your area of responsibility includes those grounds that fall within your logical lot line, i.e. one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from your unit, whichever is less. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also your responsibility. Please ensure that sidewalks, driveways, and porches are kept clean and free of trash, grass, snow, obstructions, and other hazards.

In cases of damage to the quarters resulting from pets or any resident damage beyond normal fair wear and tear, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information, refer to: Appendix A - Notice of Liability for Damage and Conditions of Occupancy of Government Quarters. You were required to sign this document when you signed for your quarters.

Children have the right to behave as children. All residents must have patience and forbearance with children at play. Proper clean-up after play is the resident's responsibility. Children under the age of nine must be supervised by a responsible individual over 12 years of age, whether inside or outside of quarters. Violation of this regulation will result in written notification from the USAG Italy Commander and depending upon the nature of the incident may result in referral to the Army Advocacy Program. Sponsors are always liable for the destructive acts of their children. It is impossible to provide an all-inclusive list of what children must not do, however, the following depicts those things that have been issues in the past and hence are prohibited.

Playing on stairways, open windows or on a building roofs and ledges.

Damaging buildings, equipment, or any government or privately owned property.

Digging in, or otherwise damaging, any landscaped and lawn areas.

Leaving bicycles, wagons, and toys at entrances, porches, stairs, and in driveways, sidewalks, or in the common yards/areas.

Damaging trees, shrubs or flowers in the housing areas or interfering with grass cutting operations.

Playing baseball, softball (including batting games both hard and softball), football or soccer in the housing areas between or near the buildings, (designed playing fields or common areas away from buildings should be used).

Playing in the street, parking areas, or parking lots on foot, tricycles, roller-skates, or skateboards.

Firing or discharging of air rifles, or pellet guns, throwing rocks, shooting arrows, flying motor driven planes or playing with other dangerous objects such knives, firecrackers, cherry bombs or razor blade in and around housing area.

Playing in or around garbage containers or construction sites.

Gathering around and/or obstructing emergency vehicles, i.e. fire trucks, police vehicles, ambulances etc.

Residents of single and dual family dwellings are responsible for maintaining their yards. Grass height will be maintained between 2" and 4". This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along your sidewalks, watering, fertilizing and pruning of your yard, bushes and trees, and raking leaves. Spouses are responsible to ensure grass is kept within these standards when the sponsor is deployed.

During the winter season, residents of single quarters and dual family dwellings are responsible for the removal of snow and ice from steps, porches, driveways, and sidewalks in the front and rear of their quarters. Residents of multi apartment facilities should check with the Housing Office to see if they also have a shared responsibility. Snow/Ice Melt is provided for all government owned and leased homes from the U-DO-IT Center.

Coordination of building residents is necessary to ensure all adjoining and common areas are free of trash, snow, and ice. It is the resident's responsibility to comply with these instructions. It is expected that, by performing these duties, a harmonious and cooperative relationship can be developed between all housing residents of the building. If you notice safety deficiencies or maintenance requirements in an interior or exterior common shared area, please contact the Maintenance Request desk.

If you are being deployed, you should ensure your spouse is familiar with this Handbook, location of circuit breakers, garbage collection information, lawn maintenance, U-DO-It maintenance requirements, and a point of contact for your Unit's Rear Detachment. Ensure you brief your spouse that he/she is still responsible for performing all residents' duties i.e. participating in spring or fall cleanup, and other functions to maintain your quarters.

If you will be clearing within 60 days after your deployment, your spouse should contact the Housing Office to set up your Housing Out-processing Briefing. At this briefing, your Pre-termination and Final Housing Inspections will be scheduled. If the quarters will be terminated while the sponsor is away, your spouse must have a Power of Attorney (POA). Please contact the legal office to decide the appropriate level of POA.

4. RENTER'S INSURANCE

Renter's insurance is an option that should be considered by all residents residing in government owned or leased Family Housing. You are responsible for any damages to your personal items as well as damages to the quarters. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests. Private renter's insurance should be considered as a safeguard against the potentially substantial liability described above.

5. WHAT'S SCHEDULED FOR YOUR NEIGHBORHOOD OR RESIDENCE?

We communicate with residents in several ways in our attempt to keep you fully informed as to what projects are planned, routine mandatory maintenance items, violation notices for your neighborhood, block, or home. We utilize the Housing Website, Flyers, Email, MWR, PAO, or other community forums depending on the information we need to send out. Each task will have a point of contact that will be available to answer questions on specific contracts or concerns.

6. SPRING AND FALL CLEANUP

The USAG Italy Commander sponsors a neighborhood clean-up program scheduled twice each year, once in the spring and once in the fall. Each resident is expected to do their fair share of cleaning and beautification within their neighborhood. Watch for flyers throughout the year listing the times and dates for these events. Supplies and tools are available through the U-DO-IT Center.

7. SHARED COMMON AREAS

Occupants will not store personal property of any kind in a shared common area; to include stairwells, shared patios, parking areas, rooftops and yard. These areas are designed for such use. This includes and not limited to; furniture, brooms, shovels, bicycles, motorcycles, boxes, etc. Please report damage to common areas immediately to the Housing Office.

8. ASSIGNED STORAGE ROOMS AND CAGES

Storage Areas/Rooms are for the exclusive use of occupants. Storage areas will be kept clean, neat and orderly at all times. Government furniture will not be stored in storage areas/rooms or permitted outside the residence. Under no circumstances is storage of any kind allowed in any portion of the building other than the assigned residence, assigned storage area or assigned garage.

9. INSPECTION OF FAMILY HOUSING AREAS

Family Housing areas are inspected periodically by Housing Inspectors as well as the Housing Management team. Items of interest for these inspections are; grass cutting and edging; trimming along fences (single units); pet excrement removal; pet damage; pets tied to porches, trees, fences or utility outlets; storage of recreational vehicles; cleanliness of buildings; storage of tires or other appliances; privately owned vehicle repairs; policing of trash including all common areas and dumpsters; safety hazards and general damage to the building or grounds. Note: Housing Representatives shall enter your yard/garden to deliver notices and or take photos of violations when needed.

10. FORCE PROTECTION

The protection of Soldiers, family members, and DOD civilians is priority. Practicing FORCE PROTECTION is mandatory and you must ensure all building entry/exterior doors are closed and secured at all times. If someone/something looks suspicious – report it to the Military Police immediately. Practice OPSEC - Don't discuss security issues outside the workplace or shop.

Listed below are some helpful tips regarding Force Protection:

Never open suspicious packages with incorrect spelling, protruding wires, no return or unknown addresses.

Do not give out family travel plans to persons or strangers who do not need to know.

Be careful what you post on social networks regarding your home, personal schedules and vacation arrangements.

Do not open doors to strangers, including unexpected delivery or service personnel, especially during evening hours.

Shred or destroy personal papers with sensitive information.

Do not leave any items or valuables in your car. Lock the doors when the vehicle is unattended.

Report all suspicious vehicles and persons. Take note of license plates, description of persons and vehicles for local authorities.

Parents must buzz their child in and not have their child prop the door open during playtime.

11. LOST KEYS

Family members over the age of 12 are authorized a key to the residence. If keys or remotes become lost or stolen, report this to the Family Housing Office immediately. Costs will incur for the lost key(s) or remotes and the new key(s) or remote will not be issued or replicated until payment for the lost key(s) or remote is received.

12. LOCKOUT PROCEDURES

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.

During duty hours: Residents must come to the Housing Office to obtain keys. Please remember to bring identification so personnel at the Housing Office can verify your address. After verifying your address in our database, you will be required to sign out a copy of your keys to your quarters. Keys must be returned same day unless otherwise authorized by the Housing Office.

After Hour Lockout: The resident locked out must call the After-hours Emergency Number at CIV: +39 0444-239149. The After Hours Call Center will contact the On-Call Housing Representative. The Housing Representative will return the residents phone call to arrange a procedure for obtaining the keys. The resident **MUST** meet the Housing Representative at the Housing Office. **ONLY IN AN EMERGENCY SITUATION** would the Housing Representative take the keys to the occupant's residence. **EXAMPLE:** A small child locked in the quarters alone. In this case the Housing Representative **MUST** open the door and if the occupant was not truthful then he/she will be issued a statement of charges for the Housing Representatives time and mileage to and from the quarters. Non-emergency lockout services provided are on a basis of time and manpower availability.

It is policy that when a resident fails to return keys, they have signed for, from Housing within two duty days after they signed them out then they will be subject to being charged for the keys and for replacing all the locks to their quarters. It is your responsibility to establish a system for you and your family to gain entry to your home without causing damage. In addition, you are responsible for the accountability of all keys issued to you. For security reasons it is recommended that you do not hide a key. Charges will be assessed when a lock or copies of keys/remotes are replaced and required during a lockout. (See Appendix B – Important Telephone Numbers)

13. CHILD SUPERVISION POLICY

Refer to the Army in Europe Child-Supervision policy for explanation of adult level supervision required for children in different grades. This policy is based on the child's grade in school, not the child's age. Incidents of unsupervised children should be reported to the installation Military Police (MP). For information on child supervision guidelines, please call the Family Advocacy Program Manager, or Army Community Services. (See Appendix C – Army in Europe Child and Youth Supervision Guidelines)

14. CURFEW

A youth curfew policy allows the USAG Italy commander to help children under the age of 18 that may have left their residence without their parents' knowledge or are possibly being neglected by their parents. This policy is intended to assist juveniles in the community that more than likely need intervention in their current family situation. This is a parental and community tool designed to protect our youth. Curfew hours are as follows:

<u>AGE</u>	<u>SUNDAY-THURSDAY</u>	<u>FRIDAY-SATURDAY</u>
14 and under	2100-0600	2200-0600
15-17	2200-0600	2300-0600

15. QUIET HOURS

Local noise guidelines in Italy are much more restrictive than in the United States. Italian law stipulates that noise is acceptable only as long as neighbors are not disturbed. Italian mid-day quiet hours are in effect in most communities. Avoid noise of any kind, loud music, cutting grass, and running engines, between 1300 and 1600. Confine the playing of musical instruments or stereo equipment to quarters. Volume levels should be such that no music can be heard outside the residence. Adjust accordingly when windows are open during the summer months. The same general rules apply to playing car radio/audio equipment. Evening quiet hours are from 2200 to 0700 daily. Do not use lawn mowers on Sundays or on Italian National Holidays.

Please remember that Italy is a foreign country and has different customs and procedures. Local law places limits on noise levels.

16. EXCESSIVE NOISE, MUSIC VOLUME, AND OFFENSIVE LANGUAGE

We must ensure our individual activities do not infringe upon the rights of others or degrade the overall quality of life. The standard is "Each of us has the responsibility to ensure that our courteous behavior makes this command an enjoyable place to live and work".

Definition of loud music/noise:

Music or other noises made loud enough to be heard by a neighbor or a person walking outside.
Music or other noises made loud enough to be heard by the occupants of an adjacent vehicle or by pedestrians.

Music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on any type of downloaded or recorded media, tapes, records or clothing is prohibited in all Government Leased Quarters or Housing areas where others are involuntarily exposed to it due to location or volume of the language.

17. HOW TO HANDLE A COMPLAINT

Many times people don't realize they are doing something that could be considered an annoyance to others. The first step in the process of dealing with an issue in your housing area is to be a good neighbor and go to the person you have the difference with. This usually results in the problem being solved. Always remember to calmly discuss your issues openly and honestly, refrain from making the issue a personal one. If this does not solve the issue, please contact the

Housing Office. You should keep records of attempts to solve issues.

The Housing Office will attempt to get the issue solved through the appropriate channels. If this proves unsuccessful, the issue will be elevated to the appropriate service members leadership and if necessary to the USAG Italy Garrison CSM and Commander respectively. All issues should be dealt with and solved at the lowest level possible. We are all part of the military community and must strive to ensure our living environment is peaceful, pleasant and comfortable for all.

18. POLICY VIOLATIONS

As a reminder, failure by residents to comply with applicable directives may be the cause for corrective actions, to include termination of assignment to government quarters, early return of family members, and/or the early termination of sponsor's overseas assignment.

1st Violation Residents will receive a friendly reminder about Housing Policy.

2nd Violation Residents will receive a Memorandum for immediate corrective action.

3rd Violation Service Member's command leadership will be notified.

19. PET POLICY

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.

It is the responsibility of pet owners to ensure that pets are controlled in such a manner that they do not become a public nuisance. No more than two domestic pets are authorized per dwelling unit. Other domestic animals (including birds, goldfish, and hamsters) may be kept in Family Housing. Exotic animals (for example, snakes) are prohibited.

All pets must be vaccinated against rabies upon reaching three months of age. Pets must be registered with the local Veterinary Clinic within two weeks of arrival or of obtaining a pet. You must also obtain a Pet Passport. For more information on vaccination and registration, pet passport, please contact the USAG Veterinary Clinic.

Pet owners residing in MFH are subject to host nation (HN) laws governing the treatment of pets. Pet owners will ensure their dog is on a leash, regardless of size, at all times when outside their individual apartment. This also applies to dogs being in the common areas of buildings.

Any dog of any breed with a known tendency or history of attacking or molesting persons or other animals, MUST be muzzled and kept on a short leash anytime when outside of quarters. The person walking the pet must have the ability to completely control the pet.

Pets will not be tied to trees, utility lines or poles, fences or other structures.

You may not leave the pet outside in the back yard while you are away from home.

Pets will be walked in the designated pet walking areas, where available. Violators can be fined and could lose pet privileges.

Owners will not allow pets to relieve themselves on balconies, patios, playgrounds, or within 50 feet of any family housing building, billets, medical facility, or childcare facility.

Pets will never be left unattended on balconies.

Cat owners will ensure their pets do not cause any type of nuisance or sanitation problems.

All fecal matter will be picked up immediately and disposed of, even in pet walking areas. Pet excrements must be wrapped in a biodegradable bag and disposed of in the household waste container. Please abide by your specific commune's regulations on proper disposal.

Proper housing and/or dry and warm shelters for the pets is required.

Failure to comply with this policy and the Family Resident Handbook will result in command notification, the USAG Italy Commander. Three infractions of the same nature could result in grounds for termination of housing and/or loss of pet privileges.

Due to the small size of some of buildings living conditions and not having personal yard areas to properly maintain a large dog, the recommended weight limit for dogs should not exceed 50 pounds. In all cases, pet owners must understand that Italian Law imposes absolute liability on the owner or keeper. Liability insurance is recommended. (See Appendix G - U.S. Army Garrison (USAG) Italy, Domestic Animals on Army Installations, Military Family Housing, and Military Healthcare Settings Policy)

20. VISITORS AND RESIDENTS IN FAMILY HOUSING

In accordance with AR 420-1, (Army Facilities Management), Family Housing is to be occupied only by the service member and family members. A temporary guest is defined as a person(s), who is not considered a resident of the area, or does not live or work within a commuting distance of one hour.

Occupancy of Government quarters by non-family members is not authorized without prior approval in writing from the Housing Office. Total quarters occupancy will not exceed more than two residents per bedroom. Basements, attics, and maid's rooms are not authorized as living or sleeping areas for safety and health reasons. Rent or other monetary compensation may not be collected from family members, non-family members, or guests. Military personnel and/or family members are not authorized to reside with another military family in government quarters.

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.

21. LEAVING QUARTERS VACANT

Any time you are away from your quarters, it is your responsibility to ensure the grass is mowed, the snow is shoveled, your pets are taken care of, newspapers or flyers are removed from your step, door or mailbox, and to make sure emergency maintenance work is completed.

If you are going to be away from your home for more than seven (7) days, you are responsible for coordinating with an adult neighbor or friend to look after your home during the time you will be gone. Be sure that the person you are appointing is responsible and willing to take on this responsibility.

Please provide Family Housing and your Building/Area Coordinator with the name of your point of contact, the signature of the point of contact accepting the responsibility for your home, and a day and night telephone number in case a problem arises. If the person will be staying in your home while you are gone, you must notify housing first. Ensure your point of contact knows where to call to report maintenance problems or emergencies.

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.

22. CHANGE IN BEDROOM REQUIREMENTS OR CHANGE IN RANK

Families whose bedroom requirement changes while residing in quarters can apply and compete for housing based on their new requirement (date of eligibility in these cases is the date of application). A good rule of thumb to assist you in determining bedroom requirements is: same sex can share a room up to 10 years of age, opposite sex can share a room until 6 years of age. No more than two persons should share a room in any case. If you are unsure of your bedroom eligibility, contact the Family Housing Office.

Personnel who are promoted during their tour and eligible for higher category housing may request to be placed on the waiting list to relocate if they have at least 12 months remaining on their tour. Families are reminded that both of these types of moves between quarters will be at their own expense. This includes cable and telephone reconnect charges. The quarters being vacated must be cleaned to "Move in Ready" standard and all U-DO-IT items completed. When completing an intra-post move you must vacate your old quarters within five working days after signing for your new quarters. Careful planning with work and personal schedules is extremely important. Those not clearing quarters within five working days risk the possibility of being charged a daily service charge for the unit being vacated.

23. DOMESTIC EMPLOYEES

Described as maids, nannies or housekeepers, sponsors may hire domestic employees to work and reside in sponsor's Government Quarters, under two conditions: compliance with Army policy and compliance with Italian law and Sponsors must have received an approved exception to policy signed by the USAG Italy Commander before hiring domestic employees. The policy permits no increase in bedroom or other housing entitlements to accommodate the domestic employee. The policy disallows additional Army benefits or privileges not available to other non-dependents, with the exception of shopping and driving privileges, when approved by the USAREUR Provost Marshal. The policy does not allow the domestic employee to live in attics, basements, or other areas that do not meet safety, health, or habitability standards. Additionally, the domestic employee may not be an illegal alien. Domestic employees residing in Government quarters must comply with Army housing regulations. The employee must have a current health certificate validated by a licensed physician.

To obtain approval, the sponsor must submit to the USAG Italy Commander proof of the domestic employee's compliance with Italian residence, tax, and insurance obligations, a copy of a written contract with the employee and a copy of the Italian police background check. Italian law prohibits hiring illegal aliens and requires a background check by Italian police authorities. Italian law requires the employee to have certain legal documents and registrations. For more information, please see the JAG office.

24. QUARTERS HOME BASED BUSINESSES

The first step, if you are considering operating a home-based business from your Government quarters, you must contact the USAG Italy Financial Management Division to determine the proper procedures for operating a business in Italy. Requests must be submitted in writing and must include the type of business, expected customer load, and any equipment used.

The approval of the USAG Italy Commander is required for all commercial endeavors. These activities must be in the interest of the USAG Italy service member's quality of life and must not detract from USAG Italy operations. Typically, businesses that increase utility usage, can cause parking problems, or create excess traffic in the Building or Housing area are not favorable. The only kind of moneymaking enterprises that may be operated by Americans living in Government housing are those that are service-based such as tutoring and giving music or dance lessons. Selling products such as Tupperware, Avon, Mary Kay, Herbalife and Pampered Chef is not within the regulatory guidance. Also, these types of items and others may not be marketed through product parties in Government homes. NOTE: All business activities are subject to host nation taxes, business licensing laws, explained fully in USAREUR 210-70. For more information, please contact the Financial Management Division.

25. GROUNDS

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.