



**USAG
ITALY**

Private Rental Packet Hand Out



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



US Army Garrison - Italy
Department of Public Works
Housing Division



PRIVATE RENTAL BRIEFING CHECKLIST

I HAVE BEEN BRIEFED ON THE FOLLOWING:

- ✓ CODICE FISCALE "ITALIAN SSN"
- ✓ YOUR ENTITLEMENTS TLA-OHA-MIHA on <https://www.travel.dod.mil>
- ✓ PRIVATE RENTAL REFERRAL WEBSITE: <https://www.homes.mil>
- ✓ PRIVATE RENTAL LIAISON SUPPORT SERVICES (UP TO 5 VIEWINGS)
- ✓ REAL ESTATE AGENCY INFORMATION (FEE = 1 MONTH RENT + 22% VAT)
- ✓ SCHOOL BUS ROUTE
- ✓ LEASE SIGNING PROCESS/ LEASE CONTRACT
- ✓ REQUESTS FOR RELOCATIONS (PROCEDURE FOR LOCAL MOVES AND TERMS OF NOTICE)
- ✓ SECURITY DEPOSIT AND REDECORATION FEE
- ✓ CFMO (PERMANENTLY ISSUED ITEMS AND TEMPORARY FURNISHINGS)
- ✓ UTILITIES (CITY GAS, LPG, FUEL OIL, ELECTRICITY AND WATER)
- ✓ TAX RELIEF OFFICE (TRO) AND UTILITY TAX EXEMPTION PROGRAM (UTEP)
- ✓ TELEPHONE/INTERNET/SKY (CELL PHONE STORE AT PX)
- ✓ GARBAGE REMOVAL FEE AND RECYCLING
- ✓ MOLD PREVENTION AND TREATMENT INFORMATION
- ✓ ZTL
- ✓ CONTACTS & REFERENCES.

NAME: _____

RANK: _____

SIGNATURE: _____

DATE: _____



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

AMIM-ITP-H

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

SUBJECT: Housing Information for New Arrivals to Vicenza

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AMIM-ITP-H

Subject: Housing Information for New Arrivals to Vicenza

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

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

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



US Army Garrison - Italy
Department of Public Works
Housing Division



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 is processed in 15 day increments

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.



Subsequent 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: Airbnb could be partially or not authorized for TLA. Please refer to Finance Office.

APPENDIX C TLA INFORMATION SHEET

Temporary Lodging Allowance Information Sheet for Servicemembers

1. This sheet provides local requirements and regulatory provisions to help you claim temporary lodging allowance (TLA). Failure to comply with this policy could result in your not receiving TLA or having your TLA eligibility terminated early.
2. TLA partially reimburses you for—
 - a. Expenses while in temporary lodging (including transient facilities).
 - b. The cost of meals.
3. TLA is based primarily on permanent change of station (PCS) moves and nonavailability of Government quarters (other than transient facilities) or private rental housing. Servicemembers (SMs) must also check the availability of transient facilities. If available Government transient facilities are available and not used, TLA lodging reimbursement is limited to the Government-quarters cost. To be eligible for TLA, you must occupy temporary lodging (such as hotels or transient quarters). Lodging expenses are not reimbursable when you stay with friends, relatives, coworkers, or associates. In these cases, only meals are reimbursed. Paragraph 13 explains TLA when concurrent travel to a private address was approved.
4. You must report to the housing management office (HMO) within 2 workdays after you report to your permanent duty station (PDS) to register for permanent housing. On receipt of your PCS orders, you must contact the HMO for instructions. Local conditions and PCS departure dates dictate when you have to confirm pickup of household goods.
5. TLA is measured in calendar days.
6. The HMO will inform you of the availability of Government quarters and suitable or adequate private rental housing.
 - a. You are not required to seek private rental housing if permanent Government quarters will be available within 60 days (90 days if concurrent travel to Government quarters was approved). You may report to housing at your convenience for certification and approval of your TLA claim.
 - b. The HMO will help you find suitable private rental housing when Government quarters will not be available within 60 days (90 days if concurrent travel to Government quarters was approved). You—
 - (1) Must aggressively seek private rental housing on your own.
 - (2) Must report to the HMO every 15 days to verify that you have been seeking private rental housing.
 - (3) May need to provide a record of the addresses you visited while seeking private rental housing.
 - c. Unit commanders are required to allow SMs time to look for housing.
7. TLA is limited to 60 days after arrival at the PDS and 10 days before departure. Exceptions may be granted for certain circumstances (para 9). The 10-day and 60-day periods are not automatic periods.

8. You must file TLA claims in 15-day increments, except for final claims. Final claims may be for less than 15 days. You must submit claims to the housing and finance offices on the 1st workday after the last day of the TLA claim period.
9. Under certain circumstances, TLA may be extended for more than 60 days after arrival and for more than days before departure. The HMO will provide instructions when an extension is necessary. (AE Reg 37-4/CNE-CNA-C6F Inst 7210.2J/USAFE-AFAFRICA Inst 65-104, app B, provides more information)
10. You must have the following documents to file a TLA claim:
 - a. Three copies of a statement substantiating TLA payment. Figure C-2 in AE Regulation 37-4/CNE-CNA-C6F Instruction 7210.2J/USAFE-AFAFRICA Instruction 65-104 prescribes the format for this statement. The HMO may give you blank statements to file a claim.
 - b. Lodging receipts for the period of the claim.
 - c. One copy of the PCS orders, including amendments, for the first claim and the first extension.
 - d. Statement of nonavailability (depending on local requirements).
 - e. A list of private rental housing addresses visited (if told to seek housing aggressively). The list must include the reasons for nonacceptance and must be verified by the HMO.
 - f. Other receipts, as applicable.
11. TLA will end when you—
 - a. Refuse to occupy available adequate Government or private rental housing.
 - b. Enter into a lease or mortgage, or the day before you occupy permanent Government quarters. In any case, TLA must stop the day household goods are delivered (DODFMR, Vol 7A, chap 68, para 680406).
 - c. Do not occupy temporary lodging at personal expense.
 - d. Fail to comply with regulatory requirements.
 - e. Request late delivery of household goods for personal reasons.
 - f. Fail to seek private rental housing aggressively when required.
 - g. Request to be bypassed on the quarters list for personal reasons.
 - h. Vacate permanent quarters prematurely for personal reasons.
 - i. Delay or fail inspection of Government quarters for personal reasons (not an emergency).
 - j. Delay port call or airline reservations for personal reasons (not an emergency).
 - k. Vacate quarters because of early return of dependents.
 - l. Go on leave outside the country of assignment.
 - m. Are offered single quarters when the TLA eligibility is based on nonavailability of bachelor quarters and seek Family quarters to accommodate non-command-sponsored dependents.
 - n. Refuse private rental housing because the housing is not large enough for your furniture or pets, or the housing is not in your preferred school district.

12. When you or your dependents reside with friends or relatives (that is, when lodging is provided by friends or relatives) while you are actively seeking permanent lodging for yourself and are authorized TLA, the reduced (one-half) meals- and incidental-expenses amount based on cooking facilities does not apply (according to DODFMR, Vol 7A, chap 68, para 680603, sub para D).

13. If you and your dependents had concurrent travel and the PCS move was approved to an address of private housing that is leased, rented, or owned by you, by your relatives, or by your friends, the following applies:

a. You may be authorized TLA for the period between the time of your arrival (date reporting to the PDS) and the availability of prearranged housing. Eligibility must be kept to a minimum and should normally not exceed 15 days.

b. You may be authorized TLA when the respective private rental address is not within the commuting distance of the duty station and a statement of nonavailability of single quarters is issued.

TERMS

Aggressively seek housing.

To actively look for housing offers. This includes pursuing housing management office referrals as well as available advertisements. The minimum number of documented visits required to secure permanent housing for each 15-day increment of temporary lodging allowance reimbursement is as follows:

- First 15-day increment: three dwellings
- Each subsequent 15-day increment: six additional dwellings.

Suitable housing / adequate quarters

Permanent government quarters that meet or exceed the standards prescribed by applicable service directives. This definition includes Government-leased Housing. It also includes private rental housing that-----

- Has enough bedrooms to meet Family size and composition as outlined in Service directives.
- Is within commuting distance of the duty station as outlined in Service directives.
- Has an average total monthly cost that does not exceed the maximum allowable housing-cost criteria.
- Is structurally sound and does not pose a safety or health hazard.
- Has hot and cold potable water, a shower or bath, at least one flushing toilet, electrical service, and a heating system (where the climate requires one)

Date:

Service Member's rank, full name: _____

Signature: _____

[illegible][illegible]



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HOUSING ALLOWANCE (OHA)

The Overseas Housing Allowance (OHA) is designed to help offset housing expenses for a service member and/or dependents assigned at an overseas location. Service members authorized to live in Private Rental Housing is authorized OHA. The OHA consists of two parts:

OHA RENTAL ALLOWANCE

It covers pure rent, condominium fees, the cost of a parking place or a garage to a maximum ceiling based on your rank and status. If the rent is above the ceiling, you will pay the difference out of pocket. If your rent is under the ceiling, your allowance will include the amount you actually pay, unlike BAH in CONUS.

UTILITY/RECURRING MAINTENANCE ALLOWANCE

This portion of the OHA is added to the rent to help pay for utilities and recurring maintenance costs. This allowance is a set amount is based on area assigned and accompanied/unaccompanied status. Utilities in Italy include electricity, gas or oil for heating, and water. Recurring maintenance includes minor repair expenses (ie. windowpane replacement or repair of electrical outlets, furnace repair, maintenance of the yard, the furnace or the air conditioning system). If the monthly rent includes all or part of the utilities, the allowance is eliminated or paid on a percentage basis.

OHA Calculator: <http://www.defensetravel.dod.mil/site/ohaCalc.cfm>

MOVE IN HOUSING ALLOWANCE (MIHA)

The Move In Housing Allowance (MIHA) is designed to help offset move cost associated with occupying Private Rental Housing. In most cases, a service member authorized OHA is authorized MIHA. There are three separate types of MIHA payments:

MIHA/MISCELLANEOUS

This allowance is a onetime, lump-sum payment to reimburse service members for expenditures to make their dwelling habitable. Examples of expenditures include cabinets, transformers, light fixtures, air conditioners, screens, telephone installation, shelving, water purification filters.

MIHA/RENT

It might cover charges that the service member must pay before/upon occupying a dwelling, such as redecoration fees or, if applicable, agency fees.



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PRIVATE RENTAL HUNTING

www.homes.mil:

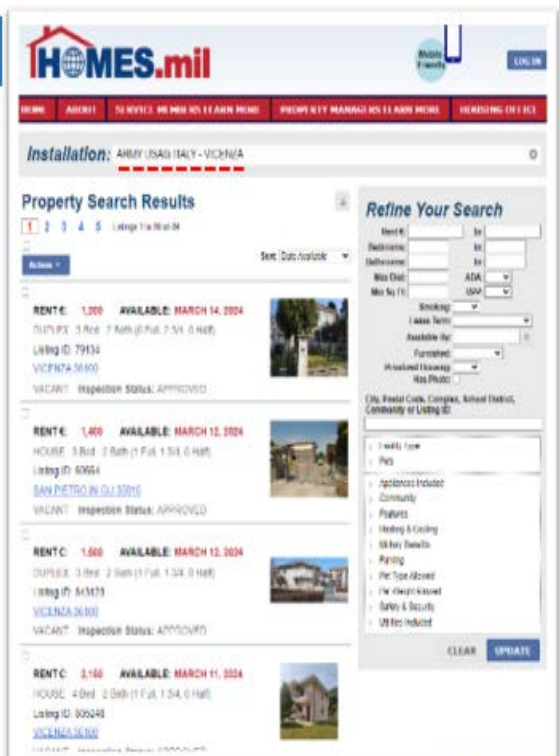
No Agency fee. House adequacy already checked by Housing Office.

HOMES.mil is a service designed to connect Service members and their Families with community housing rental listings located near U.S. military bases.



Vicenza

www.homes.mil QR code





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LIST OF REAL ESTATE AGENCIES

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

Agency	City	Address	POC	Phone numbers	email	web
Abitare a Vicenza	Longare	Via Roma, 32	Giovanni Balbo	0444 953 188 349 465 9072	info@abitareavicenza.it	
Agenzia Pellegrini	Vicenza	Corso Padova, 148	Mara Meda	320 283 3330	info@agenziapellegrini.it	www.agenziapellegrini.it
Assenza Francesca	Vicenza	Via Battaglione Monte Berico, 9	Francesca Assenza	328 212 2692	assenzafrancesca.vi@gmail.com	www.assenzaimmobiliare.it
Bellieni Immobiliare	Vicenza	Piazza Matteotti, 20	Filippo	0444-525262 324-8751491	affitti3@bellieni.com	
Domus Immobiliare	Vicenza	Viale Trento, 86	Betty Vit	0444 526377 335-538 4946	info@domusvi.it	www.domusvi.it
Immobiliare Zanguio di Coppolino Luca	Vicenza	Contra' Carpagnon 1	Luca Coppolino	0444 544433 338 593 1372	Luca.Coppolino@zanguio.it	
La Corte Dei Miracoli SAS	Vicenza	Piazzola San Giuseppe, 4	Stefania Zocche	348 490 8470 0444 525218	info@lacortedeimiracoli.eu	www.lacortedeimiracoli.eu
Progetto Studio Immobiliare	Vicenza	Contra' Delle Barche, 33	Laura Foralosso	0444 324 023 348 383 1046	laura@agenziaprogetto.it	
Stabilia Zoso Immobiliare	Vicenza	V.le Trento 326	Claude Zoso	0444-570366 348 230 5501	Claude.zoso@stabilia.it	
Teckno Palladio	Vicenza	Contra' Santi Apostoli, 26	Miriam	340 708 4749 340 243 8289	tecknopalladio.imm@libero.it	
Von Poll Vicenza srl	Vicenza	Contrada Porta Padova 132	Silvia Schiavo	0444 317652 339 706 9790	silvia.schiavo@von-poll.com	



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RENTER'S INSURANCE FOR FIRE & DAMAGES

SUBJECT: FIRE INSURANCE LIABILITY FOR DAMAGES CAUSED BY FIRE INFORMATION

Italian law imposes civil and criminal responsibility on tenants for the safety of their quarters and liability for damages. By Article 1588 of Italian Civil Code the lessee is liable for loss or damages to the building caused by fire, unless the lessee proves that such loss or damage was due to causes beyond his control. The tenant is also liable for damages caused by family members and guests.

Tenants should seriously consider to obtain a renter's insurance policy. A renter's policy is usually reasonable in cost, and it covers the damages to the quarters and the personal possessions therein. Fire insurance coverage is also strongly recommended.

It is advised that you purchase carbon monoxide and smoke detector from the PX because it is not Law here in Italy to have these installed. These articles you can purchase with allowances that you are given, and which comes under the heading of:

UTILITIES/RECURRING MAINTENANCE/MISCELLANEOUS ALLOWANCE.



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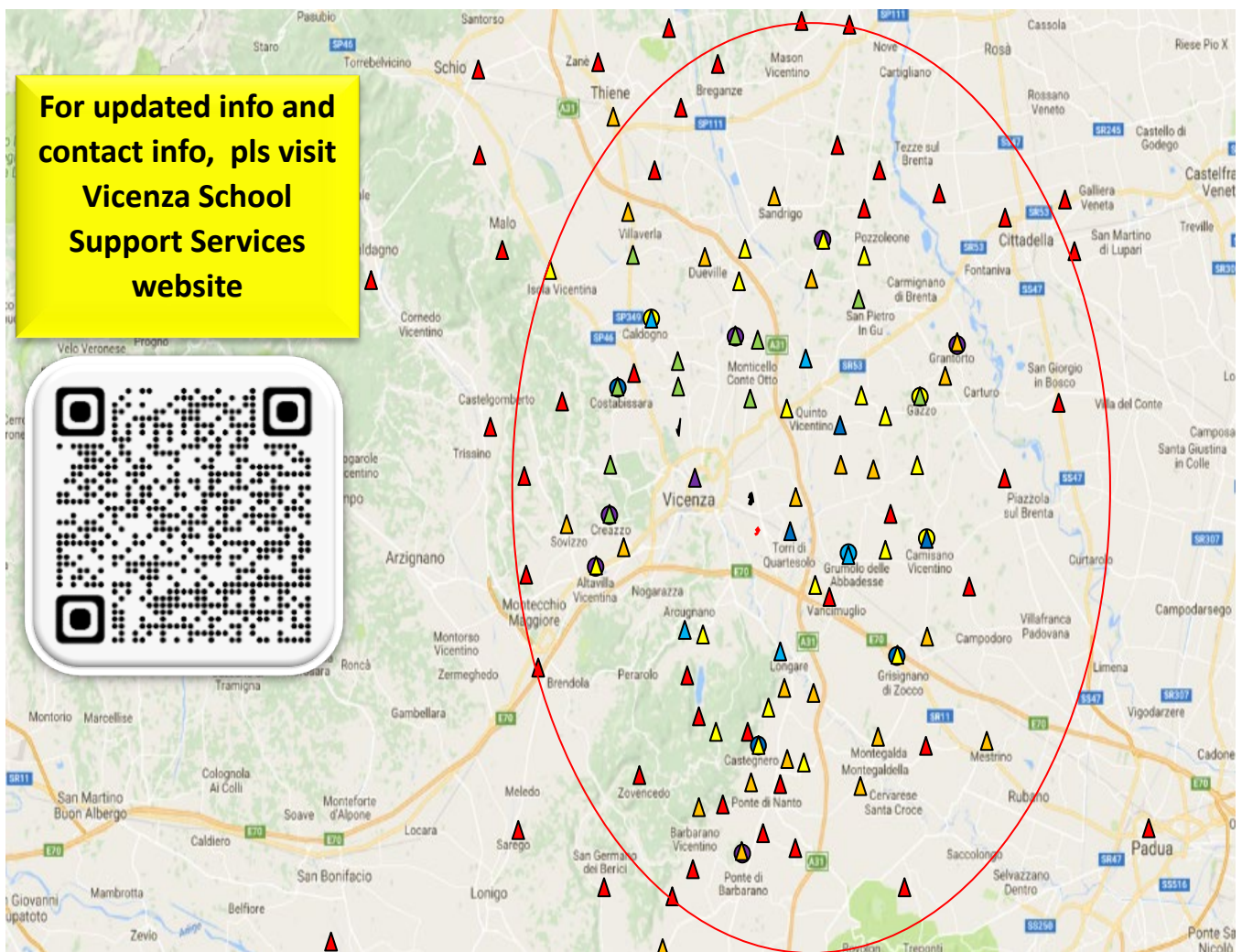
STUDENT TRASPORTATION OFFICE (STO)

Located at the Vicenza Middle School at Villaggio

Contact the transportation office for school bus stop locations and to get a bus pass. A bus pass is required to ride.

VICENZA.SBO@DODEA.EDU

**For updated info and
contact info, pls visit
Vicenza School
Support Services
website**

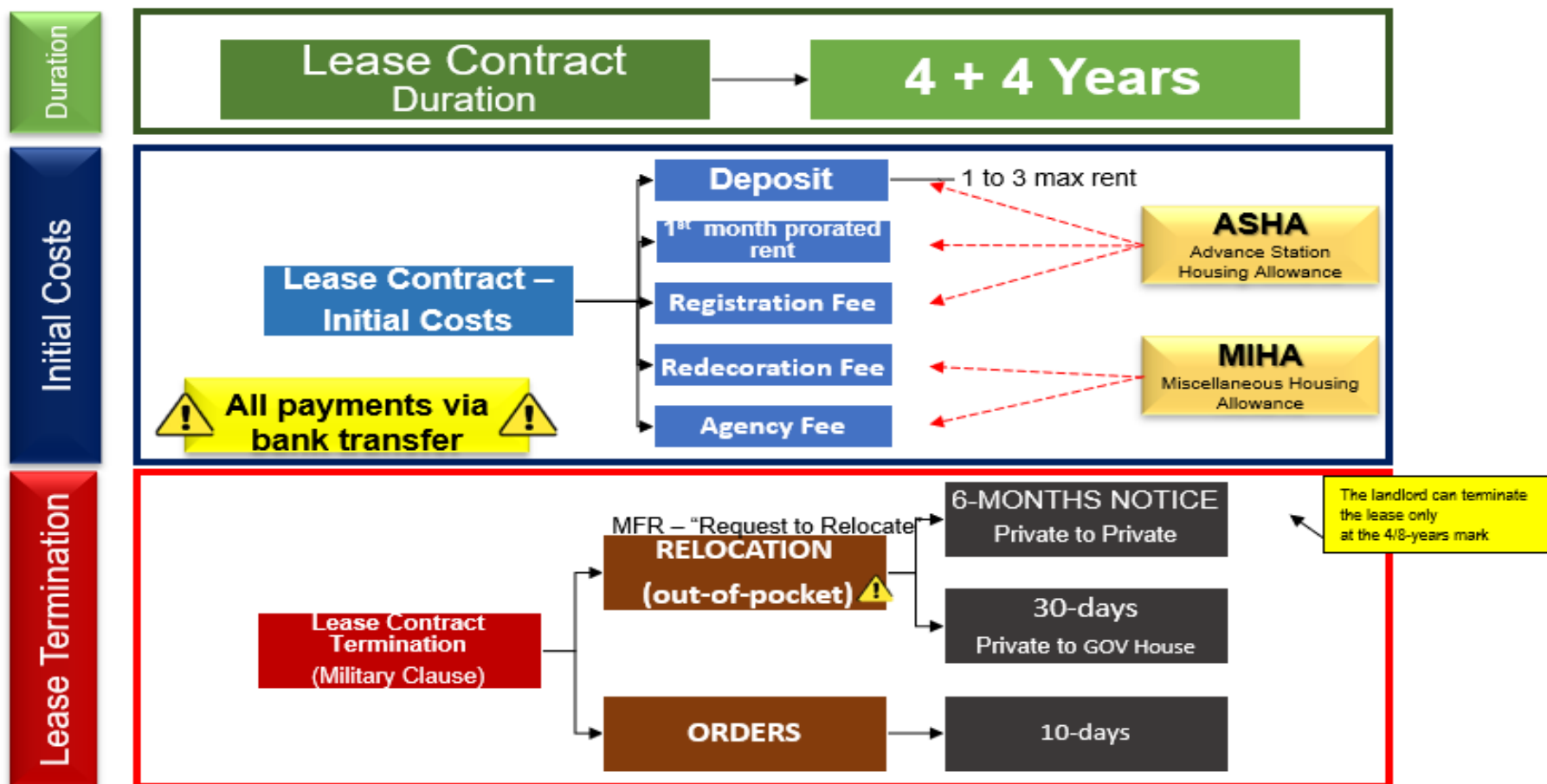




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LEASE CONTRACT – DURATION / INITIAL COSTS / TERMINATIONS





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UTILITIES / SERVICES

Please visit the Tax Relief Office to understand the many services they provide to the community.

guide



website



Utility / Service	Description	Notes	Bills	TRO/UTEP applicability
GAS	Heating, Cooking Gas, Hot water	CITY GAS LPG TANK FUEL OIL tank	Monthly (City Gas) Depends on usage (LPG, fuel)	YES YES N/A
ELECTRICITY	Electricity	Consider to upgrade available Kwh	Each month, in the tenant's name	N/A
WATER	City Water	Tenant will reimburse the Landlord directly for the consumption or a contract (may be entered directly on the Tenant's name)	Each three months	N/A
GARBAGE	Garbage removal fee	The cost may be reimbursed to Landlord at the presentation of the bill paid or included in the monthly rent	Quarterly, 6-months or yearly (it depends on the location)	N/A
INTERNET SERVICE		Internet providers and plans are available at the cell-phone store at the PX		N/A

Tax Relief Office Utility Tax Exemption Program (UTEP)

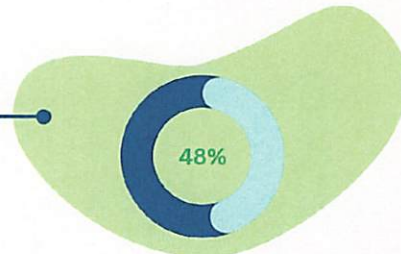
Reduce your natural gas and electricity bills with UTEP!

Avoid Italian Tax

The Italian government imposes several taxes on natural gas and electricity for domestic use; ranging from **37-48%** on gas and

10-20% on electricity (based on consumption)!

It's tax ON taxes. Why pay more if you don't have to?



Save Money

The average UTEP participant **saves \$570 or more** a year on domestic gas and electric consumption. You also **save €108 a year on the Italian TV tax!***

* This fee is imbedded within your electric bill.

Stateside Familiarity

Moving abroad can be intimidating to say the least. With UTEP, you will have an **English-speaking liaison**, bills in **USD**, an **option to set up an auto-billing**.



Who is Eligible?

US ID Card Holders! UTEP is available to both American military and DoD civilian personnel.

Whether you are new to the Vicenza community and just beginning the housing search OR you've been living in your current home for years, you are eligible to enroll in the program.

SO, WHAT NOW?

Visit the QR code to the right and find out more as well as review the FAQ's about the program!

Questions? Head over to the Tax Relief Office to speak with a representative that can answer your questions and coach you through your next steps.

 **CASERMA EDERLE, BUILDING 367**
 **+39 0444-71-5102**





**US Army Garrison - Italy
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Central Furnishings Management Office (CFMO)

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

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

Permanent Issue Items:

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

Temporary Furniture (Loaner Sets):

- ✓ Beds and night stands
- ✓ Chest of Drawers or dressers
- ✓ Sofa and easy chairs
- ✓ Tables (dining table, coffee table, end tables)
- ✓ Dining Chairs
- ✓ AFN Decoder: One AFN Decoder



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

CFMO Phone Numbers:

DSN 646-2560, COMM 0444-71-2560

DSN 646-2561, COMM 0444-71-2561

DSN 646-2562, COMM 0444-71-2562

DSN 646-2563, COMM 0444-71-2563



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ARMY FAMILY HOUSING “U-DO-IT” CENTER

To receive U-DO-IT privileges and sign out equipment or materials, you must be 16 years of age or older and be authorized in writing by the sponsor. Occupants of private rental Housing are not authorized expendable items as they receive Housing Allowances to provide for those items but may sign out equipment for 24 hrs. Please be sure the equipment is returned CLEAN and in PROPER WORKING ORDER. Please be advised that if you do not return equipment and tools within the required period, your U-DO-IT account will be suspended, and you may not be authorized U-DO-IT/SELF HELP PRIVILEGES until the items are returned. Location: Villaggio, Bldg. 211. Equipment signed out from the U-DO-IT Center will need to be returned to the U-DO-IT CENTER within 48 HOURS FOR GOVERNMENT LEASED QRTS (GLQ) & VILLAGGIO and within 24 HOURS FOR PRIVATE RENTAL.

U-DO-IT Center is at VILLAGGIO, next to swimming pool.

Items	Government Controlled Quarters - Residents	Private Rental - residents
DURABLE – LOAN <i>(lawn mowers, weed eaters, rakes, dollies, sanders, garden tools, blower, portable heater, and A/C)</i>	YES	YES
EXPENDABLE <i>(batteries, light bulbs, screws, nails, filters, neon lamps, plunger, shower curtain rod, garden hose nozzles, anti-slip strips)</i>	YES	NO

U-DO-IT Opening Hours

Monday/Friday	1030hrs	1830hrs
Saturday	0900hrs	1500hrs



DSN: 314 646 2515
COMM: 0444 71 2515



Directions to Via Veronese Gate



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MOLD PREVENTION AND TREATMENT

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

Mold thrives in conditions of:

Humidity

Poor Ventilation

Poor Lighting

Everyday Mold Prevention Tips:

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

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

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

Treatment of Initial Development of Mold:

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



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RECYCLING INFORMATION FOR RESIDENTS

PAPER:

Please throw here: Newspapers, magazines, books, white paper, cardboard food boxes (for pasta, cookies etc.), Note: Please, flatten cardboard.



ORGANIC WASTE:

Please throw here: food scraps in closed plastic bags (e.g. meat, fish, salami, cheese, bread, pasta, rice, fruits, vegetables, fruit & vegetable skins, coffee grounds and tea filters, cut flowers and small plants, pet litter).

PLASTIC AND CANS:

Please throw here: all plastic items and aluminum cans (with AL symbol). Drinking and soft drinks bottles, detergent bottles, tin cans, yogurt containers, shampoo bottles, packaging, and plastic bags (please rinse them!)



GLASS ONLY:

Please throw here: Glass bottles, glass jars (please rinse them!)

DRY WASTE:

Please throw here: Everything that is not recyclable, flattened tetra pack containers (for milk, fruit juice etc.), food containers, napkins and sanitary towels, bulbs, rubber, etc.



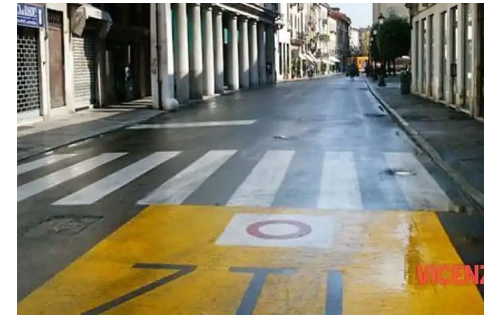
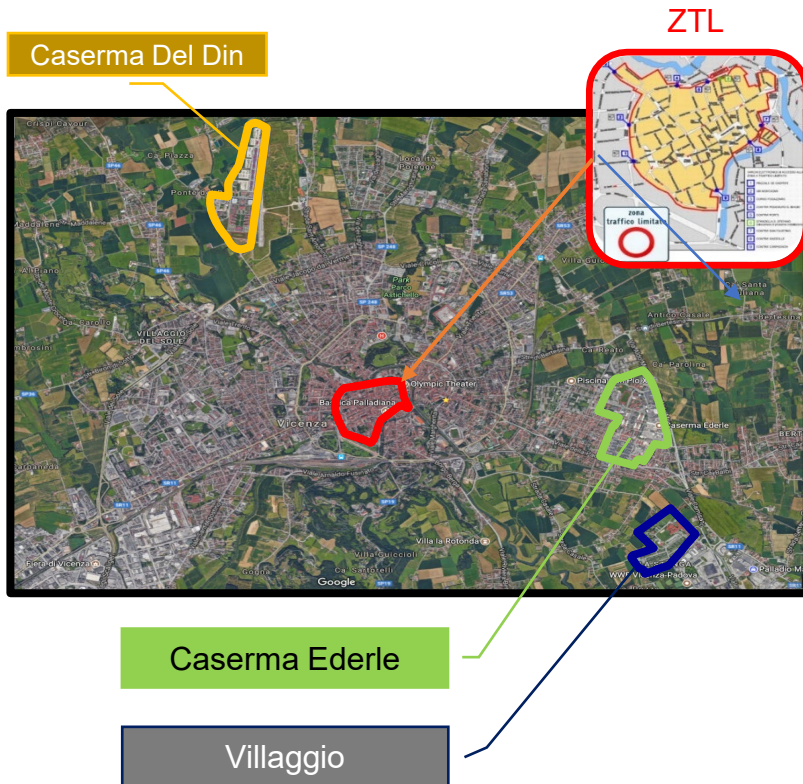
The Housing Office will provide instructions on how to separate and recycle and how to access the Eco Center for your town. **For more information please contact:** DPW Environmental Division 646 2637



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Housing Office



Downtown - Parking and Driving. Limited Traffic Zone (ZTL)



✓ ZTL Area (Limited Traffic Zone)

- It's located in the historical city center. Residents with official permits and pedestrian traffic only are authorized.
- Cameras are located at access and exit points. Fines are issued if vehicles are not in compliance.
- Housing Office will assist with your ZTL permit application to the Local Police, if you meet the requirements.
- ZTL Area can be found in other cities (Rome, Milan, etc.)



**ZTL permits expire yearly
on 31 May
regardless of when the
initial permit was submitted**

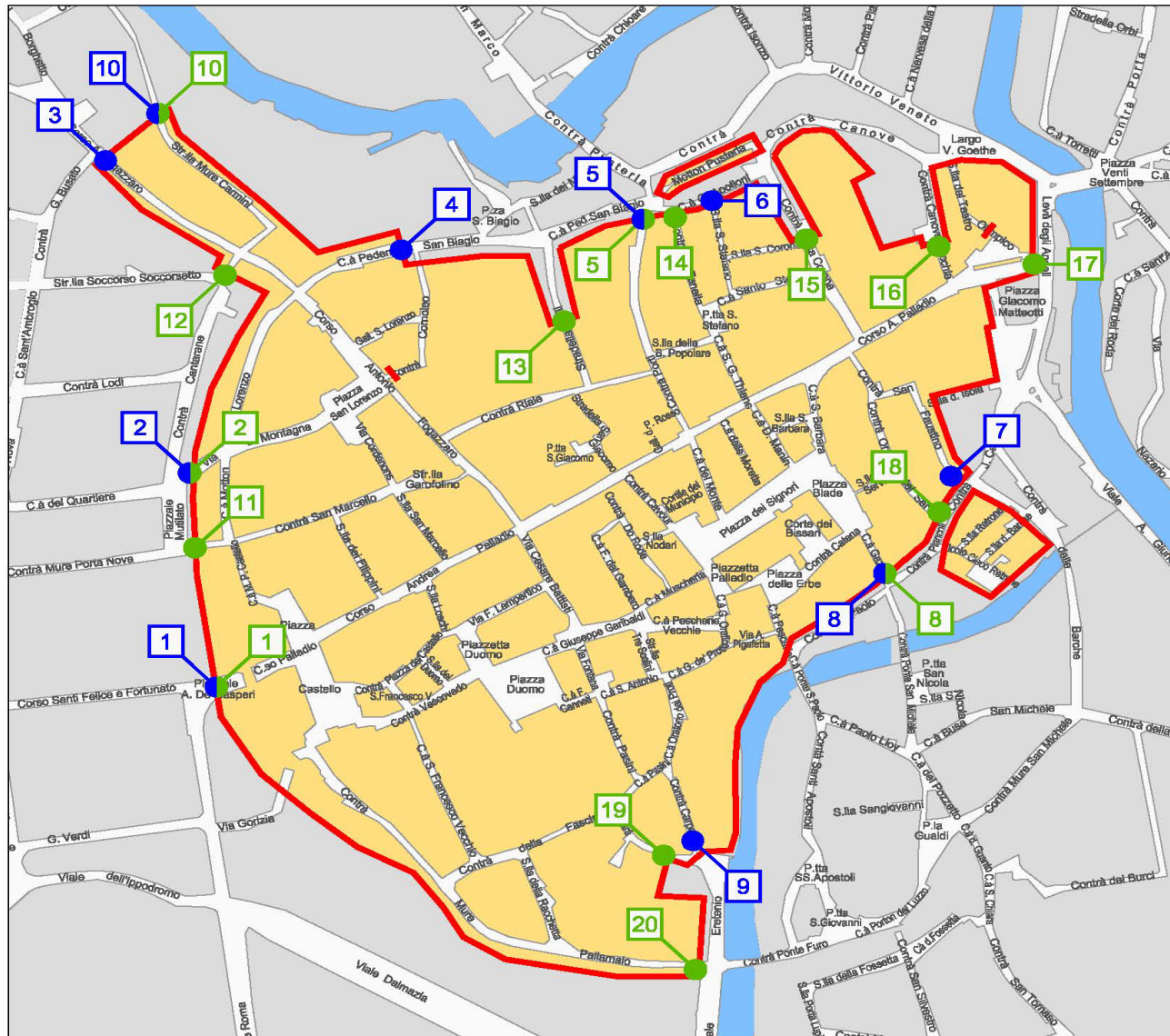
✓ Blue Lines Permits



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Zona a Traffico Limitato (ZTL) - Map



VARCHI DI ACCESSO ALLA ZONA A TRAFFICO LIMITATO

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

VARCHI DI USCITA DALLA ZONA A TRAFFICO LIMITATO

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



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HOUSING – Contact Information

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

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

EMAIL:

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



Housing Mail